

Overview SPT Domiciliary Call Off Processes

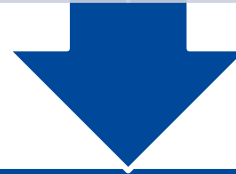
1st Stage Ranked List Process

Batching process

(Batch report emailed daily to all LAH providers by quadrant)

Telephone process for urgent

(providers are called / emailed in ranked list order)



2nd Stage Spot Market

Spot providers are contacted by telephone / email



3rd Stage Available Packages

Email issued twice weekly (Monday and Thursday) to all providers with the packages that remain available.
Any provider can respond and packages will be awarded on a first come first serve basis.

Batching Process – batch report

- LAH Providers will receive a password protected batch report on a daily basis (Monday to Friday) at or around 4pm.
- Batch reports outline high level information of all the care packages available in the quadrant and are issued to all providers that operate within the quadrant
- Providers are required to, review the batch list which can be filtered for example by postcode or specialism, to identify packages that might be of interest.
- To express an interest in receiving any ISPs send an email response identifying the Mosaic numbers to provider.capacity@essex.gov.uk
- Emails are to be received by 10am the following morning (Fridays batch by Monday morning).
- There is no longer a requirement to respond with a refusal reason as a nil response will indicate you have no capacity to support.

Batching Process - Award

- All ISPs requested will be emailed to the provider(s) to enable them to review if they can meet the needs outlined in the ISP.
- Within 1 hour the provider will need to inform SPT for each ISP if they are:
 - Able to make an offer,
 - requesting an assessment or
 - providing a refusal reason
- By 3pm SPT will respond to confirm the outcome if you have made an offer or requested an assessment.
- Telephone calls (providers contacted in ranked list order) will only be made where a package is urgent (i.e. those with a start date of less than three days).
- Urgent packages will appear on the batch report however the telephone process will run in parallel – Providers contacted in ranked list order.
- The Live at Home Framework applicable rates and terms and conditions will apply to the packages placed via batching.

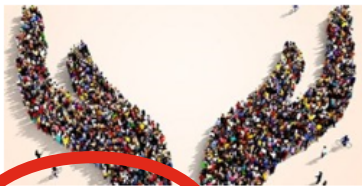
Find out more...

<https://www.livingwellessex.org/working-with-us/home-care/>

Care Provider Information Hub: Living Well Essex

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Temporary and Permanent Increase processes

Temporary Increases /Decreases:

Temporary Increases and Decreases are processed by The Countywide Duty Team (CWDT). Providers are to contact CWDT by telephone or e-mail when it becomes apparent an adult will require additional calls or a reduction in calls for a given period of time.

Scenario: An adult already has a Morning and Bedtime call already in situ.

Example Temporary Increase: A family member who usually supports with meal provision is going on holiday; hence the adult requires a temporary Lunchtime/Teatime call until the family member returns.

Example Temporary Decrease: A family member is staying with an adult for a short-time and is managing Lunchtime/Teatime calls during their stay; the care package will revert to the original assessed need, once the family members stay comes to an end.

Permanent Increases /Decreases:

Permanent Increases and Decreases are also processed by CWDT, however, if there is an allocated Key Worker, CWDT will refer the