

Member Briefing

Number: 1168

Title: Arrangement of Care and Support Service

Summary: This briefing relates to the newly commissioned Arrangement of Care and Support Service (previously brokerage)

Cheshire West and Chester Council and Clinical Commissioning Groups (CCGs) across Cheshire, Wirral and Warrington have jointly re-commissioned an independent service to arrange care and support for all residents who either self-fund their care, or who are in receipt of a Direct Payment or Personal Budget.

The Arrangement of Care and Support Service will ensure that people with health and social care needs have more information about care options and support to help them find bespoke services in the community. The service aims to provide more choice, control and flexibility so that residents can make informed decisions and take a more active role in managing their health. This work is aligned to support the internal changes we are making to our care-arranging services.

The new service, which launched on 1 April 2018, is being delivered through a sub-contracting arrangement made up of Cheshire Centre for Independent Living (CCIL) as the lead provider and Age UK Cheshire (AUKC) and Warrington Disability Partnership as sub-contracted providers.

The efficient arrangement of care packages within the community is critical to maintaining the smooth flow of service users within care pathways and avoiding blockages in the wider care system. By improving the care arranging process and care brokerage, there will be increased capability for social workers and health professionals to manage their case load, reduced delayed transfers of care attributable to social care, improved relationships with providers, and smoother pathways of care for service users.

Key features and benefits of the new service are:

- a **central triage service** to streamline how professionals refer into the service
- a range of **digital solutions** to support service users to access independent advice and support in a number of innovative ways
- **established providers** and **Care and Support Advisors** with a wealth of existing knowledge and expertise about available services within the community
- facilitated **surgeries and drop-in sessions** to increase the level of support available for professionals.



Contact information

Monday to Friday 8.45am – 5.15pm

The triage service can be contacted by ringing: **03333 660107** or emailing:

cstriage@cheshirecil.org

For further information contact: Alistair Jeffs, Director of Commissioning People

Telephone: 01244 972228

Email: Alistair.jeffs@cheshirewestandchester.gov.uk

Responsible Committee, Cabinet Member: Councillor Paul Dolan, Cabinet Member –
Adult Social Care

Date: 5 April 2018