

Defined Term	Description
Allocations Policy	highlights how the process of accepting Individuals via multi-agency allocations meetings work in each Scheme. The policy will highlight requirements for all organisations, pathways and processes to work through, along with appropriate information governance processes.
Applicant	means an organisation Submitting an Application to provide the Services.
Background Care and Support and Emergency Response Services	means care and support provided to the Individuals under the terms of Service Contract as a Block Arrangement, as set out in Lot 1c Specification
Block Contracted Hours/ Block Contract:	the agreed number of hours for which the Service Provider shall be paid over the Payment Period as detailed in the Core and Lot Specification also referred to as Total Block Hours of Support.
Call-Off Procedure/ Call-Off	means the method by which Services/Service Contracts are awarded to Providers as set out at Appendix 2a-2d.
Care and Support Plan	the document prepared by the Authority and the Service User which sets out; the needs of the Service User and how they are to be met by the Service Provider, the cost of the Service to the Authority and details of when the Services will be provided
Care Navigation Service	the Authority's internal service managing the delivery of Homecare Services under this Agreement.
Care Package	the total amount and type of Services to be provided to the Service User as detailed in the Service User's Care and Support Plan.
Care Worker(s)	those engaged by the Service Provider in directly delivering the Services to the Service User/Individual within the Service User's/ Individual's home.
Competent Persons	A person with full and complete training appropriate to their role and the tasks they are required to undertake
Core Charge	paid by all residents towards the cost of a care staff member being available on site 24 hours per day. It is charged equally to all individuals (whether receiving care or not). It is charged per apartment rather than per Individual.
Core Specification	means the minimum service requirements to be delivered by the Service Provider in each Lot, to be read conjunction with the relevant Lot Specification
CQC Nominated Office	Service Providers office where the day to day management of activities is located and registered with CQC
Emergency Duty Team	the out of office hours social work service which exists to provide an emergency service for situations that cannot wait until the resumption of normal office working hours.
ETMS	Electronic Time Management System
Geographic Boundary	means the area(s) in which the Provider will provide the Services in accordance with the Provider's Request to Participate and admission onto the PDPS for Lot 1a and Lot 2, (See Appendix 3a Section 14 for details).
Health Care Professional	A health care professional is a person registered with any of the following professional bodies, who is permitted by that body to provide or supervise or delegate the provision of the regulated activity: <ul style="list-style-type: none"> <li>•Health and Care Professions Council</li> <li>•Nursing and Midwifery Council</li> <li>•General Medical Council</li> <li>•General Dental Council</li> <li>•General Pharmaceutical Council</li> <li>•General Osteopathic Council</li> <li>•General Optical Council</li> <li>•General Chiropractic Council</li> <li>•Social Work England</li> </ul> The term healthcare professional also includes any professional who is included within a 'Section 60' order of the Health Act 1999. A medical practitioner is a doctor fully registered with the General Medical Council, who permits them to provide or supervise the provision of the regulated activity.
Housing Management	refers to duties of the landlord around housing maintenance, decoration, upgrades and general upkeep of the relevant extra care scheme
Individual	means any individual notified by the Authority to the Provider as requiring the Services, also referred to Service User in the PDPS Agreement and Service Contract
Individual Service Fund (ISF)	the Service User's Personal Budget (or part thereof) which they have chosen to be placed with the Service Provider under an Individual Service Fund Agreement for the provision of Services under this Agreement.
Intermediate Care	is a short-term service that is provided to help people recover and increase their independence
Landlord / Third Party Housing Provider	the on-site housing management organisation who operate the building, organise repairs/upgrades, and generally manage all aspects not related to care and support services.
Lot Specification	means those services to be delivered in addition to the Core Specification as relevant to a specific Lot.
Package / Package of Care	As described in the Care and Support Plan
PDPS Agreement / Agreement	means this means this Agreement together with all schedules and appendices attached here
Personal Budget	An agreed amount of money that is allocated to an individual by the Authority following an assessment of their care and support needs. This is a statement of the amount of money needed to meet their eligible social care needs.
Planned Care	refers to care and support provided to Individual under the terms of Service Contract as a Spot Package of Care, as is particularly described in Lot 1c Specification.
Referral	means a request for the Provider to deliver Lot 1a Short Term Care at Home Service pursuant to the terms of these Terms and Conditions which for the avoidance of doubt is done via a telephone call or subsequent system (Electronic referral form).
Request for Services	the Authority's request to eligible Provider List providers to take part in a Call-off Procedure for the award of Services under this Service Contract;
Schemes	Means the location at which the Lot 1c Services are delivered.
Self-administration	Support to Service Users to comply with medication regimes, including supporting self-administration and use of over the counter medications in accordance with agreed Provider protocols developed to adhere to CQC guidance <sup>3</sup> . <a href="https://www.nice.org.uk/guidance/ng67">https://www.nice.org.uk/guidance/ng67</a>
Service Level Agreement/Third Party Agreement	the agreement of working practices between the care and support provider and the landlord. This is a document based around practicalities of the working relationships, communication pathways etc.
Short Term Care at Home Plan:	the document which sets out; the needs of the Service User and how they are to be met by the Service Provider and details of when the Services will be provided.
Spot Contract/ Spot Commissioned Care	a set number of commissioned hours for a specific Individual or a specific project that are not guaranteed in terms of volume.
Sub-List	Select number of providers that have been through a further competition/selection to create a smaller selection of providers
Unplanned Care	Unplanned care includes the same type of help as is delivered under a Care and Support Plan for Lot 1c where the Individual has an eligible care need, but because of the emergency nature of the care, those tasks have not been included in the Care and Support Plan. The Care Worker will provide the support needed for up to 3 days in order to provide enough time for the Authority to put plans in place to undertake an assessment of the Individual's care needs for Lot 1c
Ward	means the area(s) in which the Provider will provide the Services in accordance with the Provider's Request to Participate and admission onto the PDPS for Lot 1b.