

1. **Accelerated access pathway**  
The Accelerated Access Collaborative is a group of people who work together to make it easier for people to get new and helpful medical treatments quickly
2. **Access**  
Sometimes, people need help to make things easier to use, especially if they have a disability, so that they can benefit from everything in their community, like buildings, services, and information.
3. **Access to Work**  
a program that helps learning disabled people get the help they need to work. It can help pay for things like someone to help you communicate at a job interview, special tools to help you do your job, or extra travel costs if you can't use public transportation.
4. **Accountability**  
"Accountability" means being responsible for what you do and making sure that you do the things you said you would do.
5. **Acquired impairment**  
"Acquired impairment" means something that happens to your body or brain after you are born, like getting hurt or sick, that can make it harder to do things you used to be able to do.
6. **Activated patient**  
someone who knows a lot about their health and medicine, talks to their doctors and nurses to ask questions and make decisions together, and takes care of their health on their own.
7. **Active listening**  
paying attention to what someone is saying, asking questions if you don't understand, and trying to understand their feelings and thoughts
8. **Active participation**  
Being involved in the decision-making process of your care and support, and having the ability to express your preferences and make choices that affect how you live your life and spend your time.
9. **Active support**  
Active support refers to a way of providing support that focuses on helping individuals to participate in activities and live their lives as independently as possible. This can include assistance with daily tasks, encouragement to develop new skills, and opportunities to engage in meaningful activities that align with the individual's interests and goals.
10. **Activities of daily living**  
Activities of daily living refer to the routine tasks that an individual performs every day to take care of themselves, such as eating, washing, dressing, and using the toilet. When you receive an assessment of your

needs, the evaluator will look at how well you can manage these activities and determine what kind of help or support you require.

11. **Acute care**

Acute care refers to medical treatment for an illness, injury or health condition that requires urgent attention and immediate treatment. This type of care is usually provided in a hospital setting and involves specialized medical interventions to stabilize the patient's health.

12. **Adequate security**

If you are thinking about using a "deferred payment" agreement (fancy words for postponed payment) to pay for your care, the council needs to ensure that you can repay it in the future. This is called "adequate security". It can be in the form of your home's value, a valuable item you own (such as jewelry or artwork), or someone who can ensure payment.

13. **ADHD**

ADHD stands for Attention Deficit Hyperactivity Disorder. It is a neurotype that might affect a person's ability to focus, control impulses, and regulate their behavior. People with ADHD may have difficulty paying attention, staying organized, following instructions, and sitting still. It is usually diagnosed in childhood but persists into adulthood.

14. **Adult at risk**

An adult who needs more help because they are older, sick, or have trouble with their body or mind, and may not be able to keep themselves safe from bad things happening.

15. **Adult placement scheme**

When an adult with a disability lives with another person or family who takes care of them and helps them with things they need. It's like when someone stays with their friend's family for a sleepover or visit, but it can be for a longer time. The adult who takes care of them has to be approved and checked by the council, and they will make sure everything is going well.

16. **Adult social care**

Adult social care means helping grown-ups who need extra support to live their daily lives because of a disability, illness, or aging. This can include things like help with washing, dressing, and eating, as well as support to get out and about, stay healthy, and keep safe.

17. **Adult Social Care Outcomes Framework (ASCOF)**

The Adult Social Care Outcomes Framework is a way that people who provide adult social care can measure how well they are doing at helping people to be healthy, happy, and to have a good quality of life. It helps them to see what they are doing well, and where they might need to improve.

18. **Advance care planning**

"Advance care planning" is when you talk with your family and your doctor about what you want to happen if you ever become very sick and can't make decisions for yourself. You can decide things like where you want to

be, what kind of treatment you want, and who you want to help you. This helps make sure that everyone knows what you want and can help you the way you want them to.

19. **Adverse drug reaction**  
when medicine you take makes you feel bad instead of better. It can cause side effects like an upset stomach or a rash.
20. **Adverse event**  
An unexpected thing that happens and might hurt someone or make things not safe.
21. **Advocacy**  
Advocacy is when someone helps you to speak up for yourself and make sure your opinions and ideas are heard. An advocate is like a helper who makes sure that you are treated fairly and have the same opportunities as everyone else.
22. **Affective disorders**  
Affective disorders are a type of mental illness that affect the way someone feels, for example, they may feel sad or happy for no apparent reason. These disorders include depression, bipolar disorder, and anxiety.
23. **After-care**  
After care is when someone looks after you and helps you get better after you have been to the doctor or the hospital
24. **Age discrimination**  
Age discrimination means treating someone unfairly or differently because of their age. This could be in a positive or negative way, for example, not giving someone a job because they are too old, or assuming that someone is not capable of doing something because they are too young. Age discrimination is illegal and everyone should be treated fairly and equally, no matter how old or young they are.
25. **Agency**  
An organization or company that provides a service to people, such as care or support, usually for a fee or payment.
26. **Aids and adaptations**  
Help to make things easier for you around the home if you're struggling or are disabled
27. **Alert**  
When someone thinks that a grown-up who needs help may not be safe or is being treated badly, they can tell someone who can help, like the adults' services department of the local council or the police. It's important to tell someone so they can make sure the grown-up is okay.
28. **Alliance contracting**

Alliance contracting is when different organizations, such as hospitals and clinics, work together as a team to provide better care for patients. They share resources and ideas to make sure everyone gets the help they need.

29. **Allied health professionals**  
people who work in healthcare and help patients with different therapies and treatments that are not done by doctors or nurses. Examples of allied health professionals include physiotherapists, occupational therapists, and speech and language therapists.
30. **Allocated case**  
"Allocated case" means that a person who needs help with their health or care has been given a special person to help them. This person will make sure the person gets all the help they need and that everything is going well.
31. **Ambulatory care**  
Ambulatory care is when someone goes to a hospital or clinic to get medical treatment, but they don't need to stay overnight. It's like a doctor's appointment, but sometimes they might do tests or procedures there too.
32. **Any Qualified Provider (AQP)**  
For some people, they may get to choose who gives them a healthcare service they need, and the NHS will pay for it. They can pick from a list of groups like charities and companies that are good at providing the service. The list has many kinds of services like hearing tests and pain help. It's up to the government in their area if they have this option.
33. **Appearance of needs**  
When you need some help because you are having trouble doing things by yourself, someone will come to see how they can help you. This is called an assessment. Nobody will decide if you need help without first checking what you need.
34. **Appointee service**  
An appointee service is when someone is chosen to make important decisions about money for a person who is unable to do so themselves. This person is called an "appointee" and they are responsible for making sure that the money is used in the best way possible to help the person who needs it.
35. **Appreciative inquiry**  
Appreciative inquiry is a way of exploring and improving the good things in a situation or a community, by asking people what is going well and how it can be made even better.
36. **Appropriate adult**  
An "appropriate adult" is someone who is trained to support and help young people or vulnerable adults who have been arrested or are being questioned by the police. They can help explain what is happening, make sure the person understands their rights, and ensure that they are treated fairly during the process.

37. **Approved mental health professional**

An "approved mental health professional" is a specially trained person who can assess someone's mental health and decide if they need to be taken to hospital to keep them safe. They work with doctors and other health professionals to make sure that people who need help get the right kind of care.

38. **Arms length body**

An arms-length body is an organization that is set up by the government to carry out specific tasks or provide services, but operates independently from direct government control. It's like a group of people who help the government with important jobs, but they are not told what to do by the government all the time.

39. **Assertive outreach team (AOT)**

An Assertive Outreach Team is a group of people who work together to support individuals with complex needs who may struggle to access traditional mental health services. They help to provide care and support in the community, and may visit individuals in their homes to ensure they are receiving the help they need to stay well.

40. **Assessment and treatment unit**

An Assessment and Treatment Unit is a place where doctors and nurses help people who are not feeling well and need extra care to get better. They check how the person is feeling and give them treatments to help them feel better.

41. **Asset-based approach**

An asset based approach means focusing on the things that people can do, rather than just what they can't do. It's like looking at a superhero and seeing all their special powers and skills, instead of just their weaknesses. By focusing on people's strengths, we can help them to live their best lives.

42. **Asset-mapping**

Asset-mapping is like making a treasure map, but instead of looking for treasure, you are looking for things in your community that can help you and other people. You might find things like parks, libraries, and places to get healthy food.

43. **Assisted discharge**

Assisted discharge means that someone who was in a hospital gets help to leave the hospital and go home or to another place where they can continue to recover. The hospital will make sure that the person has everything they need to be safe and healthy outside the hospital.

44. **Assisted living**

Assisted living is when someone who needs a little extra help with things like cooking or cleaning lives in a special place where staff are available to support them. It's like living in your own apartment, but with helpers around to make life easier.

45. **Assisted living technology (ALT)**

"Assisted living technology" refers to tools or devices that can help people who may need some extra help to live independently, such as sensors to detect falls, reminders to take medicine, or devices to help with mobility.

46. **Asymptomatic**

"Asymptomatic" means that you are not showing any signs or symptoms of being sick, but you still might have a disease or infection. It's like being a secret agent, you look and act normal on the outside, but there might be something going on inside that no one can see.

47. **Audit**

An audit is like a check-up for something to make sure it's working the way it's supposed to. Just like when you go to the doctor for a check-up to make sure your body is healthy, an audit checks if a system, process or organization is doing what it should be doing.

48. **Authorised person**

An authorised person is someone who has been given permission to do something by someone else who has the power to allow them to do it. For example, a doctor may authorize a nurse to give medication to a patient, or a parent may authorize a babysitter to take their child to the park.

49. **Autism spectrum disorder**

Autism Spectrum Disorder (ASD) is a condition that affects the way a person communicates and interacts with others. It can make it difficult for them to understand social cues and make friends, and they may have certain behaviors that are repetitive or restrictive. It's like having a different way of seeing and understanding the world around you, which can make things challenging in some ways but also unique and special in others.

50. **Autism strategy**

An autism strategy is a plan put in place by organizations or governments to help people with autism and their families get the support and resources they need. It's like a roadmap that helps everyone work together to make sure people with autism can live happy, healthy lives and reach their full potential.

51. **Autonomy**

Autonomy means having the freedom to make your own choices and decisions about your life. It's like being the boss of yourself and being able to choose what you want to do, when you want to do it, and how you want to do it.

52. **Avoidable admission**

An avoidable admission is when someone goes to the hospital for a health problem that could have been prevented or treated in a different way, like by seeing a doctor or taking medicine earlier.

53. **Background support**

Background support refers to the help and assistance that someone may need on an ongoing basis to manage their daily life due to a health condition or disability.

54. **Barred list**

A barred list is a list of people who are not allowed to work with children or vulnerable adults because of concerns about their behavior or past actions.

55. **Beacon service**

A beacon service is a type of health or social care service that provides support and guidance to people who have a specific health condition or need. It's like a lighthouse that helps guide ships safely to shore, but in this case, it helps people with their health and wellbeing.

56. **Behaviour disorders**

Behaviour disorders are conditions that affect the way a person behaves, thinks, and feels, and can make it difficult for them to function in their daily life.

57. **Behaviour support plan**

A behaviour support plan is a plan that is put in place to help someone manage their behaviour in a positive way. It's like a map that shows them how to navigate difficult situations by giving them tools and strategies to stay calm, make good choices, and communicate their needs effectively.

58. **Behavioural intervention**

Behaviour intervention is a way of helping someone change their behaviour in a positive way by using different techniques and strategies.

59. **Benchmark**

A benchmark is a standard or goal that is used to measure and compare things. In healthcare, benchmarks can be used to compare how well different hospitals or doctors are doing, or to measure how effective a treatment or medication is for a particular condition.

60. **Best interests**

Best interests means making decisions that are good and helpful for someone, based on what is known about them and their situation. In healthcare, best interests might involve choosing a treatment or care plan that will help someone get better or feel more comfortable, even if it's not always the easiest or most convenient option.

