

Glossary Terms and Health and Adult Services Acronyms

1. Glossary Terms

Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of [neglect](#) or an omission to act, or it may occur when a person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot [consent](#). Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Activities of daily living

Activities of daily living (ADL) are tasks that people carry out to look after their home, themselves, and their participation in work, social and leisure activities.

Acute care

Short-term medical treatment, usually in a hospital, for patients with an illness, injury, urgent medical condition or recovering from surgery.

Adult at risk

A person who is 18 years or over and who is or may be in need of, community care or health care services by reason of mental or other [disability](#) or illness; and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. Also previously known as [vulnerable adult](#). These terms have been replaced by adult experiencing, or at risk of [abuse](#) or [neglect](#) (see [Care and Support Statutory Guidance](#)).

Adult experiencing, or at risk of abuse or neglect

The safeguarding duties apply to an adult who: has needs for care and support (whether or not the local authority is meeting any of those needs) and is experiencing, or at risk of, [abuse](#) or [neglect](#); and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Adult safeguarding

Adult safeguarding means protecting an adult's right to live in safety, free from [abuse](#) and [neglect](#). It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, whilst at the same time making sure the adult's wellbeing is promoted including, where appropriate, having

regard to their views, wishes, feelings and beliefs in deciding on any action. The previous term used was adult protection.

Adult social care

Care and support for adults who need extra help to manage their lives and be independent, including older people, people with a [disability](#) or long-term illness, people with mental health problems and carers.

Adult Social Care Outcomes Framework (ASCOF)

Measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. See [NHS England](#) for more information.

Advance decision

An advance decision (also known as an advance decision to refuse treatment or a living will) is a decision that a person can make in advance to refuse a specific type of treatment in the future. This enables family, carers and health professionals to know whether the person wants to refuse specific treatments in the future if they are unable to make or communicate those decisions. The treatments which the person wants to refuse must be specifically named in the advance decision. They may want to refuse a treatment in some situations, but not others. They can also refuse a treatment that could potentially keep them alive (life-sustaining treatment).

Advocacy

Advocacy services help people to access information and services; be involved in decisions about their lives; explore their choices and options; defend and promote their rights and responsibilities; speak out about issues that are important to them; ensure organisational procedures are being followed correctly. Advocates are independent of health or social care services. They can accompany the adult to meetings, and / or correspond with agencies on the person's behalf.

Aids and adaptations

Help to make things easier for people around the home. If people need help to live independently or are disabled, equipment can enable them to live more comfortably and independently. They include grab rails, ramps, walk-in showers and stairlifts.

Appointee

A person who is given the legal right to act on behalf of someone who does not have [mental capacity](#) or is severely disabled and who needs help with claiming benefits because they are unable to manage their own affairs.

Appropriate adult

An appropriate adult will be called to a police station as an important safeguard, to provide independent support to those who have been arrested who are aged under 17 or may have a mental disorder or be mentally vulnerable. Their role is to assist the detainee to ensure that they understand what is happening at the police station during the interview and investigative stages.

Approved Mental Health Professional

An Approved Mental Health Professional (AMHP) is a specific, legally defined role under the Mental Health Act 2007 which allows a professional to assess whether there are grounds to detain individuals with mental disorders. AMHPs are qualified and experienced mental health professionals such as social workers, community psychiatric nurses, occupational therapists and psychologists who have successfully completed the AMHP training course.

Assistive technology

Equipment that helps people carry out their daily activities and manage more easily and safely in their home environment. This includes electronic medicine dispensers, memory prompts, specially designed telephones or remote controls, and wrist or necklace alarms. It also includes equipment that can detect potential hazards such as a flood. See also [telecare](#).

Authorised person

Authorised person is someone who agrees to manage a direct payment for a person who lacks capacity according to the Mental Capacity Act (2005); also known as a nominated person.

Best interests

If a person has been assessed as lacking mental capacity then any action taken, or any decision made for, or on behalf of that person, must be made in their best interests. See [Section 1, Mental Capacity Act 2005: The Principles](#).

Better Care Fund

The Better Care Fund has been established to ensure a transformation in integrated health and social care. It creates a local single pooled budget to incentivise the NHS and local authorities to work more closely together, placing the wellbeing of adults as the focus of health and care services.

British Sign Language

British Sign Language (BSL) is a visual means of communicating and is used by people who are culturally [Deaf](#). BSL has its own grammatical structure and syntax; as a language, it is not dependent upon or related to English. For the majority of Deaf people, BSL is their first language and a qualified interpreter is required.

