

## Adult Social Care Glossary

### Glossary of Terms

This glossary contains terms used across social care teams working within Worcestershire County Council's Adult and Community Services. The focus of the glossary is on the social care pathway and the terms, which we use to describe different areas of the process. An explanation of each term is provided. There are cross-references shown in bold italics where the glossary contains another term that has some connection with the one being read. Terms are shown in alphabetical order. Some terms have relevant website addresses included at the end of the explanation.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

#### A

##### Abuse

Abuse is a violation of an individual's human and civil right by any other person or persons. It includes neglect, physical, sexual, psychological (emotional) and financial abuse.

- **Institutional abuse** occurs within settings where care is provided, for example, a care home or a nursing home. It is about the mistreatment of an individual due to rigorous or restrictive care practices. Examples of institutional abuse can include lack of flexibility with bed times or meal times, removal of personal possessions or inappropriate use of medication.
- **Discriminatory abuse** includes comments or jokes relating to any of the following:
  - Age
  - Disability
  - Gender reassignment
  - Pregnancy or maternity
  - Race inc. ethnic or national origins, colour or nationality
  - Religion and belief (or non-belief)
  - Sex
  - Sexual orientation

As a public sector organisation, we have a duty to ensure that those people who are using our services, along with our employees are protected from these types of abuse.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/safeguarding-adults/what-is-abuse.aspx>

##### Access Centre

A central contact point for Adult Social Care services within Worcestershire. This is your first point of contact.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/contacts-for-social-care/access-centre.aspx>

## **Adult Social Care Glossary**

### **Adult & Community Services (ACS)**

The part of the Council that deals with the provision of social care and community based services. This includes working with vulnerable adults within our community along with provision of library, heritage and cultural services.

<http://www.worcestershire.gov.uk/cms/council-and-democracy/chief-executive-unit/directorates/adult-and-community.aspx>

### **Adult Protection**

Intervention to protect a **vulnerable adult** when abuse has taken place or there is an immediate risk of abuse happening. 'No Secrets' (2000) placed a statutory duty on local authorities to ensure procedures are in place to protect vulnerable adults and to act as the lead agency in adult protection.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/safeguarding-adults.aspx>

### **Advanced Decision/Directive**

A decision to refuse specified medical treatment, which can be made in advance by a person who has the mental capacity to do so. In this way, you can refuse medical treatment for a time in the future when you may lack capacity to consent to, or refuse treatment. This must be done in a prescribed format in accordance with the Mental Capacity Act 2005.

### **Advanced Statement**

This is a statement of general beliefs and aspects of life that have a value to you. It may reflect your wishes and your preferences, and is sometimes called a 'personal values history'. The statement can be used to help health professionals and others, such as family members, to decide what sort of treatment you would want if you become unable to communicate your wishes. However, an advance statement does not bind healthcare professionals to a particular course of action if it conflicts with their professional judgment.

### **Advocate**

Someone who can act on your behalf to assist you to make decisions and choices about your support. Informal advocates can include a carer (paid or unpaid) or relative. Arrangements that are more formal can be made for people who lack capacity and may include an Independent Mental Capacity Advocate, Independent Mental Health Advocate, a Relevant Person's Representative (DoLS), or a lawyer.

### **Advocacy**

Advocacy is a way of supporting you to ensure your voice is heard and your views and wishes are listened to and taken in to account in decision-making processes.

<http://www.onside-advocacy.org.uk/>

### **Appointee**

***See also Deputy***

## Adult Social Care Glossary

A person or an organisation, appointed by the Benefits Agency, who can legally manage your welfare benefits if you are not able to do so yourself.

### Assessment

**See also Personal Assessment.** A general term for different ways of gathering information about your circumstances and presenting needs.

### Attendance Allowance

Attendance Allowance is a tax-free benefit for people aged 65 or over who need someone to help look after them because they require support with their disabilities.

[http://www.direct.gov.uk/en/DisabledPeople/FinancialSupport/DG\\_10012425](http://www.direct.gov.uk/en/DisabledPeople/FinancialSupport/DG_10012425)

### Audit

If you, or someone on your behalf, receive payments from the council for your social care needs, you will get regular checks (audit) to see how your money has been spent

[\(Back to top\)](#)

## B

### BACS form

Bankers Automated Clearing Service - this is a system used to make direct payment transfers to/from one bank account to another. In order to use the system you will be required to complete a BACS form, which will require your bank sort code, account number and name of the person who holds the account.

### BD8

Old type of certification for blind or partially sighted individuals.

