

## What is brokerage?

What you need to know about  
brokers and the brokerage  
service

# What is brokerage?

Brokers are able to work with you to give impartial support and help to find the right care to meet your needs. They will contact providers on your behalf and negotiate with them to make sure you secure the best price.

They will then show you the different care options that meet your needs so you can choose the package that is right for you.

We have a number of independent, trained brokers with vast knowledge of registered care providers in Buckinghamshire.

## How can brokers help?

- A dedicated broker to be your point of contact until you choose your preferred provider
- A selection of suitable homecare providers and residential homes
- Help to find the care that you want

## I am in hospital

After admission to hospital, the brokerage service will work with you to create a practical support plan to help you leave hospital as soon as possible.

You may need support to find care packages including care at home or residential care.

## I live in the community

You can make changes to your care whether you receive it through the council, direct payments or you fund it yourself.

Our brokers can work with you to help source a care package to meet your needs.

## Self-funders

### What is a self-funder?

A financial assessment will be carried out with you. If you have more than £23,250 in savings you will not be eligible to have care funded by Buckinghamshire Council and will need to pay for your own care.


However, we can still support you in finding care.

Some people may also be considered a self-funder if they do not want to be financially assessed. Whatever your circumstances, our brokerage service can help you source care to meet your needs.

We understand that self-funded care can be expensive. Our brokers will negotiate with providers to ensure the cost of any package of care you choose will make your money go further.

This service also includes independent, unregulated financial advice from a Care Navigator. They will check that your care is affordable in the long term. This advice will explain the services, funding and benefits that you are entitled to.

### Contact the Brokerage Support Service

 **Call:** 01296 382667

 **Email:** [supportbrokerageservices@buckinghamshire.gov.uk](mailto:supportbrokerageservices@buckinghamshire.gov.uk)

**Use this space to write down things you need to remember to tell us**

.....

---

---

---

---

---

---

---

---

## **How to contact us**


### **Adult Care Services**

To get more information about adult social care services you can:


-  **Go online:** [buckinghamshire.gov.uk](http://buckinghamshire.gov.uk) and click on 'Care for Adults'
-  **Call:** 01296 383204

### **Are you worried about somebody?**



If you or someone you know is at risk of abuse or neglect:

-  **Call:** 0800 137915 (24 hours a day)

### **If you would like to give us feedback**

-  **Go online:** Please complete the online form at [buckinghamshire.gov.uk](http://buckinghamshire.gov.uk)

If you prefer you can:

-  **Call:** 01296 387844
-  **Email:** [complimentsandcomplaints@buckinghamshire.gov.uk](mailto:complimentsandcomplaints@buckinghamshire.gov.uk)