



Provider Portal User Guide

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1. Introduction

This document contains guidance for using Adult Social Care Provider Portal for Internal Residential Homes. The portal is entirely web-based and can be accessed using any modern browser such as Microsoft Edge or Google Chrome.

2. Logging into the Provider Portal

An email will be sent to you that contains the Provider Portal URL and your login details.

The link for the Provider Portal is below:

https://bedfordproviderportal.syhapp.com/ProviderPortal_IAS_Live/

You will be prompted to enter your username and password

Skip top navigation

BEDFORD Adults' Provider Portal
BOROUGH COUNCIL

Home Help

Welcome to the Adults' Social Care Provider Portal

Home Page

The Portal is for care providers who offer services to adult residents in Bedford Borough. It is a secure means to view contract and financial information and interact with the council.

It enables providers to;

- Submit the actual care delivered, directly to us, quickly and easily
- Access an electronic record of invoices and credit notes sent to us and submit invoices directly
- View all the payments we have made and are planning to make in relation to adult social care
- To help manage your financial records, all purchase orders are available to view and download
- Our Provider Portal also features reporting tools which can help you to generate your returns

By logging in, you consent to the use of cookies. See the [Privacy Policy \(ContrOCC\)](#) for details.

Please refer to the latest [User Guide](#) when using the Provider Portal

[Accessibility Statement \(ContrOCC\)](#)

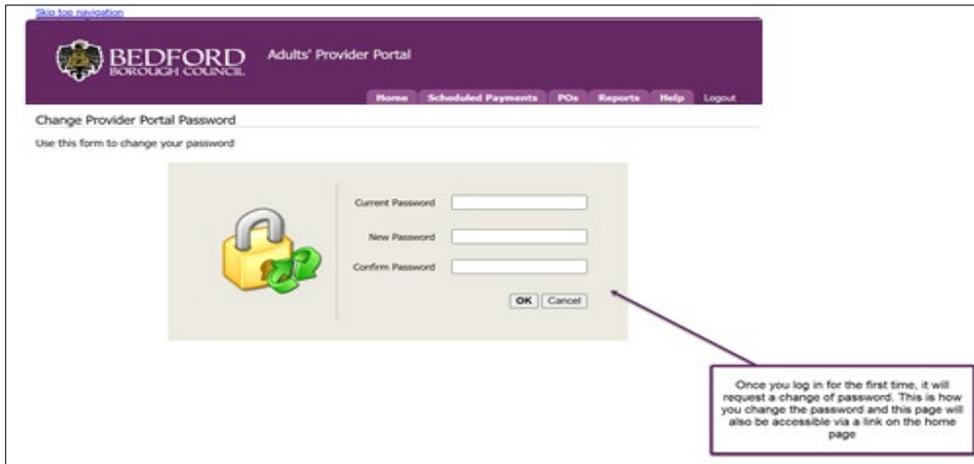
E-mail

Password

Login

Insert your email and password in the relevant boxes and then press login

Follow the link and after your first login you will be prompted to change your password.



Protect your password:

An incorrect password entered 3 times in a row will lock you out of the portal and you will need to request your password to be reset.

After 12 months, your password will expire, and you will need to choose a new password.

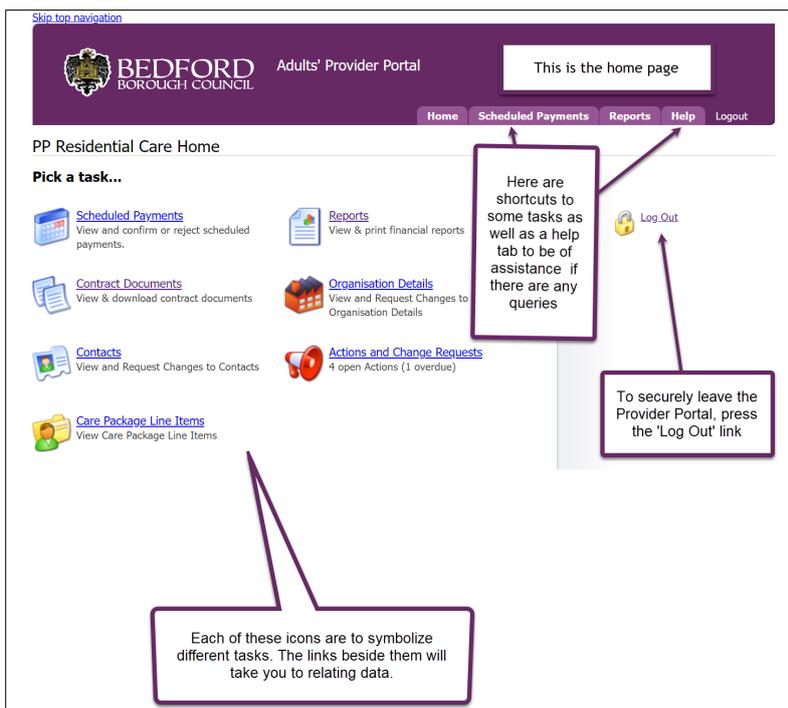
If you do not use the Portal for 60 days, your access will be suspended.

For Password and Security code resets, please follow the link to reset your password

You should not share login credentials with others. The Provider Portal records access and aspects such as contract acceptance are legally binding with the person logged in.

