

Stages	Contact		Registration		Receive Enquiry		Respond		Receive Response Notification?		Deliver Service		Receive Payment							
Doing	Provider Forums (Outreach to Providers)	Service-User or CM Asks Provider/ to Participate	Provider fills in information, scans pdf and sends it to Harrow (via email? post?)	Leon's Team registers the provider on Care Place	Sends (email) provider details re accessing Care Place	Sends (mail?) provider instructions re setting up profile and PayPal account	Provider is informed of enquiry via email and notification in Care Place	Link in email/notification takes provider to enquiry details in Care Place	Provider logs into Care Place and views enquiry request details	If provider requires more information to assess SU, can add a note to the request and wait for response from CM	Notes allow provider to request more info on the SU's needs	Provider and CM exchange info as needed via application notes or phone	'Find out from Leon - If a client is not on interim care - how are providers informed that they have been successful'	Email from paypal to specify date they will be paid and how much they will be paid	Provider Conducts their own assessment	Identify additional needs / changes to care pkg	Deliver Service	Provider gets paid via Paypal	Let Council know if SU is going on holiday or in hospital	As SU needs change, let council know
	Provider Contacts Access Harrow	CM Contacts Leon to register a provider	Gives out reccomend through workshop which was organised by Harrow. This gives the providers an overview of care place and the information expected of them.	Provider sets up their own profile on Care Place	Provider sets up their own PayPal account	Provider sets up their own PayPal account	If provider does not respond to enquiry, may receive follow up calls from CM	Enquiry Request Includes: Number of hours needed, Expected start date, Respond by date May also include: Service User's Location/postcode attached documents, notes from CM	Provider Responds to Referral Request: Accept OR Decline	Provides more information in the request (such as the unit price) and add a note	Provider Responds to Referral Request: Accept OR Decline	Provides more information in the request (such as the unit price) and add a note	fwi - pro forma information??	CQC Std Assessment at Client's Home, SU's environment are assessed. Mobility, Religious needs etc	Contact Council (how?) regarding additional needs	At the end of financial year - council recoups overpayments	Policy for non responder, missing, death			
	All Requests Go To Leon's Team		Final review by Harrow before Provider goes live on system?	Check CQC Registration and registered charity/company	For some providers, Service User are already receiving interim care with the provider (normal or unusual?)	Grish suggested there is a mix of both email and phone call enquiries	Grish was on-boarded through a workshop organised by Harrow. Who gave providers an overview of care place and the information expected of them.	They respond straight away. Either on care place or respond with a phone call	Participants - frustrated that they didn't receive any more information as their price is always the same. They don't know if the provider is new or not. He suggests that the Social Worker who has been allocated to the provider finds it hard to distribute care.	Phone call the social worker										
Who	Provider	Leon's Team	Leon's Team	Provider	Care Manager	Provider	Provider	Care Manager	Provider	Provider	Provider	Care Manager	Provider	Provider	Provider	Provider				
	Care Manager	Service Forum & Venues																		
Location	Civic Center	Provider's Location	Civic Center	Provider's Location	Care Place	Civic Center or Service User's Home	Provider's Location	Providers location	Providers location	Provider	SU Home	Provider Location	Provider	Provider	Provider	Provider	Provider			
Using	Emails	Phone Calls	Emails	Post?	Emails	Care Place	Phone Calls	MCEP	Care Place	Emails	PayPal	Paper	Emails	Paper	Phone					
			Phone Calls	Care Place	PayPal	MCEP??	provider is contacted by email or post. If no reply, small sent from care place. Then contact care place or ring up the social worker associated with the email						PayPal							
Outputs	Leon's Team (?) Sends out info packet (criteria for becoming a Harrow provider)		Provider is Registered in Care Place		Provider Views Referral Request		Provider Responds to Referral Request		Selected Provider receives confirmation	Completed Provider's Assessment	Communication Sheet	SU receives care from provider								

Yes /No (provisional)

Sequence?