

## Appendix 10: Glossary of terms

Any reference to Commissioning Partners and Providers includes employees of those organisations. Any reference to Providers includes voluntary and private sector organisations and individuals with designated responsibility under the Health and Social Care Act 2008 and the Care Act 2014.

Abuse	Describes a single action or repeated action or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to a person including physical, emotional, financial, sexual, racial abuse, neglect and abuse through the misapplication of drugs.
Adult at risk	Refers to any person aged 18 years and over who: <ul style="list-style-type: none"> <li>• is or may be in need of Care by reason of mental or other disability, age, or illness and</li> <li>• is or may be unable to take care of him or herself or</li> <li>• is unable to protect themselves against significant harm or serious exploitation.</li> </ul>
Assistive Technology	An umbrella term that includes assistive, adaptive, and rehabilitative devices for older people or those with disabilities, and includes the process used in selecting, locating, and using them.
Block Contract (sometimes called a call off contract)	An agreed level of service is purchased, usually at a fixed price over a set period. The contract will include a specification, or equivalent schedule, detailing the service requirements.
Care Act	The Care Act came into force in April 2015. Local Authorities and CCGs and providers have a range of duties and responsibilities under the Care Act.
Care and Support at Home	This may include a mixture of personal care tasks, enabling care tasks, domestic care tasks and assistive technology. When these occur together, the service is always regarded as home care and the elements should not be costed separately.
Care and Support in a Care Home with or without Nursing	Care and support in a care home with or without nursing will provide accommodation, care, support, and stimulation to those Individuals for who it is not appropriate, either in the short or longer term, to live in their own homes. This includes those requiring nursing interventions or management of mental health conditions which may affect older people such as dementia.
Care and Support Plan	The plan drawn up by the designated Provider, following the assessment of the Individual, which identifies the Individual's needs in line with the outcomes agreed with the Commissioning Partners and which shall be updated from time

	to time in accordance with the Individual's needs. There may be a requirement for this to be stored and updated electronically.
Care and Support Worker	Refers to employees of the Provider who provide the Care and Support at home tasks for individual Individuals. This includes any staff employed by sub-contractors of the Provider who have been approved by the Commissioning Partner.
Carer	A person of any age who provides or intends to provide on-going unpaid support to a partner, child, relative or friend. Without this help the health and wellbeing of the cared for person could deteriorate due to frailty disability, a serious health condition, mental ill health, or substance misuse. The Carer may live with or apart from the cared for person. Professional care may also be in place.
Care Line	The term used for alarms and pendants specifically designed to be small, lightweight, discreet, and comfortable for use by Individuals who are at risk of falling or who are vulnerable but wish to retain independence at home.  When Care Line wearers require assistance, they use the alarm to contact a call centre. Depending on the situation the call centre contacts a named contact and/or the emergency services.
Care Programme Approach (CPA)	The Care Programme Approach is a way that services are assessed, planned, co-ordinated and reviewed for someone with mental health problems or a range of related complex needs.
Care Quality Commission (CQC)	The independent regulator of health and adult social care in England.  They ensure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.
Commencement Date	The date agreed by the parties in writing or detailed in the Contract, on which the provision of the services is to start.
Commissioning Partners	Dorset Council and Dorset Clinical Commissioning Group.
Community Innovation	Community Innovation is the collective name given to community based support services which seek to address a range of local and national challenges for example, social isolation, increased Individual dependency, service delivery within dispersed rural communities, increases in unplanned admissions and delayed discharge from community and acute hospitals.
Continuing Health Care (CHC)	A complete package of ongoing care arranged and funded solely by the NHS. Where it has been assessed that the Individual's primary need is a health need and where eligibility is determined against criteria as detailed in the National

