

Glossary of terms used in QCF Units and preferred definitions. (SfH and Imports)

Guidance when using this document:

- 1) Where the definitions differ from the SfH NOS glossary definition (August 2009) please see corresponding footnote.
- 2) Where the term is in **bold** the definition is the SfH NOS glossary definition.
- 3) Where definitions are context specific this will be indicated in brackets alongside the term e.g. Actions (end of life care).

Term	Definition
Abuse ¹	may include the following types: Physical abuse, Sexual abuse, Emotional/psychological abuse, Financial abuse, Institutional abuse, Self neglect, Neglect by others
Access	The extent to which people are able to receive the information, services, or care, etc., they need.
Accident	An unplanned, unexpected, and undesired event, usually with adverse consequences (Senders, 1994).
Accidents, incidents, emergencies and illness (Children and Young People)	May include: <ul style="list-style-type: none"> • Accidents involving children, young people or adults • Incidents –all types • Emergencies such as fire, missing children or young people, evacuation. • Recognising signs of illness such as fever, rashes or unconsciousness and taking appropriate action
Acquired Brain Injury	<ul style="list-style-type: none"> • Traumatic brain injury • Mild/moderate brain injury • Severe brain injury
Acquired disabilities	May include <ul style="list-style-type: none"> • Arthritis • Rheumatism • Cardiac conditions • Pulmonary conditions from work conditions or smoking e.g. emphysema, pulmonary fibrosis

¹ **Abuse:** May be physical, emotional psychological, financial, sexual or through the denial of rights or choice. It may also be abuse of the individual or their property.

Term	Definition
Action plan (Children and Young People)	that:- <ul style="list-style-type: none"> • identifies the positive changes the child/young person needs to achieve • identifies the barriers to achievement • identifies achievable and realistic goals for the child/young person to achieve • identifies the interventions required to support achievement • agrees a review process
Action planning (Children and Young People)	e.g. <ul style="list-style-type: none"> • identify clear goals and outcomes • identify achievable timescales for reaching the goals • specify the ways in which the young person will achieve their goals • specify review dates • identify any support needed to achieve those goals such as : <ul style="list-style-type: none"> – additional formal tuition e.g. literacy/language skills – support from a learning mentor – support in writing a CV – support to develop interview/employability skills
Action to be taken (Blood transfusion)	<ul style="list-style-type: none"> • immediately contact the blood transfusion department • inform the person making the request
Actions (End of life care)	may include: <ul style="list-style-type: none"> • Attending to the body of the deceased • Reporting the death through agreed channels • Informing key people
Actions and behaviour (Children and Young People)	may include pre-speech and non-verbal behavioural cues due to the age and/or level of development and understanding of the child or young person
Actions to take (allegations or suspicions of abuse)	The actions to take constitute the learner's responsibilities in responding to allegations or suspicions of abuse. They include actions to take if the allegation or suspicion implicates: <ul style="list-style-type: none"> • A colleague • Someone in the individual's personal network • The learner • The learner's line manager • Others
Active Listening	includes: <ul style="list-style-type: none"> • Ability to pick up on non-verbal cues

Term	Definition
	<ul style="list-style-type: none"> • Listening for key words as signposts to emotions • Understanding the meaning of silence • Using body language and facial expression to indicate interest and empathy
Active participation	is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible; the individual is regarded as an active partner in their own care or support, rather than a passive recipient
Active support ²	encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Activities (Health awareness)	may include: <ul style="list-style-type: none"> • Consultations • Interviews • Questionnaires • Presentations • Displays/posters • Discussion groups • Self-analysis checklists
Activities/Activity (Multiple conditions and/or disabilities)	May include: <ul style="list-style-type: none"> • Education • Employment • Leisure activities • Social activities • Household or domestic tasks
Activities for learning and development	may include <ul style="list-style-type: none"> • Intellectual pursuits • Activities to promote fitness or mobility • Activities relating to skills development • Activities to promote participation and interaction
Acute coronary syndrome (ACS)	encompasses unstable angina, non-ST segment elevation MI (NSTEMI) and ST elevation MI (STEMI).
Additional support	May include: <ul style="list-style-type: none"> • speech and language therapy

² **Active support:** Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability

Term	Definition
	<ul style="list-style-type: none"> • support from health professionals additional learning support • assistive technology • specialised services
Address difficulties	<p>Ways to <i>address difficulties</i> may include</p> <ul style="list-style-type: none"> • making adjustments to the level or type of support provided • stopping therapy activities if individual is in pain or distress • seeking additional support from therapists and others when problems and difficulties are beyond own competence
Administering (medications/ treatments)	<p>e.g.</p> <ul style="list-style-type: none"> • Fitting with the routines of the individual • Meeting the preferences of the individual (tablets/solutions) • Enabling techniques • Self-administration
Advance Statement	<p>A statement of an individual's views as to how they wish to be treated if they become unwell or distressed and require intervention. It is designed to be taken into account in decision-making by health care professionals and carers, but it is not binding on them. The term Advance Statement is used in Scotland and some facilities elsewhere in the UK. Otherwise it takes the form of an Advance Directive.</p>
Adverse exposure	<p>Contact with blood or other body fluids or sharp objects where the relevant personal protective equipment was not in place or was not effective.</p>
Adverse reactions (Nasogastric tubes)	<p>may include:</p> <ul style="list-style-type: none"> • fear/apprehension • pain • failure to pass the nasogastric tube • asphyxiation
Advocacy	<p>Where a person represents the exact views of the individual and speaks on their behalf.</p>
Agencies	<p>this can include: Agencies specific to individual conditions e.g. MS, Spina Bifida, etc with the aim of educating, advocating and lobbying. They can also include more generic agencies which provide services i.e. supported living in the community, personal care, support with direct payments, advice re: benefits etc</p>
Agreed support	<p>may include:</p> <ul style="list-style-type: none"> • Supporting the individual to devise strategies to overcome difficulties themselves • Making facilities available for contact meetings with the other person • Encouraging the individual to keep appropriate contact with the person between meetings • Providing support to manage fears, anxieties, conflicts and tensions

Term	Definition
Agreed ways of working	include policies and procedures where these exist; they may be less formally documented with micro-employers
Agreed ways of working (disabilities)	where the learner works directly for an individual with disabilities, this is ways of working that have been agreed with the individual directly.
Aids	may include: <ul style="list-style-type: none"> • Technological aids • Human aids
Alternative and Augmentative Communications (AAC) systems	are augmentative communication systems and include the supplementary or alternative ways in which individuals communicate such as gestures, signs and symbols, and voice output communication aids.
Anthropometric tests	Height, weight, body mass, body fat percentage, body water content
Areas of their life	may include <ul style="list-style-type: none"> • Health • Social • Financial
Areas of their lives	may include: in public places, in activities on-line, of social activities at home and in other private spaces, and of disclosing personal and financial information
Augmented communication	is used to describe methods of communication which can be used to add to the more usual methods of speech and writing when these are impaired. These range from charts with pictures, symbols, letters or words, to electronic voice output devices and specially adapted computers.
Antecedent, behaviour and consequences (Challenging behaviour)	<i>Antecedent</i> is what happens before the behaviour <i>Behaviour</i> is the actions that are perceived as challenging behaviour or unwanted <i>Consequences</i> are what happened as a result of the behaviour
Applied Behaviour Analysis (ABA)	A scientific process of examining what causes and maintains behaviour, in order to bring about positive change.
Appropriate communication	e.g. <ul style="list-style-type: none"> • use of electronic communication aids • use of pictorial and design communication aids such as Makaton • use of an interpreter when appropriate including British/Irish Sign Language interpreters • effective use of the telephone • preparing and delivering presentations • written communication <ul style="list-style-type: none"> – notes of meetings – personal records

Term	Definition
	<ul style="list-style-type: none"> - presentations - letters - formal reports - e mail
Appropriate organisations (End of life care)	may include: <ul style="list-style-type: none"> • Mortuary • Funeral directors • Places of worship
Appropriate person	May include: <ul style="list-style-type: none"> • family • other members of the care team • registered practitioners or other colleagues. • Someone in a senior position, who has overall responsibility. • the person accountable for the outcome of a procedure. • a responsible clinician (e.g. surgeon/anaesthetist) • a cell salvage operator (eg nurse, ODP, midwife, perfusionist etc) • a scrub nurse • the designated member of the team responsible for counting the surgical instruments.
Appropriate sources (Children and Young People)	<ul style="list-style-type: none"> • paper based sources e.g. career development leaflets, college/HEI prospectuses • Web based sources e.g. UCAS,
Areas of development	e.g. <ul style="list-style-type: none"> • language development • verbal and non-verbal behaviour and cues • growth and development including factors and conditions that can benefit and/or inhibit development • identity and self-esteem • loss and change • conflicts and dilemmas • power, and how it can be used and abused • the effects of stress and distress
Aspect of development	Developmental aspects including: <ul style="list-style-type: none"> • Physical • Communication

