

Western Bay Care Home Commissioning Strategy for Care Homes for Older People

Glossary and Abbreviations

Terms will be used throughout this document that may be unfamiliar or where some people have a different understanding of its meaning to others. Any abbreviations that are used are listed at the forefront of this section. The terms used in this document have been listed following these abbreviations in this section in alphabetical order.

Abbreviations	
ABMU HB	Abertawe Bro Morgannwg University Health Board
BCBC	Bridgend County Borough Council
CCOS	City & County of Swansea
CSSIW	Care and Social Services Inspectorate Wales
NPTCBC	Neath Port Talbot County Borough Council
OPC for Wales	Older People's Commissioner for Wales
WB	Western Bay
Glossary	
Commissioner	An organisation that enters into an agreement to purchase services from an organisation (provider) that the provider will then deliver. In this context Bridgend County Council, Neath Port Talbot County Borough Council and the City & County of Swansea commissions care home services from independent providers who deliver these services to their residents.
Care	This is the help that is provided to a service user by a care worker or nursing staff member, which could be personal care or nursing care.
Care Homes with Nursing	These homes provide the same help and assistance with personal care as those without nursing care but they also have professional registered nurses and experienced care assistants in constant attendance who can provide 24-hour nursing care services for more complex health needs as prescribed by physicians. In addition to being registered to provide general nursing care, many homes also offer rehabilitation services; different therapies, including physical, speech and pain therapies; and specialist health care including, dementia care, EMI nursing care and cancer care. These homes are for people who are unable to care for themselves, or who have numerous health care requirements.
Care Home Services	All aspects of the service that a provider delivers, and that a resident receives, in a care home. This will include the provision of accommodation (e.g. the person's room and

	bed), care services (e.g. help getting out of bed) and other services (e.g. meals, laundry and activities).
Changing for the Better	Changing for the Better is the ABMU Health Board's Strategic Programme that will ensure that the Health Care provided by the Health Board is of high quality, safe and sustainable.
Choice	The power, right, or liberty of an individual to choose the services and care they receive.
Cognitive Impairment	Cognitive impairment is when a person has trouble remembering, learning new things, concentrating, or making decisions that affect their everyday life. Cognitive impairment ranges from mild to severe.
Care Plan	A plan created by the Local Authority social care staff, which documents the outcome of the assessment by Local Authority staff. This will include information on the Care Plan, their needs, the outcomes they want to achieve and how this can be done.
Commissioning Model	A description of all practice and processes that are set out by the commissioner and describe how care home services will be commissioned (which care homes Western Bay uses), arranged (the process of moving a person into a care home) and delivered (the way in which care home services are provided to residents). These arrangements are collectively known as the 'Commissioning Model'. This is an overarching term for the practice and processes that are implemented by Local Authorities (LA) to govern how services are arranged and delivered and how service providers are chosen, paid and monitored.
Commissioning Strategy	The document that considers the current Commissioning Model and describes what changes will be made to this and how they will be implemented. This will consider current levels of supply and demand, quality, future needs, requirements and best practice.
Consultation	The act or process of consulting, often with key stakeholders including service users, their family, friends and associates, providers and other interested parties. This is often a structured situation with a formal start and end date and pre-arranged activities.
Dementia	A chronic or persistent disorder of the mental processes caused by brain disease or injury and marked by memory disorders, personality changes, and impaired reasoning.
Dementia Care	Dementia Care refers to specialised care services that are specifically designed and skilled to meet the complex needs of individuals as a result of dementia so they are enabled and supported to live well. This does not mean that a person's needs in relation to dementia cannot be met in a care home that is not specifically registered for dementia as placements should always be based on the ability to meet personal needs.
Independence	Independence means encouraging an individual to do as much as they can for themselves.
Integrated Assessment	A common integrated assessment template to be used

(IA)	across ABMU HB area by both Health and Social Care professionals.
Needs	This describes what aspects of individuals' lives they require care and support for. Individuals receiving care home services will have had a formal assessment from social care staff that will consider and document exactly what these needs are.
Outcomes	The intended result for people derived from their needs assessment.
Placements	This term is sometimes used to describe a situation where an individual makes the decision to move to a care home.
Providers	This term is often used to describe an organisation that owns a number of different care homes. However, within this document this term will describe a specific care home (and used exactly the same as the term 'care home') It will only be used to describe an organisation that owns different care homes if this is specifically stated.
Reablement	A range of integrated services (provided to individuals on a short-term basis) to promote recovery from illness, prevent unnecessary hospital admission and premature admission to long term residential care, support timely discharge from hospital and maximise independent living. Residential Reablement can be provided on a short term basis within a specific unit in existing care homes.
Residential Care Homes (also referred to as 'providers')	A care home is a residential setting that enables individuals to maintain their relationships and interests within care services. In addition to the accommodation they provide help and assistance with: <ul style="list-style-type: none"> •Personal Hygiene, including help with washing, bathing, shaving, oral hygiene and nail care. •Continence management, including assistance with toileting, skin care, incontinence, laundry and bed changing. •Food and Diet, including preparation of food and fulfilment of dietary requirements and providing assistance eating. •Counselling and support, including behaviour management, psychological support and memory devices. •Simple treatments, including assistance with medication (including eye drops), applications of simple dressings, lotions and creams and oxygen therapy.
Self-funders	Self-funders are people who arrange and fund their own social care services.
Service Users (SU)	The people that receive a social care service that is arranged and funded (at least in part) by the local authority or health board. In this Strategy, the term will specifically relate to the people that receive a care home service. The term 'resident' may also be used and whilst in most cases they mean the same thing, the term 'resident' will only be used to describe someone living in a care home, whereas the term 'service user' will describe anyone receiving a service even though this may not be a care home service.

Short Breaks/Respite	Respite care is the provision of short-term accommodation in a facility outside the home in which a person may be cared for on a temporary basis. This provides temporary relief to those who are caring for family members, who might otherwise require permanent placement in a facility outside the home.
Stakeholders	These documents will inform service users, carers, providers of care home services, the voluntary and community sector, WB staff and other interested parties. Stakeholders can be defined as any person or group of people who have a significant interest in services provided, or will be affected by, any planned changes in an organisation. They can be internal or external to that organisation, for example they can comprise staff, service users, families, providers, GPs, members of the public and community groups.
Tender	A formal process that a commissioner undertakes to identify providers that it will award a contract to. These do not occur very often and will take place where a contract is coming to an end or a new commissioning model is being introduced, as in this case.
Western Bay	The Western Bay Health and Social Care Programme is a partnership initiative organisation comprising of Abertawe Bro Morgannwg University Health Board, Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City & County of Swansea together with partners in the third and independent sectors. The programme's aim is to lay the foundations for effective integration within health and social care services across the Western Bay region to ensure services are at a consistent high quality wherever they are accessed.