### Benefits and Contributions Team (BACS Team)

A joint financial assessment and benefits team which works on behalf of Worcestershire County Council, the Department of Work and Pensions and the District Councils. The team is made up of a Team Manager, Officers and Assistants and provides advice on all aspects of the benefits system assists with completion of claims forms and undertakes financial assessments for a range of care and support services.

### Brokerage

If, as part of your Personal Budget arrangements, you decide to ask the Council to arrange services for you, the Brokerage Team will source and negotiate with service providers on your behalf. The Brokerage team includes a Team Manager, Team Leaders, Brokerage Officers (Brokers) and Brokerage Assistants. The team works with Community Social Workers to ensure that you receive the best service available to meet your support needs.

### Budget Calculator

## Adult Social Care Glossary

**See Resource Allocation System.** A way of working out how much money you may be entitled to for your Personal budget.

[\(Back to top\)](#)

## C

### Capacity

**See Mental Capacity.**

### Capital Limit/Capital Threshold

Capital is defined as investments, saving or property. If you have capital (excluding the value of the home that you live in) above the defined capital limit/capital threshold, you must pay the full cost of your social care services. If your capital is below this limit, you will be eligible for financial assistance subject to an assessment of what you are able to pay towards your care i.e. your client contribution

### Care Agencies

**See Providers.**

### Care Funding Calculator

This is a tool that helps the Council to agree a fair price for care and support services.

### Care Manager

A social care professional who acts on your behalf to oversee the commissioning of your support services and review your Personal Support Plan.

### Care Navigation

Care Navigation is a term sometimes used to describe what a Community Social Care Worker does to help you 'navigate' your way around the services provided by Health and Social Care.

### Care Package/Care Plan

**See also Personal Support Plan**

A collective name for the support/service(s) you receive following assessment.

### Care Programme Approach (CPA)

The Care Programme Approach is the programme that requires health authorities in collaboration with social care services to put in place specified arrangements for the care and treatment of mentally ill people in the community. The CPA has four distinct aspects: Assessment, Care Plan, Key Worker and Regular Review.

### Carer

## Adult Social Care Glossary

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. The term carer should not be confused with a care worker, or care assistant, who receives payment for looking after someone.

Taken from the Princess Royal Trust for Carers website  
(<http://www.princessroyaltrust.org.uk/>)

<http://www.worcestershire.gov.uk/cms/health-and-social-care/carers/worcestershire-carers-unit.aspx>

### Carers Assessment

This is a carer's opportunity to talk about their needs and feelings as a carer, with a Social or Health Worker. It gives carers time to talk about all the things they do and discuss the services that may be provided to make life easier for them. This discussion should also include consideration of the carers own health or family commitments as well as work, leisure, educational and training needs.

[http://www.worcestershire.gov.uk/cms/PDF/Carers%20Assessment%20Factsheet%202 .pdf](http://www.worcestershire.gov.uk/cms/PDF/Carers%20Assessment%20Factsheet%202.pdf)

### Carewise

A website providing information and contact details on health and wellbeing services throughout Worcestershire.

[www.whub.org.uk/carewise](http://www.whub.org.uk/carewise)

### Central Reviewing Team (CRT)

This team will carry out person-centred outcome-focussed reviews that will evaluate the achievements and outcomes of care and personal support plans with individuals, families, carers, groups and communities.

The team consists of a Team Manager, Senior Practitioners, Reviewing Officers and administrative support.

### Charge

**See also Client Contribution Charge.** This is the contribution, which following a financial assessment, you need to make towards your social care provision.

### Choice and Control

This is the programme that Worcestershire County Council set up to respond to the Government's reforms of Adult Social Care as laid out in the **'Putting People First'** agenda. The reforms aim to give those seeking support, along with their carers, a social care service that is better suited to meet their individual needs.

[www.worcestershire.gov.uk/choiceandcontrol](http://www.worcestershire.gov.uk/choiceandcontrol)

## **Adult Social Care Glossary**

### **Client Contribution Charge**

**See also Charge.** This is the financial contribution, which you have been assessed as able to make towards your social care provision.

### **Combined Personal Budget**

A Personal Budget that is used partly to pay for services purchased by the Council on your behalf and partly to make payments directly to you.

### **Commissioning**

Commissioning is the process of ensuring that there are a range of health and social care services available in the local area to meet the needs of the population. It is a process responsible for assessing and understanding the needs of the population; deciding on the priorities and specifying how they will be met. Commissioning also involves contracting and securing services to meet these needs; and working with service providers to ensure that services are good quality and keep people healthy, safe and well. Involving people who use services and their carers to develop and shape services is also a key feature of commissioning.

