

Care Hours Delivered – Types and definitions

Care Hour Type	Definition
Commissioned Hours	The original number of care hours requested by a social worker via a support plan
Planned Hours	The time scheduled for visits on care providers rotas, which will include temporary changes to care visits where advanced notice has been given (hospital stays, relatives staying, additional hours for a short-term health episode etc.)
Actual Hours	The real time a care worker spends on a visit to a person's home to deliver care (clocked in/clocked out).

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