Broker

Provides advice and information about services available in the local authority area. The broker finds service providers who can meet the adult's needs and choices; provides information about different types of support available from the statutory, independent and voluntary sectors including the range of different services, for example day services, home care, residential and nursing care homes, social activities, luncheon clubs etc; and arranges services for the adult if they have a [personal budget](#) and had their [care and support plan](#) agreed by a social worker.

Capital limits

Capital limits determine the extent to which a person with eligible needs could be charged for care and support in relation to their savings and other forms of assets. There are upper and lower capital limits. Between the upper and lower capital limits, means tested support is available.

Care and support plan

A written plan completed with the adult following an assessment. It describes what their care and support needs are, how they will be met, and what support they will receive. The support plan contains the same information for carers.

Care pathway

The care pathway is a person's route from first contact with a service, to the last contact.

Care Programme Approach

The Care Programme Approach (CPA) is a way that services are assessed, planned, coordinated and reviewed for someone with mental health problems or a range of related complex needs. For more information see the [Care Programme Approach, NHS Choices](#)

Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and [adult social care](#) in England. It makes sure health and social care services provide people with safe, effective, compassionate, high-quality care and it encourages care services

to improve. It monitors, inspects and regulates services and publishes what it finds. Where it finds poor care, it will use its powers to take action.

Care worker

A care worker provides support or who looks after a person who needs help because of their age, physical or mental illness, or [disability](#). This is usually someone paid, or maybe a volunteer.

Carer

A carer is anyone, including a child, who looks after a family member, partner or friend who needs help because of their illness, frailty, [disability](#), a mental health problem or an addiction and cannot cope without their support. The care they deliver is unpaid.

Carer's assessment

A [carer](#)'s assessment identifies support needs and outcomes that the carer wishes to achieve in their day-to-day life, whether those needs are eligible for support from the local authority and how provision of support may assist the carer in achieving their desired outcomes.

Carers' services

Carers' services are provided to support carers in their caring role and to give them a life outside of caring, for example by supporting them to keep their job, have a hobby or relax and take time out from their caring role.

Case management

A multi-agency response to meeting an adult's care and support needs where they have a complex ongoing health condition. The named case manager (also known as a [key worker](#)) is the lead in coordinating the care and support provided by the different agencies involved. Care should be person-centred care with the aim of supporting the adult to remain independent and in their own home, also reducing the likelihood of hospital admissions.

Child or young person

Anyone under the age of 18 years.

Choice of accommodation

Where a person is receiving local authority support, and the care and support planning process has identified their needs are best met in a specific type of accommodation, the local authority must provide the person with a choice of where they live. It is not a choice between different types of support, for example a care home or shared lives, but between different providers of the same type.

Client contribution

This is the amount a person may need to pay towards the cost of the [adult social care](#) services they receive. Whether they need to pay and the amount they need to pay depends on the local authority's charging policy, although residential care charges are set nationally.

Co-production

Co-production is when an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered. Such interventions can contribute to developing individual resilience and help promote self-reliance and independence, as well as ensuring that services reflect what the people who use them want.

Commissioning

Commissioning is the process by which organisations (such as the local authority) assess the needs of their local population for care and support services, determining what element needs to be arranged by the organisation, then designing, delivering, monitoring and evaluating those services to ensure appropriate outcomes.

Complaint about a service

People have a right to complain about a service where they think they have been unfairly treated or have received unsatisfactory services.

Consent

When an adult with [mental capacity](#) gives someone permission to do something for them. In health and social care settings, it usually means that the adult gives consent to take part in an activity or to accept some kind of care or treatment. Adults should be helped to understand what is being proposed, the benefits and risks and what the alternatives are if they do not consent. Consent can be provided orally, in writing or by action. Adults can change their mind at any time and withdraw their consent.

Continuity of care

Ensuring that when an adult who is receiving care and support in one area of England moves home, they continue to receive care on the day of their arrival in the new area. There should be no gap in care and support when people choose to move.

Costs of care

All costs charged to a person by a care [provider](#), including any [top ups](#) and core care costs. This includes where appropriate the costs associated with the provision of extra care.

Court of Protection

The Court of Protection makes decisions on applications which involve people who lack [mental capacity](#). The Court can be contacted regarding queries about: someone's personal welfare; becoming a deputy or change an existing deputy order; deprivation of liberty; selling a jointly owned property; making a statutory will or gift; cancelling an [enduring power of attorney](#) or objecting to a [lasting power of attorney](#). For more information, including making applications and accessing required forms, see [Contact the Court of Protection](#).