61. **Best practice**

Best practice means doing things in the best way, based on what has been shown to work well in the past. In healthcare, best practice might involve using a certain type of medicine or therapy that has been proven to work well for a particular condition, or following certain guidelines or protocols to ensure that patients are getting the best possible care.

62. **Block contract**

A block contract is like a package deal that a hospital or clinic offers to an insurance company or government healthcare program. It's an agreement



to provide a certain amount of healthcare services for a specific period of time, like a year. This helps both the hospital or clinic and the insurance company or government save time and money by buying services in bulk rather than paying for each service separately.

63. **Caldicott guardian**

A Caldicott Guardian is a person who is responsible for making sure that private information about patients in a healthcare setting is kept safe and confidential. They help to protect the privacy of patients by ensuring that only the minimum amount of necessary information is shared with others who need it to provide healthcare services. Think of them like a security guard who watches over important information to make sure it stays safe and private.

64. **Capacity to consent**

"Capacity to consent" means being able to understand and make a decision about something important, like a medical treatment or procedure. It means you are able to think clearly and know what you are agreeing to.

65. **Care consortium**

A care consortium is a group of healthcare organizations or providers that work together to provide coordinated care to patients. Think of it like a team of superheroes working together to help people feel better and stay healthy.

66. **Care funding calculator**

A care funding calculator is a tool used to estimate the amount of money needed to pay for care services, such as nursing homes or home care, based on an individual's income and savings. It helps people plan and budget for their care needs.

67. **Care home**

A care home is a place where people who need extra help with their daily lives, such as older adults or people with disabilities, can live and receive care and support from trained staff.

68. **Care market**

The "care market" refers to the buying and selling of services related to caring for people who need assistance with their health or personal needs, such as elderly or disabled individuals. It includes a variety of providers such as care homes, home care agencies, and nursing services.

69. **Care plan**

A care plan is like a special plan that helps doctors, nurses, and other healthcare professionals take care of someone in the best way possible. It includes information about the person's health needs and what should be done to help them stay healthy or get better.

70. **Care Programme Approach (CPA)**

The Care Programme Approach (CPA) is a way for health and social care professionals to work together to support people with serious mental health needs. They create a plan that includes the person's goals and the



support they need to achieve them. The plan is regularly reviewed to make sure it is working well for the person.

**71. Care records**

Care records are documents that contain information about an individual's health and social care needs and the care they have received. These records are kept by healthcare providers and may include information such as medical history, test results, treatment plans, and progress notes. Care records are used to help healthcare providers provide better care and ensure that the patient's needs are being met.

**72. Care worker**

A care worker is someone who helps people who need support to live a good life. They may help with things like getting dressed, eating, and doing things they enjoy. Care workers are kind and caring people who want to help others.

**73. Care, education and treatment review (CETR)**

A Care, Education and Treatment Review (CETR) is a meeting that is held to make sure that someone's care, education, and treatment are all working together in the best way possible. The meeting is usually attended by the person receiving care, their family or carers, and healthcare professionals who are involved in their care.

**74. Carer**

A carer is someone who helps and supports another person who needs assistance with their daily life and activities due to an illness, disability, or other condition.

**75. Carer's Allowance**

Carer's allowance is a type of financial support provided by the government to people who care for someone with a disability or serious illness. It is intended to help carers with the extra costs associated with their caring responsibilities.

**76. Carer's assessment**

A carer's assessment is when someone who helps take care of a family member or friend with an illness or disability talks to a healthcare professional about their own needs and how they can best support the person they care for. The assessment helps identify any support or services the carer may need to help them in their caring role.

**77. Case conference**

A care conference is a meeting where people talk about how to best take care of someone who needs extra help, like an older person or a person with a disability. The meeting can include doctors, nurses, family members, and other important people in the person's life. They work together to make a plan for how to help the person feel better and stay healthy.

**78. Case finding**

Case finding is a process of identifying people who may have a particular health condition, usually through screening or other forms of assessment.

It's like a detective work to identify people who may need help with their health.

79. **Challenging behaviour**

Challenging behavior refers to any behavior that makes it difficult for a person to carry out their daily activities or participate in social situations. This can include things like aggression, self-injury, or disruptive behavior.

80. **Changing places toilet**

A Changing Places toilet is a special type of toilet that is designed to be accessible for people with disabilities who require additional support and equipment such as a changing table.

81. **Chargeable services**

Chargeable services refer to healthcare services that are not free of charge and require payment from the patient or their insurer. These may include medical procedures, consultations with specialists, or hospital stays that are not covered by the public healthcare system or insurance policies.

82. **Checklist screening**

Checklist screening is a process of quickly checking a list of items or questions to identify if a person might have a particular health condition or risk factor. This can help healthcare providers to determine if further assessment or testing is needed.

83. **Child & Adolescent Mental Health Services (CAMHS)**

Child & Adolescent Mental Health Services (CAMHS) are a type of healthcare service that provides support and treatment to children and young people who are experiencing emotional, behavioural, or mental health difficulties. This includes things like anxiety, depression, eating disorders, and ADHD. CAMHS work to help children and young people cope with their difficulties, improve their mental health, and achieve their full potential.

84. **Child's needs assessment**

A child's needs assessment is a process of looking at what a child needs to help them grow and develop. It involves looking at things like their health, education, and home life to make sure they have everything they need to be happy and healthy. This assessment is usually carried out by a social worker or other healthcare professional who specializes in working with children. The purpose of the assessment is to identify any areas where the child may need extra support or help, and to make sure they get the right kind of support they need.

85. **Choice of accommodation**

Choice of accommodation refers to the right of an individual to choose where they want to live, based on their needs and preferences. In the context of healthcare, it usually refers to the right of an elderly or disabled person to choose their preferred care home or living arrangement, based on factors such as location, facilities, and availability of care services.

86. **Chronic condition**

A chronic condition is a health condition that is long-lasting and usually requires ongoing medical attention and management. Examples of chronic conditions include diabetes, asthma, heart disease, and arthritis.

87. **Circle of support**

A circle of support is a group of people who come together to support an individual with their personal goals and needs. This group is usually made up of family members, friends, professionals, and others who the individual trusts and feels comfortable with. The circle of support is there to help the person with decision-making, problem-solving, and providing emotional support.

88. **Citizen advocate**

A citizen advocate is a person who helps someone who may find it difficult to speak up for themselves by listening to them, helping them to express their views and making sure their voice is heard.

89. **Clinical audit**

A clinical audit is like a check-up that helps doctors and nurses make sure they are doing the right things to take care of their patients. They look at their work and see if they can make any improvements to make their patients even healthier.

90. **Clinical Commissioning Group (CCG)**

A Clinical Commissioning Group (CCG) is a group of doctors and healthcare professionals who work together to make sure that people in their local area have access to good healthcare services. They make decisions about which services are needed and how they should be provided to help people stay healthy and well.

91. **Clinical effectiveness**

Clinical effectiveness is a way of measuring how well a treatment or a medicine works to help someone get better. It's like a report card for doctors and nurses to make sure they are doing a good job of helping people feel better.

92. **Clinical governance**

Clinical governance is the way doctors and other healthcare workers make sure they are doing their job well and keeping patients safe. They have rules and guidelines they follow to make sure they are providing good care.

93. **Clinical impact**

Clinical impact refers to the effect or influence that a medical treatment or intervention has on a person's health or wellbeing. For example, if a medicine helps a person feel better and improves their quality of life, it has a positive clinical impact.

94. **Clinical negligence**

Clinical negligence refers to a mistake made by a healthcare professional that causes harm or injury to a patient, such as giving the wrong medication or performing the wrong surgery.

95. **Clinical outcomes**

Clinical outcomes refer to the results or effects of medical treatment, therapy or interventions on a patient's health and well-being. It is about how well the treatment worked in helping the patient get better or manage their condition.

96. **Clinical trial**

A clinical trial is like a big science experiment that helps doctors and scientists figure out if a new medicine or treatment works well and is safe for people to use.

97. **Close care scheme**

The Closed Case Scheme is when a medical case is considered to be finished, and no more action needs to be taken. It's like finishing a book and putting it back on the shelf.

98. **Co-design**

Co-design is when a group of people work together to create something, like a new service or product, by sharing their ideas and opinions equally.

99. **Co-funding**

Co-funding means that two or more parties share the cost of something together. In healthcare, it could refer to a situation where a government organization and a private company work together to fund a medical project or initiative.

100. **Cognitive behavioural therapy**

Cognitive Behaviour Therapy (CBT) is a way to help people feel better when they are struggling with big feelings like sadness or worry. It helps them to change the way they think and behave, so they can feel more in control and happier.

101. **Cognitive impairment**

Cognitive impairment refers to difficulty with thinking, memory, or other mental abilities that can make it hard to do everyday activities. It's like having a foggy brain or feeling like things are jumbled up in your head.

102. **Collaborative commissioning**

Collaborative commissioning is a way of working together to plan and buy health and social care services. It involves different organizations, such as the National Health Service (NHS), local authorities, and community groups, coming together to decide what services are needed and how they can be provided. The goal is to ensure that people receive the best possible care and support, based on their needs and preferences.

103. **Co-location**

Co-location refers to the practice of bringing together different services or organizations to share the same physical location or building. For example, a healthcare clinic and a pharmacy might be co-located in the same building, making it easier for patients to access both services in one place.

104. **Commissioner**

A commissioner is a person or organization responsible for designing, buying and overseeing the delivery of health and social care services to meet the needs of a specific community. They work to ensure that the needs of their population are met, and that services are of high quality and value for money. Commissioners can be individuals, such as a doctor or nurse, or an organization such as a Clinical Commissioning Group or a local authority.

105. **Communicable disease**

A communicable disease is an illness caused by a germ or virus that can easily spread from one person to another through things like touching, sneezing, or sharing food or drinks. Examples of communicable diseases include the common cold, flu, and COVID-19.

106. **Communication passport**

A communication passport is a document that helps people who have difficulty speaking to communicate with others by providing information about their communication needs and preferences, such as what they like to talk about and how they like to be spoken to. It can be used in healthcare settings, schools, or other situations where clear communication is important.

107. **Community alarm**

A community alarm is a device that people can use to get help in an emergency situation, especially if they live alone or have a disability. It works by pressing a button on a pendant or wristband, which then sends an alert to a monitoring center, where trained staff can quickly assess the situation and send appropriate help.

108. **Community anchor**

A community anchor is a person or organization that provides a central hub for the community, helping to connect people and resources in the area. They are often seen as leaders in the community and work to bring people together to improve the overall well-being of the community.

109. **Community capacity**

Community capacity refers to the ability of a community to work together and take action to improve the health and wellbeing of its members. It means that the community has the skills, resources, and support needed to make positive changes and create a better future for everyone who lives there.

110. **Community intervention team**

A Community Intervention Team is a group of healthcare professionals who work together to support people in the community who need help with their health and well-being. They provide medical care, advice, and assistance with things like housing, finance, and social support to help individuals stay healthy and connected to their community.

111. **Community learning disability team (CLDT)**

A Community Learning Disability Team (CLDT) is a group of healthcare professionals who work together to support people with learning

disabilities who live in the community. They can help with a range of things like healthcare, social care, and education. Their goal is to help people with learning disabilities to live as independently as possible and to have a good quality of life.

112. **Community Mental Health Team (CMHT)**

Community Mental Health Team (CMHT) - A group of healthcare professionals, like doctors and nurses, who work together to help people with mental health problems in their local community.

113. **Community spread**

"Community spread" refers to the spread of a disease within a community or population, where the source of infection is unknown or difficult to trace. It means that people are catching the disease from others in their own community, rather than from a specific location or person.

114. **Co-morbidity**

Co-morbidity means having more than one medical condition at the same time. For example, someone with diabetes may also have high blood pressure or heart disease, and this is called co-morbidity.

115. **Complex discharge**

"Complex discharge" refers to the process of safely and appropriately discharging a patient from the hospital or healthcare facility who has complicated health needs that require coordination and planning to ensure a successful transition to home or another care setting.