### **Community Meals/Meals Services**

Worcestershire County Council provides meals to people who have been assessed as needing this support. The meals are delivered to your home on agreed days. Meals can cater for specific dietary requirements.

### **Community Mental Health Teams (CMHT)**

Community Mental Health Teams are made up of professionals and support staff that provide specialist mental health services to people within their community.

### **Community Social Work Team**

This is a team of Social Care Workers who work in partnership with Health Services and the Voluntary sector to ensure you receive appropriate support to meet your needs. Community Social Work Teams can include Team Managers, Senior Practitioners, Social Work Assistants, Care Managers and Team Support Officers.

### **Consent**

Formal permission that you give to permit something to happen.

### **Contingency Plan**

This is a plan that is devised to support you in an emergency if your care arrangements break down.

### **Continuing Health Care (CHC)**

## **Adult Social Care Glossary**

This is care provided and funded by the National Health Service (NHS). Continuing health care is used to describe care given to anyone who does not need acute hospital care but continues to have primary health care needs. The care can be provided in a variety of settings including a hospital, nursing home, hospice or the patient's own home.

### **Council's Complaints, Comments and Compliments Procedure**

You may follow this procedure if you wish to make a complaint, comment or compliment about the Council, or the services we provide.

<http://www.worcestershire.gov.uk/cms/advice-and-benefits/consumer-relations-unit/corporate-procedure.aspx>

### **Court of Protection**

The Court of Protection is an institution based in London. It helps to look after individuals who lack the capacity to make decisions for themselves.

### **CRAG**

Charging for Residential Accommodation Guide, published by the Department of Health. This is statutory guidance on how capital and income are assessed when calculating **Client Contribution**.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_114330](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_114330)

### **Culture and Community**

The part of Adult and Community Services which includes library, heritage and museum services, drug and alcohol action teams, registrations services, the Records Office and domestic abuse action teams.

<http://www.worcestershire.gov.uk/cms/council-and-democracy/chief-executive-unit/directorates/adult-and-community.aspx>

### **Certificate of Visual Impairment (CVI)**

A Certificate of Visual Impairment is issued by a Consultant Ophthalmologist to certify an individual as Blind/Severely Sight Impaired or Partially Sighted/Sight Impaired and is legally required for registration.

[\(Back to top\)](#)

## **D**

### **Data Protection Act**

The Data Protection Act (1998) is an Act of Parliament defining the ways in which information about living people may be legally used and handled. The purpose of the Act is to protect individuals against misuse or abuse of information about them.

[http://www.ico.gov.uk/for\\_the\\_public/the\\_acts.aspx](http://www.ico.gov.uk/for_the_public/the_acts.aspx)

## **Adult Social Care Glossary**

### **Day Care**

Day-time care usually provided in a centre away from a person's home, covering a wide range of services from social and educational activities to training, therapy and personal care.

### **Deprivation of Liberty Safeguards (DoLS)**

The Mental Capacity Act 2005 Deprivation of Liberty Safeguards (DoLS) protects people who lack capacity to decide about their care and treatment and who need to be cared for in a particularly restrictive way.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/help-for-adults/dols.aspx>

### **Deputy**

#### ***See also Appointee***

Someone appointed by the Court of Protection to manage your property and financial affairs and/or to make welfare decisions on your behalf when you lack capacity to do so.

### **Dignity In Care**

Dignity in Care is a national campaign aimed at ensuring people in care, or who are being cared for by loved ones at home, are treated as individuals, are given a choice and are able to have control over their treatment so that they have a sense of purpose in their daily lives.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/care-homes/care-services-quality-team/dignity-in-care.aspx>

### **Direct Payment**

Any part of your Personal Budget, which you have chosen to have paid directly to you so that you can make your own arrangements to meet the outcomes, agreed in your Personal Support Plan. These are sometimes also referred to as Self-Directed Payments.

### **Disability Living Allowance (DLA)**

This is a benefit administered by the Department for Work and Pensions, which can be claimed for by people aged less than 65yrs who need help with mobility or care.

<http://www.direct.gov.uk/en/DisabledPeople/FinancialSupport/DisabilityLivingAllowance/index.htm>

### **Discharge Summary**

If you are referred to social care following time in hospital, this is a summary of your hospital stay. This will be put onto our social care records so that the team taking your referral has information, which may relate to your ongoing social care needs.

## Adult Social Care Glossary

### Diversity

This means “variety”. Valuing diversity means valuing people and recognising that everyone is unique/different but of equal worth.