Term	Definition
	<ul style="list-style-type: none"> • intellectual / cognitive • Social, emotional and behavioural • Moral
Aspects and factors (Journeys)	<p>may include those relating to:</p> <ul style="list-style-type: none"> • The individual • The journey • Health and Safety
Assess a child or young person's learning, play or leisure needs	<ul style="list-style-type: none"> • observations • information from others • preferences of the child or young person • findings solutions to obstacles • looking at how to overcome barriers
Assessed foot care needs	are the needs and treatments specified for an individual by a podiatrist
Assessment	Assessment is the process of gathering and evaluating information against an agreed and pre-defined set of criteria.
Assessment process	<p>should include:</p> <ul style="list-style-type: none"> • the purpose of the interview • the sequence of events • the areas to be covered • the personal nature of some of questions • their individual rights and choices • the importance of accuracy & honesty • the support, advice and confidentiality provision
Audit	Examining processes to check whether they are consistent with quality standards, systems and procedures. A
Augmented communication	Augmented communication is used to describe methods of communication which can be used to add to the more usual methods of speech and writing when these are impaired. These range from charts with pictures, symbols, letters or words, to electronic voice output devices and specially adapted computers.
Augmented and Alternative means of Communication	<p>May include:</p> <ul style="list-style-type: none"> • sign communication systems • Braille • specialised equipment
Autism	an umbrella term for the Autistic spectrum. Frequently used informally and by organisations such as the National Autistic Society. (See Autistic Spectrum, Autistic Spectrum Conditions, Autistic Spectrum Disorders)
Autistic Spectrum	The terminology chosen to describe the Autistic Spectrum in this unit is Autistic Spectrum Condition (ASC), one of several

Term	Definition
	different usages in this field. In diagnosis and other clinical and research settings, the more usual term is Autism Spectrum Disorders (ASDs). Other usages, such as 'autism' as an umbrella term for the spectrum, are also frequently used informally and by organisations such as the National Autistic Society. ASC has been chosen here since it forms a more neutral and less medical phrase than ASDs in this context.
Autistic Spectrum Condition (ASC),	forms a more neutral and less medical phrase than Autistic Spectrum Disorders (ASDs).
Autism Spectrum Disorders (ASDs)	In diagnosis and other clinical and research settings, the more usual term is Autism Spectrum Disorders (ASDs)
Automated analyser	this is a fully or semi automated machine used to perform standard tests.
Autonomy	Individuals, groups or organisations, independently taking responsibility for their own actions. (PHEL)
Available choices (Children and Young People)	<ul style="list-style-type: none"> • remaining in full time education • applying for an apprenticeship/advanced apprenticeship • progressing to higher education • employment
Background information (Health)	may include: any medical, cultural, financial, or social information pertinent to managing the individual's body weight; blood health, eating habits, diet history
Background information (Presentation preparation)	may include: <ul style="list-style-type: none"> • Number of delegates and their roles • Date and length of presentation • Venue
Balanced approach to risk management (Children and Young People)	<ul style="list-style-type: none"> • Taking into account child or young person's age, needs and abilities • Avoiding excessive risk taking • Not being excessively risk averse • Recognising the importance of risk and challenge to a child or young persons development
Barriers	may include: <ul style="list-style-type: none"> • personal barriers • external barriers: <ul style="list-style-type: none"> – prejudice and negative stereotypes, – social exclusion (poverty; poor housing; hate crime, bullying and harassment; lack of social networks etc) – access to services and information

Term	Definition
Best interests	This is an essential aspect of the Mental Capacity Act (2005). To support the financial health, emotional and social well being of an individual and to take into consideration their past and present wishes and feelings, advance directives, beliefs and values.
Biochemical genetic test	Test to study enzymes, proteins or metabolites which may be altered by a genetic condition
Body measurements	should include waist circumference, skinfold thickness, weight and height but may also include Body Mass Index (BMI), percentage weight loss, Bioelectrical impedance, Waist-hip ratio and calculation of nutritional requirements
Birth partner	The person(s) the woman chooses to support her during labour and birth.
Bullying	e.g. <ul style="list-style-type: none"> • Physical (Pushing, kicking, hitting, pinching and other forms of violence or threats) • Verbal (Name-calling, insults, sarcasm, spreading rumors, persistent teasing) • Emotional. (Excluding, tormenting, ridicule, humiliation) • Cyberbullying (the use of Information and Communications Technology particularly mobile phones and the internet, deliberately to upset someone else) <p>Specific types of bullying which can relate to all the above such as homophobic or gender based, racist, relating to special educational needs and disabilities</p>
Calibration	e.g. <ul style="list-style-type: none"> • Daily • Weekly • Monthly • New kits • New Reagents • Quality control protocols
Cannula	A short, fine plastic tube which is inserted into a suitable vein to facilitate administration of treatment.
Care equipment	Reusable items that are non-invasive and used to support care delivery, such as stethoscopes, thermometers, X-ray machines, drip stands, beds, trolleys, occupational therapy equipment, toys used in children's therapy etc
Care or Patient pathway ³	Represents every aspect of the individual's care from their initial presentation through to the successful resolution of their health care needs, their discharge or their death.

³ **Care/Patient pathway:** Defines the patient journey through a specified service including patient management at each stage, referral guidelines and access

Term	Definition
Care plan/s ⁴	<p>A combination of co-ordinated services designed to meet a person's assessed needs. Individualised care plans formalise evidence-based protocols and guidelines into direct, holistic individual-focused care to address the particular needs and circumstances of the individual.</p> <p>May be known by other names e.g. support plan, individual plan or care delivery plan. It is the document where day to day requirements and preferences for care and support are detailed</p>
Carer/s ⁵	<p>Someone who is responsible for supporting an individual through the provision of some form of care, be it physical, emotional or financial. A carer may be:</p> <ul style="list-style-type: none"> • Spouse/partner • Child • Parent • Sibling • Friend • Neighbours • an employed healthcare worker • volunteer • a residential or nursing care establishment • sheltered housing officer
Carrier (Genetics)	<p>Unaffected person who has one normal and one altered form of the same gene - called a heterozygote. Also applies to an unaffected individual who has a structural rearrangement of chromosomes where there has been no gain or loss of chromosomal material (e.g. a balanced translocation).</p>
Carrier (Infection)	<p>A person that has a specific infectious agent in the absence of clinical disease and that serves as a potential source for the further transmission of an infection.</p>
Catheter care advice	<p>may include</p> <ul style="list-style-type: none"> • lifestyle advice • maintaining catheter function • reducing infection • what to do in the event of problems with equipment • how to deal with common complications

⁴ **Care plan:** A combination of co-ordinated services designed to meet a person's assessed needs. Individualised care plans formalise evidence-based protocols and guidelines into direct, holistic individual-focused care to address the particular needs and circumstances of the individual.

⁵ **Carer:** Someone who is responsible for supporting an individual through the provision of some form of care, be it physical, emotional or financial. A carer may be an employed healthcare worker or a family member, friend or volunteer

Term	Definition
	<ul style="list-style-type: none"> • short and long-term health risks
Catheter care equipment	may include: <ul style="list-style-type: none"> • catheters • urethral drainage bags, • link systems • catheter valves • support methods including garments, straps and stands
Causes (Learning disabilities)	should include: before birth, during birth and after birth
Causes of distress	may be: <ul style="list-style-type: none"> • Internal to the individual • Related to support needs • Related to support provision • Related to loss • Related to change
Central Venous Access Device	peripheral inserted central catheter, skin tunnelled central venous catheter, implanted port and non-tunnelled central access devices.
Chain of Custody (Specimens)	Where each person in the 'Chain' takes responsibility for ensuring that the specimen/sample is not tampered with or contaminated.
Challenging behaviour	may include behaviours that are: <ul style="list-style-type: none"> • Repetitive / obsessive • Withdrawn • Aggressive • Self-injurious • Disruptive • Anti-social or illegal • Verbally abusive • Physical violence • Threatening language • Sexual inhibitions • Non compliance
Chemotherapy	the use of anti-cancer (cytotoxic) drugs and monoclonal antibodies to destroy cancer cells.
Children and young people	are from birth to their nineteenth birthday

Term	Definition
Circulating role	The <i>circulating role</i> is someone in a clinical role assisting the practitioner during perioperative procedures
Circumstances	may include: <ul style="list-style-type: none"> • Health • Social situation • Financial circumstances • Legal status
Cleaning agents	General purpose detergent and water, or other cleaning agents as specified by local policy
Clinical Governance	an initiative to ensure high quality healthcare is being delivered. It is a statutory duty placed on all NHS organisations with the aim of assuring high standards of care, safeguarding patients against poor performance and reducing variations between providers of services.
Commercial kits (Tests)	This test method is when the reagents are prepared and ready for use and may be incorporated in the reaction vessel by the manufacturer. There may also be an internal quality control system incorporated as well.
Communicate	should include: <ul style="list-style-type: none"> • questioning at a level and pace which allows individuals opportunity to respond • Active listening and confirmation of the individuals understanding • Review of the currency and validity of individuals donor information • Using a range of approaches appropriate to the individual' understanding • Acknowledging the complexity of any decisions that the individual needs to make • Supporting them with decision-making
Communication challenges	can include <ul style="list-style-type: none"> • Word-finding • Indistinct speech
Communication methods	include: <ul style="list-style-type: none"> • non-verbal communication <ul style="list-style-type: none"> – eye contact – touch – physical gestures – body language – behaviour • verbal communication <ul style="list-style-type: none"> – vocabulary – linguistic tone – pitch

Term	Definition
Community	could be the individual's own home, a community home, a day centre or the individual's place of work.
Community connecting related tools	<ul style="list-style-type: none"> • Who am I? My gifts and capacities • Hopes and Fears • Mapping our network • Passion audit • Capacity mapping • Who am I – My places
Complex or sensitive situations	<p>may include those that are:</p> <ul style="list-style-type: none"> • Distressing or traumatic • Threatening or frightening • Likely to have serious implications or consequences • Of a personal nature • Involving complex communication or cognitive needs
Concepts of loss	consider stages of grief as outlined by Elizabeth Kublar Ross and Warden
Concerns	<p>e.g.</p> <ul style="list-style-type: none"> • Illness • Injury • Use of illegal substances • Emotional distress • Poor lifestyle choices • Bullying (either as victim or perpetrator) • Exploitative behaviour (either as victim or perpetrator) • Harm or abuse • Changes in behaviour
Conditions	<p>May be:</p> <ul style="list-style-type: none"> • Temporary • Permanent
Condition of the vehicle	<p>May include:</p> <ul style="list-style-type: none"> • Fuel level • Temperature • Security of load
Conditions and/or disabilities	<p>could include factors relating to:</p> <ul style="list-style-type: none"> • Sensory loss