	Framework for NHS Continuing Healthcare and NHS Funded Nursing Care July 2009.
Digital Online Recording	<p>Digital systems which enable information to flow between Providers and Commissioning Partners within and beyond organisational boundaries.</p> <p>IT services that not only improve the quality of Care and Support through enhancing the Individual's experience of services, but also enable Commissioning Partners reduce the administrative burden for all parties involved. Developing Care and Support practices to develop IT functionality which responds to the evolving needs of Individuals and underpins integration across the Commissioning Partners.</p>
Direct Payment (DP)	A payment of part or all a personal budget directly to an Individual or their representative in order for them to arrange their own Care and Support.
Domestic Care	<p>This is the provision of caring domestic services due to the Individuals inability to carry out these tasks on their own behalf, or the absence of another person capable of undertaking these tasks where the Provider's role is that of supporting a Carer.</p> <p>These tasks may include but are not limited to:</p> <ul style="list-style-type: none"> <li>(a) Pension collecting, bill paying and banking money on the Individual advice.</li> <li>(b) Bed-making, including cleaning up after Incontinence.</li> <li>(c) Emptying and cleaning commodes.</li> <li>(d) General internal domestic cleaning.</li> <li>(e) General tidying.</li> <li>(f) Washing up.</li> <li>(g) Laundry.</li> <li>(h) Internal window cleaning.</li> <li>(i) Fire lighting and managing solid fuel.</li> <li>(j) Managing central heating and other systems.</li> <li>(k) Dealing with household refuse.</li> <li>(l) Meeting the needs of pets (including difficult pets).</li> <li>(m) Shopping.</li> <li>(n) Cooking and meal preparation.</li> <li>(o) Assisting with household emergencies and their consequences (fire, burst pipes etc.).</li> </ul>

	<p>(p)Transporting Individuals (e.g. taking them shopping) subject to suitable insurance if motor vehicles are used.</p> <p>This list is not exhaustive and is intended to be illustrative only.</p> <p>Domestic Care may include enabling tasks and domestic tasks but will not include personal care tasks.</p>
Domiciliary Care	The provision of personal care, enabling care and associated domestic services that are necessary to maintain an individual's quality of life and maintain them in a reasonable measure of health, hygiene, and comfort in their own homes.
Deprivation of Liberty (DOLS)	Article 5 of the Human Rights Act states that 'everyone has the right to liberty and security of person. No one shall be deprived of his or her liberty (unless) in accordance with a procedure prescribed in law'. The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.
Enabling Tasks/Support tasks	<p>These involve assisting Individuals by encouraging them to participate in housework and living skills, to restore lost confidence, regain lost skills, gain new skills, and achieve and maintain maximum independence and self-reliance.</p> <p>These tasks may include but are not limited to:</p> <ul style="list-style-type: none"> <li>(a) Assisting with cooking meals and washing up.</li> <li>(b) Assisting with making beds.</li> <li>(c) Assisting with individual budgeting.</li> <li>(d) Escorting Individuals on shopping trips. (Subject to suitable insurance if a motor vehicle is used).</li> <li>(e) Encouraging the continuation of hobbies and social activities.</li> <li>(f) Encouraging and assisting in the continuation of any exercise prescribed.</li> <li>(g) Encouraging the use of aids provided, following professional training.</li> <li>(h) Enabling and encouraging the Individual in the self-administration of medication.</li> <li>(i) Day opportunities.</li> <li>(j) Arranging transport.</li> <li>(k) Shopping and handling their own money.</li> <li>(l) Accessing Arts and Culture events.</li> </ul>

	<p>(m) Access to books, newspapers, radio, and television.</p> <p>(n) Assisting with tasks in and out of the home (following appropriate risk assessments).</p> <p>(o) Local community-based services such as church services, social clubs, etc.</p> <p>(p) Hospital and other medical appointments.</p>
<p>Extra Care</p> <p>(sometimes referred to as Housing with Care, Close Care, Very Sheltered Housing or Assisted Living)</p>	<p>The combination of Care and Support and housing. Individuals live in their own self-contained homes with their own front doors and a legal right to occupy the property. (Housing provided in many forms including blocks of flats, bungalow estates and retirement villages). Extra Care often includes a restaurant or dining room, health &amp; fitness facilities, hobby rooms and computer rooms. Domestic support and personal care are available 24 hours a day, 7 days per week, usually provided by on-site staff. Some Care and Support may be planned but primarily Care and Support is available on sight as required.</p>
<p>Fast track</p>	<p>Care delivered free of charge by the NHS where a clinician determines that the Individual is entering a terminal phase.</p>
<p>Funded Nursing Care (FNC)</p>	<p>NHS-funded Nursing Care, introduced in October 2001, is the funding provided by the NHS to care homes providing nursing, to support the provision of nursing care by a registered nurse for those assessed as eligible.</p>
<p>Funded out of Hospital (FOH)</p>	<p>NHS funding stream enabling Individuals given a positive checklist for CHC in hospital to be discharged and then assessed in a setting where they can be stabilised to enable an accurate decision on CHC eligibility through the use of the Decision Support Tool (DST).</p>
<p>Guidance</p>	<p>Any health and social care guidance (including Cabinet Office guidance), direction or determination which the Commissioner and/or Provider has a duty to have regard to, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Provider by the Commissioner and/or Department of Health.</p>
<p>Individual Service Fund (ISF)</p>	<p>An ISF operates in a similar way to a Direct Payment / Personal Health Budget, an organisation holds the Personal Budget on behalf of the Individual and helps them to develop their individualised Care and Support Plan. The Provider then manages the Care and Support and activity needed to deliver the plan This includes all financial aspects including using the ISF to pay invoices for services provided, purchasing items of</p>

