

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
Abuse	Harm that is caused by anyone who has power over another person, which may include family members, friends, unpaid carers and health or social care workers. It can take various forms, including physical harm or neglect, and verbal, emotional or sexual abuse. Adults at risk can also be the victim of financial abuse from people they trust. Abuse may be carried out by individuals or by the organisation that employs them. (SCIE, 2013)
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. <i>Care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult social care includes assessment of people’s needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets. (SCIE, 2013)</i>
Advocacy	<i>Help to enable you to get the care and support you need that is independent of your local council.</i> An advocate can help you express your needs and wishes, and weigh up and take decisions about the options available to you. They can help you find services, make sure correct procedures are followed and challenge decisions made by councils or other organisations. The advocate is there to represent your interests, which they can do by supporting you to speak, or by speaking on your behalf. They do not speak for the council or any other organisation. If you wish to speak up for yourself to make your needs and wishes heard, this is known as self-advocacy. (SCIE, 2013)
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
Aids and adaptations	<i>Help to enable you to get the care and support you need that is independent of your local council.</i> An advocate can help you express your needs and wishes, and weigh up and take decisions about the options available to you. They can help you find services, make sure correct procedures are followed and challenge decisions made by councils or other organisations. The advocate is there to represent your interests, which they can do by supporting you to speak, or by speaking on your behalf. They do not speak for the council or any other organisation. If you wish to speak up for yourself to make your needs and wishes heard, this is known as self-advocacy. (SCIE, 2013)
Assessment	<i>The process of working out what your needs are.</i> A community care assessment looks at how you are managing everyday activities such as looking after yourself, household tasks and getting out and about. You are entitled to an assessment if you have social care needs, and your views are central to this process. (SCIE, 2013)
Benefits	<i>Payments from the Government that you may receive because of your age, disability, income or caring responsibilities.</i> Some benefits are universal – paid to everyone regardless of their income. Others are paid to people who have particular types of needs, regardless of their income. And others are means-tested – only paid to people whose income or savings fall below a certain level.

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
	Benefits in England are paid by the Department of Work and Pensions, not your local council. (SCIE, 2013)
Broker (sometimes called care navigator)	<i>Someone whose job it is to provide you with advice and information about what services are available in your area, so that you can choose to purchase the care and support that best meets your needs. They can also help you think about different ways that you can get support, for example by making arrangements with friends and family. A broker can help you think about what you need, find services and work out the cost. Brokerage can be provided by local councils, voluntary organisations or private companies.</i>
Care plan (see also support plan)	<i>A written plan after you have had an assessment, setting out what your care and support needs are, how they will be met (including what you or anyone who cares for you will do) and what services you will receive. You should have the opportunity to be fully involved in the plan and to say what your own priorities are. If you are in a care home or attend a day service, the plan for your daily care may also be called a care plan.</i>
Carer aware	An online course and resources developed by Dudley Council that helps everyone understand carers and their rights.
Carers	<i>A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people. (SCIE, 2013)</i>
Care worker	<i>A person who is paid to support someone who is ill, struggling or disabled and could not manage without this help. (SCIE, 2013)</i>
Client contribution See also: Self-funding	<i>The amount you may need to pay towards the cost of the social care services you receive. Whether you need to pay, and the amount you need to pay, depends on your local council's charging policy, although residential care charges are set nationally. Councils receive guidance from the Government on how much they can charge. (SCIE, 2013)</i>
Client group	<i>A group of people with social care needs who fit within a broad single category. Client groups include older people, people with physical disability, people with learning disability, people with mental health problems, and so on. (SCIE, 2013)</i>
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
Community care services	<i>Social care services that can help you live a full, independent life and to remain in your own home for as long as possible. (SCIE, 2013)</i>
Community health services	<i>Health services that are provided outside hospitals, such as district nursing. (SCIE, 2013)</i>
Continuing health care	<i>Ongoing care outside hospital for someone who is ill or disabled, arranged and funded by the NHS. This type of care can be provided anywhere, and can include the full cost of a place in a nursing home. It is provided when your need for day to day support is mostly due to your need for health care, rather than social care. The Government has issued guidance to the NHS on how people should be assessed for continuing health care, and who is entitled to receive it. (SCIE, 2013)</i>
Co-production	<i>When you as an individual are involved as an equal partner in designing the support and services you receive. Co-production recognises that people who use social care services (and their families)</i>