116. **Complex needs**

"Complex needs" is a term used to describe someone who requires a lot of different kinds of help and support. This could mean they have several different health problems, or they need help with things like housing, education, or employment. It can be difficult to meet all of their needs at once, and it often requires a team of people working together to provide the right kind of support.

117. **Compliance**

Compliance means following rules, instructions or treatments that have been recommended by a doctor or other healthcare provider in order to stay healthy or recover from an illness.

118. **Compulsory admission**

"Compulsory admission" is when someone is required by law to be admitted to a hospital or treatment center for their own safety or the safety of others, even if they don't want to go.

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119. **Confidentiality**

Confidentiality means keeping information private and not telling anyone else unless you have permission or it's necessary for someone's safety. It's like keeping a secret, but it's important to protect people's personal information, like their health or private life. For example, a doctor won't share what you tell them with anyone else unless you say it's okay, because they want to keep your health information private.

120. **Congenital disorder**

A congenital disorder is a type of health problem that a baby is born with. It happens when there is something wrong with the baby's body or organs when they are developing before birth. Congenital disorders can affect different parts of the body and can cause problems with how the baby grows, develops, or functions.

121. **Consent**

Consent means giving permission for something to happen, like a medical procedure or treatment, after understanding what it involves. It's important to make sure the patient knows what's happening and has a say in their care.

122. **Consultation**

A consultation is when you visit a special helper, called a doctor or a nurse, who will ask you questions and check your body to help figure out what's wrong if you're not feeling well.

123. **Contact tracing**

Contact tracing is when we ask people who are sick with a contagious disease about the people they were near, so we can let them know they might be sick too and should be careful not to spread the disease to others.

124. **Contagious**

Contagious means a sickness that can easily spread from one person to another through things like coughing, sneezing, or touching.

125. **Continuing health care**

Continuing healthcare means getting medical treatment and support after leaving the hospital or medical facility, like follow-up appointments, rehab, and ongoing treatments to help manage health conditions and improve quality of life.

126. **Conversation record**

A conversation record is a written or recorded summary of a talk between people, like a doctor and a patient, or between healthcare professionals, to document important information and improve communication for better patient care.

127. **Coordinated care**

Coordinated care means making sure that all the different people who help take care of a patient, like doctors, nurses, and other healthcare providers, work together to give the patient the best care possible. This includes things like sharing information and making sure everyone is on the same page to make things easier for the patient and their family.

128. **Coronavirus**

The coronavirus is a type of germ that can make people sick with a cold or flu-like illness. It spreads easily from person to person through things like coughing, sneezing, and touching. It's important to wash your hands and



wear a mask to protect yourself and others from getting sick with the coronavirus.

129. **Coronavirus Act 2020**

The Coronavirus Act 2020 is a law made by the UK government to help deal with the COVID-19 pandemic. It gives the government power to make rules about things like staying away from others to stop the virus from spreading. The law also helps healthcare services provide care to people during the pandemic.

130. **Corporate parent**

A "corporate parent" means someone who cares for children who can't live at home with their own parents because they need extra support from adults. They make sure these kids have families to take care of them, like making sure there are enough foster homes and group homes available so all kids have safe places to stay where they feel loved and supported.

131. **Cost-effectiveness**

When something is called cost effective, it just means we found a good solution to help people without spending more money than necessary. For example, if we could cure cancer using magic, that would be super great news but not necessarily cost effective unless we magically made all the medicine and equipment appear too! Sometimes we must choose less ideal options that work well enough but don't waste resources, which may help many people.

132. **Counsellor**

A counselor helps guide people through challenging times by listening carefully, sharing advice gently, and offering different ways to view problems more positively. Just like talking with wise friends, counselors aim to offer emotional support while respectfully promoting personal growth.

133. **Court of Protection**

The UK's Court of Protection oversees vulnerable folks who struggle making independent choices affecting their wellbeing. The goal is balancing personal rights versus potential risks by minimizing restrictions while ensuring safety.

134. **Covert spread**

Covert spread is a sickness that spreads quietly without showing signs. People won't notice until it gets bigger. Used for both diseases and beliefs spreading secretly.

135. **Crisis care planning**

Making a plan ahead of time for times when bad things happen unexpectedly, like if somebody gets sick or hurt. The plan has ideas about what to do and who to call to help keep people safe until they get better. Kind of like having a map to follow when you're lost instead of wandering around without any direction

136. **Cross-border placement**

Cross border placement involves finding places other than their country of origin that have capacity for care and can support the client needs for residential aged care (i.e., nursing homes).

137. Daily living costs

Daily living costs refer to the expenses involved in everyday life such as housing, food, transportation, clothing, etc. It includes all the essential items we need to survive day to day basis.

138. Day services

Day Services describe community programs or facilities designed specifically for seniors/older adults seeking opportunities to engage socially while receiving personalized support.

139. Decommissioning

Decommissioning means to stop using something, like a machine or a building. In the medical world, decommissioning might refer to stopping the use of a medical device or equipment because it's no longer safe or effective to use.

140. Deferred payments

In healthcare, deferred payments refers to a payment plan where you can pay for medical services or treatments over time, instead of paying for them all at once.

141. Deficit model

The deficit model is a way of thinking that focuses on what someone lacks or is unable to do, rather than what they are able to do. In healthcare, the deficit model might refer to a way of thinking about patients where healthcare professionals only focus on the patient's medical problems or conditions, rather than also considering their strengths and abilities. This approach can limit the patient's ability to participate in their own care and may not provide a holistic view of their health.

142. Degenerative condition

A degenerative condition is a medical condition where the body or a part of the body gradually becomes weaker and less functional over time. It's like when a toy car slowly breaks down and stops working as well as it used to.

143. Delayed discharge

Delayed discharge refers to a situation where a patient is unable to leave a hospital even though they no longer require acute medical care.

144. Delayed transfer of care (DTOC)

Delayed transfer of care (DTOC) refers to a situation where a patient who is ready to leave the hospital is delayed in transferring to their next place of care.

145. Dementia advisor

A dementia advisor is a healthcare professional who provides support and guidance to people with dementia and their families. It's like having a

trusted friend or mentor who can help you navigate difficult situations and provide advice when you need it.

146. Deprivation of assets

Deprivation of assets happens when someone gives away or hides their money or belongings on purpose so that they can get help from the government to pay for their care. For example, an older person might give their house or money to their family so that they can get help with nursing home costs. But if the government thinks that the person knew they would need help and still gave away their things, they might not get the help they need and could get in trouble.

147. Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS) are rules in the UK that protect people who can't make decisions for themselves and need to be in care homes or hospitals. The rules make sure that the person's rights are respected and that any restrictions placed on their freedom are necessary and fair. The DoLS apply to everyone who is being deprived of their freedom, and they help monitor and review the care of vulnerable people to make sure they are being treated well.

148. Developmental disability

Developmental disability is a condition where a person's brain works differently, making it harder for them to learn and do things like other people their age. People with developmental disabilities might need extra help and support to do things like communicate, learn, and take care of themselves.

149. Diagnostic overshadowing

Diagnostic overshadowing is when a healthcare professional overlooks or dismisses a patient's symptoms or condition because of a pre-existing label or diagnosis. This can happen to people with disabilities, mental health conditions, or those who are from minority or marginalized groups. Diagnostic overshadowing can lead to delayed or inaccurate diagnosis, improper treatment, and negative health outcomes.

150. Diagnostic pathway

A diagnostic pathway is a series of steps that healthcare professionals follow to diagnose a medical condition or disease. It's like following a map with specific instructions to get to a destination. The pathway typically includes a set of tests, assessments, and procedures that are performed in a specific order to help determine the cause of a patient's symptoms. Diagnostic pathways help healthcare professionals make accurate diagnoses and develop effective treatment plans for their patients.

151. Diagnostic tool

A diagnostic tool is a medical device or technique that healthcare professionals use to help diagnose a medical condition or disease. It's like using a magnifying glass to see things that are too small to see with the naked eye. Diagnostic tools can include things like blood tests, X-rays, CT scans, MRIs, ultrasounds, and physical exams. These tools provide

important information that can help healthcare professionals make accurate diagnoses and develop effective treatment plans for their patients.

152. **Disability-related expenses (DRE)**

Disability-related expenses (DRE) are the costs that a person with a disability incurs in order to manage their condition and live as independently as possible. It's like buying special equipment or paying for extra help to do things that others might take for granted.

153. **Discharge summary**

A discharge summary is a report that healthcare professionals create when a patient leaves the hospital. It includes information about the patient's medical condition, treatment, and any follow-up care that may be needed.

154. **Discharge to assess (D2A)**

Discharge to assess (D2A) is a process where patients are discharged from a hospital or healthcare facility to their home or another location where they can continue to receive care while undergoing further assessments. D2A allows patients to recover in a more comfortable and familiar environment while healthcare professionals continue to evaluate their condition and provide any necessary treatments or support. This approach can help reduce hospital stays, prevent unnecessary admissions or readmissions, and promote better health outcomes for patients.

155. **Disclosure & Barring Service (DBS)**

The Disclosure and Barring Service (DBS) is a UK organization that provides criminal record information to help employers make safer recruitment decisions, especially for those working with vulnerable groups such as disabled people

156. **Discretion**

Discretion refers to the ability to make decisions based on one's own judgement, rather than following strict rules or guidelines. In healthcare, discretion may be used by a doctor or nurse to make individualized treatment decisions based on a patient's unique needs and circumstances, rather than following a one-size-fits-all approach.

157. **Discretionary services**

Discretionary services are non-essential or optional services provided by local authorities, such as councils, that are not mandated by law but are provided as an additional support to individuals or communities. These services are often provided based on local needs and priorities, and may include things like community centers, public parks, or additional social care services. While not required by law, these discretionary services can play an important role in improving the quality of life and well-being of local residents.

158. **Discrimination**

Discrimination is treating someone unfairly because of their race, gender, age, religion, disability, or sexual orientation. It can happen in many areas of life and takes many forms, and it's both unjust and often illegal.

159. **Disengagement**  
Disengagement refers to the withdrawal or separation of an individual from a particular situation or activity. In healthcare, disengagement can be a concern for patients who may become disinterested in their treatment or feel disempowered in their care. Efforts are made to promote engagement and involvement in care to improve outcomes and quality of life.
160. **Disposable income allowance**  
Disposable income allowance is the money you have left over each week after paying for necessary things like housing and food. If you have an agreement with your local council to defer payments for your care while keeping your house, you can keep a certain amount of this money each week (currently £144) to pay for house expenses. The rest goes towards paying for your care, with the plan to pay the council back when the house is sold in the future.
161. **Diversity**  
Diversity refers to the range of different characteristics and identities that people have, such as their race, ethnicity, gender, age, religion, sexual orientation, disability, and socio-economic status. In healthcare, diversity is important to ensure that everyone has access to care that is tailored to their unique needs and preferences.
162. **Dual diagnosis**  
Dual diagnosis is when someone has both a mental health problem and a substance use problem. It can be complicated to treat because the two problems can affect each other. Treatment for dual diagnosis involves addressing both problems at the same time to support the person's overall health and well-being.
163. **Early discharge planning**  
Early discharge planning means getting ready to leave the hospital as soon as possible. It involves making a plan for the patient to continue their recovery at home or in another setting. The goal is to make sure the patient is safe to leave the hospital and has the support they need to keep getting better.
164. **Early intervention**  
Early intervention means getting help as soon as possible when you start having a problem. For example, if you're not talking as much as other kids your age, someone might help you learn how to talk better. The idea is to help you get better sooner, so that you can have the best chance of doing well in the future.
165. **Education, Health & Care (EHC) plan**  
An Education, Health & Care (EHC) plan is a special plan made for children and young people who need extra help with their education because of a health condition or disability. The plan includes information about what the child or young person needs, what kind of support they will get, and who will provide the support. The goal is to make sure the child or young person can learn and do well in school.