<http://www.worcestershire.gov.uk/cms/community-and-living/equality-and-diversity.aspx>

### Domiciliary Care

**See also Home Care.** Services provided to you in your home to support you to live independently within your community.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/homecare.aspx>

[\(Back to top\)](#)

## E

### Early Intervention

This is the support available to you if you need some assistance to enable you to keep living independently. Early intervention is seen as a way of reducing the need for more intensive and costly health or social care intervention.

### Eligibility Criteria

**See also FACS.**

To make sure that resources available to provide services are used in the best way possible, we have guidelines to work out if you are eligible or not for services. This is called the eligibility criteria. The criteria help us make sure that we treat everyone fairly and that the people most in need of our help receive it.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/help-for-adults/community-care-services.aspx>

### Emergency Duty Team (EDT)

The Out-of-Hours Emergency Duty Team (EDT) provides the social care response to crisis and urgent situations arising outside office hours that cannot wait until the next working day. The service is generic and covers services to children and their families in Herefordshire and both adults and children in Worcestershire.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/help-for-adults/out-of-hours-services.aspx>

### Environmental Risk Assessment

An assessment of your home environment (by the first Health or Social Care person to come into your home) to identify hazards that pose a potential risk to you and/or staff who will be visiting you at home. As a result of the assessment, actions are identified to help minimise the risks and staff are made aware of the recommendations.

[\(Back to top\)](#)

## Adult Social Care Glossary

### F

#### **Facilitated Direct Payment**

Any part of your Personal Budget which you have chosen to have paid to you but where you have also chosen to have assistance from someone else (your Supporter) to manage the payments. With the assistance of your Supporter, you can then make your own arrangements to meet the outcomes agreed in your Personal Support Plan.

#### **Facilitated Search**

If you chose to have any of your Personal Budget paid to you directly, so that you can make your own arrangements, but you might like some help in finding the support you would like to buy, your Social Care Worker can ask the Brokerage Team to do a "Facilitated Search". The Brokerage Team will identify providers who may be able to provide the support you require but will not be involved in agreeing any prices or detailed arrangements. These will be agreed by you with your chosen provider.

#### **Fair Access to Care Services (FACS)**

Department of Health guidance for councils providing a framework for setting eligibility criteria for adult social care. Its aim is to achieve fairer and more consistent eligibility decisions across the country. This has now been superseded by the document "[Prioritising need in the context of \*Putting People First: A whole system approach to eligibility for social care\*](#)"

<http://www.worcestershire.gov.uk/cms/health-and-social-care/help-for-adults/fair-access-to-care-services.aspx>

#### **Fairer Charging**

Fairer Charging is the policy we used to calculate what you should be charged for non-residential support that we provide for you.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/managing-financial-affairs/a-guide-to-charges.aspx>

#### **Fast Track**

A speedy route to secure funding for residential care. If your home is counted as capital, but you don't wish to sell it, the Council can allow you to defer payment of your contribution. It will effectively be giving you an interest-free loan, secured against your property, for your lifetime. This 'loan' will be paid back when your property is eventually sold, or ownership is transferred.

#### **Financial Assessment**

An assessment of your finances to identify how much you may be required to contribute to the cost of your care and support services.

#### **FNC (Funded Nursing Care)**

## Adult Social Care Glossary

*See NHS Funded Nursing Care*

### **Formal Support**

This is support, which is paid for or supplied from a recognised organisation such as a care home, voluntary organisation etc. This does not include care or support from relatives, friends or neighbours, which is not paid for.

### **Framework-i (Fwi)**

Framework-i is the electronic system used by Worcestershire County Council to manage your personal records that are held by Adult Social Care Services. Framework-i is used by health and social care professionals to enable them to record and share accurate and relevant information about your situation and the support you are receiving.

### **Freedom of Information Act 2000 (FOI)**

This gives you the right to ask any public body for information they have on any aspects of their work. Unless there is a good reason, this information must be supplied within a set period. You can also request details of all the personal information held about you.

[http://www.ico.gov.uk/for\\_the\\_public/the\\_acts.aspx](http://www.ico.gov.uk/for_the_public/the_acts.aspx)

### **Fully Supported Service (sometimes referred to as *Managed Service*)**

Refers to any services that are purchased by the Council, on your behalf, using your Personal Budget.

[\(Back to top\)](#)

## H

### **Home Care**

**See also *Domiciliary Care*.** Services that offer you practical help and support at home with essential daily tasks that you would be unable to manage safely on your own.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/homecare.aspx>

[\(Back to top\)](#)

## I

### **Implied Consent**

This is consent to treatment or care conveyed through facts, actions or even silence and the person has the mental capacity to make that decision.

