

# Modernise care package brokerage

A secure digital platform that  
streamlines placements, supports  
fairness and can save councils up  
to 12 hours per package

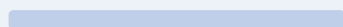
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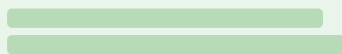
PUBLISHED



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# The challenge: Time-consuming, outdated processes

Brokering care packages is often urgent - but traditional methods rely on slow, manual admin. Emails, phone calls and office-based systems delay placements, reduce transparency and overwhelm busy teams. The result? Suitable care providers are missed and become frustrated with council processes, bids aren't made and service users may wait too long for vital care.

## The solution: CareLineLive's CareBrokerage

A digital platform that transforms care package brokering - cutting admin, speeding up placements and ensuring complete fairness.

- **Streamlines and automates** the entire process
- **Transparent bidding:** all providers see the same opportunities
- **Priority bidding features**
- **Real-time reporting** for commissioners and management
- **Two-hour training:** intuitive system
- **Quick implementation:** up and running in two weeks

Authorities using CareBrokerage typically save up to **12 hours per care package**.

## How it works:

1. **Upload the care package** request to the platform
2. The system **matches the most suitable providers** based on set criteria
3. Providers are **invited to bid** within a defined timeframe
4. Care brokers **review and award** the bid with just a few clicks

No more chasing emails. No more missed opportunities. Just quick, efficient and fair placements

## Built by and for local authorities

CareBrokerage is an evolution of the trusted eBrokerage platform developed in 2016 for Mears and Northern Devon Healthcare Trust on behalf of Devon County Council and Herefordshire Council. Built in collaboration with commissioners and continuously improved based on their feedback.

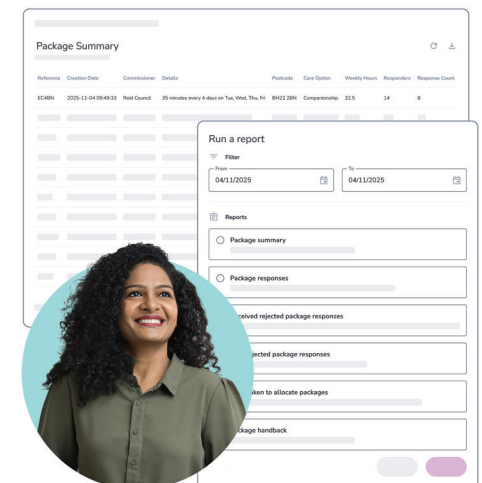
Herefordshire Council currently have 60 providers signed up with CareBrokerage and 400 users

## Smarter reporting for greater insight

Monitor care delivery and provider performance in real-time with customisable reports:

- Care hours awarded vs delivered
- Unfulfilled commissioned care
- Provider response rates
- Handbacks and reasons

Get instant access to actionable data - no need for spreadsheets or chasing providers. Spot issues early and stay in control.



# Better systems mean better care

CareBrokerage is part of the CareLineLive ecosystem - a full suite of tools to manage home care more efficiently. From rostering to medication management, our solutions increase capacity, compliance and quality of care.

To learn more about our CareBrokerage solution and to book a free, no-obligation tailored demo, please don't hesitate to get in touch:

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Or visit our website: **[carelinelive.com](https://carelinelive.com)**