Term	Definition
	<ul style="list-style-type: none"> • Physical health • Mental health • Physical disability • Learning difficulty/disability • Emotional health
Conflicts	<p>may include those relating to:</p> <ul style="list-style-type: none"> • Rights and responsibilities • Health and safety • Managing risk • Costs • Ethical concerns • Interpersonal relationships
Congenital	<p>can include</p> <ul style="list-style-type: none"> • Cerebral palsy • Cystic fibrosis • Spina bifida • Congenital heart conditions • Muscular dystrophy • Congenital hip disorder
Consent	See Valid consent .
Contra-indications	A contraindication is a specific situation where a drug, procedure, or surgery should <u>not</u> be used, because it may be harmful to the patient.
Controlled drugs	These are referred to as CDs and are a group of drugs to which additional regulations apply
Corporate governance	is the set of processes, customs, policies, laws and institutions affecting the way in which a corporation is directed, administered or controlled
Correct techniques	<p>may include:</p> <ul style="list-style-type: none"> • timings • hygiene • use of equipment • safe disposal <p>recording</p>
Correctly (see drug administration)	<p>Using medication <i>correctly</i> must ensure that the individual receives:</p> <ul style="list-style-type: none"> • The correct medication

Term	Definition
	<ul style="list-style-type: none"> • In the correct dose • By the correct route • At the correct time • With agreed support • With respect for dignity and privacy
Creative activity (different types)	e.g. <ul style="list-style-type: none"> • Solitary • Shared • Group • Sedentary – e.g. writing • Active e.g. gardening, sport • Cerebral e.g. chess, computer games
Current theoretical approaches	e.g. <ul style="list-style-type: none"> • Therapeutic communities childcare • Social pedagogy • All systems • Outcome based • Lifespace • Solution focused
Culture Media	Any liquid or solid media which is used to grow or support the growth of microorganisms.
Cytogenetic test	Test for anomalies of the number or structure of chromosomes
Dangers (when handling medical gas cylinders)	of explosion if in contact with oil, grease and creams
Data standards	may include consistency regarding <ul style="list-style-type: none"> • sources • validity • reliability • completeness • terminology • acronyms • purpose • templates • conventions

Term	Definition
Day to day life	<ul style="list-style-type: none"> • education opportunities • housing • employment • access to leisure activities • relationships • health care
Day to day risk situations	<p>e.g.</p> <ul style="list-style-type: none"> • Pubs, clubs • Shopping in crowds • Obtaining cash • Shopping online • Meeting people through the internet • Opening door to strangers • Purchasing on the doorstep
Day to day work (Children and young people)	<p>e.g.:</p> <ul style="list-style-type: none"> • Childcare practice • Child protection • Risk assessment • Ensuring the voice of the child or young person is heard (e.g. providing advocacy services) • Supporting children and young people and others who may be expressing concerns
Decontamination	Reduction of microbiological contamination to a safe level.
Dementia syndrome	Dementia caused by a combination of conditions, sometimes called a mixed dementia
Designated area for collection (Infection prevention and control – linen)	The area designated for used linen before collection and transportation to the laundry, which should be inaccessible to the public
Designated receptacle (Infection control prevention and control)	is a linen bag/buggy and colour-coded bags as specified in the local infection prevention and control policy
Details (Patient transportation)	<p>May include:</p> <ul style="list-style-type: none"> • individual's identity • whereabouts of the individual • location to which the individual must be moved • mode of transport

Term	Definition
	<ul style="list-style-type: none"> • need for escort(s) • medical equipment to accompany the individual
Development plan	A development plan can be drawn from a lead practitioner (e.g. a teacher's) overarching plan.
Diagnosis	The process of determining health status and the factors responsible for producing it. It may be applied to an individual, family, group or community. The term is applied both to the process of determination and to its findings.
Diagnosis (Disabilities)	e.g. A range of <ul style="list-style-type: none"> • Physical disabilities • Learning disabilities • Sensory disabilities
Different types of specimens	excludes blood
Difficulties or concerns (supporting independence)	may include: <ul style="list-style-type: none"> • risks to the individual's health, safety or security • concerns about the ability, skills or willingness of the individual to participate in daily living tasks • insufficient time, equipment or other resources to provide agreed support
Dilemmas	related to: <ul style="list-style-type: none"> • the children and young people's views, preferences, aspirations and expectations and roles and responsibilities for their care and protection • own values and those of the children and young people and relevant others • own professional values and those of others within and outside the organisations
Discrimination	The practice of treating one person or group of people less fairly or well than other people or groups.
Disengagement	means doing no constructive or meaningful activity, and can include aimlessly wandering about, pacing, staring, sitting, lying down, purposelessly fiddling with items and so on, with no social contact.
Dislocation	the total displacement of the articular end of a bone from the joint cavity. Incomplete displacement is called subluxation.
Dispensing (prescribed medication)	This includes all of the activities which occur from the time the prescription is received in the pharmacy or by a pharmacist until the medication or other prescribed items have been collected or transferred to the individual.
Donation history	includes adverse reactions/events, quality incidents, previous experience/history, reasons why it may be difficult for them to continue to donate
Donor acceptance criteria	includes the range of acceptance, deferral and referral criteria, donor health check questions and supplementary questions
Donor award system	may include recognition of donor achievement, badge, certificate
Donor information	includes verbal and written information relating to blood safety, the donation process, donor health checks, questionnaire, blood tests and other appropriate information leaflets
Donor status	May include autologous, regular/established, new, returned/lapsed, newly enrolled, appointment/non-appointment

Term	Definition
Drug administration	The selection and issuing of the correct dose of drugs at the correct time and in the correct form to the patient according to the prescription chart.
Duty of Care	legal duty to take reasonable care to avoid others being harmed
Economic networks	Relate to aspects of everyday life such as in relation to money management, access to benefits (including disability, motability), access to housing, access to banking and shopping facilities, access to welfare rights advice and legal support and access to the internet and communications technology.
Effective methods/ Ways to engage (children and young people)	e.g <ul style="list-style-type: none"> • Appropriate venue/location • Contributions through play • Contributions through pictures • Children and young people setting ground rules • Written contributions • Video/audio contributions
Effects (children and young people – discrimination)	may include effects on: <ul style="list-style-type: none"> • The individual • Families or friends of the individual • Those who inflict discrimination • Wider society
Elective surgery	Surgery which is not needed immediately, i.e. one for a non-life threatening disorder
Emergency	A sudden unexpected onset of illness or injury which requires immediate care.
Encouraging the participation of and engagement with children and young people	May include: <ul style="list-style-type: none"> • active listening • open questioning • checking understanding • summarising • presenting information • inviting feedback • using appropriate settings
Endoscopic procedure	could be one of the following: <ul style="list-style-type: none"> • colonoscopy • enteroscopy • ERCP • EUS

Term	Definition
	<ul style="list-style-type: none"> • flexible sigmoidoscopy • gastroscopy • PEG insertion
Endoscopy equipment	<p>may include</p> <ul style="list-style-type: none"> • accessories • diathermy • disposable items • emergency • endoscopes • fluoroscopy • imaging systems • lasers • light sources • monitoring systems • oxygen supply • recording systems • suction devices • ultrasound
Environment	<p>e.g.</p> <ul style="list-style-type: none"> • Well equipped, clean and safe with age appropriate equipment and materials • Provides appropriate challenge • Offer appropriate levels of sensory stimulation • Provide quiet calming spaces for babies and young children • Planned and organised around individual needs of babies and young children
Environmental risk factors	<p>will include features that are physical or social, such as:</p> <ul style="list-style-type: none"> • Uncomfortable levels of stimulation (e.g. too busy, boring) • Institutional-style setting (e.g. block treatment, rigid routines) • Poor service organisation (e.g. inexperienced carers) • Inappropriate social environment (e.g. overly restrictive, limited choice) • Environmental pollutants (e.g. temperature, noise levels)
Equalities legislation	Equalities legislation as appropriate to UK Home Nation
Equipment (Catering)	<p>may include:</p> <ul style="list-style-type: none"> • crockery

Term	Definition
	<ul style="list-style-type: none"> • beverage dispensers • utensils
Equipment (Medical)	<p>Depending on the setting and use, equipment can be a mechanical or electronic device which can be used to monitor, diagnose, maintain or improve a clinical condition. May include:</p> <ul style="list-style-type: none"> • Pads • Commode • Bedpan • Urinal • Rasps • Files • Scissors • Forceps • Drills • Probes
Escalation strategies	Actions that could be taken to accelerate patient flow.
Evidence base	The best current research information available based on a systematic analysis of the effectiveness of a treatment, service or other intervention and its use, in order to produce the best outcome, result or effect. In the absence of independent, large scale research, the evidence base may be derived from local good practice.
Exceptional creative achievements	<p>e.g.</p> <ul style="list-style-type: none"> • Writers • Artists • Musicians • Poets • Chefs • Gardeners • Fashion designers • Architects • Philosophers • Inventors
Exposure prone procedures	are procedures that involve contact with bodily fluids from an individual that may be infected or undergoing treatment
Extemporaneous dispensing	This is the making of medicines for a particular individual to an appropriate formula from its component raw materials.
External agencies	include: advocacy services; parent/carer support groups; campaign groups etc
External factors	External factors including:

Term	Definition
	<ul style="list-style-type: none"> • Poverty and deprivation • Family environment and background • Personal choices • Looked after/ care status • Education
Extravasation	Inadvertent leakage of solutions or medications out of the vein and into the tissue surrounding the intravenous site with the potential to cause tissue damage.
Factors	<p>may include:</p> <ul style="list-style-type: none"> • a setting or situation • Age and gender • An individual's past experiences • Any illnesses which the individual may have • Availability of services and other support options • Communication • Beliefs, values and preferences of the individual • Boredom • Economic and social factors • Emotional expression • Environment • Excessive demands • Familiar layouts and routines • Feasibility of aspirations • Inconsistent approaches • Information • Lack of boundaries or goals • Mental Health • Mobility • The individual • Physical Health • Poor socio-economic background • Poor parenting background • Poor literacy/numeracy/speech and language skills

Term	Definition
	<ul style="list-style-type: none"> • Power imbalance • Restrictions which may apply under legislation • Risk assessment • Risks associated with achieving outcomes • Sensory needs
Factors (challenging behaviour)	<p>that lead to behaviour being defined as challenging may include</p> <ul style="list-style-type: none"> • culture • competence and capacity of settings • social norms • frequency, intensity and duration of the behaviour • ability to communicate effectively
Factors (children and young people)	<p>e.g.</p> <ul style="list-style-type: none"> • The individual needs, age and abilities of the children and young people • Specific risks to individuals such as pregnancy, sensory impairments • The needs of carers where relevant • The function and purpose of environments and services offered • The duty of care • Desired outcomes for the children and young people • Lines of responsibility and accountability •
Factors (children and young peoples development)	<p>that need to be taken into account when assessing development, e.g.</p> <ul style="list-style-type: none"> • Confidentiality and when, for the safety of the child or young person confidentiality must be breached. • Children's wishes and feelings • Ethnic, linguistic and cultural background • Disability or specific requirements (Additional needs) • Reliability of information • Avoiding bias
Factors (children and young peoples life chances)	<p>impacting on children and young peoples life chances, e.g.</p> <ul style="list-style-type: none"> • Poverty • Social and community pressures • Health status • Abuse and neglect • Violent and/or offending family or personal backgrounds

Term	Definition
	<ul style="list-style-type: none"> • Race, gender, sexual orientation • Asylum seeking or victims of trafficking
Factors (determining appropriate resources)	may include: mode and system of communication, age, level of functioning, physical, visual and perceptual abilities and needs, culture and ethnic background, personal beliefs, interests and experiences
Factors (hygiene)	include: washing, showering; washing hair; cleaning clothes; keeping nails clean; washing hands after using the toilet, etc
Factors (planning and designing activities and materials)	may include age, level of functioning and behaviour, level and method of communication, needs and abilities (physical, medical, sensory, emotional, perceptual and cognitive), culture and ethnic background, personal beliefs, interests and experiences
Factors (relating to the individual)	may include: <ul style="list-style-type: none"> • culture • gender • beliefs • personality • illness • side effects of medication
Factors (that influence well being)	e.g <ul style="list-style-type: none"> • Attachment • Relationships • Emotional security • Health • Self esteem • Diet • Exercise • Rest and sleep • Prompt medical/dental attention when needed • Preventive health programmes
Families	may also include others significant to the young person such as guardians, carers, friends, partners etc.
Family centred way	is where the family are put at the centre of the work. Advice and information are sought from them. The learner works in partnership with them and does not intrude in the family's contribution with the individual.
Features of an environment or service	e.g. <ul style="list-style-type: none"> • Stimulating and attractive

Term	Definition
	<ul style="list-style-type: none"> • Well planned and organised • Personalised and inclusive • Encouraging and practising participation • High quality policies in place and followed • Regulatory requirements met • Varied • Meeting individual and group needs • Providing appropriate risk and challenge • Involving parents and carers where appropriate to setting or service
FITT principles	<p>are rules that relate to the <i>frequency, intensity, type</i> and <i>time</i> of exercise. These four principles of fitness training are applicable to individuals exercising at low to moderate training levels and may be used to establish guidelines for both cardiorespiratory and resistance training.</p>
Flowmeter/regulators	<p>A device used to reduce and regulate the contents of a medical gas cylinder to allow safe release of the gas during use by patients.</p>
Formal creative activity	<p>e.g.</p> <ul style="list-style-type: none"> • Drama groups • Music groups • Art classes • Creative writing groups • Discussion/debating groups • Fashion design classes • Architectural design/drawing
Formal and informal methods (assessment)	<p>could include:</p> <ul style="list-style-type: none"> • Observation • Communication • Feedback from individuals • Feedback from families / carers / friends • Deterioration in the environment
Fragility fractures	<p>Fractures associated with osteoporosis including spontaneous vertebral fractures and those occurring after a fall from standing height or less.</p>
Frameworks to support development (children and young people)	<p>Frameworks to support development including</p> <ul style="list-style-type: none"> • Social pedagogy

Term	Definition
Functional	relates to the individuals ability to carry out day to day tasks, i.e. dressing, washing, cooking. IT does not solely mean the physical ability but also can mean concentration, motivation for doing tasks.
Functional analysis	The process for identifying or analysing the function or purpose of someone's behaviour, using a range of structured measures.
Further actions	may include future review dates
Gas cylinders	may be filled or empty and may include those for: <ul style="list-style-type: none"> • carbon dioxide (CO₂) • nitrous oxide (N₂O) • oxygen (O₂)
Genetic	Involving, resulting from, or relating to genetic material (genes and/or chromosomes).
Group care activities	may include: <ul style="list-style-type: none"> • Recreational or leisure activities • Visits outside the usual setting • Social activities
Guidelines	A number of suggestions about how to proceed with a plan or activity.
Hand hygiene ⁶	Hand washing, or using alcohol-based hand rub products to remove or destroy transient microorganisms, and ensuring any abrasions or cuts are covered.
Harm	may include: being taken advantage of because of lack of social understanding; violating the law without realising s/he is doing something harmful; abuse; extreme anxiety etc
Health	A state of complete physical, mental and social well being and not merely the absence of disease or infirmity.
Health and business context	may include: <ul style="list-style-type: none"> • clinical impact • patient safety issues • productivity measures
Health and safety guidance	may include <ul style="list-style-type: none"> • cleaning of equipment, furniture, facilities, and surfaces • decontamination procedures • disposal of waste and hazardous materials • emergency equipment • incident response and reporting • infection control procedures, including hand washing

⁶ **Hand hygiene:** Hand washing, or using alcohol-based hand rub products to remove or destroy transient microorganisms.

Term	Definition
	<ul style="list-style-type: none"> • radiation protection • risk assessment • safe moving and handling techniques • storage of clean and sterile equipment • use of personal protective clothing and additional protective equipment
Health gain	A measured improvement in the health of an individual person or a population group. This method of expressing improved health outcomes can be used to show the relative advantage of one treatment or intervention (e.g. drugs, screening, vaccination, change in diet) over another in producing the greatest health gain. (PHEL)
Health impact assessment (HIA)	A process which determines how a proposal will affect health and can be used as a practical way to influence decision makers. The process involves: developing screening criteria to select policies or projects for assessment; profiling the areas and communities affected; applying a pre-defined model of health to predict potential impacts; evaluating the options and making recommendations for action. (PHEL)
Health indicator	A characteristic of an individual, population, or environment which is subject to measurement (directly or indirectly) and can be used to describe one or more aspects of the health of an individual or population (quality, quantity and time). (WHO)
Health inequalities	The gap in health status, and in access to health services, between different social classes, ethnic groups and between populations in different geographical areas. (PHEL)
Health issues	may include: <ul style="list-style-type: none"> • Specific health needs • Actions or behaviours that may put health or development at risk
Health needs	e.g. <ul style="list-style-type: none"> • Physical • Mental • Sexual
Health promotion	The process of enabling people to increase control over and improve their health. As well as covering actions aimed at strengthening people's skills and capabilities, it also includes actions directed towards changing social, environmental conditions to prevent or to improve their impact on individual and public health. (PHEL)
Health protection	Activities that protect health, identify and manage risk and prevent ill health. These include communicable disease control; control of environmental hazards to health; management of public health emergencies; and population immunisation and screening programmes.
Healthcare services	may include: <ul style="list-style-type: none"> • Primary healthcare services • Acute healthcare services

Term	Definition
	<ul style="list-style-type: none"> • Specialist healthcare services • Community healthcare services
Healthcare waste	<p>Healthcare waste refers to any waste produced by, and as a consequence of, healthcare activities, including infectious waste - substances containing viable microorganisms or their toxins, which are known, or reliably believed, to cause disease, including</p> <ul style="list-style-type: none"> • contaminated sharps • human tissue • soiled dressings, swabs and other single use material • pharmaceutical products • items used to dispose of bodily secretions or excretions where there is an infection risk • single use personal protective equipment that has been used
Healthy diet	<p>A healthy diet is one that:</p> <ul style="list-style-type: none"> • follows current guidelines for healthy eating • meets any specific nutritional requirements for the individual
Healthy lifestyles	may include diet, nutrition, physical exercise, rest
Heritage	This refers to an individual's culture, history and personal experiences and is unique to them
High risk specimens/ samples	are those which are known or suspected to contain high risk pathogens e.g. HIV, hepatitis, TB etc.
Holistic	Recognising that health and social well-being should be considered as a whole and in relation to everything that affects a persons life i.e. that component parts should not be considered in isolation from others.
Holistic assessment	Assessment of a patient's health and well-being that draws on physical, medical, emotional and lifestyle measurements
Hotel model	refers to institutional style settings organised mainly around staffing needs. They are not person-centred and offer a poor quality of life to individuals. For example, where carers undertake all the domestic tasks and do not provide opportunities for individuals to participate in constructive activities.
Housing and accommodation	covers affordable housing, housing association properties, accommodation for rent in the private and public sectors, supported housing, community housing and residential care places.
How own work environment or service is organised to promote the development of children or young people.	<ul style="list-style-type: none"> • Taking into account personal and external factors • Providing specific activities such as play, learning, home visiting • Providing services • Measuring outcomes • Communicating effectively and showing appropriate empathy and understanding • Supporting participation • Involving parents and carers where appropriate to setting or service • Supporting children and young people's rights