### **Independent Living Fund (ILF)**

## Adult Social Care Glossary

The Independent Living Fund can give financial help to pay for personal and domestic care that enables severely disabled people, between the ages of 18 and 65 years old, to live at home.

<http://www.ilf.org.uk/>

### Indicative Budget

The Indicative Budget gives you an estimate of how much your Personal Budget will be.

### Individual Budget (IB)

**See also Personal Budget.** An Individual Budget is money, which is awarded to enable you to pay for support or care needs. An Individual Budget also includes funding from sources other than local authority social care funding:

e.g. Disability Living Allowance  
Attendance Allowance  
Independent Living Fund.

### Informal Support

Support provided by unpaid carers such as friends, neighbours or relatives.

### Initial Payment

If you have chosen to receive any of your Personal Budget as payments, this is the name given to the first payment that is made to you. Although payments usually cover a four-week period, the initial payment may cover a shorter or longer period depending upon the dates to which it applies and the date of the **payment run**.

### Integrated Community Equipment Services (ICES)

ICES supplies equipment to people with disabilities, to help develop their full potential and maintain their health and independence. This includes toileting and bathing items, special mattresses, hospital beds, walking frames, crutches, handling and lifting equipment.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/adapting-homes/community-equipment-service.aspx>

### Integrated Discharge Team (IDT)

These are teams of professionals based at each acute hospital site. Each team consists of social workers, liaison nurses, Mental Health liaison nurses for adults and older people, a Carers development worker and housing liaison officers.

### Interim Service

An Interim Service is home care service provided to you for a short period under specific circumstances. The purpose of this is to keep you safe whilst longer-term arrangements are considered.

## Adult Social Care Glossary

### Intermediate Care

Intermediate care provides intensive, short-term (usually no longer than six weeks) support to prevent unnecessary hospital admissions, or help people discharged from hospital regain their levels of independence at home.

[\(Back to top\)](#)

## L

### Lasting Power of Attorney

Legally binding process whereby a person aged 18 years or over can appoint another person/persons (attorney) to act on their behalf, if they should subsequently lose capacity (Mental Health Capacity Act, 2005).

- **Property and Affairs LPA:** These are used to appoint 'attorney' to make a range of decisions, including the buying and selling of property, operating a bank account, dealing with tax affairs and claiming benefits.
- **Personal Welfare LPA:** These can be used to authorise the 'attorney' to make decisions about where the individual should live, consenting to or refusing medical treatment on the individual's behalf, day-to-day care – including diet and dress.

<http://www.publicguardian.gov.uk/>

### Learning Disabilities (LD)

Difficulties with understanding new or complex information or learning new skills as well as a reduced ability to cope independently. A Learning Disability is a significant impairment of intelligence or social functioning acquired before adulthood.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/links-directory/learning-disabilities.aspx>

### Letter of Visual Impairment (LVI)

Used by Optometrists to refer an individual with a significant sight problem to the Sensory Impairment Team.

[\(Back to top\)](#)

## M

### Managed Service

*See Fully Supported Service.*

### Manual Handling Risk Assessment

## **Adult Social Care Glossary**

An assessment by someone trained in Moving and Handling techniques to identify risks to you and staff that are supporting you with your mobility. The assessment will identify correct equipment, techniques and number of staff required to support you, as well as necessary environmental modifications to improve the safety of the handling environment.

### **Maximum Assessed Charge**

The maximum assessed charge is the amount we have calculated that you can contribute towards your care package.

### **Mental Capacity**

This is the mental ability to understand the nature and effect of your acts and to make decisions that may have legal consequences for yourself and/or for others affected by the decision. It is assumed anyone over the age of 16 has capacity unless proven otherwise.

[http://www.dls.org.uk/advice/factsheet/community\\_care/mental\\_capacity/Mental Capacity.pdf](http://www.dls.org.uk/advice/factsheet/community_care/mental_capacity/Mental_Capacity.pdf)

### **Mental Health**

A state of emotional and psychological well-being in which you are able to use your cognitive and emotional capabilities, function in society, and meet the ordinary demands of everyday life.

### **Multi Disciplinary Team (MDT)**

Multidisciplinary teams are groups of professionals from diverse disciplines who come together to provide comprehensive assessment and consultation.

[\(Back to top\)](#)

## **N**

### **Net Cost Policy**

This states that the cost of a weekly home-care package should not normally exceed the net cost of a care home placement.

