

GLOSSARY

One of the challenges of working in partnership across professions and the wider public is the need for people to have a common and better understanding of the terms involved. Health and social care language can be difficult to understand. We have tried to make the language in this strategy and the accompanying documents as clear and easy to understand as possible. There are, however, a number of key words and terms which may be helpful for you to have a fuller explanation.

A & E	Accident and emergency
Acute hospital	Acute hospitals provide specific care whether planned (surgical) or unplanned (emergency) for disease or illness that progress quickly, feature serious symptoms and have a brief duration.
Allied Health Professionals (AHP)	Clinicians working in a variety of settings, such as hospital, health centre and people's own homes as part of community teams, whose professions include physiotherapy, occupational therapy, speech and language, podiatry and dietetics.
Anticipatory care	A "planning ahead" approach which prevents and anticipates any future needs and plans around this.
Care package	A collective name for the community care service (s) a person can expect to receive following assessment, such as home care and day services.
Carer	A person who provides care who is not employed to do so by an agency or organisation. A carer is often a relative or friend looking after someone at home who is frail, ill or disabled. The carer can be of any age.
Chief Officer	The chief officer is accountable to the Integrated Joint board (IJB) and chief executives of the Health Board and Local Authority for the delivery of integrated services and the integrated budget.
Commissioning	The process of planning and delivering services. This involves understanding needs, planning how these should be met and putting services in place, either by delivering services directly or purchasing them.
Community Capacity	Activities, resources and support that strengthen the skills, abilities and confidence of people and community groups to take effective action in the development of communities.

Community capacity building	The process of supporting individuals and community organisations to help them better identify and meet the needs of their local areas.
Community care	A wide range of services offered by the council, independent providers and voluntary organisations that help those who need some extra support with their everyday living.
Community Care Outcomes Framework	Published in 2008, the framework includes four national outcomes and 16 performance measures. The four national outcomes are: improved health; improved wellbeing; improved social inclusion; improved independence and responsibility.
Community hospital	Hospitals where most patients are admitted by, and under the care of, their own GP. They normally deal with: acute medical care where patients cannot be cared for at home, but where the expertise and / or the specialist diagnostic facilities of a major specialist hospital are not required; post acute care including rehabilitation; casualty services; palliative care.
Community resilience	The way in which local communities can draw upon local resources and knowledge to help themselves during a health and social care crisis in a way that complements services.
Co-morbidity	The presence of one or more disorders (or diseases) in addition to a primary disease or disorder, or the effect of such additional disorders or diseases.
Co-production	An approach to decision making and service design whereby commissioners, service providers, service users and citizens, work together to create a decision or service which works for them all. The approach is value-driven and based on the principle that those who are affected by a service are best placed to help.
Complex needs	Multiple needs that span health and social care issues.

	People with complex needs may have to negotiate a number of different issues in their life, for example, physical disability, mental health problems and/or more than one long term condition.
Consultation	a process by which the public's input on matters affecting them is sought
Decommissioning	The process of planning and managing a reduction in service activity or terminating a contract in line with commissioning objectives
Delayed discharge	People are categorised as a delayed discharge when they remain in an NHS inpatient setting two weeks beyond the date that they are clinically ready for discharge for reasons such as awaiting adaptations at home, awaiting nursing home placement or with adult with incapacity issues to be addressed.
Dementia	A term for a range of illnesses, the most common of which is Alzheimer's disease, in which brain cells deteriorate through the build up of a protein. About 75 per cent of people who are diagnosed with dementia will have either Alzheimer's or vascular dementia (another form of dementia), or a combination of the two.
Digital health	The use of information technology to address health care needs
Direct payment	Payments in lieu of services provided directed to an individual assessed as being in need of community care
Early intervention and prevention	early intervention is intended not only to prevent the development of future problems but also to promote the necessary conditions to improve health and well being
Engagement	The many ways that the public gets involved in planning

	and development of services
Extra care sheltered housing (very)	Sheltered housing facilities where clients have access to care and support
Frail elderly	Can be defined as people who are usually over the age of 75 and often over 85, with multiple diseases (which may include dementia). This group tend to present at hospital with symptoms such as falls, immobility and confusion.
Governance	The framework for accountability for the effective provision of services and care
Health Inequalities	The gap which exists between the health of different population groups such as the affluent compared to poorer communities or people with different ethnic backgrounds
HEAT (Health Improvement, Efficiency, Access, Treatment) target	Performance management system which sets out the targets and measures against which NHS Boards are publicly monitored and evaluated.
Housing support	Helps people manage their home in different ways e.g. assistance to claim welfare benefits, fill in forms, manage a household budget, keep safe and secure, get help from other specialist services, obtain furniture and furnishings and help with shopping and housework.
Independent sector	Private providers of care homes, care at home services etc
Integration	When services work closely together as a whole system for the benefit of their users. The combination of budgets, processes, methods and tools that facilitate