	equipment, and paying the cost of social and community based activities that have been identified in the plan.
Intermediate Care	<p>Short term interventions to support Individuals avoid unnecessary hospital admission, rebuild confidence after illness or when ready to leave hospital, further recovery before making a decision about long term care, particularly if a permanent move into a care home is being considered.</p> <p>Intermediate Care may include but is not limited to the provision of:</p> <ul style="list-style-type: none"> <li>a) Step-up</li> <li>b) Step-down</li> <li>c) Short term residential admission</li> <li>d) Crisis response</li> <li>e) Home based Intermediate Care</li> <li>f) Bed based Intermediate Care</li> <li>g) Re-ablement</li> <li>h) Rapid response</li> </ul>
Key Worker (e.g. Social Worker, District Nurse, Health practitioner, Assessment and support co-ordinator, future integrated locality teams)	The Officer of the Commissioning Partners responsible for ensuring that the assessed needs of the individual are identified and met.
Live-In Care and Support	A service where a Care and Support Worker usually lives in the Individual's home to enable their needs to be met.
Moving and Handling Plan	A document which is specific to an individual who requires assistance with their transfers and/or walking. The document specifies the number of staff, any equipment, and the procedures to be followed when care staff and /or Carers are assisting the individual to move. This document should be completed following an assessment by a person with specialised knowledge of moving and handling techniques, for example an occupational therapist or back care advisor.
National Living Wage (NLW)	The Government's National Living Wage was introduced on 1 April 2016.
National Minimum Wage (NMW)	The National Minimum Wage is the minimum pay per hour most workers are entitled to by law. The rate will depend on a worker's age and if they are an apprentice.
Outcomes	The end result of the service provided by a Provider, which can be used to measure the effectiveness of the service. An outcome may be a strategic outcome which is applicable to all Individuals, or an individual outcome which pertains to the

	<p>Individual and is identified in the Individual's Care and Support Plan.</p> <p><b>Maintenance Outcomes</b></p> <p>Outcomes that prevent an Individual's condition from deteriorating (for example, the progression of dementia through inactivity or isolation, maintaining a healthy home environment and / or effective personal care) or else coming to harm as a consequence of their condition (for example, a fall through disability or frailty).</p> <p><b>Improvement Outcomes</b></p> <p>Outcomes that improve an Individual's condition by tackling problems, reducing risks, or reducing barriers; examples include improving confidence, regaining skills, improving communication.</p> <p>Outcomes may change throughout the package of Care.</p>
<p>Personal Budget (Social Care Direct Payment / Personal Health Budget)</p>	<p>An indicative amount of funding allocated to an individual following an assessment of needs to determine the way money is spent to meet his or her care needs. This can be taken as a commissioned service or Individual service fund (ISF) or a combination of both.</p>
<p>Personal Care Tasks</p>	<p>These must be undertaken with great sensitivity; Provider staff must have an awareness of the importance of the preservation of the Individuals dignity and improving where possible their quality of life.</p> <p>These tasks may include but are not limited to:</p> <ul style="list-style-type: none"> <li>(a) Dressing/undressing.</li> <li>(b) Assisting with transfers from or to bed/chair/toilet.</li> <li>(c) Assistance with feeding.</li> <li>(d) Promotion of personal hygiene by encouraging regular washing and changing of clothes.</li> <li>(e) Washing and trimming hair.</li> <li>(f) Assisting with personal washing.</li> <li>(g) Assisting with bathing/showering.</li> <li>(h) Assisting with shaving (use of cutthroat razors prohibited).</li> <li>(i) Assisting with cleaning teeth.</li> <li>(j) Assisting with toileting.</li> <li>(k) Assisting with washing feet.</li> </ul>