### **NHS-Funded Nursing Care (FNC)**

Introduced in October 2001, this is the funding provided by the NHS to nursing homes, to support the provision of nursing care by a registered nurse for those assessed as eligible. This means that the nursing care element of your care will be funded by Health with the social care element being provided by the Council, subject to eligibility and client contribution charges.

## **Nursing**

## **Adult Social Care Glossary**

Nursing is a healthcare profession focused on the care of individuals, families, and communities so they may attain, maintain, or recover optimal health and quality of life from birth to death.

[http://www.rcn.org.uk/\\_data/assets/pdf\\_file/0003/78564/001983.pdf](http://www.rcn.org.uk/_data/assets/pdf_file/0003/78564/001983.pdf)

### **Nursing Home**

These are now most commonly referred to as care homes with nursing and will provide personal care (washing, dressing and medication support), but will also provide a qualified nurse on duty 24 hours per day, carrying out nursing tasks. These types of homes are generally for people who are frail and in need of regular attention from a nurse.

<http://www.housingcare.org/jargon-nursing-homes.aspx>

[\(Back to top\)](#)

## **O**

### **Older Adults Mental Health Team (OAMH)**

This team consists of a consultant psychiatrist, social workers, nurses, occupational therapists, psychologists and administration staff. The key functions of the team are to provide support, education and advice for service users, GP's, care homes and carers.

### **Older People's Support Services (OPSS)**

Older People's Support Service (OPSS) is a time limited Service for people over 65 years of age. It focuses on enabling people to secure or maintain their accommodation and to access the wider community.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/services-for-older-people.aspx>

### **Outcomes**

Outcomes focus on what you achieve based on your Personal Support Plan rather than on the services that you receive.

[\(Back to top\)](#)

## **P**

### **Pathway**

The pathway is the route you take through the network of adult social care services.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/choice-and-control/what-is-choice-and-control.aspx>

## Adult Social Care Glossary

### Payment

This will usually refer to the movement of money to you as part of your Personal Budget arrangements if you have chosen to receive any of your Personal Budget into your own bank account. It may also refer to money passing to a provider of services.

### Payment run

This is the electronic process, which makes payments to you as part of your Personal Budget arrangements if you have chosen to receive any of the Personal Budget as **direct payments**. The same process is used to make payments to providers of services.

### Person Centred Care

Person centred care means that you are recognised as individual and that you are unique. Care staff need information about you, your background and how this affects you now. Information about your personality and identity, previous occupation and family relationships is hugely important in providing individual care.

### Person Centred Planning

A process designed to assist you to make plans for your future. You are able to formally list your preferences as part of a plan so that no matter where you go people can understand what is important to you.

### Personal Assessment

This is a process by which you and a Social Care professional discuss the problems and difficulties you have (such as being unable to dress without help). Your requirements will be discussed with you (and where appropriate your carer or other family member) and will take into account your views as well as those of your carers.

### Personal Assistant (PA)

A Personal Assistant or a PA, in terms of social care, is the name used to describe someone who you may choose to employ using your Personal Budget. A Personal Assistant will help to support you with daily activities at home such as:

- Household tasks
- Shopping
- Personal Care – help with bathing or dressing
- Help with access to community services such as visiting the library or going shopping.

### Personal Budget

This is the money allocated for your social care, which comes from social care funding only.

### Personal Budget Agreement

This is an agreement, which you will be asked to sign before any payments, can be paid to you (**see *Direct Payments or Facilitated Direct Payments***).

## Adult Social Care Glossary

### Personal Budget Bank Account

A bank account which you must open to administer any monies (*see Direct Payments or Facilitated Direct Payments*) you receive as part of a Personal Budget. It must only be used for receipts and payments relating to the Personal Budget.

### Personalisation

Personalisation is a way of describing how support for people will be provided. It affects social care services as well as other public services. The idea behind Personalisation is to give people real choice and control over the support they receive as opposed to other people deciding for them. People can choose to be involved in planning and organising their own support or they can choose others to do it for them.

<http://www.scie.org.uk/publications/reports/report20.asp>

### Personal Review

A personal review is a check, done at least once a year, to ensure that your care package continues to meet your requirements as laid out in your personal support plan. It focuses on your individual wishes and preferred outcomes as outlined in your Personal Support Plan and monitors how you have spent your Personal Budget to achieve these. The Personal Review will consider whether your care package needs to be increased/decreased or if changes need to be made. The Personal Review will also look at eligibility criteria and check that you are continuing to receive the appropriate level of funding to meet your individual needs. **See also FACS.**

### Personal Support Plan

Your Personal Support Plan is used to identify the things that are important for you and what you would like to change to help you get the most out of your daily life. It should look at your whole life and consider the things that are/not working for you. It should identify the help and support you feel you need and how you would like to receive that assistance.