	integrated health and social care
Integrated Care	Integrated care focuses on improving services in relation to access, quality, user satisfaction and efficiency. The aim is to enable better coordinated, joined-up and more continuous care, resulting in improved patient experience whilst achieving greater efficiency and value from health and social care delivery systems.
Integrated Resource Framework (IRF)	The Integrated Resource Framework (IRF) is a financial framework within which Health Boards and Local Authorities can better understand the patterns of care they provide, particularly to their shared populations of people and service-users.
Intensive support	Extra support after a period of ill health/crisis
Intermediate care services	These services support people to improve their independence It is provided on a short term basis at home, in a hospital or in a residential setting for people who need some degree of rehabilitation, recuperation and re-enablement after a change in their health/social status. It aims to facilitate early hospital discharge, prevent readmission to hospital and premature admission to residential care.
Joint Strategic Commissioning	The term used for all the activities involved in assessing and forecasting needs and links investment to outcomes, considering options for future services and working in partnership to put these in place. Joint commissioning is where these actions are undertaken by two or more agencies working together, typically health and local government.
Locality Planning	Locality planning is intended to keep the focus on improving care within local communities. To help plan service provision, it will draw on the knowledge and experience of users of services, carers, clinicians, staff and the third and independent sectors. Every Health and Social Care Partnership must define at least two

	localities within its boundaries for the purpose of locality planning.
Long term conditions	A condition which requires ongoing medical care, is likely to last longer than a year and which limits what the individual can do e.g. epilepsy, diabetes, heart disease, asthma and some mental health conditions
Length of stay	The length of time a patient is in hospital
Models of care	How care is delivered
Multimorbidity	The term used when people have two or more long term health conditions
Occupancy	The average % of occupied beds in a hospital
Outcome focused Personal Outcomes	An approach which focusses on the benefits people experience as a result of an action or service
Out of hours	Services provided during the hours of 5.30pm and 8.30am.
Palliative care	The total care of people whose disease is not responsive to curative treatment.
Personalisation	A term used to describe a more “creative, flexible and personalised” approach to social care. The ultimate aim being to give people choice, power and control over the resources which are available to them, as and when needed, to support their personal care needs.
Person Centred	Person-centred is an approach to working with people which respects and values the uniqueness of the

	individual and puts the individual's needs and aspirations firmly at the centre of the process.
Planned admission	A timely and co-ordinated admission to hospital
Primary care	Health services provided in the community by family doctors, dentists, pharmacists, optometrists together with district nurses and health visitors. May include physiotherapists and NHS occupational therapists.
Proactive care	Thinking ahead and making plans rather than waiting for a crisis to happen and reacting to it
Reablement/enablement	Time limited care services that encourage people to learn or re-learn the skills necessary for daily living.
Rehabilitation	A process which enables people to regain partial or full independence after illness or injury, giving them back as much control as possible over their lives.
Recovery	The process of a return to a normal state of health and wellbeing
Resource hub	A community based unit providing a blend of community support services including rehabilitation and assessment that supports people to live independently and has strong links to the needs of the local area
Respite care	The provision of a short-term temporary alternative to a person's usual care arrangements.
Self directed support	Self-directed support is a term that describes the ways in which individuals and families can have informed choice about how their individual budget is used to meet the outcomes they have agreed. There are 4 options that

	can be offered regarding payment and service provision arrangements. SDS allows people more flexibility, choice and control over their own care.
Self management	Helping people with long term health conditions to manage their lives with chronic disease better and on a long term basis. It encourages people to take decisions and make choices that improve their own health, wellbeing and health related behaviours
Shifting the balance of care	The term used to describe the change of: the focus of care towards health promotion, prevention, a proactive and anticipatory approach and management of long term conditions; the location of care towards more community-based facilities; the roles and responsibilities of patients and professionals
Social isolation	A complete or near-complete lack of contact with friends or the community
Strategic Commissioning	Strategic Commissioning describes the activities involved in assessing and forecasting needs; linking investment to agreed outcomes; planning future services and working in partnership to put these in place
Strategic Plan	The Strategic Plan is the document describing the means by which services will be redesigned in an integrated way to improve the quality and coherence of care for people using them.
Technology Enabled Care/ telehealth care	Telecare and telehealth is equipment and technology used to help service users live safely and independently in their home. It may include technologies to capture and relay measurements from the person's home for clinical review or video conferencing or simple alarms, devices and sensors in the home.
Third Sector	Not for profit organisations, often referred to as voluntary organisations. It includes voluntary and community organisations, charities, community groups and social enterprises

TSI Moray (Third Sector Interface)	A Local charity set up to support and promote the third sector in Moray.
Unplanned admission	An emergency or unscheduled admission to hospital
Whole systems approach	The whole system approach puts the person at the centre of all service delivery and planning. It provides the right support at the right time in the right place by addressing the entire range of their needs. It also encourages better joint management of both health and local authority services, and clarifies roles and responsibilities.