

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
Access to adult social care	This is the service that offers a first point of contact for all things adult social care including signposting. The access to adult social care team is made up of experienced social workers and customer services officers who will offer advice and information about the full range of social and community activities and not just those traditionally associated with social care.
Adult Care Assessment	The formal assessment of care needs which is done by a social worker.
Adult social care	Adult social care covers a wide range of services or help, provided by local authorities and the independent sector to people either in their own homes or in a care setting
Ageing Well Programme	Funded through government and the local government agency, the national ageing well programme helped to support local authorities and organisations to develop innovative ways to support the ageing population http://www.local.gov.uk/ageing-well
Carer aware	An online course and resources developed by Dudley Council that helps everyone understand carers and their rights.
Carers	Carers are people who look after a relative, neighbour or friend of any age who has a long term illness, disability or is older and frail.
Client/customer journey	This is a term that describes all the interactions and steps an individual goes through in order to receive care and support.
Commissioning	A structured way of deciding how and on whom public money should be spent
Criminal Records Bureau (CRB)	The CRB is an executive agency of the Home Office set-up to help organisations make safer recruitment decisions. CRB checks are carried out before people are employed to carry out care and support services
Dementia Gateways	Dudley borough residents are benefiting from a new approach to the care and treatment of people with dementia, as well as support given to carers and family members. Anyone worried about dementia, diagnosed with the condition, their families or carers can ask for help from the borough's three dementia gateways. Staff from Dudley Primary Care Trust and the council's adult social care team are based in the gateways.
Deprivation of Liberty (DOL) Standards	The Mental Capacity Act Deprivation of Liberty safeguards were introduced into the Mental Capacity Act 2005 through the Mental Health Act 2007 and are a series of safeguarding standards that apply to anyone who is aged 18+, who suffers from a mental disorder or who lacks capacity to give informed consent for their care and for whom deprivation of liberty is considered after an independent assessment to be necessary in their best interests to protect them from harm.
Digi TV	A free 24 hour service council contact service available through their TV screen. The system allows people with digital television packages (Sky or Virgin Media) or with Nintendo Wii games consoles or internet enabled mobile phones, to access services 24 hours a day, seven days a week.
Direct Payment	A direct payment is money given to you to pay for your care instead of social services providing the care
Disability Partnership Board	A group of people made up from different organisations such as social services, health, advocacy, Connexions, Mencap, housing, leisure getting together with people with learning disabilities and family carers. Their job is to put things in place to improve the lives of people with learning disabilities.
Domiciliary care	See home care below
Dudley Clinical Commissioning Group	Dudley CCG was formed in July 2010 by a group of local GPs and other health professionals to take over from the Primary Care Trust in April 2013, and will be responsible for the purchasing of healthcare for people living in the Dudley borough, this process is called commissioning .
Dudley community information directory	www.dudleyci.co.uk is an online directory that provides everything that's going on in the community including care and support services as well as a personal assistant directory

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Dudley CVS	A Council for Voluntary Service (CVS) is an independent local voluntary organisation that exists to support, promote and develop local voluntary action. Dudley CVS was established in 1974 and acts as an umbrella body for the community and voluntary sector in Dudley.
Dudley Gadget Gateway	<u>The Gadget Gateway</u> website helps people to find out more about assistive technology products and services that can help them to maintain independence.
Dudley Voices for Choice	A self advocacy not for profit service for people with learning disabilities. They work for and with people with learning disabilities to help them become more independent. www.dudleyvoicesforchoice.co.uk
Essential guide to adult social care	In 2012 Dudley launched the essential guide to adult social care. It is an online training course and resource that informs both the citizen, staff and stakeholder the basics of adult social care and personalisation. The days of local authorities providing a set menu of 'one-size-fits-all' services are over. Now, it's about identifying each person's individual needs and empowering them to choose the support that works best for them.
FACS Criteria Government guidelines	Fair Access to Care Services is a way to see if you have a right to social care support services paid for by the government (through the local Authority)
Falls service (Dudley)	The Dudley Falls service carries out home visits for people over 65 who have fallen or are anxious about falling. We put in place interventions to reduce their risk of falling including a strength and balance therapy programme.
Health Watch	Health Watch Dudley, a government funded organisation, will be an independent consumer champion created to gather and represent the views of the public in Dudley for all aspects of health and social care. It will also offer signposting and advice services to patients and people who use social care services. It will also help to support patient and public involvement in the review and development of services. It is due to start operating from April 2013
Home care	Home Care, (also referred to as domiciliary care), is health care or supportive care provided in the patient's home.
Living Well Feeling Safe	The Living well, feeling safe scheme is a partnership scheme, offering older people living across Dudley borough, practical safety, security and wellbeing advice, in their own home
<u>Making it Real</u>	We have developed a Making it Real in Dudley program which will set out how we will achieve personalisation in adult social care. This programme is directly aligned to the national principles as set out through a cross sector partnership called <u>Think Local Act Personal</u> . The council has developed with its partners, the Making it Real high level action plan. The plan details each of the six themes from Making it Real, demonstrating what needs to happen to enable the "What we wants" of people who use services and carers to be achieved.
Market position statements	Central to the use of improved market intelligence is the development by the local authority of a market position statement (MPS) - which in effect says what is already available, what is in development and what are the gaps in terms of availability of services and how we are going to meet the demands of people requiring adult social care support.
Mental Capacity Act	See deprivation of liberty standards
Microservices	Micro services are small health and social care services and can help people who need support to have real choices about what type of services they purchase with their personal budget. Over the last three years the micro services provider has been helping small micro-enterprises develop.
My Story	The term used in Dudley to describe case studies of 'real people' telling their experiences of adult social care www.dudley.gov.uk/ascmystory

