Abuse: treatment of an individual to cause them harm.

Accountability: responsibilities of workers to act according to the directives of their professional body.

Acquired disorder: a disease or disability that appears after birth such as an infectious disease.

Active listening skills: listening skills that are used during interactions.

Addiction: dependence on a substance such as alcohol or nicotine or on an activity.

Adolescence: The third life stage from 11-17 yrs.

Adulthood: The forth life stage from 18 – 60 years +

Ageing process: Changes in the human body over time.

Antenatal: Period of foetal development in the womb.

Anti-discriminatory practice: actions to discourage discrimination against people based on gender, class, disability and religion etc.

Assessment: A report carried out to assess the needs of clients. Assessment forms the first stages of care planning.

Attachment: The development of a strong emotional link between a child and his carers.

Balanced diet: A daily diet that contains all the groups of nutrients in the correct amounts to maintain health and fitness.

Barriers to communication: Any difficulty that can occur to prevent carers communicating properly with their clients.

Behaviour: The way in which people conduct themselves.

Benefits: Statutory payments from the government given to support certain groups of people in society.

Blood pressure: A measure of the force exerted by the blood on the walls of arteries.

Body mass index: A measure calculated from a person’s height and weight to assess whether they are underweight, of normal weight, overweight or obese.

Bonding: Parental response to child attachment.

Bullying: A type of abuse that involves threatening, intimidating, harassing or being violent towards another person.

Care organisations: Agencies that provide care for a variety of client groups in a number of ways.

Care plans: A staged process that involves working out a client’s needs(assessment) and implementing a method of delivering of that care to the client.

The Care system: All the care organisations professional carers, self-employed practitioners and informal carers who provide care to clients throughout the UK.

Care settings: Any setting that provides care for clients such as nurseries, residential homes, hospitals and hospices.

Care value base: A basic set of values that encompass good practice when dealing with clients. Some of these values include treating all people with dignity, fostering equality and client’s rights and maintaining confidentiality of client’s information.

Challenging behaviour: Patterns of problem or difficult behaviour that may put at risk the safety of the carer.

Childhood: Second life stage from 3-10 yrs.

Child protection: Sets of guidelines that safeguard and protect the welfare and rights of children. Supported by the 1989 Children Act.

Code of practice: Documents for carers and clients that outline agreed and acceptable methods of working in the care profession.

Communication: The way in which information is passed on or exchanged between carers and between carers and clients in Health and Social care organisations.

Community Health Care: Treatment and care that is practiced in the community – outside of hospital.

Confidentiality: Maintaining the privacy of all information about any client. This is a basic principle of all good health and social care practice.

Data Protection Act 2018: Act of parliament that govern confidentiality and allow people to access their personal information stored on computer or on paper.

Day care: care provision for certain clients such as young children and the elderly that supports client need during certain times such as nursery provision for under 5’s and day centres for the elderly.

Dementia: Illnesses that result from the degeneration of the brain leading to a decrease in mental ability.

Demography: The study of trends in populations.

Dependant: A person who relies on another for physical, emotional, social, intellectual or economic support.

Development: The acquisition of new skills and abilities.

Development Norms: The expected pattern of growth and development for a client at a particular age.

Diet: The type and quantity of food regularly consumed by a person.

Disability: Inability to carry out any activity due to a physical or mental impairment.

Discrimination: Treatment, based on a form of prejudice, that is unfair to a client.

Disease: A state of ill health.

Disempowerment: Preventing clients from having rights and choices to which they are entitled.

District nurse: Nurses who work with patients or clients in their homes and in the communities in which they live. These nurses usually work closely with GP’s and are generally based in a health care centre.

Domiciliary care: Home care services within the private sector.

Dysfunction: The lack of functioning of part of, or an entire human body system.

Early Years Curriculum: The programme that all children follow in primary school. It provides a foundation for their learning.

Early Years workers: Professionals who work in child care and early years education with clients aged 8 and under.

Empathy: The ability to sense what other people are feeling and to be able to give adequate support as necessary.

Empowerment: Allowing someone to have sufficient strength, confidence and knowledge to act on their own initiative and make decisions.

Equal opportunities: Giving all clients irrespective of race, religion, gender etc the right to access services and be treated fairly.

Ethnic groups: groups of people who belong to the same race or religion.

Family: Individuals who are related by birth, adoption or marriage.

Food hygiene: Dealing with food in a clean and hygienic manner so that it is safe to consume.

Formal services: Care services provided by care organisations and by self-employed professionals.

Funding: Money that is provided to allow health and social care services to function. This funding can come from a variety of sources such as central and local government, charitable donations and businesses.

Gender: The identity of males and females.

Genes: Instructions held on the cells chromosomes that dictate the body’s development.