3. Main Menu Functions:

After successful login, the home page of the Provider Portal will appear as below:



[Skip top navigation](#)



BEDFORD Adults' Provider Portal
BOROUGH COUNCIL

Home Scheduled Payments Reports Help Logout

Help Topics

- [Introduction](#)
- [Getting Started](#)
 - [Who Can Use the Portal?](#)
 - [How to Get Access](#)
- [Home Page](#)
- [Scheduled Payments](#)
 - [Viewing Scheduled Payments](#)
 - [Confirming or Rejecting](#)
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 - [Actions](#)
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 - [Creating an Action](#)
 - [Change Requests](#)
- [Care Package Line Items](#)
- [Get More Help](#)

Secure Home Page

The secure home page is only available once you have logged in. This page shows a summary of all options available in the Portal.

Pick a task by clicking on a link. (Please note: some of the major tasks also appear as tabs in the navigation bar at the top of the page)

To return to the homepage at any time, simply click on the "Home" tab at the top of the page.

In this column there are links which provide useful guides to assist if there are issues

We recommend using this guide for specific guidance on using Bedford’s version of the Provider Portal.

4. Provider Portal homepage functions:

The following sections explain each of the Provider Portal’s functions and how they are to be used when working with Bedford Borough Council.

| Icon: | Function: |
|--|--|
|  <p>Care Package Line Items</p> | Viewing all service agreements and downloading data. |
|  <p>Actions and Change Requests</p> | Interacting with Bedford with service variations, care documents and payments. |
|  <p>Purchase Orders</p> | Viewing all clients by service provisions in each financial year. |

| | |
|---|---|
|  Scheduled Payments | A list of all payment and charging items. These items need to be confirmed or rejected. |
|  Contacts | Contains all the information of the contacts in the organisation |
|  Organisation Details | Contains all the information regarding the location of the organisation |
|  Reports | Self-serve remittance advice with provider payments |
|  Contract documents | Publication of individual pricing contracts for each user |
|  Invoices | Generate electronic invoices for all service users |
|  Disputes | Raise disputes on actual service delivery and track queries to responses |
|  Actuals & Requests | Recording of actual services delivered against planned |
|  Email Notifications | Subscribe to email notifications and select from the available options |

5. Care Package line items

Description

Care Package Line Items (CPLIs) are the individual care services for a client and are the key building blocks for payments and charges. The list of CPLIs will usually be long, particularly as there will be a record for every client receiving each service.

Directions of use

Any amendments to the care being provided to a client are to be agreed between the and the Social Worker, which will result in a new care plan being issued.

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Select these boxes if you wish to include either 'Historical' and or 'Unauthorised' Care Package Line Items in the search

Home Scheduled Payments Reports Help Logout

Care Package Line Items

Service: [All Services] Include Historical:
 Client: [All Clients] Include Unauthorised:
 Service Level: [All Service Levels]

View Reset

| SSRef | Client | Service | Service Level | Start Date | End Date | Cost | Pricing | CPLID | Auth | |
|----------|-------------|--------------------------|----------------------------|------------|----------|----------------|---------------------------------|-------|-------------------------------------|---------------|
| A6203464 | Max Blythe | PP Residential Care Home | Residential Home Long Term | 04/04/2022 | - | £850.00 Weekly | 1 x Placement at £850.00 (Spot) | 29513 | <input checked="" type="checkbox"/> | Submit Action |
| A6203460 | Clara Smith | PP Residential Care Home | Residential Home Long Term | 04/04/2022 | - | £780.00 Weekly | 1 x Placement at £780.00 (Spot) | 29509 | <input checked="" type="checkbox"/> | Submit Action |

Once the 'View' button is selected it will present a list shown above

Use the 'Submit Action' button(s) if there is a client specific question. This will be sent to the Finance Project Team to action

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

This is the page which will show following the 'Submit Action' button being pressed

Home Scheduled Payments Reports Help Logout

New Action

Type: [Please Select]
 Related To: Client
 Entity: Blythe, Max
 Due Date:
 Assign to: [Please Select]

Title:
 Text: Re: Care Package Line Item for Max Blythe. Residential Home Long Term (Placement) from PP Residential Care Home, Starts 04/04/2022.

Create Action Cancel

These boxes are automatically filled in due the data contained in the Care Package Line Item

Ensure that the 'Create Action' button is selected to complete the action request

The rest of the boxes need to be filled out to provide more details about the action

6. Purchase Orders

Description

Purchase Orders (POs) are effectively the financial information for each client and contain all service agreements within each financial year.

Directions of use

Provider web interface for **Dean Cooke** PP Day Opps

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Purchase Orders

Financial Year: 2022/2023 Service: [All Services]
Client: [All Clients] View

Please set filters and click the View button.

The filter at the top of the list can be used to set search criteria

The results are seen by pressing the 'View' button

The list shows the total value of the Purchase Order along with the amount spent to date.

Provider web interface for **Dean Cooke** PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Purchase Orders

Financial Year: 2022/2023 Service: [All Services]
Client: [All Clients] View

| Purchase Order | Value | Spend To Date | Financial Year | Issued |
|--|-----------------------|-------------------------------|--------------------------------|------------------------|
| Craig, Daniel (A5282147) - 2022/2023 | £32616.60 | £0.00 | 2022/2023 | 01/04/2021 |

To view more details of the purchase order, click the link of the specific client under the 'Purchase Order' column

This page will appear once the 'View' button is selected

Provider web interface for **Dean Cooke** PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Purchase Order View [Close and return to list](#)

1 of 2

Bedford Borough Council
Adults' Social Care Provider Portal

Provider Address:

Information:
Purchase Order: 27184 - 1
Financial Year: 01/04/2022 - 31/03/2023
Date Printed: 03/07/2022
Payment Terms: All returns submitted via provider portal

This document also contains details of the invoice, delivery address as well as general payment information

Once the purchase order has been reviewed, click the 'Close and Return to list' to return to the main purchase order page

7. Scheduled Payments

Description

This area enables the Residential Care Home to view past and future schedules. Service providers can use the portal to check schedules and see that they have been authorised and finalised without the need to contact the Finance Team.

