

Information Governance

24 October 2016

Our Ref: RFI 18434

Dear

Freedom of Information Act 2000 – Brokerage System Policy and Procedures for Domiciliary Care Service Package Referrals

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 16 September 2016.

A response to each of the questions raised is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

L McAree (Miss)
Head of Information Governance &
Directorate Support

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- Q1. *I would like to request a copy of the current SE Trust Brokerage system policy and procedure for domiciliary service package referrals.*
- Q2. *I would also like to request information on the procedure within brokerage for hospital discharges as it was our understanding that ALL requests for domiciliary packages had to go through the Brokerage Department and emailed out simultaneously for fair competition.*
- Q3. *We have however on occasion received phone calls directly from the Brokerage Department referring new packages of care which have not been placed on the Brokerage email. We would like to know when and why direct telephone calls are made and why they aren't placed through the brokerage email system. What is the procedure, if there is one for ringing domiciliary service providers directly?*

A1-3 The Trust does not have a formal policy in place but rather operates Brokerage under a set of principles. All general requests for packages are sourced via the Brokerage list on a daily basis.

Only urgent referrals from hospital to facilitate discharge and urgent community referrals that cannot wait due to risk are sourced in a more proactive way.

Over the last few months the Trust Brokerage service has been sending these referrals directly to providers initially by phone. Providers are sorted by locality and rotated fairly in terms of being first point of contact. If this method does not secure a package then it will then appear on the brokerage list.

This is the only permitted direct allocation from the Trust.