Deaf

A person who identifies as being [Deaf](#) with an uppercase D is that they are culturally Deaf and belong to the Deaf community. Most Deaf people are sign language users who have been deaf all of their lives. For most Deaf people, English is a second language and as such they may have a limited ability to read, write or speak English.

deaf

A person who identifies as being [deaf](#) with a lowercase d is indicating that they have a significant hearing impairment. Many deaf people have lost their hearing later in life and as such may be able to speak and / or read English to the same extent as a hearing person.

Deferred payments

An arrangement with the local authority that enables people to use the value of their homes to help pay care home costs. If an adult is eligible, the local authority will help to pay care home bills on their behalf. The adult can delay repayment until they choose to sell their home, or until after their death. The local authority may charge interest on the amount owed to them, and there may be an arrangement fee to cover costs.

Deprivation of Liberty Safeguards

Introduced as part of the [Mental Health Act 2007](#), Deprivation of Liberty Safeguards (DoLS) aim to ensure people in care homes, hospitals and supported living arrangements are looked after in a manner that does not inappropriately restrict their freedom. DoLS should ensure someone is only deprived of their liberty in a safe and correct way, and that this is only done in their [best interests](#) and when there is no other way to look after them.

Deputy (also known as a Court Appointed Deputy)

Deputy (also known as a Court Appointed Deputy) is a person appointed by the [Court of Protection](#) under the [Mental Capacity Act 2005](#) to take specified decisions on behalf of someone who lacks capacity to take those decisions themselves

Direct payments

A direct payment can be made to disabled people aged 16 or over (with short or long-term needs); disabled parents for children's services; carers aged 16 or over (including people with parental responsibility for a disabled child); elderly people who need community care services. They are only given to people assessed as eligible by their local social care service.

Disability

Under the Equality Act 2010 a person is disabled if they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities.

Discriminatory abuse

Any form of [abuse](#) which is carried out because of a person's differences or perceived differences. It is motivated by prejudice or bias. It can include verbal abuse, harassment or deliberate exclusion, including denying access to services or providing substandard services. The abuse might be directed at a person because of their race, gender / gender identity, age, [disability](#), religion, sexuality, appearance or cultural background.

Diversity

Diversity is about recognising, respecting and valuing differences in people. It means understanding that each person is unique. These differences include race, ethnicity, gender, gender identity, sexual orientation, socio-economic status, age, [disability](#), religious beliefs, political beliefs or other ideologies.

Domestic abuse

Abusive behaviour that is: physical or [sexual abuse](#); violent or threatening behaviour; controlling or coercive behaviour; economic [abuse](#); psychological, emotional or other abuse. Applies to people aged 16+, who are personally connected to each other (Domestic Abuse Act 2021).

Domiciliary care

Care provided in a person's own home by paid care workers to help them with their daily life, also known as home care.

Duty of care

The duty of care is a legal requirement for staff to: always act in the best interest of people with whom they are working; not to – or fail to – act in a way that results in harm; and act within their level of competence and not take on something they do not think they can do safely.

Education, Health and Care (EHC) Plan

For children and young adults with special educational needs, the Children and Families Act 2014 brings these assessments together into a coordinated Education, Health and Care (EHC) Plan (see SEND Code of Practice 0-25 Years (see National Guidance section, Resources)).

Eligibility criteria

The Care and Support (Eligibility Criteria) Regulations 2014 set out the eligibility criteria for [adult social care](#) for adults with care and support needs and carers. Eligible needs are needs for care and support which mean the adult is unable to achieve specified outcomes and, therefore there is or is likely to be a significant impact on their wellbeing.

Emergency Duty Team

The out of hours social worker/s and manager covering from out of office hours on weekdays and all Saturdays, Sundays and bank holidays.

Enduring power of attorney

Enduring power of attorney (EPA) apply to decisions about property and affairs. It has now been replaced by [lasting power of attorney](#), but all existing EPAs are still effective under the same basis as they were made.

Extra care housing

Extra care housing is housing designed with the needs of older people in mind, and provides varying levels of care and support available on site. People who live in [such](#) housing have their own self-contained homes, their own front doors and a legal right to occupy the property.

Failed visit

A failed visit is where the purpose of the visit is not achieved because although the staff member knows that the person is there, the person refuses them access and / or the service or family member or [carer](#) gives an explanation as to the person's whereabouts. This includes planned or agreed visits by the social worker / care manager or other essential service providers.

Financial assessment

A financial assessment is the process which the local authority undertakes to determine the level of contribution the person needs to make to their [personal budget](#) (if any).

Financial information and advice

Local authorities must provide a wide range of financial information and advice services to help people plan, prepare and pay for their care costs.