Directions of use

The scheduled payments page will show a breakdown of clients related to the specific time-period with an Unconfirmed Status.

Use the filters on the left to select the required financial year, contract and billing period. The pane will automatically refresh with a list of service provisions for each client.



Scheduled Payments

Financial year:
2022/2023

Contract:
PP Residential Care F

- PP Residential Care Home
 - [2 May 2022 to 29 May 2022](#)
Unconfirmed
 - [4 Apr 2022 to 1 May 2022](#)
Confirmed

Scheduled Payments

Please select the scheduled period on the left

Use the filters to select the required financial year, contract and billing period. The pane will automatically refresh with a list of service provisions for each client



Scheduled Payments

Financial year:
2022/2023

Contract:
PP Residential Care F

- PP Residential Care Home
 - [2 May 2022 to 29 May 2022](#)
Unconfirmed
 - [4 Apr 2022 to 1 May 2022](#)
Confirmed

Scheduled Payments

Please select the scheduled period on the left

This is an example of the list which will be present

To view details of the scheduled payment, click the link attached to the dates of the payment, shown in the list

The Italics writing shows the status of the scheduled payment, either 'Confirmed' or 'Unconfirmed', as shown above

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Scheduled Payments PP Residential Care Home - 2 May 2022 to 29 May 2022 CURRENT

Financial year: 2022/2023
 Contract: PP Residential Care Home

PP Residential Care Home
 2 May 2022 to 29 May 2022 Unconfirmed
 4 Apr 2022 to 1 May 2022 Confirmed

Start Date: 02 May 2022
 End Date: 29 May 2022

Status: Unconfirmed

Payable £6520.00
 Non-Payable £0.00

Payable Non-payable

Cost / Reason for Payment Applicable Dates Amount Status

PP Residential Care Home 2022/2023

Max Blythe (A6203464) (Total: £3400.00)

| | | | | |
|------|---|-------------------------|----------|-----|
| Cost | Residential Home Long Term (Placement), Spot. | 02/05/2022 - 29/05/2022 | £3400.00 | Pay |
|------|---|-------------------------|----------|-----|

Clara Smith (A6203460) (Total: £3120.00)

| | | | | |
|------|---|-------------------------|----------|-----|
| Cost | Residential Home Long Term (Placement), Spot. | 02/05/2022 - 29/05/2022 | £3120.00 | Pay |
|------|---|-------------------------|----------|-----|

Confirm/Reject

This provides a summary of the tabs below

These tabs allow for details to be presented of the scheduled payments

Each scheduled payment is broken down into clients

This page will appear once this link is selected

This button is used to Confirm or Reject the scheduled payment

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Scheduled Payments PP Residential Care Home - 2 May 2022 to 29 May 2022 CURRENT

Financial year: 2022/2023
 Contract: PP Residential Care Home

PP Residential Care Home
 2 May 2022 to 29 May 2022 Unconfirmed
 4 Apr 2022 to 1 May 2022 Confirmed

Start Date: 02 May 2022
 End Date: 29 May 2022

Status: Unconfirmed

Payable £6520.00
 Non-Payable £0.00

Comments:

Confirm Reject Cancel

Care Package Line Items

| SSRef | Client | Service | Service Level | Start Date | End Date | Cost | Pricing | CPLI ID |
|----------|--------------|--------------------------|----------------------------|------------|----------|----------------|---------------------------------|---------|
| A6203464 | Blythe, Max | PP Residential Care Home | Residential Home Long Term | 04/04/2022 | - | £850.00 Weekly | 1 x Placement at £850.00 (Spot) | 29513 |
| A6203460 | Smith, Clara | PP Residential Care Home | Residential Home Long Term | 04/04/2022 | - | £780.00 Weekly | 1 x Placement at £780.00 (Spot) | 29509 |

This is the page which follows from the 'Confirm/Reject' button

Use the relevant button

A comment justifying the choice of Confirming or Rejecting is required here

Each schedule will need to be confirmed or rejected

8. Actions

Description

Provider Portal Actions are a significantly better method of communication than email or telephone. The action can be linked to specific items or clients, automatically assigned to the correct team. They are also retained indefinitely for future reference and auditability.

Actions can be closed by the Finance Team at which point they will be removed from the action box.