	<p>(l) Cutting and filing of fingernails.</p> <p>(m) Assisting user in preparation for trips or visits outside their own home.</p> <p>(n) Transporting Individuals (e.g. taking them out shopping) subject Provider staff being suitably insured if motor vehicles are used.</p> <p>(o) Escorting Individuals to keep specific appointments e.g. hospital, dentist, optician.</p> <p>This list is not exhaustive and is intended to be illustrative only.</p>
Personal Health Budget (PHB)	A personal health budget is an allocation of CCG resources that Individuals can use to meet their health and well-being goals in new and innovative ways that do not rely on commissioned services. It does not cover an individual's entire NHS care. (GP services, A&E, and inpatient care, are excluded).
Personalisation	The process by which state-provided services can be adapted to suit Individuals. This means everyone having choice and control over the shape of their support along with a greater emphasis on prevention and early intervention.
Physical Intervention	This describes a method of responding to violence or aggressive behaviour, which involves a degree of direct physical force to limit or restrict movement or mobility to maintain the safety of the individual(s).
Provider	The organisation providing the service and includes employees, agents, and volunteers of that organisation. This may include sub-contractors who are approved by the Commissioning Partners.
Provider Review	Review carried out as necessary by the Provider and the Individual to consider any aspect of the performance of the service.
Rapid Response	Provides responsive and flexible Care and Support at Home services for adults which assist in the reduction in delayed discharge from or admission to acute and/or community hospital.
Re-ablement	A service that provides practical and emotional assistance enabling people who are at risk of not being able to remain independently in their own homes because of frailty, disability, or illness to require less support.
Re-assessment	Formal re-assessment of needs undertaken by the Commissioner.

Recording and Reporting	All aspects of recording, reporting, and sharing of any aspect of information for services provided under this specification may be required in various formats including digital and on-line.
Resource allocation system (RAS)	The resource allocation system is a process for calculating a sum of money for the individual to meet their needs and achieve their outcomes. The sum of money that is generated by the RAS is sometimes called the "Upfront Allocation" and once agreed becomes the personal budget for the individual.
Respite Care	Planned short-term and time-limited breaks, designed to replace the care that Carers would normally be giving to the Individual.
Review	Arrangements made by the Commissioning Partners with the Provider and the Individual to consider any aspect of the Agreement or the performance of the service.
Roaming Nights	Provides emergency, short term Care and Support at home during the hours of 10pm and 7am to prevent or help avoid unnecessary or inappropriate hospital admissions.
Safeguarding	Protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect.
Self-Directed Support (SDS)	The social care system which operates to give Individuals the choice, control, and power over their support that they receive. This process replaces care management.
Self-Funder	Individuals who you are paying for the full cost of the services provided to live independently at home or in a care home.
Individual	An individual receiving the care delivered by the Provider, in accordance with the Agreement, Service specification and related documents appended. Any reference to the Individual shall, where appropriate, include the Individuals duly authorised representative.
Short Breaks/Sitting Service	Short breaks for individual Carers to have respite for a specified period enabling them to take a break from their caring responsibilities. Providing social and any necessary personal or domestic care for the Individual.
Single Handed Care	Using assistive technology and equipment to reduce the necessity for more than one person when assisting an Individual with moving and handling.
Skills for Care	A body responsible for providing training to employees providing social care services.
Sleep-In Night Care	This may include a mixture of personal care tasks, enabling tasks and domestic tasks provided between the hours of 10.00 pm and 7.00 am. This service will be provided by a Care and

	Support workers who will sleep in the Individuals home and be on hand to provide help and support during the night as required. A sleep-in night Care and Support worker may be disturbed up to twice per night before the care is regarded a "waking night". Care and Support workers can expect to be provided with a bed in a separate room and to be able to go to bed by midnight.
Step up / step down	Care and Support services to support Individuals to avoid hospital admission or reduce hospital stays.
Supported Assessment	A professional assessment undertaken by the Key Worker with the Individual to identify their needs and the outcomes they wish to achieve
Social Care Commitment	A voluntary agreement about workforce quality. The primary purpose is to ensure public confidence that people who need Care and Support services will always be supported by skilled people who treat them with dignity and respect. Employers promise to give their workers the development they need, and staff promise to put social care values into practice in the daily work.
Social Value	Under the Social Value Act the Commissioning Partners must put social value at the heart of all services commissioned. Securing all opportunities to add economic, social, or environmental benefits for their local area.
Telecare	An overarching term for all types of care delivered remotely, including health care. Devices range from those where the Individual presses a button that raises an alert at a control center to systems that monitor the Individual's well-being, environment, or both, and which trigger, without, if necessary, the person's conscious involvement.
Universal Services	Refers to services that are available to all individuals across Dorset and which can be accessed directly without the involvement of the Commissioning Partners.
Waking Night Care	May include a mixture of personal care tasks, enabling care tasks and quiet domestic tasks provided between the hours of 10.00 pm and 7.00 am and will be provided by a Care and Support worker who will remain awake throughout the night.