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
	have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care. (SCIE, 2013)
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 payments See also: Personal budget	<i>Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support</i> , instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of personal budget. (SCIE, 2013)
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
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

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
Eligibility	<i>When your needs meet your council's criteria for council-funded care and support.</i> Your local council decides who should get support, based on your level of need and the resources available in your area. The eligibility threshold is the level at which your needs reach the point that your council will provide funding. If the council assesses your needs and decides they are below this threshold, you will not qualify for council-funded care. (SCIE, 2013)
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.
HealthWatch	HealthWatch 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	<i>Care provided in your own home by paid care workers to help you with your daily life.</i> It is also known as domiciliary care. Home care workers are usually employed by an independent agency, and the service may be arranged by your local council or by you (or someone acting on your behalf). (SCIE, 2013)
Independent living	The right to choose the way you live your life. It does not necessarily mean living by yourself or doing everything for yourself. It means the right to receive the assistance and support you need so you can participate in your community and live the life you want. (SCIE, 2013)
Integrated Care	<i>Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual, their carer and family.</i> This may also involve integration with other services for example housing. (SCIE, 2013)
Living independently team	<p>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.</p> <p>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.</p> <p>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.</p>
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

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
Making it Real	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 Think Local Act Personal . 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
Older people	<i>Older people are the largest group of people who use adult social care services. Many councils define people over the age of 50 as ‘older’, but social care services for older people are usually for people over the age of 65 – unless you have particular needs that make you eligible before this age. (SCIE, 2013)</i>
Outcomes	<i>In social care, an ‘outcome’ refers to an aim or objective you would like to achieve or need to happen – for example, continuing to live in your own home, or being able to go out and about. You should be able to say which outcomes are the most important to you, and receive support to achieve them.</i>
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. A personal assistant can be paid through direct payments or a personal budget. (SCIE, 2013)
Personal Budget	<i>Money that is allocated to you by your local council to pay for care or support to meet your assessed needs. The money comes solely from adult social care. You can take your personal budget as a direct payment, or choose to leave the council to arrange services (sometimes known as a managed budget) – or a combination of the two. An alternative is an individual service fund, which is a personal budget that a care provider manages on your behalf. A personal health budget may also be available: it is a plan for your health care that you develop and control, knowing how much NHS money is available. (SCIE, 2013)</i>
Personalisation	<i>A way of thinking about care and support services that puts you at the centre of the process of working out what your needs are, choosing what support you need and having control over your</i>