Term	Definition
Impact (children and young people – see factors)	The impact factors can have on children and young people, e.g. <ul style="list-style-type: none"> • inappropriate and/or aggressive behaviour • low educational achievement • low self esteem • self harm • inability to establish and maintain relationships • offending or at risk of offending behaviour • misuse of substances (drugs, alcohol, solvents)
Impact of professional relationships	e.g. <ul style="list-style-type: none"> • power relationships • dealing with a employed professional • feelings of powerlessness • uncertainties about how to behave and relate
Individual ⁷	An individual is someone requiring care or support
Individuals	are those requiring care or support
Individual's care plan	See Care plan/s
Informal creative activity	e.g. <ul style="list-style-type: none"> • Creative thinking • Cooking • Baking • Flower arranging • Decorating • Computer gaming
Informal networks	could include: <ul style="list-style-type: none"> • Family • Friends • Neighbours • Special interest groups
Information (collation and presentation)	may include information about: <ul style="list-style-type: none"> • Processes • Outcomes

⁷ **Individual:** Is the actual person requiring health services

Term	Definition
	<ul style="list-style-type: none"> • Impact on target audience • Cost effectiveness
Information (gathering and collation)	may include: <ul style="list-style-type: none"> • Feedback from the individual and others • Observations • Records
Information (required before providing therapy)	may include: <ul style="list-style-type: none"> • intended outcomes of the therapy • activities needed to continue the therapy • learner's role and responsibilities • how to set up the environment and use equipment and materials • most effective ways of supporting an individual
Information needed by practitioners (Children and Young People)	May include: <ul style="list-style-type: none"> • interests and aspirations of the young person • evidence of achievements e.g. academic qualifications, other certificates e.g. first aid, lifeguard, employer testimonials, school report • young person's motivation • any other relevant evidence e.g. physical fitness if that is relevant to the aspirations of the young person
Information governance	Information governance covers information quality, confidentiality, data protection, information security, freedom of information and records management
Information to be challenged	may include information that is <ul style="list-style-type: none"> • Misleading • Inaccurate • Discriminatory • Inaccessible • Excluding individuals
Interaction	The application of social skills and the awareness of the needs of others
Interpersonal relationships within the family	Examples are: <ul style="list-style-type: none"> • Relationships with siblings • Relationships between siblings and parents • Relationships with grandparents
Intervention	is any planned action to influence an outcome in a specific way
Interventions	e.g.:

Term	Definition
(different types)	<ul style="list-style-type: none"> • social worker • speech and language therapist • psychologist • psychiatrist • youth justice • physiotherapist • nurse specialist • additional learning support • assistive technology • learning and development support • anger management • behaviour support classes • restorative justice • support to address substance misuse • support to address mental health issues • health visitor
Intrathecal route	The introduction of medication into the spinal fluid.
Intravenous route	Delivery of medication into the vein.
Intravesicular route	Introduction of medication into the bladder, via a catheter
Issues or concerns (arising from content of information about services and facilities)	may include those relating to: <ul style="list-style-type: none"> • Ineligibility • Lack of availability • Conditions for access
Key agencies and professionals	may include agencies offering support with personal budgets, careers advice, housing, advocates, education, benefits, occupational therapists citizens advice etc
Key features of sexual health	may include: contraception, hygiene, sexually transmitted infections etc

Term	Definition
Key legislation (Dementia)	<ul style="list-style-type: none"> • Human Rights Act 1998 • Mental Capacity Act 2005 • Mental Capacity and Deprivation of Liberty Safeguards 2005 • Adults with Incapacity (Scotland) Act 2000 • Mental Health Act 2007 • The Disability Discrimination Act 1995 • Safeguarding Vulnerable Groups Act 2006 • Carers (Equal Opportunities) Act 2004
Key people	See others
Key people (Learning disabilities)	<p>may include:</p> <ul style="list-style-type: none"> • Those who share the learner's home • Members of learner's extended family • Learner's social networks • Others who may be involved in the shared lives arrangement
Key physical and social aspects (Dementia)	<p>Physical:</p> <ul style="list-style-type: none"> • Signage • Colour • Furniture • Flooring • Technology • Room layout • Storage • Space for personal belongings <p>Social:</p> <ul style="list-style-type: none"> • Communication skills • Positive approach • Relationship centred approach • Professional boundaries • Abilities focus • Whole team approach
Key worker	Is the practitioner nominated (with agreement of each patient) to coordinate the whole or part of the care process for a particular patient.

Term	Definition
Learning and development activities	may include: <ul style="list-style-type: none"> • Intellectual pursuits • Activities to promote fitness or mobility • Activities relating to skills development • Activities to promote participation and interaction
Legal requirements (Information)	data protection, recording, reporting, confidentiality and sharing information
Legislation	As appropriate to relevant UK Home nation
Legislation and local and national practice guidelines (Children and Young People – disabilities and transitions)	current and up to date legislation and local and national practice guidelines around supporting a young person with a disability to move from childhood into adulthood
Legislation and agreed ways of working	will include policies and procedures where these apply, and may relate to: <ul style="list-style-type: none"> • equality, diversity and discrimination • data protection, recording, reporting, confidentiality and sharing information • the making of wills and living wills • dealing with personal property of deceased people • removal of medical equipment from deceased people • visitors • safeguarding of vulnerable adults
Legislation and guidelines (Patient Transportation)	may include requirements relating to: <ul style="list-style-type: none"> • speed • positioning • signalling • parking • reversing • considering other road users • using of seatbelts • stopping and waiting • loading and unloading vehicles
Legislation and policies	Current and relevant legislation and policies as appropriate to UK Home Nation
Legislation, policy or guidance	refers to any current legislation, policies or guidance as appropriate to UK Home Nation
Levels of help	Graduated levels of assistance, from simple verbal reminders providing the lowest level of support to actual physical

Term	Definition
	guidance providing the highest level. Assistance should be given flexibly according to the individual's need for help, and should be focused on encouraging as much independence as possible.
Life chances	Aspects of children and young people's life that can inhibit or promote the chance they have to maximise and realise their full potential, educationally and socially
Life Choices (Physical disability)	<ul style="list-style-type: none"> • Physical health • Education • Housing • Employment • Access to cultural/leisure activities • Mobility • Sexuality
Life skills	The skills necessary for coping with everyday life. This term refers to a large group of psychosocial and interpersonal skills which can help people make informed decisions, communicate effectively, and develop coping and self-management skills that may help them lead a healthy and productive life. (PHEL)
Life Support	Life support is the taking over of airway, breathing and circulation functions which an individual is unable to carry out for themselves, but which if not performed will lead to death.
Lifestyle	A way of living based on identifiable patterns of behaviour which are determined by the interplay between an individual's personal characteristics, social interactions, and socio-economic and environmental living conditions. (WHO)
Lifestyle changes	may include reference to smoking, alcohol intake, recreational drugs
Lifestyle factors affecting continence	may include: <ul style="list-style-type: none"> • Diet • Patterns of eating and drinking • Exercise and mobility • Use of medication • Daily routines
Linen	Any items made of cloth, including bed-linen, towels, patient/client clothing, curtains, fabric screens etc
Lipid levels	may include Triglycerides, LDL, Cholesterol
Local systems (safeguarding and protection in health and social care)	may include: <ul style="list-style-type: none"> • employer/organisational policies and procedures • multi-agency adult protection arrangements for a locality
Maintain (equipment)	refers to the routine maintenance of effective functioning, including cleaning, but does not include carrying out repairs to equipment
Maintain/ing Dignity	includes privacy, having trust on both sides, being professional, awareness of abuse, averting eye contact to avoid

Term	Definition
	embarrassment, being gentle, being able to empathise etc
Maintaining health and well being	e.g. <ul style="list-style-type: none"> • Registering with GP • Seeking medical advice • Attending medical screening as necessary • Registering with dentist • Regular dental check ups • Healthy balanced diet • Regular exercise • Rest and sleep
Manage and maintain accommodation	e.g. <ul style="list-style-type: none"> • Where to find rented accommodation • Process of renting accommodation • Legal position of tenants/lodgers • Basic maintenance- changing lightbulbs etc • Simple DIY • What repairs are essential • Landlord/tenant responsibilities
Manage personal finances	e.g. <ul style="list-style-type: none"> • How to budget • How bank accounts work • Avoiding/managing debt • Money safety • Avoiding financial abuse • Shoppers rights • Financial rights • Where to get financial advice
Manage their personal appearance	Activities an individual may use to <i>manage their personal appearance</i> may include: <ul style="list-style-type: none"> • Hair care • Nail care • Shaving • Skin care • Use of cosmetics

Term	Definition
	<ul style="list-style-type: none"> • Use of prostheses & orthoses
Manual methodologies (testing biomedical specimens and samples)	This is when a test is performed where the specimen/sample and the reagents are placed in a reaction vessel using manual or automated pipettes. The resultant reaction can be detected visually or by using laboratory equipment e.g. colorimeter. The reaction may be reported qualitatively or quantitatively.
Materials and equipment	can be both hazardous and non-hazardous
Materials and resources	can be paper based and /or electronic equipment
Meal times	<ul style="list-style-type: none"> • Meal planning • Food shopping • Food preparation • Pre- and post-meal activities • Dining • Snacking
Medical conditions	<p>may include:</p> <ul style="list-style-type: none"> • Diabetes • Arthritis • Peripheral vascular disease • Eczema • Hallux abductovalgus operations
Medical device	Any instrument, apparatus, appliance, software, material or other article, whether used alone or in combination, together with any accessories, including the software intended by its manufacturer to be used specifically for diagnostic and/or therapeutic purposes.
Medical gas cylinders	<p>are cylinders that contain medical gas for use by carers and individuals. These may be stand-alone cylinders or those connected to piped medical gas systems in a hospital. These cylinders may contain:</p> <ul style="list-style-type: none"> • Air • Oxygen • Nitrous oxide • Carbon dioxide
Medications	Those that have been prescribed and dispensed for an individual, and other remedies chosen by the individual, for which there is professional agreement for that individual and for which the individual is responsible for administering.
Mental capacity	The Mental Capacity Act (2007) states that everyone should be treated as able to make their own decisions until it is shown that they are not
Methods and approaches (behavioural change)	<p>include:</p> <ul style="list-style-type: none"> • Motivational interviewing

