



## Time Change Request Processes for Providers

**Please note** - Times can only be changed if the service user has requested the change, or you have permission from the service user / next of kin to change the time. Further required details are listed within the Time Change Request Form.

**If the call time needs to be changed by one hour or less, either side of the current commissioned call time:**

- Provider to complete a Time Change Request Form and e-mail it via the secure portal with the subject heading 'Time Change Request' to [brokerage.information@stoke.gov.uk](mailto:brokerage.information@stoke.gov.uk) and [electronic.monitoring@stoke.gov.uk](mailto:electronic.monitoring@stoke.gov.uk)
- Provider **must** complete this form fully or the time change will not be considered.
- This form will effectively be the declaration from you as the provider to state why the time needs to be changed, and that all implications such as medication gaps, dietary needs, pressure sore prevention etc have been considered. (The City Council will save copies of the forms for audit trail purposes).
- Care Brokerage to check the system to determine whether there is already active work ongoing with the service user. If so, Care Brokerage will ascertain whether the worker involved needs to pick up the time change request.
- If the call time change is agreed, Care Brokerage will update the Service Delivery Plan with the new time and will save a copy to the Councils internal system (Carestore).
- Care Brokerage will add an observation to the internal Council system (Carefirst) titled 'Brokerage Service Change' detailing the amendments to the call time, and any allocated worker will be alerted of this.
- Care Brokerage will update the service package agreement screen on Carefirst (to ensure that data is accurate for commissioning and finance reports).
- Care Brokerage will aim to send the updated SDP back to providers within 7 working days of receiving the request.
- Once the provider has received the updated SDP from Care Brokerage, the change to the time(s) can then be implemented for the service user and on carers' rotas.

*The Council will retain the right to refuse any time change request if it is deemed as not appropriate to meeting service user needs, or if any element of risk is identified.*

**If changes to packages require any of the following, then providers must follow the usual route via the Contact Centre (as they will need input from an assessor):**

- Changes to times more than an hour either side of the current commissioned time
- Changes to tasks on service delivery plans
- Increases or decreases to time durations
- Changes to frequency of calls
- Any changes to personal details on the service delivery plan
- During a reinstatement period