BEDFORD
BOROUGH COUNCIL
Adults' Provider Portal

[Home](#)
[Scheduled Payments](#)
[Reports](#)
[Help](#)
[Logout](#)

📍 **Actions and Change Requests**

Actions

Deselect to see only open actions

Refine the list by using

New actions can be raised by this button

Open Actions Only
 Assigned To: [Any]
Type: [Any]

| Status | Last Post Date | Title | Re: | Due | Type | Assigned To |
|---------------------------------------|------------------|-----------------------------------|---------------------------|------------|---------------------------|-------------------|
| 🔴 | 08/06/2022 23:02 | Test | Thunder Cat (Client) | 19/06/2022 | 2. Placement - Query | LA (Finance Team) |
| 🔴 | 07/06/2022 12:03 | Test | Thunder Cat (Client) | 19/06/2022 | 3. Placement - Start Date | LA (Finance Team) |
| 🔴 | 06/06/2022 15:07 | Test | Storm Blaize (Client) | 09/06/2022 | 5. Service Variation | LA (Finance Team) |
| 🔴 | 04/06/2022 00:54 | Missing placement | Storm Blaize (Client) | 10/06/2022 | 1. Placement - End Date | LA (Finance Team) |
| 🟡 | 07/06/2022 12:02 | Test | Storm Blaize (Client) | 28/06/2022 | 1. Placement - End Date | LA (Finance Team) |
| 🟡 | 07/06/2022 10:40 | Test | Storm Blaize (Client) | 29/06/2022 | 2. Placement - Query | LA (Finance Team) |
| 🟡 | 07/06/2022 10:32 | Test | Storm Blaize (Client) | 29/06/2022 | 2. Placement - Query | LA (Finance Team) |
| 🟡 | 07/06/2022 10:22 | Test | Thunder Cat (Client) | 30/06/2022 | 2. Placement - Query | LA (Finance Team) |
| 🟡 | 31/05/2022 12:48 | Placement Query | Eden Care Home (Contract) | 26/08/2022 | Provider Test | Provider |

Change Requests

A colour code system is used to show status

Click the link of the title to view an action

Include Historical
 Submitted
Last Updated
Type
Entity Name
Details
Rejection Reason

| Status | Submitted | Last Updated | Type | Entity Name | Details | Rejection Reason |
|---------------------------------------|------------|--------------|---------------------|----------------|-------------------|-----------------------------|
| 🟡 | 07/06/2022 | -- | New Contact | | i | |
| 🟡 | 07/06/2022 | -- | Update Contact | dean cooke | i | |
| 🟡 | 07/06/2022 | -- | Add Contact Role | dean cooke | i | |
| 🟡 | 07/06/2022 | -- | Update Contact | dean cooke | i | |
| 🟡 | 07/06/2022 | -- | Add Contact Role | dean cooke | i | |
| 🟡 | 07/06/2022 | -- | Update Organisation | Eden Care Home | i | |
| 🟡 | 01/06/2022 | -- | Add Contact Role | Mr Eden Cooke | i | |
| 🟡 | 31/05/2022 | -- | New Contact | | i | |
| 🟡 | 31/05/2022 | -- | Update Contact | Mr Eden Cooke | i | |
| 🟡 | 31/05/2022 | -- | Add Contact Role | Mr Eden Cooke | i | |
| 🟢 | 31/05/2022 | 31/05/2022 | Update Organisation | Eden Care Home | i | |
| 🟢 | 31/05/2022 | 31/05/2022 | New Contact | | i | |
| 🟢 | 31/05/2022 | 31/05/2022 | Update Contact | Mr Eden Cooke | i | |
| 🔴 | 31/05/2022 | 31/05/2022 | Add Contact Role | Mr Eden Cooke | i | Other: More detail required |
| 🔴 | 31/05/2022 | 31/05/2022 | Add Contact Role | Mr Eden Cooke | i | Other: Error |

The colour code system is

Red = Rejected

Amber = Pending

Green = Confirmed

The change request list shows all the change requests which have occurred. It is based in chronological order with the latest response at the bottom

The screenshot shows the 'New Action' form in the Bedford Borough Council Adults' Provider Portal. The form is titled 'New Action' and includes the following fields:

- Type: [Please Select] (dropdown)
- Related To: [Please Select] (dropdown)
- Entity: (dropdown)
- Due Date: (text input)
- Assign to: [Please Select] (dropdown)
- Title: (text input)
- Text: (text area)

At the bottom of the form are two buttons: 'Create Action' and 'Cancel'. Three callout boxes provide additional information:

- A box pointing to the form area: "This is the page which will appear once the 'New Action' button is pressed"
- A box pointing to the dropdown menus: "These drop downs are required to create a new"
- A box pointing to the 'Create Action' button: "Once all details have been entered, this button needs to be pressed to create a"

When Finance Team respond to the action, you will see that the Assigned To changes to Provider. (It may be worth periodically using the 'Assigned To' filter to show only those actions which are assigned to the Provider

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Action Details

This page will appear once clicking the link connected to the title of the action

Back

Test
 Re: Thunder Cat (Client)
 Type: 2. Placement - Query
 Overdue
 Due Date: 19 Jun 2022

08 Jun 2022 23:02 Dean Cooke (Eden Care Home)
 Test
 Assigned to Finance Team
 Due Date set to 19 Jun 2022

Related links: Purchase Orders for Thunder CatService details for Eden Care Home

Comment Request Closure

A comment can be added at this stage to be sent to the finance team directly relating to a specific action

If the query has been resolved this button closes the action. All actions, once resolved need to be closed using this method

Request Closure

Comment

Due Date: 19/06/2022

Submit Cancel

A comment is required in this field

Press 'Submit' once the comment is complete

This is the page which will follow pressing the 'Comment' button

9. Contacts

Description

Provider Portal Contacts contains all the details of their staff associated with residential home. It also allows for change requests regarding the roles of contacts.

Directions of use

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Contacts

- Eden Care Home
- Cooke, Dean
- Cooke, Eden
- Eden_Garden
- Hamilton, Jane
- Islam, Eden
- New Contact

Request Changes to Contacts

Please select a Contact on the left, or click the "New Contact" link.