Genetics: The study of the genes held by an individual.

Genetic counselling: Information given to people that have genes that may result in a disease or disorder being passed on to their offspring.

Growth: Increase in physical size or mass that occurs as a person moves through their life stages of infancy and childhood into adulthood.

Health: This is defined as ‘a state of complete physical, mental and social well-being and not just the absence of disease or infirmity’   
  
Health care workers: Health professionals who care for clients with medical-related illnesses.

Health care: Care that is provided through the National Health Service. This can be accessed through a variety of statutory, voluntary, private and informal providers.

Health care assistants: Support trained nurses in carrying out a variety of general nursing duties.

Health visitor: A trained and registered nurse who has undergone further training to be able to support babies and young families and the elderly in their own homes. They usually

work from a GP’s surgery or from a health centre. They are also concerned with health promotion.

Hereditary: Genetic characteristics passed on from one generation to the next.

Hormones: Chemicals secreted by endocrine glands into the blood where they travel to a target organ to have a controlling effect.

Hospice: A service set up to offer care for the terminally ill.

Income: The amount of money that a household or individual receives.

Independence: Having the ability to carry out all essential and lifestyle tasks without

support. Care professionals act to encourage as much independence as possible in their clients.

Inequalities in health: Differences in health status caused by socio-economic factors such as poverty, unemployment and education.

Individualised care: Care packages that meet the needs of individuals.

Infancy: The first life stage from birth to 2 years.

Informal care: Care provided to a client by family, partners or close friends.

Intellectual development: The development of thinking and learning skills.

Interpersonal skills: Communication skills demonstrated by an individual that allow them to interact effectively and appropriately with others.

Intervention: Action taken by a carer to facilitate care provision that will improve a clients health and well being.

Key worker: A named person who has overall responsibility for providing and co-ordinating a client’s care.

Labelling: Giving an individual an identity that is based on stereotyping as a result of attitudes and prejudices.

Language development: How a baby or young child develops their communication skills through a variety of sounds and noises that develop into words.

Later adulthood: The final life stage - 65 years and over.

Life event: An incident or experience that has a major effect on an individual’s life and personal development.

Life stage: A defined period of growth and development.

Malnutrition: Lack of health and well being due to an inadequate or unbalanced diet.

Maturation: The process of growth and development that occurs throughout life and is controlled genetically.

Menopause: The ending of menstruation that occurs during later adulthood in women.

Midwife: A qualified health care practitioner who works with pregnant women before, during and after the birth.

Nature: Growth and development influenced by genetics.

Non-verbal communication: communication using body language and gestures.

Nursing and Midwifery Council: The regulatory body set up in 2002 to regulate nurses and midwives.

Nurture: Environmental factors that contribute to an individuals development.

Nutrition: The study of diets and the way in which food is used by the body.

Obese: Being excessively overweight.

Observation: A method of study involving a person watching the behaviour of another person or group of people. Observation can be participant or non-participant.

Occupational therapist: Trained professionals who work with clients to help and support them to regain essential skills or make best use of their skills.

Ofsted: Office of Standards in Education: An organisation that inspects, monitors and reports on the services provided by early years services, schools and F.E.colleges.

Paediatrician: A doctor who specialises in treating children.

Personal care: Care that meets the personal needs of a client including washing, bathing and toileting.

Physical health: Well-being of the body.

Policies: Statements that are laid down by an organisation to tell care workers how to implement codes of practice and statutory laws in their place of work.

Pollution: The contamination of the environment with harmful substances.

Prejudice: Preconceived ideas about a person that result in hostile feelings and discriminatory attitudes towards them.

Private practitioners: Care workers within the private sector who charge their clients’ fees for their services in order to make a profit.

Primary health care: Health care provided in the community such as by GP’s, health visitors, community nurses and dentists.

Professional referral: Referral of a client to a health or social care practitioner by another practitioner.

Puberty: Physical changes that occur in the body during adolescence resulting in the development of secondary sexual characteristics and the ability to reproduce.

Radiographer: Trained professionals who work as part of a multidisciplinary team to carry out X-rays and a variety of other scanning procedures and to administer radiation treatment to clients.

Referral: The process of applying for a care service.

Registered nurse: A trained professional who has completed an approved nurse-training programme.

Respite care: A care service that provides short-term care for clients to give their informal carers a rest.

Self-concept: An individual’s view of ‘who they are’.

Self-esteem: The worth or value that a person attributes to him or herself and their skills and abilities.

Self-image: How a person views him or herself.

Self-referral: The type of referral to a care service when an individual applies for the service themselves.

Service user: The client or patient who is using the health or social care service.

Signs and symptoms: indication and features of diseases. Signs are seen by people other than the individual who is suffering with the disease. Symptoms are felt only by the patient.