166. **Eligibility**  
Eligibility means whether or not someone is able to get help or support from a particular service or program. It depends on certain criteria or conditions that the person needs to meet. For example, to be eligible for a certain benefit, you might need to be a certain age, have a certain income, or have a particular health condition.
167. **Enablement**  
Enablement means helping someone to develop or improve their ability to do things for themselves, rather than doing things for them. It focuses on a person's strengths and capabilities and helps them to regain or maintain their independence and control over their life.
168. **Epidemic**  
An epidemic is when a disease spreads quickly and infects a large number of people in a community or region.
169. **Episode of care**  
An episode of care refers to the period during which a patient receives healthcare services related to a particular medical condition or event, from initial diagnosis to completion of treatment or until the condition is stable.
170. **Equality impact assessment**  
Equality Impact Assessment is a way for organizations to consider how their policies, practices, and decisions may impact different groups of people. It helps to identify any potential negative effects on certain groups and find ways to address them, ensuring that everyone is treated fairly and equally.
171. **Equity release**  
Equity release is a financial product that allows older adults to release some of the value of their home without having to sell it. Essentially, it involves borrowing money against the equity in your home, with the loan being repaid when the house is eventually sold. This can be a way for older adults to access some extra cash to fund their retirement or pay for care costs.
172. **Ethical framework for adult social care**  
An ethical framework is a set of principles that guide decision-making and actions. In the context of adult social care, it provides guidance for care providers on how to uphold values such as respect, dignity, and autonomy for the people they support. The framework helps to ensure that care practices are morally sound and in the best interest of the individuals receiving care.
173. **Evidence-based practice**  
Evidence-based practice is a way of making decisions about care that is based on the best available evidence from research. This approach involves combining the latest research findings with a practitioner's clinical experience, the patient's preferences and values, and the available resources to make informed decisions about care. By using evidence-



based practice, practitioners can provide the most effective and appropriate care for their patients.

174. **Exchange model**

Exchange model is a concept used in social care and healthcare to describe the exchange of goods, services or resources between individuals or organizations. It involves a transactional approach where each party gives something in exchange for receiving something of value. In social care, the exchange model is often used to describe the way in which services are provided to individuals in exchange for payment or other resources.

175. **Expert Patients Programme (EPP)**

The Expert Patients Programme (EPP) is a free self-management course for people living with long-term health conditions. It aims to help individuals develop the skills and confidence to manage their condition on a daily basis. The course covers topics such as managing symptoms, dealing with stress, and communicating effectively with healthcare professionals. It is delivered by trained volunteers who are themselves living with long-term conditions.

176. **Extra-care housing**

Extra care housing is a type of housing designed for older adults who may require some support and assistance with daily living activities, but still want to maintain their independence. It provides self-contained apartments with on-site care and support staff, communal areas for socializing, and access to a range of amenities such as shops, restaurants, and health services.

177. **Fairer charging**

Fairer charging is a term used in the context of adult social care to refer to a system that calculates how much a person should contribute towards the cost of their care in a fair and transparent way. This system takes into account a person's income, savings, and assets, as well as their care needs and the cost of providing care. The aim is to ensure that people only pay what they can afford, and that no one is left with unmanageable care costs.

178. **Family group conference**

A family group conference is a meeting where a person and their family members come together with professionals to make plans for the person's care and support. It's a way of involving the person and their family in decisions about their care, and ensuring that the care plan is tailored to their individual needs and preferences. The family group conference is led by an independent coordinator, who helps to facilitate the discussion and ensure that everyone has an equal say.

179. **Family model**

The family model refers to a model of care that emphasizes the importance of family involvement in decision-making, care planning, and treatment for individuals receiving healthcare services. In this model, healthcare providers work closely with family members and caregivers to ensure that



the patient's needs and preferences are met in a supportive and collaborative environment.

180. **Fast-track pathway**

Fast track pathway refers to an expedited process for accessing healthcare services, particularly for individuals who are approaching the end of their life. This pathway is designed to ensure that individuals with a terminal illness or condition receive the care and support they need in a timely manner, so they can spend their remaining time with dignity and comfort. The fast track pathway can be accessed through a referral from a healthcare professional or by contacting a hospice or palliative care service.

181. **Fettering of discretion**

"Fettering of discretion" means that someone has to follow strict rules or guidelines instead of using their own judgment and making decisions based on what's best in each individual situation. It's like having to play a game with a strict set of rules instead of being able to use your own creativity and ideas to make it more fun. In healthcare, it can mean that a healthcare provider is not able to use their own knowledge and expertise to make the best decision for a patient because they are limited by strict rules or policies.

182. **Financial assessment**

A financial assessment is when someone checks how much money you have and how much you spend. They do this to see if you need help paying for your care. They use the information to decide how much you should pay towards the cost of your care. This is to make sure that everyone pays what they can afford.

183. **First contact**

First contact refers to the initial point of contact between a person and a healthcare provider or service. It could be the first time someone reaches out to a doctor, nurse, or therapist for help with a health issue, or the first time they access a healthcare service such as a clinic or hospital. The goal of first contact is to start the process of assessing and addressing the person's health needs.

184. **Five Year Forward View (5YFV)**

The Five Year Forward View (5YFV) is a document that outlines a plan for improving healthcare in England over the course of five years. It was published in 2014 by NHS England and sets out a vision for a more patient-centered and integrated system of care that is focused on prevention and early intervention. The 5YFV aims to improve the quality of care, reduce health inequalities, and create a more sustainable and efficient health system.

185. **Flattening the curve**

"Flattening the curve" refers to the concept of slowing down the spread of a disease, such as a virus, so that the healthcare system can better manage the number of people who need treatment at any one time. By taking measures such as social distancing, wearing masks, and practicing good

hygiene, we can reduce the number of new cases and prevent a sudden surge that could overwhelm hospitals and other healthcare resources. This allows for a more gradual and manageable spread of the disease over a longer period of time.

186. **Fluctuating needs**

Fluctuating needs refer to the changing requirements for care and support of an individual, where the level of need can vary over time. This can occur for many reasons, including the progression of a condition, changes in medication, or personal circumstances.

187. **Forensic services**

Forensic services refer to specialized mental health services that focus on assessing and treating individuals who have committed crimes or pose a risk to themselves or others due to a mental disorder. These services may include psychiatric evaluations, treatment programs, and rehabilitation services, as well as court liaison and consultation with legal and law enforcement agencies.

188. **Formal patient**

A formal patient is someone who is detained in a hospital or other healthcare facility under the Mental Health Act. This means that they have been assessed by a mental health professional and deemed to be a risk to themselves or others, and are therefore required to remain in the facility for treatment and care.

189. **Frailty**

Frailty is a term used to describe a state of vulnerability and decreased physiological reserves in older adults. It can result from a combination of physical, psychological, and social factors and is often characterized by weakness, fatigue, decreased mobility, and an increased risk of falls and hospitalizations. Frailty is not a normal part of aging but can be managed through a variety of interventions, including exercise, nutrition, and social support.

190. **Functional ability**

Functional ability refers to a person's ability to perform activities of daily living, such as dressing, bathing, cooking, and managing finances, among others. It is a measure of a person's physical, cognitive, and social capabilities, which enables them to live independently and participate fully in their communities. Functional ability can be affected by a variety of factors, including age, health status, and the presence of disabilities or chronic conditions.

191. **Functional assessment**

Functional assessment is a process used by healthcare professionals to evaluate a person's ability to perform activities of daily living, such as eating, dressing, and bathing.

192. **Furlough**

Furlough refers to a temporary leave of absence from work, usually without pay, that is granted to an employee due to economic difficulties faced by the employer or the economy.

193. Gap analysis

Gap analysis is a method used to assess the difference or "gap" between where things are and where they should be. In healthcare, it can be used to compare current practices or outcomes to best practices or desired outcomes. By identifying areas where there are gaps, healthcare organizations can develop plans to address them and improve overall quality of care.

194. Gateway worker

A Gateway Worker is a professional who helps people to access services that they need. They are usually the first point of contact and can provide information, advice, and support to help individuals navigate the system. They can also refer people to specialist services if needed.

195. Hand-off

In healthcare, a "hand off" refers to the transfer of a patient's care from one healthcare provider or team to another. This could happen when a patient is moved from the emergency department to a hospital ward, or when a patient is transferred between hospitals. It is important for healthcare providers to communicate effectively during hand offs to ensure continuity of care for the patient.

196. Handyperson service

A handyperson service is a service that helps people with small jobs around their home that they may not be able to do themselves. These jobs could include things like changing a light bulb, fixing a leaky tap, or installing grab bars in the bathroom to prevent falls. The service is usually provided by a trained and vetted professional who can complete the job safely and efficiently.

197. Health Action Plan

A health action plan is a plan that helps people with long-term health conditions to manage their health better. It sets out the person's goals, any support they need to achieve these goals, and how progress towards the goals will be measured. It is a tool to help people take control of their health and make positive changes to their lifestyle.

198. Health and Wellbeing Board

A group of people from different organizations who work together to improve the health and well-being of people in their community.

199. Health inequalities

Health inequalities mean that some people are not as healthy as others, and this can be because of things like where they live, how much money they have, or their race.

200. Healthwatch England

Healthwatch England is an independent organization that exists to represent the views and experiences of people who use health and social care services in England.

201. **Herd immunity**

Herd immunity is when a large group of people in a community become immune to a disease, which can help protect those who are not immune from getting sick.

202. **Holistic care**

Holistic care is a way of taking care of a person's whole self, not just their physical health, but also their emotional, social, and spiritual well-being, to help them feel better and stay healthy in all aspects of their life. It involves looking at the person as a whole and treating them as an individual, taking into account all of their needs, preferences, and circumstances.

203. **Home care**

Home care is a type of health care service provided in the home of the patient to help with daily activities such as bathing, dressing, and medication management.

204. **Horizon scanning**

Horizon scanning is the process of systematically searching for and analyzing information about potential future events, trends, or issues that may impact an organization or society. It helps identify emerging risks and opportunities, enabling organizations to better prepare and respond to changes.

205. **Hospital at home**

Hospital at Home is a healthcare program that provides hospital-level care to patients in their own homes instead of hospital admission, for example, for acute illnesses or exacerbations of chronic conditions, which can be treated safely and effectively outside of the hospital setting.

206. **Hospital passport**

A hospital passport is a document that contains important information about a person's health and care needs, which can be used to ensure that they receive appropriate care while in hospital. It includes details such as the person's medical history, current medications, allergies, and any communication or mobility needs. The passport is usually completed with the help of a healthcare professional and is kept with the person during their hospital stay.

207. **Immediate needs annuity**

An immediate needs annuity is a type of insurance policy that is designed to help pay for long-term care expenses, such as nursing home or home health care costs.

208. **Impairment**

Impairment refers to any loss or abnormality in the structure or function of a body part or organ, which can cause disability or limitation in performing

activities of daily living. Examples of impairments include vision loss, hearing loss, mobility impairments, and cognitive impairments.

209. **Implied consent**

Implied consent is a type of consent where a person's actions suggest that they have given permission for something to happen without explicitly stating it. For example, if a patient extends their arm for a healthcare professional to take their blood pressure, this could be seen as implied consent.

210. **Inappropriate care**

"Inappropriate care" refers to healthcare services or treatments that are not aligned with the patient's needs, preferences, or clinical conditions, and that may even cause harm or adverse effects. For example, providing a medication that a patient is allergic to or performing an unnecessary surgical procedure can be considered inappropriate care. It is important for healthcare providers to ensure that all care is appropriate, safe, and effective for each patient.

211. **Inclusion**

Inclusion refers to the idea that everyone should have equal opportunities to participate in society and access resources regardless of their background or personal characteristics.

212. **Incubation period**

The incubation period is the time between when a person is infected with a virus or bacteria and when they start showing symptoms of the illness. It's like a "hidden" period when the illness is starting to develop inside the body, but the person doesn't yet feel sick.