Financial abuse

This includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Freedom of Information Act request

A person has a right to ask to see recorded information held by public authorities. The Act covers all recorded information held by a public authority. It is not limited to official documents; it covers for example, drafts, emails, notes, recordings of telephone conversations, CCTV recordings and some other information. See also [How to Access Information from a Public Authority \(ICO\)](#). This is different to a [subject access request](#) which relates to personal information held by a local authority, for example.

Funded nursing care

Funded nursing care (FNC) is when the NHS pays for the nursing care part of nursing home fees. The NHS pays a flat rate directly to the care home towards the cost of this nursing care.

Independent advocate

The Care Act 2014 requires that local authorities must arrange an independent advocate to facilitate the involvement of a person in their assessment, in the preparation of their [care and support plan](#) and in the review of their care plan, as well as in safeguarding enquiries and [Safeguarding Adults](#) Reviews if two conditions are met: 1) if an independent advocate were not provided the person would have [substantial difficulty](#) in being fully involved in these processes and; 2) there is no appropriate individual available to support and represent the person's wishes who is not paid or professionally engaged in providing care or treatment to the person or their [carer](#). This is separate from the power of the local authority to provide an [Independent Mental Capacity Advocate](#) (IMCA) where someone lacks capacity to fully participate.

Independent domestic violence adviser

An independent domestic violence adviser (IDVA) is a trained specialist who provides services to victims at high risk of harm from intimate partners, ex-partners, or family members, with the aim of securing their, and their children's, safety. They are also known as independent domestic violence advocates and serve as a victim's primary point of contact.

Independent living

The concept of independent living is a core part of the wellbeing principle. The wellbeing principle is intended to cover the key components of independent living, as expressed in the UN Convention on the Rights of People with Disabilities. Supporting people to live as independently as possible, for as long as possible, is a guiding principle of the Care Act 2014.

Independent Mental Capacity Advocate

Established under the [Mental Capacity Act 2005](#), IMCAs work with people over the age of 16, who lack [mental capacity](#) on either a permanent or temporary basis and have no one able to support and represent them to make decisions in relation: to long-term care moves; serious medical treatment; safeguarding adult procedures; or [care and support plan](#) reviews. IMCAs support people so their views and feelings are heard and their rights upheld in the decision making process.

Indicative personal budget

The indicative [personal budget](#) is the estimated amount of money that is required to meet the person's care and support needs that have been identified in the assessment. See also personal budget.

Individual service fund

An individual service fund (ISF) is an arrangement where a service [provider](#) works with the person who has a [personal budget](#), to provide flexible support.

Integrated Care Board

An integrated care board is a statutory NHS organisation with responsibility for developing a plan to meet the health needs of the population, managing the NHS budget and arranging for the provision of health services in its geographical area.

Intermediate care

There are four types of intermediate care: crisis response services providing short-term care (up to 48 hours); home-based intermediate care services provided to people in their own homes by a team of mainly health professionals; bed-based intermediate care services delivered away from home, for example, in a community hospital; and [reablement](#) services to help people live independently in their own home by a team of mainly care and support professionals.

Key worker

A key worker is a member of staff who is responsible for working closely with people who use services to ensure the coordination of their [care and support plan](#) and act as the main contact for everyone involved.

Lasting power of attorney

A lasting power of attorney (LPA) is a legal document that lets the ‘donor’ (the adult) appoint one or more people (known as ‘attorneys’) to help the donor make decisions or make decisions on their behalf. It gives the donor more control over what happens to them if, for example, they have an accident or an illness and cannot make decisions at the time they need to be made (that is, they lack [mental capacity](#)). There are two types of LPA: health and welfare and property and financial affairs; donors can choose to make one type or both. See [Court of Protection](#) information.

Lead professional

A lead professional (sometimes referred to as a [key worker](#)) coordinates the transition process for a person moving from children’s to adult services. They act as a single point of contact for a child / young person and their family when a range of services are involved and an integrated response is required.

Learning disability

A person with a learning [disability](#) might have some difficulty understanding complicated information, learning some skills, looking after themselves or living alone. A learning disability affects the way a person learns new things throughout their life.

Making safeguarding personal

Making safeguarding personal (MSP) means that the safeguarding process should be person-led and outcome focused. It means engaging the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

Market position statement

This should contain: the local authority’s direction of travel and policy intent, key information and statistics on needs, demand and trends, (including for specialised services, [personalisation](#), integration, housing, community services, information services and [advocacy](#), and [carers’ services](#)), information from consumer research and other sources about people’s needs and wants, information to put the authority’s needs in a national context, an indication of current and future authority resourcing and financial forecasts, a summary of supply and demand, the authority’s ambitions for quality improvements and new types of services and innovations, and details or cross-references to the local authority’s own [commissioning](#) intentions, strategies and practices.