This is an example of the list of contacts

To view more information on a specific contact, click the link associated with the name of the contact

To add a new contact select this link

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

This page will appear once a specific contact is selected

Contacts

- Eden Care Home
- Cooke, Dean
- Cooke, Eden
- Eden_Garden
- Hamilton, Jane
- Islam, Eden
- New Contact

Dean Cooke - Contact Details

Edit

Title

Forename Dean

Surname Cooke

Address 1

Address 2

Address 3

Town

County

Postcode

Country United Kingdom

UPRN

USRN

Mobile

Telephone

Fax

Email

Roles

| For | Role | |
|------------------------------|-----------------|-----------------------|
| Organisation: Eden Care Home | Provider Portal | Request Role Removal |
| Organisation: Eden Care Home | Main | Request Role Addition |

To edit details about the contact select this button

Details of the contact will be presented here

To update the role of a contact by either an addition or a removal of a role, use the relevant drop downs and select the relevant button to request a change

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Contacts

- Eden Care Home
- Cooke, Dean
- Cooke, Eden
- Eden, Garden
- Hamilton, Jane
- Islam, Eden
- New Contact

Dean Cooke - Contact Change Request

Update Cancel

To save the changes select the 'Update' button

This page will be shown once the 'New Contact' link is selected

Fill in the relevant boxes

Roles

| For | Role | |
|------------------------------|-----------------|-----------------------|
| Organisation: Eden Care Home | Provider Portal | Request Role Removal |
| Organisation: Eden Care Home | Main | Request Role Addition |

Roles can also be added and removed at this stage

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Contacts

- Eden Care Home
- Cooke, Dean
- Cooke, Eden
- Eden, Garden
- Hamilton, Jane
- Islam, Eden
- New Contact

Eden Care Home - Contact Creation Request

This page will be presented once this 'New Contact' link is selected

Fill out the relevant data

Roles

| For | Role | |
|------------------------------|------|---------------------------------|
| Organisation: Eden Care Home | Main | Submit Contact Creation Request |

Once all the relevant data has been entered, select this button

10. Organisation Details

Description

Provider Portal organisation details presents all of the essential information about the organisation.

Directions of use

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Eden Care Home - Organisation Details

This Organisation already has a Change Request pending

Edit

Name Eden Care Home

Address 1

Address 2

Address 3

Town

County

Postcode

Country United Kingdom

UPRN

USRN

Mobile

Telephone

Fax

Email

To edit the organisation details select this button

All the organisation's details will be present on this page

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Eden Care Home - Organisation Details

This Organisation already has a Change Request pending

Update Cancel

Name Eden Care Home

Address 1

Address 2

Address 3

Town

County

Postcode

Country United Kingdom

UPRN

USRN

Mobile

Telephone

Fax

Email

To save the data added, select 'Update'

Add any details to the relevant boxes

This page will be presented once the 'Edit' button is selected

11. Reports

Description

Provider Portal reports allow for financial reports to be viewed and printed, for detailed analysis and reporting. It is possible to identify payments by client for each payment period.

Directions of use

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Reports

The following reports are currently available. Click to view.

[Pending Scheduled Payments](#)

[Remittance Advice Provider Payments](#)

A list of reports available will be shown here

To view the specific report select the link associated with the relevant report

Viewing reports requires the Adobe Reader plug-in for your browser. If you do not have this plug-in, visit the [Adobe website](#) to download it.



To return to the Reports home page select this button



Remittance Advice Provider Payments Report

[Close and return](#)

| | | | |
|--|---|------|---------------|
| Contract | PP Residential Care Home | View | Download Data |
| Payment Method | Scheduled (Pay on actuals: Never) 04/04/2022 Four-weekly Gr | | |
| Period (* Partially finalised payment periods) | 04/04/2022 - 01/05/2022 | | |
| Summary | <input type="checkbox"/> | | |

This report requires parameters. Please complete the fields above and press the View or Download Data button.

Use the drop downs to refine the search for a specific report

To view the results select the 'View' button

To download data to the desktop select the 'Download Data' button

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Remittance Advice Provider Payments Report [Close and return](#)

Contract: PP Residential Care Home
 Payment Method: Scheduled (Pay on actuals: Never) 04/04/2022 Four-weekly Gr
 Period (* Partially finalised payment periods): 04/04/2022 - 01/05/2022
 Summary:

View Download Data

1 of 1

Remittance Advice: Provider Payments

PP Residential Care Home Pay Ref: 234567
 Tel No:
 Period: 04 Apr 22 to 01 May 22

| Cost/Income | Reason for payment | Applicable Dates | Amount |
|---|--------------------|------------------|--------|
| Scheduled payment: 19/06/22 | | | |
| PP Residential Care Home | | | |
| Blythe, Max (A6203464) | | | |
| Blythe, Max (A6203464) - 2022/2023 (ID 32844) | | | |

Once the view button is selected, a report will be presented

12. Contract Documents

Description

Provider Portal Contract Documents is fully integrated within one system. It allows for viewing and printing contract documents, regardless of the status, as they are all retained in the portal with a clear audit trail.