### Physical Disability Support Service (PDSS)

PDSS is a community-based service, which provides practical, emotional and/or social support to individuals. If you are aged between 18 and 65 and have a physical disability, acquired brain injury (ABI) and/or sensory impairment, then you could make use of what PDSS has to offer.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/disabilities/pdss/information-for-service-users.aspx>

### Promoting Independence (PI)

A way of enabling you to remain as independent as possible. This is achieved through providing equipment and adaptations to your home, looking at new ways of doing things and signposting to other agencies. It helps to build your confidence so that you can continue to live independently in your own home.

## **Adult Social Care Glossary**

### **Promoting Independence Team**

The Promoting Independence team is made up of a Team Manager, Occupational Therapists, Physiotherapists and Promoting Independence Assistants. The team will assess your abilities and difficulties with activities of daily living. The aim of the service is to help you achieve your desired outcomes. It will provide you with advice and support to increase your levels of independence.

### **Promoting Independence Plan (PI Plan)**

A document that describes how often the Promoting Independence service will visit you to help you achieve your desired outcomes.

### **Property and Affairs Deputy**

A Property and Affairs Deputy looks after someone's financial affairs. This includes paying bills and taking over bank accounts. A Deputy can do all the things an attorney can do.

### **Providers**

The person/organisation supplying the goods/services. This can include statutory and non-statutory organisations as well as those in the voluntary and independent sector.

### **Putting People First**

Sets out the direction for adult social care, it is a shared commitment by the Government, local authorities and service providers that ensures that people who need care and support have choice, flexibility and control to live their lives in the way they wish.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_081118](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_081118)

[\(Back to top\)](#)

## **Q**

### **Quality Assurance**

Refers to the systematic monitoring and evaluation of the various aspects of a service, to ensure that standards of quality are being met. Methods should include feedback from people receiving the service and other people who are involved with the person receiving the service. Audits of processes should also be undertaken at regular intervals to ensure that the service remains relevant and up to date.

[\(Back to top\)](#)

## **R**

### **Rapid Response**

This is the admission prevention team based in Accident and Emergency, to assess and arrange services to discharge home patients that do not need to be admitted to hospital.

## **Adult Social Care Glossary**

### **Referral**

The process of referring you to one of the community or specialist teams.

### **Referral of Visual Impairment (RVI)**

Referral of Visual Impairment is the process whereby professional ophthalmology staff refer an individual with a significant sight problem to the Sensory Impairment Team.

### **Residential Care Homes**

These are now commonly referred to as care homes and are settings where a number of people live, usually in their own room and have access to onsite care services. The care home setting will provide personal care – washing, dressing and giving medication. A residential care home does not provide nursing care. Some are registered for specific needs such as dementia or terminal illness.

<http://www.housingcare.org/jargon-residential-care-homes.aspx>

### **Resource Allocation System (RAS)**

This is a set of questions that enable us to work out what your Indicative Budget will be based on what support you need.

### **Resource Allocation System (RAS) Panel/Approval**

The RAS panel meets weekly to authorise Indicative Budgets over the value of £250pw. Panel summaries are completed by the social worker and are considered alongside the Budget Calculator. Indicative Budgets are approved and the social worker is informed. They then work with the individual on a Personal Support Plan, which sets out how the Personal Budget will be spent to meet eligible needs and outcomes.

### **Respite Care (Emergency and Planned)**

This enables time out for those who care for someone who is frail, ill or disabled. It can take place in the home of the person being cared for, in a day care facility or in a care home facility. All have the same objective of providing carers a temporary break.

### **Risk assessment**

The process of identifying all the risks to and from an activity, and assessing the potential impact of each risk.

### **Risk management/enablement**

The process of putting actions into place to reduce the risk. This will involve a detailed knowledge of the person involved in an activity and their strengths. Whilst ensuring that all Health and Safety legislative requirements are met, it will also consider the impact on the quality of the person's life if an activity is discontinued because of the risk.

### **RNCC**

## Adult Social Care Glossary

Registered Nursing Care Contribution. This is now more commonly referred to as **NHS Funded Nursing Care** or **FNC**.

[\(Back to top\)](#)

## S

### Safeguarding

General social responsibility to keep people safe, not just vulnerable adults. It includes a broad range of services, such as community policing and preventative healthcare.