213. **Independent living**

Independent living means being able to live on your own or with help from others, while making your own choices and decisions about your life.

214. **Individual Service Fund (ISF)**

An Individual Service Fund (ISF) is a way for someone to have more control over how their social care needs are met by giving them a personal budget to spend on services they choose, while still receiving support from a care provider who manages the funds on their behalf.

215. **Informal patient**

An informal patient is a person who voluntarily seeks admission to a hospital or other healthcare facility and is not detained or committed under mental health legislation.

216. **Information transfer**

Information transfer refers to the process of conveying information from one person or entity to another. In healthcare, it often refers to the transfer of patient information from one healthcare provider to another to ensure continuity of care.

217. **Informed consent**

Informed consent is when a person gives permission for a medical treatment or procedure to be done after they have been given all the necessary information about the potential benefits, risks, and alternatives.

218. **Institutional abuse**  
Institutional abuse refers to mistreatment or neglect of vulnerable people, such as elderly or disabled individuals, by organizations or institutions such as care homes, hospitals, or schools.
219. **Institutional discrimination**  
Institutional discrimination refers to a pattern or practice within an organization or institution that disadvantages or harms individuals or groups based on their race, ethnicity, gender, sexual orientation, religion, or other protected characteristics.
220. **Integrated Care**  
Integrated care refers to the coordination and delivery of health and social care services by different providers across different settings in a way that is seamless and patient-centered.
221. **Integrated Personal Commissioning**  
Integrated Personal Commissioning (IPC) is a model of care that aims to give people greater choice and control over the health and social care services they receive, by combining and personalizing health and social care funding into one integrated budget. This approach is designed to help people to live healthier, more independent lives and receive care that is tailored to their individual needs and goals.
222. **Inter-agency**  
Inter-agency refers to collaboration and cooperation between different organizations or agencies, typically within the context of providing health or social care services.
223. **Interim provision**  
Interim provision refers to a temporary arrangement or solution that is put in place until a permanent one can be established. In healthcare, interim provision can refer to temporary services, facilities, or staffing arrangements that are implemented in order to ensure continuity of care during a period of transition or change.
224. **Intermediate care**  
Intermediate care is a type of health and social care service provided to individuals who require additional support to help them recover from an illness, injury, or surgery. It usually takes place in a community setting such as a person's home or a care home and involves a team of healthcare professionals working together to provide a range of services such as physiotherapy, occupational therapy, and nursing care.
225. **Intervention**  
Intervention refers to any action taken to improve or change a situation, usually in a healthcare setting, to prevent, treat or manage a particular health condition or disease. It can involve a range of approaches, such as

medication, therapy, surgery, lifestyle changes, or education. The ultimate goal of an intervention is to improve the health and well-being of the individual receiving it.

226. **Joint assessment**

Joint assessment refers to the process of evaluating a person's health and social care needs, carried out by a team of professionals from different disciplines who work together to provide a comprehensive assessment and identify the most appropriate care and support for the individual.

227. **Joint commissioning**

Joint commissioning is a process where two or more organizations work together to plan and fund health and social care services for a specific population or group of people, ensuring that services are effective and meet the needs of the community.

228. **Joint package of care**

A joint package of care is a plan created by health and social care professionals to support an individual who requires assistance with their daily living activities.

229. **Joint strategic needs assessment**

Joint Strategic Needs Assessment (JSNA) is a process that helps local authorities and their partners to understand the current and future health and social care needs of their population. It involves analyzing a range of health and social care data, as well as engaging with the community, to identify health inequalities and areas of priority for commissioning services.

230. **Judicial review**

Judicial review is a legal process in which a court or tribunal reviews the lawfulness of a decision or action made by a public body, such as a government department or local authority.

231. **Key lines of enquiry (KLOE)**

Key lines of enquiry (KLOE) are specific areas that healthcare regulatory bodies in the UK use to assess the quality of care provided by healthcare organizations, such as hospitals or care homes. These areas include things like safety, effectiveness, and patient experience, among others.

232. **Key worker**

A key worker is a designated professional who takes on a lead role in coordinating an individual's care and support needs, and acts as their primary point of contact.

233. **Kinship care**

Kinship care is when a child who cannot live with their birth parents is looked after by a family member or a close friend.

234. **Lead professional**



A lead professional is a person assigned to coordinate and oversee the delivery of services to a child or young person who requires multi-agency support.

235. **Learning difficulty**

A learning difficulty refers to a condition that affects a person's ability to acquire, process, or retain information and skills at the same rate as others of their age.

236. **Learning disability**

A learning disability is a lifelong condition that affects an individual's ability to learn, understand and communicate effectively. It can also impact their daily living skills, such as dressing, cooking and personal hygiene.

237. **Least restrictive option**

The least restrictive option refers to using the least amount of physical or chemical restraint necessary to keep an individual safe, while still allowing them as much freedom as possible.

238. **Light touch assessment**

"Light touch assessment" refers to a medical examination technique where a healthcare provider uses their fingertips to lightly touch and feel the skin for changes in sensation or abnormalities.

239. **Lived experience**

"Lived experience" refers to the personal and subjective experiences that an individual goes through in their life, which can include their experiences with physical or mental health conditions, social and cultural factors, and personal beliefs and values.

240. **Local area coordination**

"Local area coordination" is a healthcare and social service model that focuses on empowering individuals and communities to create their own solutions to address health and social care needs, by providing support and resources to build and strengthen local networks and relationships.

241. **Local offer**

"Local offer" is a term used in healthcare and education systems to describe the range of services, support, and resources that are available to children and young people with special educational needs and disabilities (SEND) in their local area, as mandated by law.

242. **Localism**

In healthcare, localism may refer to efforts to involve and empower communities and local healthcare providers in decision-making and service delivery, to better address local health needs and priorities.

243. **Locality commissioning**

"Locality commissioning" is a healthcare model where commissioning (i.e., planning and purchasing) of healthcare services is done at a local level, by involving and engaging communities and healthcare providers in decision-

making and service delivery, to better address local health needs and priorities.

244. **Lockdown**

"Lockdown" is a term used to describe a measure taken by governments or authorities in response to a public health emergency, such as a pandemic, where people are required to stay in their homes or in a designated location, and certain activities or businesses are suspended or restricted, in order to prevent the spread of disease.

245. **Long-term condition**

"Long-term condition" refers to a chronic medical condition or illness that persists over an extended period of time, often for a person's entire life, and may require ongoing management and treatment to control symptoms and prevent complications.

246. **Looked-after child**

"Looked-after child" is a term used to describe a child or young person who is in the care of the state, such as being placed in foster care, living in a children's home, or being cared for by a relative under a legal order. This may be due to reasons such as neglect, abuse, or the child's parents being unable to provide care for them.

247. **Mainstream services**

"Mainstream services" refer to services that are designed and intended for the general population, rather than specific groups or individuals with specialized needs. In healthcare, this may include services such as general practitioner (GP) clinics, hospitals, and community health centers, which are accessible to everyone, regardless of their health status or specific health needs.

248. **Maladministration**

"Maladministration" refers to the improper or unethical conduct by a public authority, government agency, or individual, which can result in harm, injustice, or unfair treatment of others. In healthcare, maladministration may refer to a breach of professional ethics or standards of care by a healthcare provider or organization, such as neglecting to provide appropriate treatment, mishandling of patient information, or engaging in fraudulent activities.

249. **Managed budget**

"Managed budget" is a fixed amount of money given to a healthcare provider or organization to manage and spend on healthcare services for a specific group of patients or population.

250. **Means-tested contribution**

"Means-tested contribution" refers to a financial payment or fee that is based on an individual's ability to pay, determined by their income, savings, or other assets. In healthcare, means-tested contributions may be required for certain services or treatments, such as long-term care or prescription medications, based on the individual's financial circumstances.

251. **Mechanical restraint**

"Mechanical restraint" refers to the use of physical devices, such as straps or cuffs, to restrict a person's movement or mobility, often for the purpose of controlling their behavior or preventing harm to themselves or others. In healthcare, mechanical restraint may be used in emergency situations or in the management of certain medical or psychiatric conditions, but it is generally considered a last resort, as it can pose a risk of physical harm, psychological trauma, or violation of human rights.

252. **Mediation**

In healthcare, mediation may be used to resolve disputes or conflicts between patients, family members, or healthcare providers, and may be a useful tool in addressing issues related to patient care, treatment decisions, or medical ethics.

253. **Medical device**

A "medical device" is any instrument, apparatus, machine, software, implant, or other similar article that is intended for use in the diagnosis, treatment, monitoring, or prevention of disease or injury, or for the relief of pain.

254. **Mental Capacity Act**

The "Mental Capacity Act" (MCA) is a UK law that provides a framework for making decisions on behalf of people who lack the capacity to make their own decisions due to an impairment or disturbance of the mind or brain, such as dementia or a learning disability.

255. **Mental health problems**

"Mental health problems" refer to a wide range of conditions that affect a person's emotional, psychological, and social well-being, and can impact their ability to function effectively in daily life.

256. **Micro-commissioner**

Micro-commissioners may be employed by a healthcare provider or organization, or may be community-based volunteers or advocates who work to ensure that local healthcare needs are met and that resources are allocated effectively to improve health outcomes for the population they serve.

257. **Minimal discharge**

"Minimal discharge" refers to a medical practice that aims to minimize the length of hospital stays for patients by ensuring that they are discharged from hospital care as soon as it is safe and appropriate for them to do so.

258. **Minimum income guarantee**

A "minimum income guarantee" is a government policy that ensures that all citizens have a guaranteed minimum level of income, regardless of their employment status or other sources of income.

259. **Model of care**

"Model of care" simply refers to the way doctors and other healthcare providers work together to take care of patients. There are different models of care, which are different ways of organizing healthcare services to make sure patients get the best care possible. For example, some models focus on putting the patient at the center of the care, while others focus on reducing costs by improving collaboration between healthcare providers.

260. Monitor

A "monitor" is a device that is used to keep track of something. In healthcare, monitors are often used to keep track of a patient's vital signs, like their heart rate, blood pressure, or oxygen levels.

261. Morbidity

"Morbidity" refers to the state of being sick or having a disease. It is a term that is often used to describe the number of people who have a particular disease or condition in a given population

262. Mortality rate

"Mortality rate" simply means the number of people who die from a disease or condition within a certain population during a specific time period. It is a way to measure how deadly a disease is and how effective medical treatments are at reducing deaths. If a disease has a high mortality rate, it means that many people who get the disease may die from it.

263. Multidisciplinary team

A multidisciplinary team is a group of people with different kinds of knowledge and skills who work together to take care of someone's health.

264. Multimorbidity

Multimorbidity means a person has more than one health condition at the same time.

265. Mutuality

Mutuality in healthcare means working together as a team where the healthcare provider and patient listen to each other and make decisions together about the patient's care.

266. Named social worker

A named social worker is a specific social worker who is assigned to work with a person to help them with their social needs, such as finding housing or support services.

267. Natural support

Natural support refers to the help and assistance that a person receives from their family, friends, and community, without involving professional services or paid providers.

268. Near miss

In healthcare, a near miss refers to a situation where an error almost happened but was caught before it caused harm to the patient.

269. Nearest relative

The nearest relative is a legal term used in mental health care in some countries to describe a person who has certain rights and responsibilities for a patient who is being treated for a mental illness. The nearest relative is typically a close family member, such as a spouse, parent, or sibling.

270. **Necessary care**

Necessary care refers to the medical treatment or services that a healthcare professional believes are required to manage a patient's health condition and improve their well-being.

271. **Needs assessment**

A needs assessment is a process used by healthcare providers to evaluate a patient's medical, social, and psychological needs to determine what kind of healthcare services and support they require.

272. **Needs-led provision**

Needs-led provision in healthcare means that the medical services and support provided to a patient are based on their specific needs, as identified through a needs assessment, rather than on a one-size-fits-all approach.