Directions of use

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Contract Documents

Use the drop downs to refine the search and then press the 'View' button

To reset the drop downs select the 'Reset' button

Service: [No Selection] Client: [No Selection] Updated Since: 01/06/2022 View Reset

| Doc. Type | Client | SSRef | Care Pkg Ref | Service | Date Range | Notes | |
|---|--------------|----------|--------------|--------------------------|-------------------------|---------------------------------------|--------------|
| Individual Service Contract - Residential & Nursing | Blythe, Max | A6203464 | | PP Residential Care Home | 01/04/2022 - 19/06/2023 | Published by Dean.Cooke on 19/06/2022 | Agree Reject |
| Individual Service Contract - Residential & Nursing | Smith, Clara | A6203460 | | PP Residential Care Home | 01/04/2022 - 20/06/2023 | Agreed by Dean Cooke on 20/06/2022 | |

To view the contract documents, select the link connected to the Document Title

Each contract needs to be agreed or rejected

of 2

BEDFORD BOROUGH COUNCIL

INDIVIDUAL SERVICE CONTRACT – RESIDENTIAL/NURSING

This Individual Service Contract forms part of the contractual arrangements in existence by way of ADASS between the Council and the Service Provider that applies in its entirety. This Individual Service Contract details the purchase or Services for the nominated service user in accordance with the Conditions of the ADASS Regional Standard Terms and Conditions of Contract, Form of Quotation, Service Specification and Provider Information Document. This Individual Service Contract must be agreed and signed by all parties and may not be varied except in accordance with the conditions of the ADASS Regional Standard Terms and Conditions of Contract.

This document confirms the agreement reached between the Council and the Service Provider stated below to place the service user in the care home stated below.

SERVICE USER DETAILS

| | |
|---------------|-------------|
| ID Number | |
| Name | |
| Date of Birth | |
| Address | |
| GP | |
| Key Team | Not Defined |

SERVICE DETAILS

Specific details of care required will be provided on the Service user's Care Support Plan provided by the Council's social work team

| | |
|-----------------------------|--|
| Name of Service Provider | PP Residential Care Home |
| Address of Service Provider | |
| Summary of Service | 1 Placement of 'Residential Home Long Term' at £850.00/Placement from 04/04/2022 onwards |

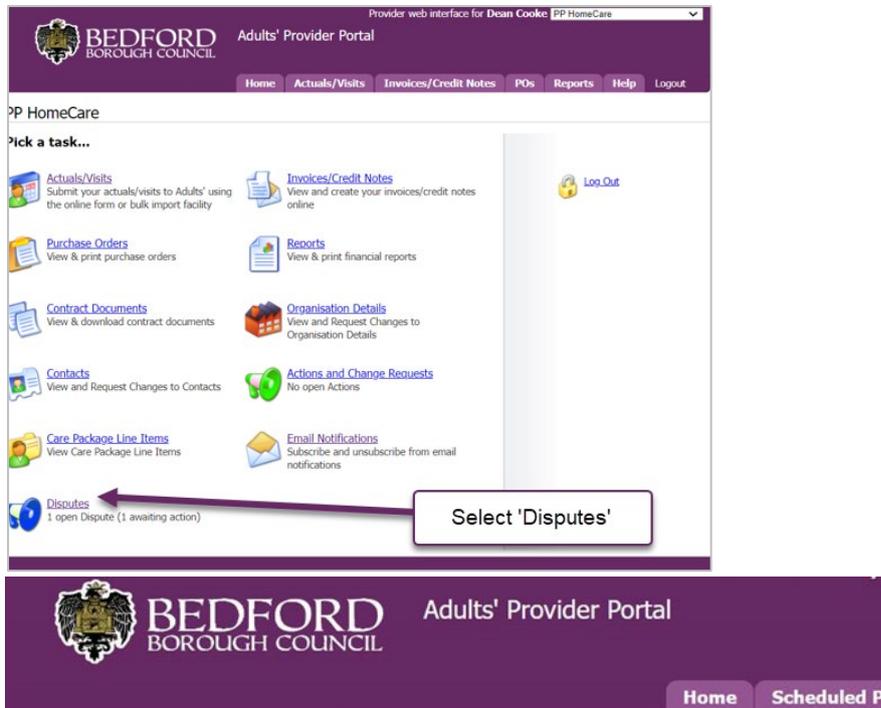
| | | | |
|-----------------------------------|---|-----------|--|
| Residential Home Long Term | | | |
| Start Date: | 04/04/2022 | End Date: | |
| Cost: | £850.00/Placement from 04/04/2022 onwards | | |

This is an example of the details contained in a contractual document

This page will appear once the hyper-link is selected and it is downloaded onto the PC

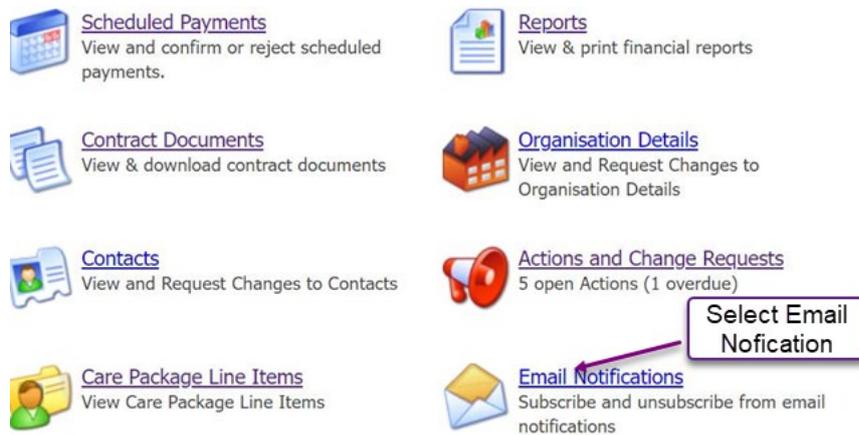
13. Disputes:

Select Disputes

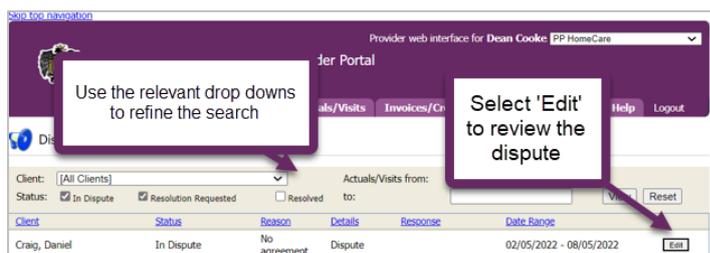


PP Residential Care Home

Pick a task...



View details and select edit button



Provider web interface for Dean Cooke | PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Dispute

Client: Craig, Daniel
 Status: In Dispute
 Reason: No agreement
 Details: Dispute
 Response:

View reason for dispute under 'Details'

Enter a response here

Edit the Actuals in relation to the 'Details' present above by selecting 'Add/Edit'

| Actual | Service Level | PI | Fr | Ms | Xtr | Vst | Total Cost | Comments | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|-------------------------------------|
| Week Beginning 02 May 2022 (PP Home Care) | | | | | | | | | | | | |
| Home Care - (Scheduled Times) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £88.24 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £128.16 | | <input checked="" type="checkbox"/> |

Pages: 1

Request Resolution Back

Provider web interface for Dean Cooke | PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Edit Actuals for PP Home Care, Mrs Daniel Craig (A5282147)

Week Beginning 02 May 2022

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--------------------------|
| Home Care - (Scheduled Times) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £88.24 | | <input type="checkbox"/> |
| <input type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £128.16 | | <input type="checkbox"/> |

Week Total: £216.40

Correct disputed hours

Then select 'Save'

Save Undo Back

Provider web interface for Dean Cooke | PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Dispute

Client: Craig, Daniel
 Status: In Dispute
 Reason: No agreement
 Details: Dispute
 Response:

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|--------|----------|--------------------------|
| Week Beginning 02 May 2022 (PP Home Care) | | | | | | | | | | | | |
| Home Care - (Scheduled Times) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £88.24 | | <input type="checkbox"/> |

Pages: 1

Select 'Request Resolution'

Request Resolution Back

14. Actuals:

Actuals

Provider web interface for Dean Cooke PP Dom Care

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

PP Dom Care

Pick a task...

Select 'Actuals'

- Actuals/Visits**
Submit your actuals/visits to Adults' using the online form or bulk import facility
- Invoices/Credit Notes**
View and create your invoices/credit notes online
- Purchase Orders**
View & print purchase orders
- Reports**
View & print financial reports
- Contract Documents**
View & download contract documents
- Organisation Details**
View and Request Changes to Organisation Details
- Contacts**
View and Request Changes to Contacts
- Actions and Change Requests**
No open Actions
- Care Package Line Items**
View Care Package Line Items
- Email Notifications**
Subscribe and unsubscribe from email notifications
- Disputes**
No open Disputes

Log Out

Provider web interface for Dean Cooke PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Actual Weeks

Actuals/Visits for PP Home Care

Week Beginning 02 May

Visits

Service Level: [All Service Levels] Client: [All Clients]
Visit Type: [All Visit Types] Status: New Matched Unmatched Missing Data

There are no items to display.

Pages: 1

Actuals

Service Level: [All Service Levels] Client: [All Clients]
Show Clients with Actuals: [No Selection] Actuals: Unplanned Planned Intermittent Locked

| Actual | Service Level | PI | FrsId | Mid | Xpr | Vis | Total Cost | Comments | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--------------------------|
| Mrs Daniel Craig A5282147 £698.16 of £698.16 | | | | | | | | | | | | |
| Home Care - (Scheduled Times) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £81.82 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| Home Care - (Scheduled Times) 2nd Worker | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £81.82 | | <input type="checkbox"/> |
| Total: £698.16 of £698.16 | | | | | | | | | | | | |

Provider web interface for Dean Cooke | PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Actual Weeks

Actuals/Visits for PP Home Care

Week Beginning 02 May

Select the relevant week

Visits

Service Level: [All Service Levels] Client: [All Clients]
 Visit Type: [All Visit Types] Status: New Matched Unmatched Missing Data

There are no items to display.

Pages: 1

Actuals

Service Level: [All Service Levels] Client: [All Clients]
 Show Clients with Actuals: [No Selection] Actuals: Unplanned Planned Intermittent Locked

| Actual | Service Level | PI | Frid | Msd | Xtr | Visit | Total Cost | Comments | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--------------------------|
| Mrs Daniel Craig A5282147 £698.16 of £698.16 | | | | | | | | | | | | |
| Home Care - (Scheduled Timed) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £84.82 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| Home Care - (Scheduled Timed) 2nd Worker | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £84.82 | | <input type="checkbox"/> |
| Total: £698.16 of £698.16 | | | | | | | | | | | | |

Provider web interface for Dean Cooke | PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Actual Weeks

Actuals/Visits for PP Home Care

Week Beginning 02 May

Visits

Service Level: [All Service Levels] Client: [All Clients]
 Visit Type: [All Visit Types] Status: New Matched Unmatched Missing Data

There are no items to display.