Mate crime

Mate crime is when people are befriended or groomed for exploitation and [abuse](#).

Means-tested contributions

Means-tested contributions are based on a calculation which determines how much individuals will pay towards the costs of their care and support. This calculation is based on the information gathered from a [financial assessment](#). The total is determined by looking at their financial circumstances, (for example, what income they have, if they have any assets such as their own home).

Mental capacity

The aim of the [Mental Capacity Act 2005](#) is to protect and empower people (aged 16 and above) who may lack the mental capacity to make their own decisions about their care and treatment. Examples of people who may lack capacity include those with dementia; a severe learning [disability](#); a brain injury; a mental health condition. Just because a person has such a condition does not necessarily mean they lack the capacity to make a specific decision. Someone can lack capacity to make some decisions (for example, about complex financial issues) but still have capacity to make other decisions (for example, to decide what to buy in a shop).

Mental Capacity Act

The Mental Capacity Act (MCA) is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over. It covers decisions about day-to-day things like what to wear or what to buy for the weekly shop, or serious life-changing decisions like whether to move into a care home or have major surgery.

Minimum income guarantee

The minimum income guarantee is the minimum amount of income a person must be left with after charging in all settings except a care home. The amounts are set out in regulations.

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of [abuse](#), servitude and inhumane treatment.

Multi-disciplinary team

A multi-disciplinary team (MDT) is a team of people with different roles or functions within the same organisation or across sectors; for example, doctors, social workers and therapists.

National Referral Mechanism

The National Referral Mechanism (NRM) is a framework for identifying and referring potential victims of [modern slavery](#) and ensuring they receive the appropriate support (see [National Referral Mechanism Guidance](#)).

Needs assessment

The process whereby the care and support needs of an adult or support needs of a [carer](#) are identified alongside their impact on independence, daily functioning and quality of life so that appropriate care, health or other support can be planned. It aims to identify and explore the many aspects of a person's needs and identify their desired outcomes. It should be strengths based, proportionate, self-contained and time-limited. Where support might be required from more than one agency, multi-agency assessments may be undertaken.

Neglect

Neglect includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. It includes acts of omission.

Next of kin

Next of kin (NoK) is the nearest relative or another person appointed by the individual.

NHS continuing healthcare

NHS continuing healthcare is a package of care that is arranged and funded solely by the NHS, for individuals who are not in hospital and have been assessed as having a primary health need which means their main or primary need for care must relate to their health. It is free, unlike social and community care services provided by local authorities.

No reply

No reply is when there is no access or contact with the person at a planned or agreed visit. This includes planned or agreed visits.

Occupational therapist

Occupational therapist (OT) is a professional whose specialist training equips them to work with people with a physical [disability](#), learning disability / difficulty or mental health needs. They help people learn new skills or recover lost skills and may arrange for special equipment or adaptations to accommodation.

Oliver McGowan Mandatory Training

The Oliver McGowan Mandatory Training on Learning [Disability](#) and Autism aims to provide the health and care workforce with the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability.

Ordinary residence

The local authority is only required to meet needs in respect of an adult who has eligible needs and is 'ordinarily resident' in their area (or is present there but has no settled residence). It is the place where the person lives, or where their main home is, which determines which local authority will assess their needs and potentially fund any care and support. Exceptions may be adults who are at risk, in hospital or homeless.

Organisational abuse

Organisational [abuse](#) includes [neglect](#) and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Outcomes (personal)

An outcome is an aim or objective an adult would like to achieve or want implemented on their behalf. Someone being able to continue to live in their own home or being able to go shopping are such examples. An adult with care and support needs should be able to say which outcomes are the most important to them and receive support from relevant agencies in order to achieve them.

Personal assistant

A personal assistant (PA) is a person chosen and employed to help someone with support in a way that suits them best. Using their [personal budget](#), a person can employ a PA to provide support, such as cooking, cleaning, help with personal care like washing and using the toilet, driving, or help with shopping, banking or paying bills.

Personal budget

A personal budget is the amount of money that the local authority will allocate to a person to pay for care and support to meet their eligible needs as identified through an assessment, and to help achieve their desired outcomes.

Personal expenses allowance

The personal expenses allowance (PEA) is the weekly amount that people receiving local authority-arranged care and support in a care home (residents) are assumed to

need as a minimum for their personal expenses. It is intended to allow residents to have money for personal use.