Term	Definition
	<ul style="list-style-type: none"> • Cognitive behavioural therapy • Solution focused therapy • Adult learning methods
Methods and services for managing personal finances	<p>may include those for</p> <ul style="list-style-type: none"> • budgeting • tracking income and expenditure • making payments • keeping money safely • managing debts • keeping financial records
Methods of assessing development needs	<p>May include:</p> <ul style="list-style-type: none"> • Assessment Framework/s • Observation • Standard measurements • Information from parent, carers, children and young people, other professionals and colleagues.
Microorganisms	Organisms too small to be seen with the naked eye, including bacteria, fungi and viruses
Microscopic technique (investigating biomedical specimens and samples)	<p>may include:</p> <ul style="list-style-type: none"> • Light microscopy and its applications • UV microscopy and its applications • Phased contrast microscopy and its applications • Dark ground microscopy and its applications • Inverted microscopy and its applications <p>N.B. This excludes electron microscopy⁸</p>
Minimum data set	A widely agreed upon and generally accepted set of terms and definitions constituting a core of data acquired for e.g. assessment purposes.
Minimum dataset (Collection of blood/blood products)	<p>Includes the patient's:</p> <ul style="list-style-type: none"> • full name • date of birth • gender • unique patient identification number (i.e. hospital or NHS number)

⁸ Unit CHS190 WBA D/602/3153

Term	Definition
Mobility activities	<p>may include:</p> <ul style="list-style-type: none"> • exercises • physiotherapy • occupational therapy • household activities • group activities
Mobility equipment and appliances	<p>may include:</p> <ul style="list-style-type: none"> • wheel chairs • sticks • walking frames • custom-made appliances
Mode of inheritance	The way in which a specific genetic characteristic or disorder is passed from one generation to the next e.g. autosomal dominant.
Models of and attitudes to disability	<p>Models of and attitudes to disability e.g.</p> <ul style="list-style-type: none"> • social model • medical model • cultural differences • stereotyping • low expectations • benefits of positive attitudes to disability
Monitoring	The continuous oversight of an activity to assist in its supervision and to see that it proceeds according to plan.
Move to a new home environment	<p>A <i>move to a new home environment</i> may include:</p> <ul style="list-style-type: none"> • Temporary moves • Permanent moves • Home to residential care • Hospital to home • Ward to ward • Homelessness to hostel • Residential care to independent living • Home to sheltered accommodation
Moving and handling	This refers to techniques which enable the worker to assist individuals to move from one position to another. Moving and handling must be consistent with current legislation
Multiple conditions and/or	could include a combination of factors relating to:

Term	Definition
disabilities	<ul style="list-style-type: none"> • Sensory loss • Physical health • Mental health • Physical disability • Learning difficulty/disability • Emotional health
Needs	<p>may be:</p> <ul style="list-style-type: none"> • cultural • developmental • emotional • environmental • financial • mental health • personal • physical • safety • sexual • social • spiritual
Neglect	The refusal or failure on the part of a person (or persons) in a caring role to fulfil a care-giving obligation, either consciously or unintentionally, which results in physical or emotional distress.
Negligence	Care provided failed to meet the standard of care reasonably expected of an average practitioner qualified to care for the patient in question.
Neo natal development	e.g. physiological, physical, psychological and social development, taking into account gestational age or delivery
Neurological conditions	<p>can include</p> <ul style="list-style-type: none"> • Multiple sclerosis • Parkinson's Disease • Stroke
Non-aversive reactive strategies (Challenging behaviour)	are ways of responding safely and efficiently to challenging behaviours that have not been prevented. They can include physical interventions that do not cause pain and do minimise discomfort, and comply with the British Institute of Learning Disabilities (BILD) code of practice for the use of physical interventions.
Normal state of newborn babies	should be monitored by checking their temperature, skin, umbilical cord, eyes, hair, muscle tone, urine, stools and genitalia

Term	Definition
Nutritional composition	may include: fibre, salt content, sugar content, calories/energy values, proteins, saturated and unsaturated fat content, carbohydrate vitamins and minerals, additives and preservatives, fluid
Obesity	A person is considered obese when his/ her calculated body mass index (BMI) is greater than or equal to 30 kg/m ²
Observations	may include: <ul style="list-style-type: none"> • Informal observations • Physical measurements • Other agreed ways of monitoring
Oedema	Excess fluid in the tissues
Operating effectively	will include: <ul style="list-style-type: none"> • Working inclusively • Respecting and valuing all members • Supporting members to participate • Abiding by agreements • Resolving conflicts
Options and resources	should consider: <ul style="list-style-type: none"> • Informal support • Formal support • Care or support services • Community facilities • Financial resources • Individual's personal networks
Options for their future (Children and Young People)	may include paid or voluntary work, continued education and development, relationships, accommodation and social needs etc
Organisation	The organisation or organisations for which you work. The term organisation(s) may include, for example; departments, networks, agencies and institutions.
Organisations	e.g.: <ul style="list-style-type: none"> • Social services • NSPCC • Health visiting • GP • Probation • Police • School

Term	Definition
	<ul style="list-style-type: none"> • Psychology service
Other members of the team	<p>may include:</p> <ul style="list-style-type: none"> • line manager • religious representatives • specialist nurse • occupational or other therapist • social worker • key people
Other people	see 'Others'
Other professionals and agencies	<p>May include:</p> <ul style="list-style-type: none"> • Advocate • Carers organisations • Colleagues • Dietician • Educational Psychologist • Educational Welfare • GP • Nurse • Occupational Therapist • Physiotherapist • Social Worker • Speech and Language Therapist • Supervisor • Teachers
Other services	may include those of occupational therapists, physiotherapists, exercise trainers, health psychologists, community dieticians, national and local groups for particular conditions, speech and language therapists
Other workers	would include people supporting individuals within the family or the family as a whole. This may include for example: independent advocates, social workers, teachers, health practitioners etc

Term	Definition
Others	<p>May include:</p> <ul style="list-style-type: none"> • Advocates may also include, Independent Mental Health Advocate, Independent Mental Capacity Advocate • Brokers • Care workers • Carers • Colleagues e.g. within the organisation or outside the organisation • Dementia Care Advisors • Families • Friends • Health care professionals, e.g. GP, Nurse, Community Psychiatric Nurse, Occupational Therapist, Pharmacist, Physiotherapist, Psychologist, Specialists, Speech & Language Therapist, Therapist, Mobility specialists, specialist communication professionals, Specialist nurses e.g. Admiral Nurses • Independent support brokerage • Individuals accessing care or support • Managers, including Line manager, Supervisor, Employer. • Members of the care team • Members of the public • Organisations providing support to family members, Support groups • Others who are important to individuals • Others who are important to the individual's well-being • Others who are/were involved in the life of the individual • Peer support • Social Worker • Team members • The local community • Those who share responsibility for the worker providing care or support in the individual's home. • Those who use or commission their own health or social care services • Voluntary user-led organisations

Term	Definition
Others (Children and Young People)	e.g <ul style="list-style-type: none"> • Children and young people • Carers • Foster carers • Residential workers • Social workers • Psychologists • Doctors • Support workers • Police • Youth justice • Speech and language therapists • Other agencies
Others (Education, training or employment)	could include: <ul style="list-style-type: none"> • Other professionals • Specialist employment agencies • Careers services • Job coach • Learning providers • Employers • Carers / family members • Advocates • Colleagues
Parent	Parent refers to the person or persons who have legal parental responsibility for the child or young person.
Partnership based	Work with others towards a common goal, sharing power and responsibility.
Passengers	Includes: <ul style="list-style-type: none"> • able bodied • temporarily unwell • with a physical or sensory disability or impairment
Patient documentation	the term used for written patient identification information that is taken to the fridge when the blood / blood product is collected (i.e. a blood collection slip or prescription).
Patient safety	the identification, analysis and management of patient-related risks and incidents, in order to make patient care safer and minimise harm to patients.

Term	Definition
Pedigree	A graphical representation of genetic relationships and medical conditions in a family.
People involved (Children and Young People)	May include: <ul style="list-style-type: none"> • Colleagues • Organisational managers and supervisors (where appropriate) • Carers • Official visitors e.g. inspectorate for the UK home nation (where appropriate) • Other visitors • Colleagues from other agencies and services • External partners
Permanency	A focus on promoting secure, stable and fulfilling relationships for children and young people whether they are living with their birth families, in foster, adoptive or residential homes. Permanency planning uses this criteria to underpin work to meet the short, medium and long term needs of children and young people i.e. until they are 21 or 25 if still in education
Permanency Planning	Permanency Planning is necessary for looked-after children and young people who need plans made for their long-term future. The purpose of Permanency Planning is to give each child or young person a greater sense of security, and, if possible, a family for life. It takes into account a child or young person's history and current situation, makes an assessment of the young persons needs and how best to meet those needs in the future. Permanency planning should include the child or young person and relevant others in the decision making. It takes into account individual circumstances and the age, needs and abilities of the child or young person.
Person-centred	reflects what is important to individuals and helps them to live the life they choose.
Person centred approach	This is a way of working which aims to put the person at the centre of the care situation taking into account their individuality, wishes and preferences
Person centred approaches	in England this will include Person Centred Transition Plans
Person-centred plan	may include an Essential Lifestyle Plan
Person-centred teams	A person-centred team uses person-centred thinking within the team context, to clarify the purpose of the team, what is important to the team and what support team members need. Teams can work through seven questions to explore becoming a person-centred team. Each question uses a range of person-centred thinking tools to answer it. Information about purpose, what is important to the team, action and reflection is recorded and updated in a person-centred team plan.
Person-centred thinking	is a range of practical tools that form the basis of person-centred planning. They help focus on the person, their gifts and skills, what is important to them, and what makes really good support for them.

