

Bradford District and Craven
Health and Care Partnership



City of Bradford Metropolitan District Council

REIMAGINING HOME SUPPORT FOR THE BRADFORD DISTRICT

Reference: DN65088

APPENDIX 11 SERVICE RETAINER

Revised: February 2025

Service Retainer Payment

The provision of Home Support may be suspended due to the person being admitted to hospital. Providers are expected to then re-start provision within the timescales set out in the Categories on discharge home. However, to minimise the impact on staff wages whilst the person using the service is in hospital, a Service Retainer payment will be made, sometimes referred to as a 'hospital retainer'. The aim of the hospital retainer is therefore to support staff retention during this period.

The Conditions of the Service Retainer payment are;

1. The person must have been in receipt of home support from the named provider organisation prior to admission to hospital.
2. A Service Retainer Payment will be paid at the current hourly rate and will commence on the date of a person's admission to hospital (Day 1) and will not exceed fourteen (14) consecutive days as set out within the care plan.
3. Where a discharge from hospital is for a restart of service this will return to the established previous Home Support provider to ensure continuity of care, irrespective of if it is the providers scheduled week to take referrals.
4. Usually, the visit would be deemed as Category A: Next scheduled visit, for recommencement of services on discharge from hospital.
5. Where the provider is unable to re-commence service within the agreed timescale, regardless of the reason, the Council reserves the right to reclaim all payments made in respect of the Service Retainer specific to that person.
6. Where an increase in support is deemed appropriate for re-commencement of services this will be discussed with the provider by the Council. Any request for increases from any third party, other than the Council, must not be accepted by the provider.
7. The provider will, during the Service Retainer period, ensure regular contact with the hospital ward and where appropriate the person and/or family.