Personal independence payment

Personal Independence Payment (PIP) is designed to help with extra living costs if a person has both a long-term physical or mental health condition or [disability](#) and difficulty doing certain everyday tasks or getting around because of their condition. People may be able to get PIP even if they are working, have savings or are getting most other benefits.

Personalisation

Personalisation puts people at the centre of understanding their care and support needs, choosing the services they receive and having control over their lives; it is person-centred care. They should receive the support they require to live independently and actively in their communities.

Physical abuse

Includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Preventative services

Preventative services are those a person may receive to prevent more serious problems developing, for example [reablement](#), [telecare](#), befriending schemes and falls prevention services. The aim is to help the person stay independent and maintain their quality of life, as well as to save money and avoid admissions to hospital or residential care.

Primary care

Primary care is the part of the NHS that is the first point of contact for patients. This includes GPs, community nurses, pharmacists and dentists.

Professional supervision

Professional supervision is a regular and ongoing process involving a practice supervisor who has responsibility for overseeing the worker's professional practice. It should take place regularly, usually as a one to one meeting, in an environment in which confidential discussions can take place. (DHSC, 2018)

Promoting wellbeing

Promoting wellbeing is the principle duty contained in the Care Act 2014. Every action taken or decision made by the local authority must consider the adult's wellbeing. Wellbeing covers personal dignity; physical and mental health and emotional wellbeing; protection from [abuse](#) and [neglect](#); control by the adult over day-to-day life;

participation in work, education, training or recreation; social and economic wellbeing; domestic, family and personal; suitability of living accommodation; the adult's contribution to society. There is no hierarchy, and all aspects of wellbeing should be considered of equal importance.

Provider

Provider is a term that refers to an independent or statutory organisation that provides care services.

Psychological abuse

Includes emotional [abuse](#), threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Public interest

A decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the rights of others to protection.

Reablement

A service provided in the person's own home by a team of mainly care and support professionals, to help them live independently for up to six weeks. The service and minor [aids and adaptations](#) up to the value of £1,000 must always be provided free of charge for this period. This is for all adults, irrespective of whether they have eligible needs for ongoing care and support.

Reasonable adjustments

The Equality Act 2010 places a duty on employers and service providers to make 'reasonable adjustments' that will allow disabled people to access the same opportunities and services as non-disabled people. See [Citizen's Advice](#) for further information.

Referral to adult social care

A request for an assessment by an adult who has care and support needs, or a [carer](#) who has needs for support.

Regulated activity

There are six categories of people who come within the definition of regulated activity (including anyone who provides day to day management or supervision of those people): i) providing health care; ii) providing personal care; iii) providing social work; iv) providing assistance with cash, bills and/or shopping; v) providing assistance in the

conduct of a person's own affairs, e.g. by virtue of an [enduring power of attorney](#); vi) conveying- transporting an adult because of their age, illness or [disability](#) (not including family, friends or taxi drivers). For further information see [Disclosure and Barring Service](#).

Rehabilitation

Rehabilitation is intervention to assist someone regain skills they may have lost through illness or [disability](#). It helps them re-learn to do things they could previously do for themselves.

Residential accommodation

Residential accommodation can take the form of either a nursing or a care home that provides 24-hour care to individuals who have been assessed as no longer being able to be supported at home. Residential accommodation can be either long or short stay.

Resource allocation system

Resource Allocation System (RAS) is a system by which a local authority may decide an upfront indicative allocation of money is required to meet the person's needs before care and support planning takes place. This amount may be adjusted following the development of the [care and support plan](#).

Respite services

Respite services are services giving carers a break from their caring responsibilities by providing short-term care to the cared for person in their own home or in a residential setting.

Reviews of care and support plan

Reviews check if the outcomes in the [care and support plan](#) have been achieved and whether they need to be adapted to reflect any changes in the adult's needs or circumstances. Reviews usually take place within the first few months of support starting, and then once every year.

Risk assessment

Risk assessment is the assessment of a person's health, their safety, wellbeing and their ability to manage essential daily routines and the impact this has on the person, their carers and staff.

Safeguarding adults

See [Adult safeguarding](#)

Safeguarding Adults Board (SAB)

The Care Act 2014 requires that each local authority must set up a [Safeguarding Adults](#) Board (SAB). The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area. A SAB has three core duties: 1) It must publish a Strategic Plan for each financial year, 2) It must publish an Annual Report and 3) It must conduct any Safeguarding Adults Reviews (SARs).