273. **Neglect**

Neglect in healthcare refers to a situation where a healthcare provider fails to provide appropriate care or attention to a patient, which can result in harm or injury to the patient.

274. **Neurodiversity**

Neurodiversity is a concept that recognizes and respects the natural variations in human brain function and the idea that neurological differences, such as those seen in autism, ADHD, and dyslexia, should be accepted and respected as part of human diversity.

275. **Neurotypical**

Neurotypical refers to individuals who have typical neurological development and function, which is often used to describe individuals who do not have autism, ADHD, dyslexia, or other neurological differences.

276. **Never event**

In healthcare, a never event refers to a serious and preventable medical error or mistake that should never occur, such as a surgical procedure performed on the wrong body part or patient, or the administration of the wrong medication or dosage.

277. **Next of kin**

Next of kin refers to a person's closest living relative, often a spouse, child, parent, or sibling, who is responsible for making important healthcare decisions if the patient is unable to do so.

278. **Nominated individual**

In healthcare, a nominated individual is a person chosen by a patient who receives care and support services to represent their interests and act on

their behalf, especially when making important decisions about their care and treatment.

279. **Non-chargeable services**

Non-chargeable services in healthcare refer to medical services and treatments that a patient receives without having to pay for them, such as those provided by the National Health Service (NHS) in the UK or other publicly-funded healthcare systems.

280. **Notifiable disease**

A notifiable disease is a medical condition that healthcare providers are required by law to report to public health authorities, typically because of its potential to cause serious harm to public health. Examples of notifiable diseases include measles, tuberculosis, and COVID-19.

281. **Notifiable incident**

In healthcare, a notifiable incident is an event or occurrence that is required by law to be reported to regulatory authorities, typically because it involves serious harm or risk of harm to a patient or staff member. Examples of notifiable incidents include serious injuries, deaths, and major incidents that affect the safety of patients or staff.

282. **Notional budget**

A notional budget is a budget that is not an actual amount of money available for spending, but rather an estimate or projection of how much money will be needed for a particular purpose or service. Notional budgets are often used in healthcare to estimate the cost of providing a specific treatment or service.

283. **Novel coronavirus**

The novel coronavirus, also known as SARS-CoV-2, is a new strain of coronavirus that emerged in late 2019 and caused a global pandemic of the respiratory illness COVID-19.

284. **Occupational therapist**

An occupational therapist is a healthcare professional who helps people overcome physical, mental, or emotional challenges that affect their ability to perform daily activities and tasks, such as dressing, eating, or working. They use various therapies, exercises, and assistive devices to help their clients regain independence and improve their overall quality of life.

285. **Older people**

Older people refers to individuals who are generally over the age of 65 and who may experience various physical, mental, and social changes related to aging. As people age, they may experience changes in their health, mobility, memory, and independence, and may require more support and care to maintain their quality of life.

286. **Ombudsman**

An ombudsman is a person or office responsible for investigating and addressing complaints or grievances from individuals or groups who feel they have been treated unfairly or have suffered some form of injustice. In healthcare, an ombudsman may serve as an advocate for patients or their

families, helping them navigate the healthcare system and resolve disputes or concerns with healthcare providers or organizations.

287. **Ordinary residence**

Ordinary residence means the place where someone usually lives and stays for a long time.

288. **Out of area placement**

Out of area placement refers to when a patient is placed or admitted to a hospital or care facility outside of their local area due to a lack of available beds or appropriate services in their own area.

289. **Outbreak**

An outbreak is the occurrence of a disease, infection, or illness in a greater number of cases than would normally be expected in a particular geographic area or community, usually within a specific time frame.

290. **Outcomes**

In healthcare, outcomes refer to the results or effects of medical treatments or interventions on a patient's health and well-being, such as improvements in symptoms, quality of life, or survival rates. Healthcare providers use outcome measures to assess the effectiveness of treatments and to make informed decisions about patient care.

291. **Outcomes framework**

An outcomes framework is a set of criteria or indicators used to measure and evaluate the effectiveness of healthcare interventions or services, usually with the goal of improving patient outcomes. The framework typically includes a range of outcome measures, such as patient satisfaction, clinical effectiveness, safety, and efficiency, that are used to assess the quality and impact of healthcare services.

292. **Outputs**

Outputs are the tangible products or services that are produced or delivered by a healthcare system or organization, such as the number of patients seen, procedures performed, or medications prescribed. Outputs are often used as a measure of healthcare productivity and efficiency.

293. **Outreach**

Outreach refers to the efforts of healthcare providers or organizations to engage with and provide healthcare services to people who may not have easy access to healthcare facilities or who may be hesitant to seek medical care. Outreach may involve mobile clinics, community health workers, or other strategies to provide healthcare services and education to underserved or vulnerable populations.

294. **Overview and Scrutiny**

Overview and Scrutiny is a process used by local government bodies to review and evaluate the performance and decisions of local services, including healthcare services. The process involves a group of elected representatives who are responsible for scrutinizing and making



recommendations to improve the quality and effectiveness of local services, with the goal of improving outcomes for local residents.

295. **Palliative care**

Palliative care is a type of medical care that helps people with serious illnesses feel better and reduces their suffering. It focuses on managing symptoms and providing support for patients and their families.

296. **Pandemic**

A pandemic is a global outbreak of a disease that spreads across multiple countries and affects a large number of people. Pandemics can cause significant illness, death, and social and economic disruption.

297. **Panel**

In healthcare, a "panel" refers to a group of healthcare providers or experts who work together to make decisions about a patient's care.

298. **Parent Carer Forum**

A parent carer forum is a group of moms and dads who take care of children with special needs or disabilities and get together to share their experiences, ideas and opinions on how to improve services and support for their children.

299. **Participation**

Participation means taking part in something or being involved in an activity or event.

300. **Pathway**

Pathway refers to a route or way of doing something, often used in healthcare to describe the steps or stages involved in a patient's care or treatment plan.

301. **Patient activation**

Patient activation is the process by which a patient becomes actively involved and engaged in their own healthcare, including making informed decisions about their health and participating in their treatment plan.

302. **Patient safety incident**

A patient safety incident is an unintended or unexpected event or circumstance that could have or did result in harm to a patient receiving healthcare.

303. **Peer challenge**

Peer challenge is a process where a group of professionals, who are similar in role or expertise, review and evaluate each other's work to provide constructive feedback and identify areas for improvement.

304. **Peer support**

Peer support is a type of emotional and practical support that is provided by individuals who have similar experiences or backgrounds, such as individuals with the same health condition or life circumstance. The aim is

to offer encouragement, share experiences, and provide mutual assistance to each other.

305. **People who use services**

People who use services refers to individuals who receive or use healthcare, social care, or other support services, including patients, clients, and users of such services.

306. **Performance indicators**

Performance indicators are ways to measure how well things are going and if goals are being met. They help keep track of progress and see if improvements are needed.

307. **Personal health budget**

A personal health budget is a sum of money allocated to an individual to enable them to have more control over their healthcare needs and services, based on their assessed needs and preferences. It allows the individual to work with healthcare professionals to plan and purchase the most appropriate care and support for their particular health condition or situation.

308. **Personalisation**

Personalisation is an approach to healthcare and social care that emphasizes the importance of tailoring services to meet the individual needs, preferences, and goals of the person receiving care, rather than a one-size-fits-all approach. It recognizes the unique circumstances, strengths, and challenges of each person and seeks to involve them in making decisions about their care and support.

309. **Person-centred care**

Person-centered care is an approach to healthcare that prioritizes the individual's needs, values, and preferences, rather than just focusing on their medical condition. It recognizes that every person is unique and seeks to involve them in the decision-making process regarding their care and treatment, while also considering their family and support network. The aim is to ensure that care is holistic, respectful, and tailored to the individual's specific needs and circumstances.

310. **Place-based commissioning**

Place-based commissioning is an approach to healthcare and social care commissioning that involves working with local authorities, healthcare providers, and other stakeholders to design and deliver integrated services that meet the needs of the local population, taking into account their social, economic, and environmental context. It aims to improve health outcomes, reduce health inequalities, and promote collaboration and partnership working among different sectors and organizations.

311. **Placement**

Placement refers to the process of finding and arranging a suitable care setting for an individual who requires additional support or services, such as a child in foster care, a person with a disability, or an older adult in a care home. It involves assessing the individual's needs and preferences,

and matching them with a suitable service or care provider that can meet those needs.

312. **Polypharmacy**

Polypharmacy is the use of multiple medications by an individual to manage one or more medical conditions, often resulting in the use of multiple drugs that may interact with each other, leading to potential side effects, medication errors, or reduced effectiveness of treatment.

313. **Pooled budget**

A pooled budget is a joint funding arrangement in which two or more organizations, such as healthcare providers or local authorities, contribute funds into a single budget that is then used to deliver integrated services or programs. It aims to improve collaboration, reduce duplication of efforts, and ensure that resources are used more effectively and efficiently to achieve better outcomes for the population served.

314. **Population health management**

Population health management aims to improve the health of a group of people by identifying their health needs and addressing the factors that influence their health through targeted interventions and collaborations with stakeholders.

315. **Positive behaviour support**

Positive Behaviour Support is a way to help people with complex needs by identifying the reasons for challenging behaviours, developing positive strategies to prevent and manage these behaviours, and promoting their skills and strengths to improve their quality of life.

316. **Positive risk-taking**

Positive risk-taking is an approach that involves taking calculated risks to promote the independence, choice, and well-being of individuals, particularly those with disabilities or mental health conditions. It recognizes that all individuals have the right to take risks and make their own decisions, and involves identifying and managing risks in a positive way that enables individuals to achieve their goals and aspirations while ensuring their safety and well-being.

317. **Power of attorney**

Power of Attorney is a legal document that allows someone to make important decisions on behalf of another person if they become unable to make these decisions for themselves. The person granted power of attorney is legally required to act in the best interests of the person who granted it to them.

318. **Practitioner**

A practitioner is a professional who is trained and qualified to provide a specific type of service or care to individuals, such as a healthcare practitioner, social care practitioner, or educational practitioner. They may work in a variety of settings, including hospitals, clinics, schools, or community organizations, and may have different levels of training and qualifications depending on their field of practice.

319. **Pre-admission consultation**  
A pre-admission consultant helps people and their families plan and prepare for admission to a healthcare facility by providing information, coordinating medical appointments, and helping with paperwork. They make sure the admission process is easy and meets the person's needs.
320. **Pre-assessment**  
Pre-assessment is the process of evaluating a person's health before a medical procedure or surgery to identify any risks or complications and determine the best course of action.
321. **Premature mortality**  
Premature mortality means dying before the age of 75, which can be influenced by various factors such as access to healthcare, lifestyle choices, and social and economic factors. It is used to measure the overall health and well-being of a population.
322. **Prepayment card**  
A prepayment card is a card that is loaded with a certain amount of money in advance, which can be used to pay for goods and services. It's often used to manage finances and limit spending, and can be used for things like transportation, bills, and healthcare services.
323. **Prevention**  
Prevention involves taking actions to avoid or reduce the risk of disease or injury. It can include measures such as vaccinations, health screenings, healthy lifestyle choices, and environmental interventions.
324. **Preventive services**  
Preventive services are healthcare services or interventions aimed at preventing the onset or progression of disease or injury.
325. **Primary care**  
Primary care is the first point of contact for medical care and is typically provided by general practitioners, family physicians, or nurse practitioners. It focuses on managing a wide range of health conditions, promoting wellness, providing preventive care, and making referrals to specialists if needed.
326. **Procurement**  
Procurement is the process of obtaining goods or services from an external source, usually by purchasing them. In healthcare, procurement typically involves the acquisition of medical equipment, supplies, and pharmaceuticals.
327. **Profound and multiple disabilities**  
Profound and multiple disabilities refer to a complex condition that affects individuals who have both severe intellectual and significant physical disability. They often require specialized support and care, as they may have limited communication abilities and require assistance with basic activities of daily living.

