

	Question	Answer
1	Once the care act assessment has been completed will the package be re-sourced through the framework or remain with the provider.	<p>Following completion of the care act assessment the usual package change process will apply:</p> <ol style="list-style-type: none"> 1. Contact the provider that is delivering the care with a copy of the ISP which will outline any care changes. 2. Provider will review the ISP and confirm to SPT if they are able to meet the outcomes and accept the changes (if applicable) or continue to deliver the care. 3. If provider is able to accept SPT will issue a new Purchase Order from the date of change for the Adult. If provider is unable to accept the change SPT will commence sourcing for an alternative provider <p>NB – providers responses to point 2 should be timely (same day) so as to avoid delays in charging for the Adult if continuing, or to allow SPT to commence sourcing ASAP for an alternative provider</p>
2	If an individual has long term care package in place, but following a stay in hospital is discharged to reablement, on exit from reablement will they return to their previous provider.	<p>Unless the Adult has expressed an alternative preference then usual process would be to contact the previous provider to see if the package can be re-started. If the package could not be re-started then SPT would source alternate care via usual processes (LAH).</p> <p>NB in line with the LAH framework providers are expected to hold a place open for an Adult for 2 weeks if they have been in hospital, this timeframe could include a stay in the reablement service.</p>
3	Will sourcing change as a result of the new discharge process?	<p>No, all sourcing processes remain unchanged. Packages will still appear on the batch report and follow the standard ranked list sourcing process prior to approaching the spot market. The only change that will be noticed with sourcing is the documentation that is received when you express an interest. Providers will receive an <u>ECL progression review</u> as information to service provider. The usual ISP will be sent following completion of the care act assessment.</p>
4	What information is shared with service users specifically around charging.	<p>Adults can receive up to 6 weeks of non-chargeable reablement care. The service becomes chargeable following completion of the assessment by the social worker. Therefore whilst the adult is on their interim package with their ongoing care provider they will not be charged for the service. Once assessments are complete the package will become chargeable to the Adult. A <u>leaflet</u> is shared with adults at their progression review to explain the process.</p>