Focus is on the prevention rather than response to abuse.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/safeguarding-adults.aspx>

### Self Assessment

The Self Assessment is a way for the Council to understand what support you may need and what outcomes are important to you.

### Self Directed Support

A new system of Social Care in which you can choose, organise and control the support you require.

### Self Funder

If you are paying the full costs of your care, you are known as a 'self-funder'.

This means that either:

- you have chosen not to approach adult social care for help, or
- you have been assessed but you are not currently eligible for social care services, or
- you have approached adult social care and, although your assessment shows that you are eligible for services, your savings are above the capital limit.

### Sensory Impairment

This is loss or damage to a person's senses. In terms of adult social care, this usually relates to visual and/or hearing impairment.

### Service User

This has developed as a generic term to describe people who receive, have received or are eligible for health and social care services particularly on a longer-term basis.

### Services

This refers to any care arrangements made by the Council on your behalf.

### Signposting

## **Adult Social Care Glossary**

This is when you are given contacts/information about services available from outside of the council, which may be able to support you.

### **Single Point of Access (SPA)**

The Single Point of Access (SPA) service provides a simple referral management system, for access to Intermediate Care and Admission Prevention services.

### **Social Capital**

There are many definitions of Social Capital. In simple terms it can be described as the networks and links that exist between people that help contribute to social harmony and union and enables individuals to work together to make a positive contribution to the development of their community.

[www.puttingpeoplefirst.org.uk/BCC/about/Impactofsocialcapitol/](http://www.puttingpeoplefirst.org.uk/BCC/about/Impactofsocialcapitol/)

### **Social Enterprise**

A social enterprise is a business that trades primarily for a social purpose, that is, it provides a product or a service that benefits the community in which it operates. Any profit or surplus is reinvested in the business or the community rather than being paid to shareholders or owners of the business.

[www.socialenterprise.org.uk/](http://www.socialenterprise.org.uk/)

### **Start-Up Grant**

This is a one off payment to help you to recruit your Personal Assistant(s) and to purchase Employee Liability Insurance.

### **Suitable Person**

If an individual lacks the capacity to manage a direct payment themselves, it may be paid to a suitable person. A suitable person is an individual that has been selected via a robust checking process to make support decisions and manage the personal budget on behalf the individual eligible for support.

The suitable person can be:

- a friend, carer or family member
- a deputy appointed by the Court of Protection
- an attorney with health and welfare or finance decision-making powers created by a lasting power of attorney
- an independent support broker.

### **Supporting People**

Supporting People is a government initiative aimed at enabling vulnerable people with housing related support needs to live independently in the community. Without this support, a person might be unable to manage their accommodation on their own.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/supporting-people/supporting-people-explained.aspx>

## Adult Social Care Glossary

[\(Back to top\)](#)

### T

#### **Telecare**

The Telecare Service helps to promote independent living for older people and people with long-term health conditions. The Telecare service provides vulnerable people with new equipment that can monitor their safety and well-being at home.

<http://www.worcestershire.gov.uk/cms/health-and-social-care/adapting-homes/telecare---alarm-service.aspx#whatis>

#### **Transitional Protection Policy**

If you are already in receipt of services, you may find that the amount of your Indicative Budget awarded through the RAS is less than the cost of your current services. In these circumstances, we will work with you to look at how your needs and outcomes can be met within the revised Personal Budget. We will work out the difference between the cost of your current services and the new Personal Budget and then reduce the amount over a period of time.

#### **Transitions**

This is the pathway, which an individual, approaching the age of 18, will be supported through as they move from Children's Services into Adult Services. There can also be transition pathways for individuals who need to move from one type of Service into another.

[\(Back to top\)](#)

### U

#### **Universal Services**

Universal services are the general support and services available to everyone locally including things like transport, leisure, education, health, housing, community safety and access to information and advice. These services are important in everyone's lives, not just those people with care and support needs.

#### **Urgent and Unplanned**

A period of care which is required urgently and provided in a care home because you have had a crisis in your health and/or social care needs that can't be managed at home.

[\(Back to top\)](#)

### V

#### **Voluntary Services**

## **Adult Social Care Glossary**

Services that are provided free of charge. These can include services provided by not-for-profit organisations, churches, and support groups.

### **Vulnerable Adults**

Someone over 18 years of age who might be unable to protect themselves from significant harm or serious illness because of a disability, age or illness.

### **Vulnerable Adults Support Services (VASS)**

This is a time-limited service for people aged between 18-65 years who have specific requirements that cannot be met through general social care support. It focuses on enabling people to secure or maintain their own accommodation and to access the wider community.

[\(Back to top\)](#)