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Outcomes	A sentence that says what you are trying to do to make things better in your life
Partner agencies	Partner agencies can be companies not for profit organisations, charities, public sector organisations such as other local authorities, the Police, fires service etc who work together to achieve a common goal.
Peer review	Peer review is a process used for checking the work performed by one's equals (peers) to ensure it meets specific criteria. In this case the Making it Real Peer Review was carried out by people who use services to evaluate how successful personalisation is being delivered in Dudley.
Personal assistant	A personal assistant is someone that is employed by an individual to help the individual achieve their agreed outcomes. This may in the form of providing hand on personal care or it may be help with shopping or accompanying the individual to a social event for example
Personal Budget	An amount of money which is made up from Social Care following assessment
Personalisation	Personalisation means recognising people as individuals who have strengths and preferences and putting them at the centre of their own care and support. ¹
Quality assurance	Quality assurance is a process-centred approach to ensuring that a company or organisation is providing the best possible services.
Quality of Life Standards	A series of standards that set out the minimum standards for people should expect in relation to choosing and receiving adult social care and support
Queens Cross Centre	The council's support centre for adults with physical and/or sensory disabilities is called Queens Cross Network and is located on Wellington Road in Dudley
Reablement	Reablement is short-term support designed to give older people or people with disabilities the confidence to manage as many daily living tasks as possible on their own
Readers panel	A readers panel made up of members of the older people's forum has been set up to ensure all information is tested before publication to ensure that the information is written in plain English and makes sense
Reference group (local account)	The local account reference group is made up of council officers, Dudley Council for Voluntary Service (DCVS) and people who use services. The group is responsible for overseeing and producing the local account.
Resource Allocation (RAS)	A way for the local authority to work out what each person with an assessed social care need can have to meet their needs
Safeguarding	Safeguarding is a term that is used to explain how we develop measures to protect vulnerable adults in the e borough from abuse, ill-treatment and exploitation. Abuse can take many forms such as physical, sexual, emotional, neglect or financial, and can take place in many different settings.
Occupational therapy	Occupational therapy is the assessment and treatment of physical and psychiatric conditions using specific, purposeful activity to prevent disability and promote independent function in all aspects of daily life. Occupational therapists work in hospital and various community settings. They may visit clients and their carers at home to monitor their progress.
Living independently team	The Living Independently team helps people be independent for longer. The team is based at Cottage Street, Brierley Hill and is multi-disciplinary and brings together key aspects of adult social care to help people maintain their independence. The team which includes social workers, occupational therapists, physiotherapists, nurses and short term assessment and reablement team, offers co-ordinated support following an assessment which determines what package of care a person would benefit from for a period of up to six weeks.

¹ Personalisation, a rough guide SCIE July 2011

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	This could include anything from installing telecare equipment to providing occupational therapy. Evidence has shown that most people are likely to regain their confidence and maintain independence after just a few weeks of support and this is already proven in Dudley.
Secondary mental health services	These are specialist mental health services provided usually by a Mental Health Trust. Services include support and treatment in the community as well as a range of in patient services.
Self Directed Support	Support for people who are assessed as needing Social Care by <ul style="list-style-type: none"> • Doing a supported assessment • Knowing how much money you can have to spend on your needs • Doing a support plan and agreeing how you will spend the money • Having this signed off by the a team manger to agree how you spend the money • Putting your plan into action • Having a review to talk about your plan and how you are getting on
Self-funder	Depending on income and savings some individuals may not qualify for funding support from the local authority for home based social care or residential care. This may be because they do not qualify under the 'fair access to care' criteria, which is based on the level of your need or you have savings or assets above the 'upper capital limit'.
Social Worker	A person who is employed by the council to do the assessment of individual's needs and who can help advise you on the best way of meeting your outcomes.
Stakeholders	Stakeholders is a term that describes all those parties that have an interest in a particular aim, project, service etc.
Support Plan	A plan that an individual can, with help, (if needed), write up to meet their social care need, and overall outcomes as well as and saying how their personal budget will be spent.
Telecare	Telecare represents the whole range of 'assistive technology' products, which include all sorts of alarm systems. The products provide support to people in their own homes, through their link to the Dudley telecare service.
Third party	Someone other than the principals who are involved in a transaction.
Time Banking	Time banking will allow individuals across communities to volunteer their services, which may be decorating, driving, gardening for example. The time they spend volunteering will be 'banked'. The individual will then be able to then 'cash-in their time currency' and use it to recruit the services free of another volunteer.
Universal services	For many people, the big challenge isn't ill-health, it's loneliness, isolation and financial worries. This is where 'non-social care support' or 'universal' services can help. Universal services can include: health services, benefits information and advice, transport, housing, libraries, sports and leisure centres, clubs and societies and voluntary organisations and charities for example
Voluntary and independent sectors	This term is used to describe all voluntary and not for profit organisations including charities and social enterprises.