Term	Definition
Person-centred thinking tools	include: <ul style="list-style-type: none"> • Important to/for (recorded as a one page profile) • Working/Not working • The doughnut • Matching staff • Relationship circle • Communication charts • 4 plus 1 questions • Citizenship tool • Decision making agreement • Presence to contribution • Dreaming • Community connecting related tools: <ul style="list-style-type: none"> – Who am I? My gifts and capacities – Hopes and Fears – Mapping our network – Passion audit – Capacity mapping – Who am I – My places
Person centred values	include: <ul style="list-style-type: none"> • Individuality • Rights • Choice • Privacy • Independence • Dignity • Respect • Partnership
Person centred way	This is a way of working which aims to put the person at the centre of the care situation taking into account their individuality, wishes and preferences.
Personal care	in this unit refers to using toilet facilities, maintaining personal hygiene and attending to personal appearance
Personal development plan	may have a different name but will record information such as agreed objectives for development, proposed activities to meet objectives, timescales for review, etc.

Term	Definition
Personal factors	Personal factors including: <ul style="list-style-type: none"> • health status • disability • sensory impairment • learning difficulties
Personal protective equipment (PPE)	Equipment designed to protect workers from serious workplace injuries, illnesses or infections resulting from contact with biological, chemical, radiological, physical, electrical, mechanical, or other workplace hazards. Besides face shields, safety glasses, hard hats, and safety shoes, PPE includes a variety of devices and garments such as goggles, coveralls, gloves, vests, earplugs and respirators.
Personality changes	May include: <ul style="list-style-type: none"> • Irritability • Disinhibited behaviour • Frustration • Loss of social skills • Lack of self awareness • Lack of insight
Physical space	<ul style="list-style-type: none"> • Bedroom • Handbag • Personal belongings
Pilot study	A preliminary study to test the feasibility of the protocol, before implementing the study proper. It may also be called “pre-test”.
Place	the prepared biomedical specimen/sample where it is needed for the next stage may include <ul style="list-style-type: none"> • in the fridge/freezer • ready for further analysis/processing • packed for dispatch
Placebo effect	The phenomenon where people receiving, without knowing, an inert drug, show an improvement or perception of improvement in their condition, probably due to their expectations.
Plan	may include: <ul style="list-style-type: none"> • Realistic and achievable goals (short, medium and long term) • Actions the individual will take • The type and level of support needed to achieve goals • Roles and responsibilities • Timescales

Term	Definition
	<ul style="list-style-type: none"> • Ways to address any associated risks • Ways to monitor the plan i.e. how and when progress towards goals will be reviewed
Plan (Change management)	<p>may incorporate:</p> <ul style="list-style-type: none"> • The individual's preferences associated with the change • Existing skills or knowledge the individual has that will help them manage the change • New skills or knowledge the individual may need to develop in order to manage the change • Resources and expertise for managing the change that exist within the individual's personal network • Additional resources, support or expertise needed • Risk assessment, including environmental hazards • Ways to address risks that may arise from a change • Agreed methods of communication • Level of support required • Assistive technology / aids • Other resources
Plan (Children and Young People)	Encouraging the child or young person to take responsibility for own development should feature in plan
Plan (Learning or development activity)	<p>may include:</p> <ul style="list-style-type: none"> • The purpose of the activity • How the activity will be implemented • Timescales for implementation • The roles and responsibilities of those involved • The level and type of support required • Resources or equipment needed • Ways to minimise risks
Plan (May relate to)	<p>ways to address and minimise risks and overcome difficulties relating to</p> <ul style="list-style-type: none"> • Health and well-being • The environment • Equipment and materials used • Abilities of individual and others • Others involved
Plan (Raising awareness of health issues)	<p>may include:</p> <ul style="list-style-type: none"> • aims, objectives, outcomes and target audience • media and communication formats

Term	Definition
	<ul style="list-style-type: none"> • best options to meet aims • how to implement activities • how to monitor activities • roles and responsibilities
Plan (Move home)	<p>to prepare for a move will incorporate:</p> <ul style="list-style-type: none"> • The individual's views, feelings, preferences and priorities relating to the move • Ways to identify and address any risks associated with the move • Ways to address any special support requirements • Ways to ensure that any legal requirements are met • Timescales for the move
Plans for healthcare	in England this refers to / should include Health Action Plans
Point of care testing	<p>may involve:</p> <ul style="list-style-type: none"> • single test devices or equipment with wider applications and involves adherence to approved protocols and quality performance checks. <p>May be undertaken by:</p> <ul style="list-style-type: none"> • health care individuals or external health agencies and organisations within a wide range of environments
Policies	<p>may include:</p> <ul style="list-style-type: none"> • National policy • Local policy
Policies and practice for safe working	<p>May include:</p> <ul style="list-style-type: none"> • Working in an open and transparent way • Listening to children and young people • Duty of care • Whistleblowing • Power and positions of trust • Propriety and behaviour • Physical contact • Intimate personal care • Off site visits • Photography and video • Sharing concerns and recording/ reporting incidents
Policies and procedures	may include other agreed ways of working as well as formal policies and procedures
Policies and protocols	should be in accordance with Clinical/Corporate Governance

Term	Definition
Policies, frameworks and legislation	Current policies, frameworks and legislation as relevant to UK Home nation
Positive Behaviour Support Plan	A document containing the key information that those who support individuals with challenging behaviour must have, in order to provide consistent support on a daily basis.
Positive behaviour support	<p>An approach to supporting individuals who challenge that combines the technology of Applied Behaviour Analysis with the values base of Social Role Valorisation and the individualised focus of Person-Centred Planning.</p> <p>May include:</p> <ul style="list-style-type: none"> • Least restrictive principle • Reinforcing positive behaviour • Modelling/ positive culture • Looking for reasons for inappropriate behaviour and adapting responses • Individual behaviour planning • Phased stages • Planning interventions to reduce inappropriate behaviour • Deescalate and diversion • Containment • Following management plans • Boundary setting and negotiation • Supporting children and young people's reflection on and management of own behaviour • Anti bullying strategies • Time out (following up to date guidance) • Use of physical intervention (following up to date guidance)
Positive interaction	supportive interaction using the levels of assistance, task analysis and positive reinforcement that helps an individual to participate in constructive activity
Positive interaction (Performance of those providing support)	It consists of providing different levels of help, breaking activities into manageable steps; and positive reinforcement to promote participation.
Positive Outcomes for Children and Young People	<p>May include:</p> <ul style="list-style-type: none"> • Be healthy • Stay safe • Enjoy and achieve • Make a positive contribution • Achieve economic wellbeing

Term	Definition
Positive relationships are built and maintained	e.g. <ul style="list-style-type: none"> • Communicating effectively • Identifying and sorting out conflicts and disagreements • Being consistent and fair • Showing respect and courtesy • Valuing and respecting individuality • Keeping promises and honouring commitments • Monitoring impact of own behaviour on others • Keeping confidentiality as appropriate • Recognizing and responding appropriately to the power base underpinning relationships
Positive strategies	May include: <ul style="list-style-type: none"> • Adapting adult language • Adapting the environment to support communication • Modelling and expanding the child or young persons language • Demonstrating specific communication behaviours • Facilitating communication between children and young people • Providing time and supported opportunities to communicate • Supporting and developing confidence and self-esteem
Positively reinforcing	Refers to what an individual gains from undertaking a specific task. These can include naturally occurring rewards (e.g. Drinking a cup of tea the individual has just made) or other things that the individual particularly likes (e.g. Praise and attention or a preferred activity) as an encouragement or reward for participating in a specified activity.
Possible effects of poor quality attachments	<ul style="list-style-type: none"> • Effects on social and emotional development and emotional security • Effects on ability to settle, take risks and make the most of learning opportunities • Possible effects on short and long term mental health • Effects on relationships with parents and professional carers
Post-incident support	may include: <ul style="list-style-type: none"> • Emotional support • Time away from the setting • First aid • Quiet time • Space • Temporary redeployment • Additional training

Term	Definition
	<ul style="list-style-type: none"> • Personal reflection • Counselling • Opportunity to express feelings
Post processing	Software manipulation of data to enhance the value of image and assist with diagnosis.
Postnatal period	The period between birth and postnatal discharge, the timing of which will depend on individual need.
Potential hazards	e.g. <ul style="list-style-type: none"> • Physical • Security • Fire • Food safety • Personal safety
Practical difficulties (Drug administration)	may include: <ul style="list-style-type: none"> • Lost medication • Missed medication • Spilt medication • An individual's decision not to take medication • Difficulty in taking medication in its prescribed form • Wrong medication used • Vomiting after taking medication • Adverse reaction • Discrepancies in records or directions for use
Practical healthcare situations	includes: <ul style="list-style-type: none"> • Making and keeping a routine health check appointment • Making a complaint about a healthcare professional • Describing pain or other symptoms to a healthcare professional • Spending a night in hospital and having a medical procedure.
Pre conceptual, pre birth and birth experiences on development	e.g. <ul style="list-style-type: none"> • Smoking • Alcohol • Maternal ill health • Poor maternal diet • Substance abuse • Assisted birth