Pages: 1

Actuals

Service Level: [All Service Levels] Client: [All Clients]
 Show Clients with Actuals: [No Selection] Actuals: Unplanned Planned Intermittent Locked

Select 'Add/Edit'

| Actual | Service Level | PI | Frid | Msd | Xtr | Visit | Total Cost | Comments | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--------------------------|
| Mrs Daniel Craig A5282147 £698.16 of £698.16 | | | | | | | | | | | | |
| Home Care - (Scheduled Timed) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £84.82 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| Home Care - (Scheduled Timed) 2nd Worker | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £117.74 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £146.52 | | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £84.82 | | <input type="checkbox"/> |
| Total: £698.16 of £698.16 | | | | | | | | | | | | |

To Add Hours:

Home Care - (Scheduled Times) 2nd Worker

| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------|-------|--------------------------|---------|----------|---------------------------------|
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £103.25 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £128.52 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £74.41 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 21:30 | 22:00 | <input type="checkbox"/> | £42.52 | | <input type="checkbox"/> Delete |

Week Total: £654.88

To add additional hours, select 'Add Row', select the relevant days and time, add any comments and then press 'Save'

Save Undo Back

To Remove hours:

Home Care - (Scheduled Times) 2nd Worker

| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------|-------|--------------------------|---------|----------|---------------------------------|
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £103.25 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £128.52 | | <input type="checkbox"/> Delete |
| <input type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £42.52 | | <input type="checkbox"/> Delete |

Week Total: £580.47

If there are missing hours, untick the relevant days and time, add any relevant comments and select 'Save'

Save Undo Back

To Delete an Actual:

Provider web interface for Dean Cooke PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Edit Actuals for PP Home Care, Mrs Daniel Craig (A5282147)

Week Beginning 02 May 2022

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|---------|--|---------------------------------|
| <input checked="" type="checkbox"/> | 20:00 | 20:30 | £94.92 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | £117.74 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 12:00 | 13:00 | £146.52 | | <input type="checkbox"/> Delete |

Select 'Delete' to delete a whole row

Frustrated Hours:

Provider web interface for Dean Cooke PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Edit Actuals for PP Home Care, Mrs Daniel Craig (A5282147)

Week Beginning 09 May 2022

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | Frustrated? | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|-------------|--|
| <input checked="" type="checkbox"/> | 20:00 | 20:30 | £74.41 | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | £103.25 | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 12:00 | 13:00 | £91.80 | <input type="checkbox"/> Delete |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | £36.72 | <input checked="" type="checkbox"/> Delete |

For Frustrated Hours, untick the actual hours

Provider web interface for Dean Cooke PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Edit Actuals for PP Home Care, Mr

Then select 'Add Row' as shown above. Tick the relevant days and time

Week Beginning 09 May 2022

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--|
| Home Care - (Scheduled Timed) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £74.41 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £103.25 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £91.80 | | <input type="checkbox"/> Delete |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £36.72 | | <input checked="" type="checkbox"/> Delete |

[Add Row](#)

Provider web interface for Dean Cooke PP HomeCare

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Actuals/Visits Invoices/Credit Notes POs Reports Help Logout

Edit Actuals for PP Home Care, Mrs Daniel Craig (A528214)

Ensure 'Frustrated?' is ticked, before selecting 'Save'

Week Beginning 09 May 2022

| Actual | Service Level | PI | Frstd | Msd | Xtr | Vst | Total Cost | Comments | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------|----------|--------------------------|---------|----------|--|
| Home Care - (Scheduled Timed) | | | | | | | | | | | | |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Entry | Exit | Spans Night? | Cost | Comments | Frustrated? |
| <input checked="" type="checkbox"/> | 20:00 | 20:30 | <input type="checkbox"/> | £74.41 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | 08:00 | 08:45 | <input type="checkbox"/> | £103.25 | | <input type="checkbox"/> Delete |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £91.80 | | <input type="checkbox"/> Delete |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 12:00 | 13:00 | <input type="checkbox"/> | £36.72 | | <input checked="" type="checkbox"/> Delete |

[Add Row](#)

15. Email Notifications:

BEDFORD BOROUGH COUNCIL Adults' Provider Portal

Home Scheduled Pa

PP Residential Care Home

Pick a task...

- [Scheduled Payments](#)
View and confirm or reject scheduled payments.
- [Reports](#)
View & print financial reports
- [Contract Documents](#)
View & download contract documents
- [Organisation Details](#)
View and Request Changes to Organisation Details
- [Contacts](#)
View and Request Changes to Contacts
- [Actions and Change Requests](#)
5 open Actions (1 overdue)
- [Care Package Line Items](#)
View Care Package Line Items
- [Email Notifications](#)
Subscribe and unsubscribe from email notifications

Select Email Notification

Provider web interface for **Sayera Islam** | PP Residential Care Home

BEDFORD
BOROUGH COUNCIL
Adults' Provider Portal

Home Scheduled Payments Reports Help Logout

Email Notifications

The following daily email notification subscription(s) are available:

- Actions
- Care Package Line Items
- Contract Documents
- Scheduled Payments

The following immediate email notification subscription(s) are available:

- Actions (Immediate)
- Password Change (Immediate)

Select Relevant subscription and save

Save

16. Glossary:

Care Package Line Item – Service Agreements for each client

Conversations – Communication in the Portal with Care Homes and Finance Team

Scheduled Payments – Confirmation of scheduled clients

Service Level – The different Residential Placement types