



Home care partner referral process

Through our partnership, we can ensure every client receives the right care at the right time.

To make a **referral**, follow these three simple steps:

- 1** If you receive a live-in care enquiry or cannot fully support an existing client, explain that you work in partnership with The Good Care Group.
- 2** Where possible, gather the client's name, contact details, and care needs. If you are unable to collect this information, provide the client with our contact details below.
- 3** With the client's consent, email the client's details to register the referral: clientservices@thegoodcaregroup.com or call **0330 1736 993**.

What **happens next**?

Once your existing client's referral moves to an assessment with The Good Care Group:



Our Client Services team will contact your client to discuss their needs and arrange an assessment with one of our care managers.



Our care manager may contact your office or other relevant parties to gather information and create a care plan.



With the appropriate consents, our care manager will work with you to ensure a smooth transition.



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Joint working **protocol**

- When both providers work with a client jointly, each will retain their own contract with the client.
- Each will commit to best-practice working and to sharing appropriate information, with relevant consents in place, to ensure safety and compliance.
- Each will commit to joint reviews, where appropriate, in the client's best interests, provided relevant consents are in place.
- We will always encourage clients to retain your services for break cover, double-up care or enhanced support as required.

Get in touch

If you would like to discuss the client referral process please contact our business development team:

bdteam@thegoodcaregroup.com

