

Glossary

Term	Definition
Care Settings	Places where health and social care services are provided. These include, for example, hospitals, day care facilities, residential settings, clinics and clients' own homes.
Care Plan	A package of care that has been put in place for an individual as a result of an assessment of the person's needs.
Care Values	The standards demonstrated by professional care workers when working/interacting with clients. This involves care workers in promoting equality and diversity, maintaining confidentiality and promoting individual rights and beliefs. They are a set of values derived from ideas on human rights. They are put into practice by professional care workers when caring for clients/patients.
Client/Patient	This term is used when providing health and social care to individuals. The term 'patient' is usually applied when a person is specifically receiving <i>health</i> care.
Codes of Practice	A framework which applies to the working practices of professional care workers when working in care settings. These define the quality and standards of care that clients can expect. An example, 'Home Life: A Code of Practice for Residential Care'.
Communication	Oral, written, computerised and special skills used in care settings to share information with others, such as clients, other professionals, informal carers, etc.
Diversity	This relates to the fact that there are many different people, beliefs and cultures which occur naturally.
Early Years Services	Care and education facilities and services available for infants and children from 0-8 years of age. Examples are pre-schools, nurseries, infants and children's health services.
Ethical issues/Dilemmas	Moral principles about right and wrong behaviour and actions. An ethical issue/dilemma will have two sides of a view, value, opinion. One side will be balanced against the other and there is unlikely to be a right answer. For example, <i>an older person who does not eat properly, wanders around at night and who leaves the gas on, is reported to the social service department by neighbours. The social worker talks to the older person and finds out that while that person could be putting themselves at risk, they do not want to be placed in residential care. Balanced against this is the risk to the neighbours if that person continues to leave the gas on and the disturbance they get from them wandering around in the middle of the night.</i> There is not right answer to the action the social worker should take and so they have an ethical issue/dilemma to resolve.

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Facilities	A service or any provision made for use by clients probably helping to make things easier. For example, a mobile clinic for mothers with young children, or the services arranged by providing an advocate for a client with learning difficulties.
Function	An activity of a care setting or organisation. For example, one function of a hospital is to provide medical care. One function of a social service department is to provide care and support.
Independent Sector	The independent sector is made up of two parts: voluntary and private. These two organisations are not part of the statutory provision of health and care services. The voluntary sector's funding originates mainly from donations and contracts. Private funding originates mainly from direct payments by the client and from insurance payments.
Informal Carer	A person who is looking after an individual and who is not paid to do so. The person who is caring is often a relative, friend or neighbour who is probably not professionally trained in caring.
Key Worker	The person who has the main responsibility for relating to the client. This person is the main point of contact for a client.
Key Roles	The main job responsibilities of a key worker.
Life Events/Changes	Major occurrences that happen during the life stages of human growth and development. For example, starting school and retirement are considered to be expected life events/changes because it happens to all individuals. Serious illness could be considered to be an unexpected life event if they cannot be predicted.
Organisation	A variety of services which is organised by one main provider or organisation, for example a hospital which provides a variety of health services and facilities or social services residential department which provides services for older people and children.
Policy	Procedures and requirements which must be followed by professional care workers in health and social care settings. Policies could be in place in response to legislation or to ensure that quality is maintained. Examples of policies are: health and safety, disciplinary, employment, etc.
Producing a Plan	This is usually required in an <i>applied</i> context. For example, a plan for improving an individual's health. The plan must be suitable for the individual chosen and should be in an appropriate form. For example, a plan for a child should have illustrations and suitable vocabulary. A plan usually has an order or logical sequence with appropriate targets or timings.
Providers	Usually this term is used to indicate that the service or professional actually carries out the care or implements the service required. A hospital, for example, is a provider when it is providing a service to carry out 50 hip replacement operations.

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Purpose	A term, used with the specifications, which requires information an aim which has an outcome. It is the intended direction. For example, the purpose of a hospital is to restore individuals to health or to provide remedial treatment which will result in improved quality of life.
Report	A report has an introduction, a middle, conclusions and recommendations (detailed support on this is available in a separate guidance document). If the task bar asks for a report, this is the format that it should take. However, a report could be a straightforward written product or in the form of a resource pack or guide, for example, as long as there is a clear introduction, a middle (e.g. the resource pack), conclusions and recommendations. The latter is required at AS/A2 level.
Risk Assessment	A survey, usually of a care settings, to make sure that risks/hazards are identified and steps taken to reduce the risk of accidents or fire.
Referral	The method used to forward a person on to another who may be more experienced or qualified to deal with the situation. A person can self-refer – seek help from a professional care worker or GP. A professional such as a GP could make a professional referral to another professional, such as a consultant. A neighbour could report a concern to a social service department. This would be referral by another or third party referral.
Service	The provision of activities that are usually beneficial to others. For example, a day care centre for older people is a service provided by the Local Authority Social Service Department, to give support to individuals who wish to continue to live in their own homes.
Statutory	Law. This usually refers to a service which must be provided by the NHS or Statutory Local Authority as the result of an Act of Parliament.
The Care Management Process	A cyclical process in which needs are assessed, services are delivered in response, needs are reassessed leading to a changed service response.
Witness Statement/ Record of Observation	A document which clearly sets out an assessors comments which have resulted from watching performance evidence of a candidate. The record should show exactly what has been achieved and the quality of the standard achieved. For example, vocabulary used, pace, body languages, etc. The points listed on the recording document should exactly match the specification requirements.