

Schedule A
External Brokerage Service Specification

1. AIM

- 1.1 The purpose of the external brokerage service is to support individuals who have been identified as requiring support to discharge/transition from a hospital or community setting into a more appropriate setting that best meets their care needs. The service will broker placements/packages of care on behalf of the Local Authority/NHS Commissioners or self-funders by supporting the identification and negotiation of residential/nursing home placements or packages of care.
- 1.2 By supporting this function the service will support the Commissioner in achieving sustainable fee levels, reduce delayed transfers of care (DTOC) that are attributable to placements or packages of care, reduce the number of people who are designated as “super stranded” (length of stay over 21 days) and support individuals experiences of discharge.

2. SCOPE

- 2.1 The service will successfully support people to transition from a hospital or community setting to the most appropriate setting to meet their care needs.
- 2.2 The service will support people who are identified as eligible for Local Authority funding under the Care Act, NHS funding, or those who are identified as being self-funding.
- 2.3 In 2019/20 the service will support up to a maximum of 35 people per month who will have one of the following characteristics:
 - 2.3.1 Social care: Individuals in the Royal United Hospitals Bath (RUH), BaNES Community Hospitals (St Martins and Paulton) or individuals in the community who require a residential or nursing home placement which will be funded by the Local Authority.
 - 2.3.2 Complex Intervention and Treatment Team (CITT): Individuals under the care of the CITT team who are currently in the RUH, BaNES Community Hospitals or in the community who require a residential or nursing home placement which will be funded by the Local Authority.
 - 2.3.3 Self-Funders: Individuals identified as self-funders in the RUH or BaNES Community Hospitals who require a residential/nursing home placement or a home care package.
 - 2.3.4 Continuing Health Care (CHC): Individuals identified as eligible for CHC fast track who in the RUH or BaNES Community Hospitals who require a residential/nursing home placement or a home care package
- 2.4 Volumes beyond 2019/20 will be confirmed and will be subject to separate call-off contracts.
- 2.5 The service will only make placements with providers that the Commissioner has a contract with. The provider will discuss with the relevant Commissioners any identified/preferred providers with whom the Local Authority/Clinical Commissioning Group does not have a contract with before placement is made.
- 2.6 The service will use the MiDOS system to identify care home vacancies.
- 2.7 The service will also seek to make placements in homes following an agreed process which generally would be making placements in block funded vacancies

first, then homes that accept the agreed Fair Price of Care rate, then homes that are nearest to the agreed Fair Price of Care rate.

- 2.8 For domiciliary care, the Council has contracts with Strategic Partners and spot providers. The service will be expected to follow a set procedure when contacting domiciliary care providers. The Commissioner will provide this procedure.
- 2.9 The service will aim to make placements within the individuals preferred geographical location; however the service will be required to support individuals in considering placements outside of their preferred location where appropriate.
- 2.10 As residential and nursing homes and home care services are being re-commissioned during 2019-2020, care providers may change during the life of the contract, and therefore the way in which the service is able to identify a shortlist of contracted providers may change.
- 2.11 The Commissioner will be mobilising an internal brokerage service in 2019-20 and while this will initially start with adult social care domiciliary care packages (outside of the scope of this specification) this will then be further developed throughout 2019/2020 and could include work which is outlined within this specification. The provider will therefore work with Commissioners as the internal brokerage service develops and support any handover as required.

3. THE SERVICES

3.1 In providing the Services, the provider will:-

- 3.1.1 Quickly mobilise the service to ensure continuation of the external brokerage provision.
- 3.1.2 Liaise closely with, and receive referrals from, professionals within the Integrated Discharge Service (IDS) team at the RUH and Community Hospitals, CITT team, Health Access Team, CHC team and older persons social work team (PILT) between the hours of 0900 – 1700 hrs Monday to Friday.
- 3.1.3 Broker residential/nursing placements or community packages of care on behalf Local Authority/NHS Commissioners or self-funders which will include identifying appropriate placements/packages of care and negotiating their costs.
- 3.1.4 Attend the RUH DTOC Sit Rep, which is held on a weekly basis, to proactively identify referrals and provide discharge updates.
- 3.1.5 Support individuals and families across a 7 day period, including meeting families and providing supportive visits to residential/nursing home placements prior to admission where this is required.
- 3.1.6 The above services will be provided without charge to individuals/relatives.

3.2 In providing the Services, the provider will additionally:-

- 3.2.1 Support the Local Authority in meeting its published fee levels (Fair Price of Care rates) for residential/nursing home placements which are made either from a hospital setting or the community. (The Fair Price of Care rates for 19/20 will be provided by the Local Authority)
- 3.2.2 Inform all people who are referred to the service of the Local Authorities charging and top-up policies and manage expectations regarding the council's expected fee levels and location of care home.
- 3.2.3 Engage with the CHC team to ensure an appropriate fee level is paid for CHC placements/packages of care.