328. **Prognosis**  
Prognosis refers to the likely outcome or course of a medical condition, including the chances of recovery or recurrence.
329. **Property disregard**  
Property disregard is a policy that allows individuals to receive certain forms of assistance without having to sell or give away their home or other valuable property, ensuring they are not forced to choose between accessing necessary care and support and losing their home or other valuable assets.
330. **Proportionality**  
Proportionality means that any action or decision should be just right for the situation, not too much and not too little. This helps make sure that healthcare interventions and treatments are helpful and not harmful.
331. **Protected characteristics**  
Protected characteristics are personal attributes that are protected by law from discrimination, such as age, disability, gender, race, religion, and sexual orientation. Understanding and respecting these characteristics is important for promoting fairness and equality in healthcare and society.
332. **Protocol**  
A protocol is a set of guidelines or rules that are followed to perform a particular action or process in a standardized and consistent way. In healthcare, protocols are often used to ensure that treatments and procedures are performed safely and effectively. They provide a clear and consistent framework for healthcare providers to follow, which helps to ensure that patients receive high-quality care.
333. **Provider**  
In healthcare, a provider refers to any individual or organization that provides healthcare services to patients. This can include doctors, nurses, hospitals, clinics, rehabilitation centers, home health agencies, and other healthcare facilities and professionals.
334. **Public sector**  
The public sector is the part of the economy that is run by the government, including services such as schools, hospitals, and public transportation, and it is funded by taxes to benefit the community.
335. **Public service mutual**  
A public service mutual is a company owned and managed by its employees that provides public services, which were previously provided by the government.
336. **Qualitative research**  
Qualitative research is a way to learn about people's experiences and perspectives by talking to them and observing them, instead of just looking at numbers and statistics.
337. **Quality of life**

Quality of life refers to an individual's overall well-being, taking into account various factors such as physical health, emotional well-being, social relationships, and personal fulfillment.

338. **Quality standards**

"Quality standards" are guidelines for healthcare services to ensure that they are providing safe and effective care to patients.

339. **Quantative research**

"Quantitative research" refers to the process of collecting and analyzing numerical data to better understand a particular phenomenon or topic.

340. **Quarantine**

"Quarantine" is a term used to describe the period of time when someone who has been exposed to a contagious disease is isolated from others to prevent the spread of the disease.

341. **Rapid response**

Quick and immediate action taken to address a situation

342. **Reablement**

Reablement is a short-term, person-centered program of support and rehabilitation that aims to help people regain the ability to carry out everyday activities following an illness, injury or period of hospitalization.

343. **Reasonable adjustments**

Sure, reasonable adjustments mean making changes to the way things are done, so that people with disabilities or long-term health conditions can participate fully in society without facing barriers. This could mean making changes to the physical environment or the way information is communicated.

344. **Re-assessment**

A reassessment is when a healthcare professional checks in with someone who is receiving care or support to see how things are going and whether any changes need to be made to their care plan. This is done regularly to make sure the person is getting the help they need and that their needs are being met.

345. **Reconfiguration**

Reconfiguration refers to the process of changing how healthcare services are provided in a specific area or region. This may involve changes to the types of services available, where they are provided, and how they are accessed. The aim of reconfiguration is usually to improve the quality and efficiency of healthcare services for patients.

346. **Recovery approach**

A way of helping people with mental health or substance abuse problems to regain control over their lives and become active members of their communities.

347. **Referral**

Referral is when a healthcare professional recommends that a patient sees another healthcare professional or service for further assessment, treatment or support.

348. **Registered manager**

A registered manager is a person who is responsible for managing a care service and is registered with the relevant regulatory body in their country. They are accountable for ensuring that the care service meets the required standards and provides safe, effective and person-centered care.

349. **Regulated financial advice**

Regulated financial advice refers to professional advice given by a qualified financial adviser who is regulated by a government body. This advice is given to individuals or organizations seeking assistance with financial planning, investments, retirement planning, and other related financial matters.

350. **Regulator**

A regulator is a person or organization that has the authority to monitor and enforce rules and regulations in a particular industry or sector to ensure compliance and protect consumers.

351. **Rehabilitation**

Rehabilitation is helping someone recover from an illness or injury so they can do things they used to do before.

352. **Relational activism**

Relational activism is a term used to describe social activism that is focused on building meaningful relationships and connections between people and communities to bring about positive change.

353. **Relational welfare**

Relational welfare is about building relationships and support networks to improve well-being and tackle social issues.

354. **Replacement care**

Replacement care refers to temporary care provided to an individual who is usually cared for by a family member or caregiver, in order to give the usual caregiver a break or support them during times of illness or other needs.

355. **Residential care**

Residential care is a type of living arrangement where a person lives in a specialized facility or home, receiving 24-hour care and support from trained staff members. This type of care is often necessary for individuals who require assistance with their daily activities or who have complex medical needs.

356. **Resource Allocation System**

A resource allocation system is a way of determining how resources, such as funding or staff, should be distributed or allocated based on different factors or criteria, such as need or performance.



357. **Respite care**  
Respite care is a type of short-term care provided to a person with an illness or disability, usually in a care home or a hospice, to give their usual caregiver a break.
358. **Responsive care**  
Responsive care refers to the approach of providing care that is tailored to meet the individual needs of the person receiving care, taking into account their unique circumstances and preferences.
359. **Restorative justice**  
Restorative justice is a way of dealing with crime that focuses on the needs of the victim, the offender and the community, with the aim of repairing harm caused by the crime and preventing its recurrence.
360. **Restraint**  
Restraint refers to any method used to limit or control a person's movement or behavior, usually for their own safety or the safety of others. It can be physical, chemical or mechanical.
361. **Restrictive practice**  
Restrictive practice refers to any intervention that limits a person's freedom of movement or ability to make decisions, and should only be used when it is necessary to prevent harm to the person or others.
362. **Review**  
In healthcare, a review is a formal assessment or examination of a person's medical, social, or psychological condition, often carried out by a healthcare professional or a team of healthcare professionals. Reviews can help to identify any changes in a person's condition or treatment needs and ensure that appropriate care and support are provided.
363. **Ringfenced budget**  
A ringfenced budget refers to a budget that has been set aside for a specific purpose and cannot be used for any other purpose.
364. **Risk assessment**  
Risk assessment is the process of identifying and evaluating potential risks or hazards associated with a particular activity, situation, or environment in order to implement measures to mitigate or manage those risks.
365. **Risk enablement**  
Risk enablement is a process that supports individuals to take positive risks in order to achieve their goals and aspirations, while managing any potential negative consequences.
366. **Risk management**  
Risk management is the process of identifying, assessing, and prioritizing risks, followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities.

367. **Root cause analysis**  
"Root cause analysis" means looking for the main reason why something went wrong, so that it can be fixed and prevented from happening again.
368. **Safeguarding**  
Safeguarding refers to the measures taken to protect vulnerable individuals, such as children or adults at risk, from abuse, neglect, or harm.
369. **Savings disregard**  
A savings disregard is an amount of money that is excluded from being counted as savings when determining eligibility for certain benefits or services.
370. **Screening tool**  
A screening tool is a method or instrument used to identify individuals who may be at higher risk for a particular condition or problem, and who may require further evaluation or intervention.
371. **Seamless service**  
A seamless service is a service that is provided in a smooth and uninterrupted manner, without any hitches or delays. It means that the different stages of the service are well-coordinated, with no gaps or duplications in the process.
372. **Seclusion**  
Seclusion refers to the practice of isolating or confining a person in a room or area against their will, often as a form of punishment or to prevent harm to themselves or others.
373. **Secondary care**  
Secondary care refers to health services provided by medical specialists and other health professionals who generally require a referral from a primary care physician or another health professional for patients to access them.
374. **Sectioning**  
"Sectioning" is when someone is admitted to hospital or kept in hospital under a section of the Mental Health Act.
375. **Secure hospital**  
A secure hospital is a hospital that provides care and treatment for individuals who have been detained under the Mental Health Act because they pose a risk to themselves or others.
376. **Self isolation**  
Self-isolation is a measure taken to prevent the spread of infectious diseases where a person who has been in contact with an infected individual or has symptoms of the disease stays away from others for a period of time to avoid infecting others.
377. **Self-advocacy**

Self-advocacy means speaking up for yourself and making decisions about your life.

378. **Sensory diet**

A sensory diet is a set of activities or experiences that help an individual regulate their sensory system and improve attention, focus, behavior, and overall function.

379. **Sensory impairment**

Sensory impairment refers to any condition that affects the ability to use one or more of the senses, including sight, hearing, taste, touch, or smell.

380. **Sensory processing disorder**

Sensory processing disorder is a condition where a person has difficulty receiving and responding to information received through their senses.

381. **Serious case review**

A serious case review is a process conducted when a child has died or been seriously harmed, and abuse or neglect is known or suspected to be a factor in the death or harm.

382. **Serious incident**

A serious incident refers to an unexpected or unusual event or incident that can potentially cause harm, injury, or death to an individual, group of people, or organization. It requires prompt and effective action to manage the situation and prevent further harm.

383. **Service redesign**

Service redesign is the process of changing how a service works to make it more effective, efficient, and responsive to the needs of those who use it.

384. **Service specification**

Service specification is a document that outlines the requirements, standards, and objectives of a particular service, including details of the resources needed, expected outcomes, and quality indicators.

385. **Service user**

A "service user" is someone who uses or is likely to use a health or social care service.

386. **Seven-day services**

Seven-day services refer to healthcare services, such as hospital care or community care, that are available to patients every day of the week, including weekends and holidays.

387. **Shared endeavour**

"Shared endeavor" refers to a situation where different people or groups work together towards a common goal.

388. **Shared Lives**

Shared Lives is a type of social care that enables adults who need support to live as part of a family or household in the community, rather than in a residential home or care setting.

389. **Sheltered housing**

Sheltered housing refers to a type of accommodation, typically for older adults or people with disabilities, that provides a safe and secure living environment with the added support of an on-site manager or warden.

390. **Shielding**

Shielding is a measure taken to protect people who are extremely clinically vulnerable from coming into contact with the COVID-19 virus, by staying at home and minimizing all face-to-face contact with others.

391. **Short breaks**

Short breaks refer to temporary and regular periods of respite for carers, which can include support and services provided to individuals with care needs to give their carers a break.

392. **Significant event audit**

A significant event audit is a process of reviewing and analyzing incidents or events in healthcare to identify any areas of concern or improvement opportunities. The aim of a significant event audit is to promote learning and improve the quality of care provided.

393. **Signposting**

Signposting is the act of guiding or directing someone to the appropriate services or resources they need.

394. **Single assessment process**

The single assessment process is a way for health and social care professionals to work together to assess the needs of an individual in one go, instead of having to repeat assessments with different teams.

395. **Social capital**

Social capital refers to the networks, relationships, and resources within a community that individuals can use for support, such as family, friends, and social organizations.

396. **Social care**

Social care refers to a range of services provided to people in need of support, including elderly or disabled individuals, people with mental health problems, or those with learning disabilities.

397. **Social distancing**

Social distancing refers to measures taken to reduce close contact between people in order to limit the spread of infectious diseases, such as COVID-19. This can include staying at least 6 feet away from others, avoiding large gatherings, and wearing masks.

398. **Social enterprise**

Social enterprise is a business model that focuses on addressing social or environmental issues by reinvesting profits back into the business or community rather than maximizing financial gains for shareholders.

399. **Social exclusion**

Social exclusion refers to the situation where people or groups are excluded from mainstream social, economic, cultural, and political activities due to various factors such as poverty, discrimination, or lack of access to resources and opportunities. This can result in marginalization, isolation, and a lack of social integration.

400. **Social group**

A social group is a collection of individuals who share common characteristics, interests or activities, and who interact with one another on a regular basis. It can be a group of friends, a sports team, a religious community, or any other group of people who come together for social purposes.