Social Care: Non-medical help and support given to people who are vulnerable or at risk.

Socio-economic factors: Factors that can affect an individual’s health and well-being such as income, housing and education.

Socialisation: The process by which people learn about themselves and others and interact with one another.

Social care worker: A professional who gives social care support.

Statutory sector: Care services that the government is under obligation to provide.

Stereotype: Applying a particular label to an individual or group of people in society that is based on assumed attitudes or beliefs.

Stress: The feeling of an individual that the demands on them outweigh their ability to cope.

Third party referral: When a non-health professional applies for a care service on behalf of another individual.

Unemployment: This describes the situation when an individual of working age does not have a job.

Ultrasound: A type of diagnostic imaging that uses high frequency sound waves. It is commonly used to scan a foetus to check for normal anatomical development.

Vaccination: A method of producing immunity to a disease by injecting a changed form of the disease into an individual to promote the formation of relevant antibodies to the disease.

Verbal communication: The transmission of information using speech.

Voluntary care sector: Non-government controlled organisations that provide care services that are free of charge.

**Glossary for Health and Social Care**

**Do it now**

|  |  |
| --- | --- |
| **Name 3 Functions of services (CA1)** | **Name 4 job roles (CA2)** |
| **Name 4 pieces of legislation (CA3)** |  |

**Content Area 1 – Provision and Services**

|  |  |
| --- | --- |
| Statutory |  |
| Private |  |
| Voluntary |  |
| Informal |  |
| Purposes of services | 1  2  3 |
| **Functions of Health care Services** | |
| Hospital |  |
| GP Surgery |  |
| Clinics |  |
| Pharmacies |  |
| Dental services |  |
| Ambulance services |  |
| **Social Care Services** | |
| Residential services |  |
| Foster Care |  |
| Respite services |  |
| Community Services |  |
| Long term |  |
| Short term |  |

**Content Area 2- Job Roles**

|  |  |
| --- | --- |
| **Health care job roles** | |
| Nurse |  |
| Doctor | Hospital  GP |
| Paramedic |  |
| Physiotherapist |  |
| Occupational therapist |  |
| Dentist |  |
| Pharmacist |  |
| Dietician |  |
| Specialist community public health nurse |  |
| **Social Care job roles** | |
| Social Worker |  |
| Care assistant |  |
| Speech and language therapist |  |
| Outreach worker |  |
| Family support worker |  |
| Activities co-ordinator |  |
| Social Care Prescriber |  |
| **Care Values** | |
| Duty of care |  |
| safeguarding |  |
| dignity |  |
| respect |  |
| rights |  |
| confidentiality |  |
| independence |  |
| Personal Care |  |
| Meal times |  |
| Activities |  |
| **6Cs** | |
| care |  |
| compassion |  |
| competence |  |
| communication |  |
| courage |  |
| commitment |  |
| **CPD** | |
| CPD |  |
| Importance of CPD | 1  2  3  4  5 |

**Content Area 3 – Legislation, policies and procedures**

|  |  |
| --- | --- |
| Equality Act 2010 |  |
| HASAWA 1974 |  |
| DPA 2018 |  |
| HSC Act 2012 |  |
| Care Act 2014 |  |
| Inclusion policy |  |
| Health and Safety Policy |  |
| Confidentiality Policy |  |
| CQC |  |
| OFSTED |  |
| HCPC |  |
| NMC |  |
| SWE |  |

**Content Area 4**

|  |  |
| --- | --- |
| **Physical** |  |
| **Cognitive** |  |
| **Emotional** |  |
| **Social** |  |
| **Lifestages** |  |
| **Biological Factors** |  |
| **Environmental Factors** |  |
| **Transitions** |  |

**Content Area 5**

|  |  |
| --- | --- |
| **Maslow’s hierarchy of needs** |  |
| **Physiological** |  |
| **Safety** |  |
| **Love and belonging** |  |
| **Esteem** |  |
| **Self Actulaisation** |  |
| **Care Values in Practice** |  |

**Content Area 6**

|  |  |
| --- | --- |
| **Self referral** |  |
| **Professional referral** |  |
| **Third Party referral** |  |
| **Communication barriers**  **Ways to overcome** |  |
| **Cultural barriers**  **Ways to overcome** |  |
| **Location barriers**  **Ways to overcome** |  |

**Content Area 7**

|  |  |
| --- | --- |
| **Partnership working** |  |
| **Ways partnership working improves outcomes** |  |
| **Barriers to partnership working** |  |
| **Ways to overcome barriers to partnership working** |  |

**Content Area 8**

|  |  |
| --- | --- |
| **Care planning cycle** |  |
| **Assessment** |  |
| **Implementation** |  |
| **Review** |  |
| **Revise** |  |