Safeguarding Adults Review

The Care Act 2014 requires that all [Safeguarding Adults](#) Boards (SABs) must arrange a Safeguarding Adults Review (SAR) when an adult in its area dies as a result of [abuse](#) or [neglect](#), whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. A SAR must also be arranged if an adult has not died but the SAB knows or suspects that the adult has experienced serious abuse or neglect. SARs may also be used to explore examples of good practice where this is likely to identify lessons that can be applied to future cases. The SAR was previously called Serious Case Review.

Safeguarding conference

Part of the safeguarding process, a safeguarding conference is a multi-agency meeting held when there are concerns that an adult is at risk of or has experienced [abuse](#) or [neglect](#). Attendees will discuss the circumstances of the concern, and agree plans to keep the adult safe. They include the adult or their representative, GP, community nurse and / or social worker. A police representative may attend if there are concerns a crime may have been committed.

Safeguarding enquiry

See [Section 42 enquiry](#)

Safeguarding plan

A joint detailed plan outlining any decisions and actions to take to ensure the future safety and wellbeing of an adult who is at risk of [abuse](#) or [neglect](#) or is experiencing abuse or neglect. This will entail joint discussion, planning and decision-making with the adult themselves where appropriate.

Section 42 enquiry

A section 42 enquiry is the action taken, or instigated, by a local authority in response to a concern that an adult who meets the criteria (see 14.2 of the [Care and Support Statutory Guidance](#)) may be at risk of, or experiencing, [abuse](#) or [neglect](#). An enquiry could range from a conversation with the adult – or their representative or advocate –

before initiating a formal enquiry under section 42, through to a much more formal multi-agency plan or course of action.

Self-funder

A self-funder is a person who has enough money to organise and pay for their own care.

Self-neglect

Covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Sexual abuse

Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Shared Lives Scheme

The Shared Lives scheme supports adults and young people (16+) who have learning disabilities, mental health problems or other needs that make it harder for them to live on their own. It places the person with an approved Shared Lives [carer](#), who offers accommodation or regular visits (day and / or overnight) and care and support in their home.

Signposting

Signposting is pointing people in the direction of information, advice and services they may find useful.

Strengths based approach

Strength based approaches in social work practice focus on the assets of people, as opposed to their deficits. This also involves working in partnership; working 'with' as opposed to 'doing to or for'. It is also associated with 'resilience', which is the capacity for people to develop and grow in the face of challenges. Particularly important about the concept of resilience, is that it should instil a sense of hope. (DHSC, 2018)

Subject access request

A person has the right to ask an organisation whether or not it is using or storing their personal information. They can also ask it for copies of their personal information, either verbally or in writing. This is called the right of access and is commonly known as making a subject access request or SAR. See also [Your Right of Access \(ICO\)](#). This is different from a [Freedom of Information Act request](#).

Substantial difficulty

The Care Act defines four areas which may mean a person will find it difficult to be involved in the care and support planning, or safeguarding, processes. These are understanding relevant information, retaining that information, using or weighing that information and communicating the person's views, wishes or feelings (whether by talking, using sign language or any other means). Where a person has substantial difficulty in any of these areas, they will need assistance from either an advocate or other person (such a family member) to be fully involved in the care and support processes.

Supported self-assessment

This is where a person completes a self-assessment with support from a friend, family member or anyone who knows them well.

Telecare

Technology that promotes independence at home. Aids such as pendant alarms and sensors, for example, can detect if the person has fallen or there are other hazards such as smoke, floods or gas leaks. They alert a monitoring centre where operators arrange for someone to come to the person's home or contact family, a doctor or emergency services. See also [assistive technology](#).

Top ups

This term has the usual meaning accorded to it within the care and support sector, but for the avoidance of doubt, top-ups are costs due to a local authority under Section 30 of the Care Act or costs for the provision of the type of care referred to in Section 34(3)(a) of the Care Act.

Transition assessment

This refers to child's [needs assessment](#), a [young carer's](#) assessment, and a child's [carer's](#) assessment. The term used for all three is 'transition assessment' in relation to the [transition to adult care and support](#).

Transition to adult care and support

Transition describes the process of moving from childhood into adult life. If children receiving children's services are likely to have care and support needs when they are 18, they will need to make a 'transition' or move to adults' services.

Universal services

Universal services are services such as transport, leisure, health and education, which should be available to everyone in a local area and are not dependent on assessment or eligibility.

Unmet need

That is those people with needs which are not currently being met, whether by the local authority or anyone. else.

Voluntary organisation

A voluntary organisation is an organisation which is independent of the government and local authority. They exist to benefit the people or cause that they serve, not to make a profit.

