

Brokerage

Adults' Health and Care



Your care assessment may show that you need paid for care or support to help maintain your independence.

If this is the case, your case worker will ask the Brokerage Team to find the right care for you. This could be care in your own home, or care in a residential or nursing home.

What do we do if you need home care or support?

If you need care or support in your home, we will contact home care providers in your area. These will be providers who have a contract with us.

Providers may want to visit you to complete their own assessment to be sure that they can meet your needs. If they can deliver the care you need, as detailed in your support plan, a member of the Brokerage Team will confirm the start date with you.

Please note, this is a flexible and responsive service so it is not possible to keep to exact times each day. Usually you will be given an approximate time slot for visits.

The care delivery team comprises both male and female staff.

What do we do if you need residential or nursing care?

If you need a placement in a care home, we will contact the homes that could be suitable for you. You and/or your representative can visit the home(s) that we find for you.

Someone from the care home may want to visit you to carry out their own assessment to be sure they can meet your needs. Once agreed, a member of the Brokerage Team will confirm your care home placement and the date you can move in.

How long will it take?

Sometimes finding your care may take time to ensure it is right for you. The Brokerage Team will keep you and your case worker updated as your case progresses.

How much will I pay?

Social care is not free and most people will need to pay for some, or all, of their care themselves. Your case worker will arrange for you to have an assessment from the Financial Assessments and Benefits Team. They will look at your finances to tell you if you qualify for some financial help to meet your care needs.

Further information is available from Adults' Health and Care – telephone 0300 555 1386.

Contact us

You can contact the Brokerage Team 8.30am to 5.00pm Monday to Thursday and 8.30am to 4.30pm on Fridays.

Tel: 01329 246039

Email: Brokerage@hants.gov.uk

Web: www.hants.gov.uk/adultsocialcare