401. **Social model of disability**

The social model of disability is the idea that disability is not caused solely by an individual's impairment, but rather by the barriers and discrimination that society creates. It suggests that by removing these barriers, disabled individuals can participate more fully in society.

402. **Social prescribing**

Social prescribing is a way of linking people with non-medical sources of support, such as community activities or self-help groups, as a means of improving their overall health and well-being. It involves a referral from a health professional, such as a GP, to a link worker who can help the person identify and access appropriate local resources.

403. **Social support**

Social support refers to the assistance, care, or comfort provided by individuals or a network of people, such as family, friends, neighbors, or support groups, to those who need it. It can take many forms, including emotional support, practical assistance, financial help, or simply someone to talk to.

404. **Social worker**

A social worker is a trained professional who helps people in need by providing counseling, support, and practical assistance to help them improve their well-being and achieve their goals.

405. **Specialised commissioning**

Specialised commissioning is when certain healthcare services are paid for at a national level, rather than by local clinical commissioning groups.

406. **Spot purchase**

Spot purchase is a term used in healthcare to describe the purchase of services or goods that are required immediately or at short notice, without prior planning or contracting.

407. **Stakeholders**  
A stakeholder is a person or a group of people who have an interest or concern in something, like a project or a company. They can be anyone who is involved or affected by that thing, such as employees, customers, investors, or members of the community.
408. **Statutory guidance**  
Statutory guidance is a set of rules and regulations created by the government that must be followed by law. It tells people what they must or must not do in a certain situation, and helps to ensure that everyone is working towards the same goal.
409. **Statutory organisations**  
Statutory organizations are government bodies created by law to carry out specific functions or provide certain services. These organizations are funded by taxpayers and have legal powers to enforce laws and regulations. Examples of statutory organizations include the National Health Service (NHS), local authorities, and the police.
410. **Step-down care**  
Step down care refers to the provision of care and support for individuals who are transitioning from hospital to their home or a community-based setting after receiving acute or specialized care. This type of care is often provided as part of a step-down program or service to help individuals regain independence and prevent readmission to the hospital.
411. **Step-up care**  
Step-up care refers to a type of healthcare service that involves providing more intensive and specialized care to patients who require it.
412. **Strategic clinical network**  
A strategic clinical network is a group of health care providers that work together to improve health care services in a particular area. They help ensure that patients receive the best possible care by sharing information and expertise, and by coordinating services across different providers and organizations.
413. **Strength-based assessment**  
A strength-based assessment is a process of evaluating a person's capabilities, resources, and strengths, rather than their deficits and weaknesses, to create a plan of care that builds upon those assets.
414. **Substance misuse**  
Substance misuse refers to the harmful or hazardous use of psychoactive substances such as alcohol, tobacco, prescription drugs, and illicit drugs like cocaine and heroin. It can cause physical and mental health problems, and may also affect a person's social and economic well-being. Treatment for substance misuse may include counseling, medication, and rehabilitation programs.
415. **Substantial difficulty**

"Substantial difficulty" refers to a significant level of difficulty or challenge faced by an individual in performing certain tasks or activities. It is often used in the context of assessing eligibility for social care services, where an individual's needs must meet a certain level of "substantial difficulty" to be eligible for support from the local authority.

416. **Suitable person**

A suitable person is someone who has the necessary skills, qualifications, experience, and personal qualities to carry out a particular role or task effectively and safely.

417. **Support plan**

A support plan is a written document that outlines the individual needs, goals, and aspirations of a person who requires support or care. It details the support required, who will provide it, how it will be provided, and when it will be provided.

418. **Support planning and brokerage service**

A support planning and brokerage service is a service that helps individuals or groups of people access the support and care they need.

419. **Support worker**

A support worker is a professional who provides assistance and support to people in need, such as those with disabilities, mental health problems, or elderly individuals. They can work in a variety of settings, such as care homes, hospitals, or community services, and help individuals with daily tasks, personal care, and emotional support.

420. **Supported housing**

Supported housing refers to a type of housing for people who may need extra support, such as those with disabilities or mental health conditions. The housing may be provided by a social landlord or housing association and the support may be provided by a support worker or care provider.

421. **Supportive care**

Supportive care is a type of healthcare that focuses on providing comfort, symptom relief, and emotional support to people who have a serious or life-limiting illness. The aim is to improve their quality of life by addressing their physical, emotional, social, and spiritual needs.

422. **Symptom**

A symptom is a physical or mental feature that indicates the presence of a particular disease or disorder. For example, a fever is a symptom of an infection.

423. **Systemic family therapy**

Systemic family therapy is a type of therapy that helps families and couples understand and improve the way they communicate and interact with each other, in order to solve problems and make positive changes.

424. **Systems change**



Systems change refers to the process of modifying or transforming the underlying structures, processes, and relationships that govern a system to bring about improved outcomes or solve complex problems.

425. Talking therapies

Talking therapies are treatments that involve talking to a trained professional, such as a psychologist or counselor, to help you manage and overcome emotional and psychological difficulties. They may include techniques such as cognitive-behavioral therapy (CBT), psychoanalysis, and interpersonal therapy, among others.

426. Tariff income

Tariff income refers to the payment made to healthcare providers by the government for providing healthcare services to patients under the National Health Service (NHS) in the UK. The payment is based on a set of tariffs, which are fixed prices for various healthcare procedures and services, and are intended to cover the cost of providing care.

427. Team Around the Child

"Team Around the Child" (TAC) is a collaborative approach used in the UK to support children and young people who have complex needs. It involves a team of professionals and family members who work together to identify and meet the child's needs.

428. Telecare

Telecare refers to the use of technology to provide care and support to individuals in their homes, allowing them to live independently for longer.

429. Telehealth

Telehealth is the use of technology to provide healthcare services remotely. It allows healthcare professionals to monitor and provide care to patients from a distance using various tools such as video conferencing, remote monitoring devices, and mobile applications.

430. Tendering

Tendering is a formal process of inviting bids from different suppliers or service providers to compete for a contract. It is a way for organizations or government bodies to ensure that they select the best candidate to provide goods or services, at the most competitive price.

431. Tertiary care

Tertiary care refers to specialized medical care that is usually provided in a hospital or healthcare facility with advanced resources, technology, and expertise. It involves highly specialized and complex treatments, often requiring a team of medical professionals to manage and deliver care. Examples of tertiary care include cardiac surgery, neurosurgery, and cancer treatment.

432. Third party top-up

Third party top-up refers to the additional payment made by a third party, usually a family member or a friend, to supplement the cost of care in a

care home where the person's local authority or NHS is contributing to the payment of the care.

433. **Time banks**

Time banks are systems that allow individuals to exchange skills and services with others in their community, without exchanging money. They operate on the principle that everyone has something to offer, and by sharing skills and resources, communities can be strengthened.

434. **Top-up fee**

A top-up fee is an additional payment made by an individual or their family in addition to the amount provided by the government or other sources for their care, often in long-term care settings such as nursing homes or residential care homes. It allows individuals to access higher-end services or accommodations beyond what the basic funding would provide.

435. **Transfer of care**

Transfer of care refers to the process of transitioning a patient's care from one healthcare setting to another or from one healthcare provider to another.

436. **Transforming Care**

Transforming care is an initiative aimed at improving health and care services for people with learning disabilities, autism, or both.

437. **Transition**

In healthcare, it often refers to the process of moving from pediatric to adult healthcare services for young people with long-term health conditions. The aim is to ensure continuity of care and support during this important time of change.

438. **Triage**

Triage is a process of quickly determining the severity of someone's condition or needs, in order to prioritize and direct them to the most appropriate healthcare service or intervention.

439. **Triangle of care**

The Triangle of Care is a framework that promotes collaboration and communication among mental health staff, service users, and their caregivers or families, to improve the quality of care and support.

440. **Trusted assessor**

A trusted assessor is a healthcare professional who is trained and authorized to assess a patient's health and social care needs and determine the most appropriate services and care for them.

441. **Unconscious bias**

Unconscious bias refers to the attitudes or stereotypes that unconsciously affect our decisions, actions, and interactions with others, particularly those from different backgrounds or groups.

442. **Universal design**

Universal design is the design of products, environments, and services to be usable by as many people as possible, without the need for adaptation or specialized design. It aims to make things accessible to everyone, including people with disabilities, elderly people, and people with limited mobility.

443. **Unmet need**

Unmet need refers to a person's requirement for support or assistance with their physical, mental, or emotional health that is not being met by existing services or support systems.

444. **Urgent care centre**

An Urgent Care Centre is a medical facility that provides immediate medical attention for conditions that are not life-threatening but require urgent attention.

445. **User involvement**

User-involvement refers to the active participation of service users in the development, delivery, and evaluation of health and social care services.

446. **User-driven commissioning**

User-driven commissioning is an approach where people who use health and social care services have an active role in designing and shaping those services, from deciding what services are needed to evaluating their effectiveness. It puts people at the center of the commissioning process and ensures that their voices are heard and their needs are met.

447. **Value for money**

Value for money refers to the concept of obtaining the best possible outcome for the resources spent. It involves considering both the cost and the quality of a service or intervention to determine whether it provides good value for the investment made.

448. **Vanguard sites**

Vanguard sites were a group of NHS trusts in England chosen to test and implement innovative approaches to improve healthcare services, with the aim of creating new models of care that could be replicated across the NHS.

449. **Ventilator**

A ventilator is a machine used to help people who have difficulty breathing, by delivering oxygen to the lungs and removing carbon dioxide from the body. It can be used to support breathing in people with a range of medical conditions, such as respiratory failure, pneumonia, and acute respiratory distress syndrome.

450. **Virtual budget**

A virtual budget is a notional budget that is created by pooling budgets across different providers of health and social care services. It enables health and social care professionals to have a clearer understanding of the total amount of resources available for a particular person or group of people, and to allocate resources more effectively to meet their needs.

451. **Virtual ward**  
A virtual ward is a healthcare concept in which patients who are at risk of hospital admission are monitored remotely by a team of healthcare professionals, with the goal of preventing unnecessary hospital admissions and ensuring timely interventions when needed.
452. **Voluntary sector**  
The voluntary sector refers to non-profit organizations that work for social, environmental, and other charitable causes. These organizations typically rely on donations, grants, and volunteer efforts to carry out their work.
453. **Vulnerable adult**  
A vulnerable adult is a person who may be at risk of harm or mistreatment due to their age, disability, or other factors that make them more susceptible to harm.
454. **Walk-in centre**  
A walk-in centre is a medical facility where you can see a doctor or nurse without an appointment. You can just walk in and be seen by a healthcare professional.
455. **Welfare**  
Welfare refers to the well-being and basic needs of individuals, including access to food, housing, healthcare, and financial assistance. It is designed to help people who are in need and support their overall quality of life.
456. **Wellbeing**  
Wellbeing refers to the state of being healthy, happy, and comfortable in one's body and mind. It can include physical health, emotional stability, and a sense of purpose or fulfillment in life.
457. **Wellbeing team**  
A wellbeing team is a group of healthcare professionals who work together to support the physical and mental health of individuals, often in a workplace setting. This team may include doctors, nurses, therapists, and other specialists who collaborate to promote overall wellbeing and prevent illness or injury.
458. **Whole life disability service**  
"Whole life disability service" refers to a service that helps people with disabilities throughout their entire lives, from when they are born until they become adults and beyond. This service can include things like medical care, therapy, education, and support for daily activities.
459. **Whole systems approach**  
Understanding every piece of a big puzzle like health care and how they connect helps us make changes for the better
460. **Young carer**

A young person aged 18 or under who looks after, or helps look after, a family member or friend who has an illness, disability or drug or alcohol problem.

461. Zero harm

A commitment by organisations that provide care and support to improve the care they provide so that mistakes are not made and people are not harmed.

462. Zero-day admission

When you have an unplanned admission to hospital – to a hospital ward, assessment unit or something similar – but end up not needing to spend a night there.