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
	<i>life</i> . It is about you as an individual, not about groups of people whose needs are assumed to be similar, or about the needs of organisations. (SCIE, 2013)
Pre-assessment	<i>The point at which you make contact with your local council</i> and a decision is made about whether a full assessment is necessary. This is based on the information given by you or the person who refers you to adult social care. It is often conducted over the phone. (SCIE, 2013)
Preventive services	<i>Services you may receive to prevent more serious problems developing</i> . These include things like reablement, telecare, befriending schemes and falls prevention services. The aim is to help you stay independent and maintain your quality of life, as well as to save money in the long term and avoid admissions to hospital or residential care. (SCIE, 2013)
Primary care	<i>The part of the NHS that is the first point of contact for patients. This includes GPs, community nurses, pharmacists and dentists</i> . (SCIE, 2013)
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
Referral	<i>A request for an assessment of a person's needs, or for support from a social care organisation</i> . A referral to adult social care may be made by your GP, another health professional or anyone else who supports you. You can also refer yourself, or a member of your family, by contacting the adult social care department at your local council. (SCIE, 2013)
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.
Residential care	<i>Care in a care home</i> , with or without nursing, for older people or people with disabilities who require 24-hour care. Care homes offer trained staff and an adapted environment suitable for the needs of ill, frail or disabled people. (SCIE, 2013)
Respite care	<i>A service giving carers a break, by providing short-term care for the person with care needs</i> in their own home or in a residential setting. It can mean a few hours during the day or evening, 'night sitting', or a longer-term break. It can also benefit the person by with care needs by giving them the chance to try new activities and meet new people. (SCIE, 2013)
Review	<i>When you receive a re-assessment of your needs and you and the people in your life look at whether the services you are receiving are meeting your needs</i> and helping you achieve your chosen outcomes. Changes can then be made if necessary. (SCIE, 2013)
Resource Allocation (RAS)	<i>The system some councils use to decide how much money people get for their support</i> . There are clear rules, so everyone can see that money is given out fairly. Once your needs have been assessed, you will be allocated an indicative budget – so that you know how much money you have to spend on care and support. The purpose of an indicative budget is to help you plan the care and

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
	support that will help you meet your assessed needs – it might not be the final amount that you get, as you may find that it is not enough (or is more than enough) to meet those needs. (SCIE, 2013)
Rights	<i>What you are entitled to receive, and how you should be treated, as a citizen.</i> If you have a disability or mental health problem, are an older person or act as a carer for someone else, you have the right to have your needs assessed by your local council. You have a right to a service or direct payment if your assessment puts you above the eligibility threshold your council is using. You and your carers have a right to be consulted about your assessment and about any changes in the services you receive. (SCIE, 2013)
Risk assessment	<i>An assessment of your health, safety, wellbeing and ability to manage your essential daily routines.</i> You might also hear the term risk enablement, which means finding a way of managing any risks effectively so that you can still do the things you want to do. (SCIE, 2013)
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.
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-assessment See also: Pre-assessment	<i>A form or questionnaire that you complete yourself, either on paper or online, explaining your circumstances and why you need support.</i> A social care worker or advocate can help you do this. If your council asks you to complete a self-assessment form, it will use this information to decide if you are eligible for social care services or if you need a full assessment by a social worker. (SCIE, 2013)
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'.
Service user	<i>A person who uses care services, whether you are in your own home, in residential care or in hospital.</i> The NHS is likely to describe you as a 'patient', while the council and other care providers may also describe you as a 'client'. You may also be described as a 'cared-for person', in relation to your carer. (SCIE, 2013)

Making it Real in Dudley

Transforming adult social care together



Jargon Buster

Term	Definition
Signposting See also: Broker	<i>Pointing people in the direction of information that they should find useful.</i> Your local council should signpost you towards information about social care and benefits through its helpline or call centre (if it has one), website and through local services such as libraries and health centres. (SCIE, 2013)
Single assessment process	<i>An attempt to coordinate assessment and care planning across the NHS and councils, so that procedures aren't repeated and information is shared appropriately.</i> It was introduced because people sometimes have a wide range of needs and can end up being assessed more often than necessary, and information can end up getting lost. The single assessment process is widely used for older people, and increasingly for other adults with care needs. (SCIE, 2013)
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	<i>A plan you develop that says how you will spend your personal budget to get the life you want.</i> You need to map out your week, define the outcomes you hope to achieve, and show how the money will be used to make these happen. Your local council must agree the plan before it makes money available to you. (SCIE, 2013)
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.
Wellbeing	<i>Being in a position where you have good physical and mental health, control over your day-to-day life, good relationships, enough money, and the opportunity to take part in the activities that interest you.</i> (SCIE, 2013)

Works Cited

SCIE. (2013). *SCIE TLAP descriptors*. SCIE.