Vulnerable adult

A person who is 18 years or over and who is or may be in need of, community care or health care services by reason of mental or other [disability](#) or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. Also previously known as [adult at risk](#). These terms have been replaced by [adult experiencing, or at risk of abuse or neglect](#) (see [Care and Support Statutory Guidance 2014](#)).

Wilful neglect

Under the Criminal Justice and Courts Act 2015, it is a criminal offence for a [care worker](#) to wilfully [neglect](#) a person whom they care for. 'Wilful' means that the care worker has acted deliberately or recklessly in relation to the person they are paid to care for.

Young carer

A young [carer](#) is someone aged 25 and under who cares for a friend or family member who, due to illness, [disability](#), a mental health problem or an addiction, cannot cope without their support.

2. Health and Adult Service Acronyms used in Greenwich

ADASS	Association of Directors of Social Services
AMT	Adult Management Team
ADL	Activities of daily living
AMPH	Approved Mental Health Professional
ASC	Adult Social Care

ASYC	Assessed and Supported Year in Employment
Ax	Assessment
BCF	Better Care Fund
BIA	Best Interest Assessment
BD	2x daily
CAMHS	Children and Adolescent Mental Health Service
CAT	Contact and Assessment Team
CAIT	Community Assessment and Intervention Team
CCO	Community Capacity Officers
CCT	Complex Care Team
CHC	Continuing Health Care
CIC	Community Interest Company
CJS	Criminal Justice system
CLDT	Communities Learning Disability Team
CP	Care Plan
CRSTAT	Communities and Rehabilitation Short Term Assessment Team
CQC	Care Quality Commission
CYP / CYPMH	Children and Young People / Children and Young People Mental Health
D2A	Discharge to Assess
DBS	Disclosure and Barring Service
DH	Double Handed
DTI	Deep tissue injury
DMT	Directorate Management Team
DoLS	Deprivation of Liberty Safeguards
DP	Direct Payments
DST	Decision Support Tool
DV	Domestic Violence
ECSH	Extra Care Sheltered Housing

EHCP	Education Health Care Plan
FCC	Fair Cost of Care
FNC	Funded Nursing Care
FPAT	Financial Protection and Appointee Team
GLL	Greenwich Leisure Ltd
GLLaB	Greenwich Local Labour and Business
GLO	Greenwich Living Options
GMHA	Greenwich Mental Health Alliance
GMT	Greenwich Management Team
GSP/GS+	GS plus
HIDT	Hospital Integrated Discharge Team
IAPT	Improving Access to Psychological Therapies
IPB	Independent Personal Budget
ICB	Integrated Commissioning Board
ICB	Intermediate Care Bed
ICS	Integrated Care System (formally known as CCG)
ICU	Integrated Commissioning Unit
IMHA	Independent Mental Health Advocacy/Advocate
ISF	Individual Service Funds
JET	Joint Emergency Team
JSNA	Joint Strategic Needs Assessment
KPI	Key Performance Indicator
LD	Learning Disability
LDAP	Learning Disability and Autism Programme
LDC	Learning Disabilities Commissioner
LDPB	Learning Disability Partnership Board
LGA	Local Government Association
LPS	Liberty Protection Safeguards

LIM	Leader's Informal Meeting
LXP	Lived Experience
MCA	Mental Capacity Assessment
MEOC	Make Every Opportunity Count
M&H	Moving & Handling
MOPAC	The Mayor's Office for Policing and Crime
MoU	Memorandum of Understanding
MPS	Market Position Statement
N / NDE	Nursing / Nursing Dementia
NICE	National Institute for Health and Care Excellence
NQSW	Newly Qualified Social Worker
NRPF	Nil Recourse to Public Funds
NTA	Non Trust Attributable - Health
OT	Occupational Therapy
PA	Personal Assistant
PALS	Patient Advice and Liaison Service
PE	Practice Educator
PHB	Personal Health Budget
PRUH	Princess Royal University Hospital
PT	Physiotherapy/ist
QA	Quality Assurance
QDS	Four times a day
QEH	Queen Elizabeth Hospital
QIPP	Quality, Innovation, Productivity and Prevention
RT	Reviewing Team
R / RDE	Residential / Residential Dementia
R2R	Request to Recruit
SALT	Speech and Language Therapy/ist

SEG	Safeguarding Evaluation Group
SPA	Single Point of Access Team (Oxleas)
SROI	Social Return on Investment
SVA	Safeguarding Vulnerable Adult
SW	Social Worker or Support Worker
TDS	Three X daily
VCS	Voluntary and Community Sector