- 3.2.4 Negotiate the costs for self-funding individuals, to help support the appropriate management of individuals resources.
 - 3.2.5 Attend discharge and review meetings as required by the professionals supporting the individuals discharge.
 - 3.2.6 Ensure its staff are appropriately trained to work individually with people who need support to find a package of care or placement
 - 3.2.7 Maintain knowledge of BaNES residential and nursing home bed availability, through the use of MiDOS, alongside maintaining awareness of the inspection status of each registered BaNES home.
 - 3.2.8 Depending on the request from the referrer and in line with financial and geographical requirements, work with the person and their family to identify 3 x care homes / home care options for each person referred. This may include visiting homes where requested.
 - 3.2.9 Secure agreement on those three options with the person and their family and present those three options to the professionals supporting the individuals discharge.
 - 3.2.10 Once the person is being supported by the care home / home care service, follow up with them 24 hours later to ensure they are happy with the service in terms of quality and safety.
 - 3.2.11 Not approach residents of Bath and North East Somerset or individuals who are registered with a Bath and North East Somerset CCG GP without written permission from the Commissioner.
- 3.3 The provider will deliver the following:-
- 3.3.1 Support the placement/packages of up to a maximum of 35 individuals per month in 2019/20. (The mix of the individuals, as outlined in section 2.3, will be determined by the Commissioner)
 - 3.3.2 Deliver this on a framework basis, from which the Commissioner will call off on an individual placement/package basis up to a maximum of 35 placements/packages per month in 2019/20. This provision will be invoiced monthly in arrears to BaNES Council.
 - 3.3.3 Engage in discussions with the Commissioner where call offs may be required above this level to support specific increases in demand.

4. LOCATION

- 4.1 Services will be provided to individuals who are either residing within the Bath and North East Somerset Local Authorities boundary or individuals who are registered with a Bath and North East Somerset CCG GP.
- 4.2 The provider will be expected to deliver services from the above area, with an identified base available within the IDS offices at the RUH. (To be confirmed during contract mobilisation).

5. INTERDEPENDENCIES

- 5.1 The provider will support teams as outlined in 3.1.1, alongside liaising with a range of stakeholders including ward nursing staff, care home/home care staff members/managers and Local Authority and CCG Commissioners.

5.2 The provider will engage with the Local Authority Brokerage Manager. This manager will support the development of an Internal Brokerage Function within BaNES Council as referenced in 2.10.

Schedule B **Monitoring Schedule**

1. REPORTING

- 1.1. The provider will be required to provide the Commissioner with regular reports which will outline the delivery and performance of the service.
- 1.2. The provider will be expected to submit a secure weekly log of all services provided alongside specific key performance indicators as outlined in section 2. This will include information on all individual placements made (including costs).
- 1.3. The provider will additionally provide the Commissioner with a monthly summary report detailing all key performance indicators, as outlined in section 5, alongside a narrative summary.
- 1.4. The provider will maintain regular and frequent monitoring to identify satisfaction with the provision of the services.
- 1.5. The provider is expected to be able to demonstrate adherence to the Local Authorities agreed fee levels and therefore demonstrate negotiations in the costs of residential/nursing placements.
- 1.6. Contract review meetings will take place bi-annually throughout the Contract Term.

2. KEY PERFORMANCE INDICATORS

The provider will be monitored regularly to the agreed performance measures as follows:-

How much did we do?	How well did we do it?
A. Activity Numbers (Weekly) <ol style="list-style-type: none"> i. Number of referrals received and number accepted, split by referring team (Indicating whether for placement or package of care). ii. Reason(s) for rejection of referrals (if any). iii. Number of discharges split by referring team (Indicating whether for placement or package of care). iv. Individual log of all discharges. v. Number of discharge meetings attended. vi. Number of joint visits to care homes made with individual/their family. vii. Number of 24 hour follow up visits / calls made measured 	B. Activity Specific Measures (Weekly) <ol style="list-style-type: none"> i. Speed from referral to home/package of choice (Target - Median 2 days) ii. Speed from referral to discharge (Target – Median 5 days) C. % Activity Specific Measures (Monthly) <ol style="list-style-type: none"> i. % of Social Care placements at fair price of care, split by residential and nursing placements. (target 60% for nursing placements and 40% for residential placements) ii. % of CITT Local Authority funded placements at fair price of care, split by residential and nursing

<p>viii. against all discharges. Number of providers contacted for each referral.</p> <p>ix. Price negotiated for each discharge.</p>	<p>(target to be determined)</p> <p>iii. % of CHC placements and packages negotiated down (target to be determined)</p> <p>iv. % of self-funding placements and packages negotiated down (target to be determined)</p> <p>v. Customer satisfaction rates (target 80% of patients or families rating the service is excellent or very good)</p> <p>vi. % people placed by the service who understand the Local Authority's charging and top-up policies.</p>
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Schedule C

Payments Schedule

The Contract Price shall be paid per Service User, in accordance with the Pricing Schedule detailed below.

All prices are inclusive of all expenses incurred by the Provider who shall not be entitled to reclaim any additional expenses from the Council.

Price per placement / package (excluding visits with service user / family)

Price per placement / package (including visit with service user/family)

A purchase order reference will be provided on contract signing. This must be included on invoices in order for them to be paid.

Invoices to be submitted monthly to:-

Please note payments may take up to 30 days from the date on the invoice.