Term	Definition
	<ul style="list-style-type: none"> • Birth trauma
Predictive test	The use of a genetic test in an asymptomatic person to predict the risk of disease in the future.
Preferences and needs (Hygiene)	include: any particular requirements around personal hygiene determined by an individual's culture/faith/belief/religion
Preliminary and preparatory actions (Children and Young People - action planning)	<ul style="list-style-type: none"> • explaining to young people why the action plan is important • checking their understanding • establishing constructive and supporting relationships with the young people
Prepare (Eating and drinking)	<p>Ways to prepare to eat and drink may include</p> <ul style="list-style-type: none"> • Choosing where to eat • Choosing with whom to eat • Protecting clothes from potential spills • Taking up a comfortable position
Prepare and position	includes assisting the individual to move into the required position
Prepare Reports	In some settings where this is not a practitioner's lead responsibility (e.g. a school) it is acceptable for practitioners to produce an 'example report' or to support the lead practitioner in completing reports that are accurate, legible, concise and meet legal requirements.
Prescribed items	are defined as healthcare equipment, medical devices, assistive technology, associated systems or products to meet individuals' needs
Primary carer(s)	<ul style="list-style-type: none"> • Spouse/Partner • Parents • Siblings • Children • Grandparents • Friends or identified next of kin outside of immediate family but who are primary carers
Primary prevention (Challenging behaviour)	Proactive strategies that involve changing aspects of a person's living, working and recreational environments so that the possibility of challenging behaviour occurring is reduced.
Problems (Patient transportation/transfer)	<p>may include:</p> <ul style="list-style-type: none"> • health emergency • faulty equipment • no members of staff available to receive the individual • individual is not ready to be moved • required members of staff are not available to help

Term	Definition
	<ul style="list-style-type: none"> • suitable transportation equipment is not available
Problems with facilities and supplies (Infection Prevention and Control)	<p>Could include absence of, cleanliness of, or difficulty in accessing, any of the following:</p> <ul style="list-style-type: none"> • sinks, running water, and hand cleansing products to enable hand hygiene • appropriate personal protective equipment • cleaning equipment, cleaning agents and facilities for storing them • bags and other receptacles for disposing of waste • tags or labels for identifying the contents of a receptacle • sharps containers • trolleys or vehicles used to transport waste • spillage kits • secure areas for storing waste
Processing equipment and environments	<p>include:</p> <ul style="list-style-type: none"> • image processors • packs for digital images • processing areas
Products (Trolley service)	<p>may include:</p> <ul style="list-style-type: none"> • confectionary • food/drink • reading/writing materials
Professionals	<p>May include:</p> <ul style="list-style-type: none"> • Physiotherapist • Occupational Therapist • Nurse • GP • Social Worker • Dietician • Speech and Language Therapist
Programme	A group of activities and resources directed to achieving a definite objective.
Progressive	<p>can include neurological and some congenital conditions</p> <ul style="list-style-type: none"> • Motor Neurone Disease
Protocol	A code of correct conduct

Term	Definition
Protocols (Blood donation/collection sessions)	may include: <ul style="list-style-type: none"> • Accounting for the individual's comfort and mobility • The importance of limb immobilisation • Use of tourniquets • Application of dressings
Protocols (Nasogastric tubes)	A set of guided instructions on the action to be followed in relation to inserting and securing nasogastric tubes, usually developed and quality assured through and by your employing organisation
Public Health	The purpose of public health is to: improve the health and wellbeing of the population; prevent disease and minimise its consequences; prolong valued life; reduce inequalities in health. (Tripartite Steering Group, National Standards for Specialist Practice in Public Health, 2001)
Qualitative research	Research methods that use non-numeric information to systematically examine meanings and interpretation, focusing on 'how' and 'why' type questions such as how do people feel about issues or why do they behave in a particular way.
Quality Control (culture media/solutions)	A process to determine if the culture media/solution is fit for purpose
Quality of life	Access to a range of activities and opportunities which enables the individual to value themselves and feel valued by others
Quantitative research	Research methods that gather information in numeric form and analyse numerical patterns.
Range of uses (clinical coded data)	may include: <ul style="list-style-type: none"> • national statistics • clinical audit • clinical research • epidemiology • managerial decision making • cost referencing
Range of options (Young People – action planning)	e.g. <ul style="list-style-type: none"> • working to continue in full time education • working towards an apprenticeship • working towards employment
A range of professionals	See 'Professionals' and 'Others' above
Rating of perceived exertion	is a method of monitoring exercise intensity that allows exercisers to rate how they feel while exercising using a numerical scale. In most RPE scales, the higher the number, the higher the exertion.
Reality Orientation	This approach tries to place the individual in the here and now, reminding them of the day, place, time and situation they are in

Term	Definition
Reasons why development is not following expected pattern	May include: <ul style="list-style-type: none"> • Disability • Emotional • Physical • Environmental • Cultural • Social • Learning needs • Communication
Reasons for being unable to access homes	May include: <ul style="list-style-type: none"> • individual not aware of visit • individual likely to be out • individual unwilling to allow access • individual unable to allow access because of accident or illness • power failure of security systems • incorrect information supplied to worker • keys lost or stolen • security or other risk to individual or worker
Reasons why it is difficult to move to independence	May include: <ul style="list-style-type: none"> • incomplete attachment • Abuse/exploitation • Disrupted living • Disrupted or multiple placements • Repeated damaging or unsatisfactory relationships • Unresolved emotional issues • Physical disability • Learning difficulties • Mental health problems • Risks or threats
Reasons why young people should be encouraged to develop an action plan	<ul style="list-style-type: none"> • to identify personal and/or educational development needs • to agree achievable goals • to agree how to achieve those goals • to identify additional support need

Term	Definition
Record	May include: <ul style="list-style-type: none"> • Date and time of removal • Signature
Recognised codes for identifying waste	European Waste Catalogue codes, as implemented in England, Northern Ireland, Scotland and Wales
Reference material (Testing)	May include: <ul style="list-style-type: none"> • solutions • test strips • electronic sensors
Regimen	the schedule of treatment given for a specific disease
Reinforcement	strengthens behaviour and is of two types – positive and negative. Positive reinforcement works because individuals gain access to things or events that they like or want while negative reinforcement works because individuals get rid of things that they don't like.
Relationship (Examples)	e.g. <ul style="list-style-type: none"> • Parental • Carer • Sibling • Family • Friendship • Emotional/Sexual • Acquaintance • Professional • Colleague • Peers
Relationship difficulties	May involve: <ul style="list-style-type: none"> • Parents or carers • families • peers • close friends • colleagues or other professionals
Relationship problems	May relate to: <ul style="list-style-type: none"> • Conflict • Tension

Term	Definition
	<ul style="list-style-type: none"> • Risk of harm • Legal restrictions or requirements
Relationships	may include: <ul style="list-style-type: none"> • Family relationships, e.g. Spouse/partner, Child, Parent, Sibling • Friendships • Social networks
Relevant legislation (Learning disabilities)	any legislation related to supporting individuals with learning disabilities with sexuality and sexual health
Relevant other/s	could be a family member, carer, advocate, interpreter, inter disciplinary team members, those with whom the individual is in routine contact and whom they elect to involve in their care programme, or anyone else involved in the care and wellbeing of the individual,
Relevant people	May include: <ul style="list-style-type: none"> • Carers • Social worker • Lead professional • Residential workers
Relevant staff member	may include: <ul style="list-style-type: none"> • a registered practitioner
Reprocessing	includes <ul style="list-style-type: none"> • cleaning • decontamination • disposal • preparation for re-use • storage
Required records	are those indicated in an individual's care plan and may include: <ul style="list-style-type: none"> • fluid balance • weight • skin condition • observations during extended feeding • adverse reactions • monitoring over time
Requirements	General and specific requirements may include <ul style="list-style-type: none"> • How, when and who to notify of visit

Term	Definition
	<ul style="list-style-type: none"> • Means of identification on arrival • Use of entry systems • Ways of ensuring security on departure
Resources	<p>May include:</p> <ul style="list-style-type: none"> • all equipment, items or materials used to undertake activities • people / practitioners • physical resources • services and facilities • those commercially available, prepared by the worker • those required for speech and language therapy (including equipment, materials, environment and activities) • Materials and equipment • Training • Financial support • Transport • Support groups • Therapeutic services • Other professionals • personal budgets • conventional services • support of family and friends • Other professionals • Assistive technology / aids
Resources (learning and development)	refers to any physical resource that supports demonstration and instruction led training. This may include technical equipment, people or simulation devices, handouts, workbooks or Information Technology based aides.
Resources and tasks	<p>may include:</p> <ul style="list-style-type: none"> • Everyday activities within the work setting • Specific resources or activities within, for example a curriculum • Daily routines within the setting • Published resources; written information
Responsibilities	include accountability to employer, passengers, colleagues and other road users
Responsive care	<ul style="list-style-type: none"> • where carer responding sensitively, consistently and promptly • responses sensitive to individual needs and preferences • consistency of response

Term	Definition
	<ul style="list-style-type: none"> • responding promptly and managing situations to avoid delay
Restraint	Any method used to restrict the movement of a person or part of the resident 's body in order to protect the resident or others from injury.
Review	should take place involving the individual as much as is possible
Review Action Plan	<ul style="list-style-type: none"> • identify achievements • identify where goals have not been met • agree reasons for non achievement • revise the action plan to set new goals and milestones • agree any additional support necessary to help the young person to achieve their goals
Revisions	may include: <ul style="list-style-type: none"> • Closing the plan if all objectives have been met • Reducing the level of support to reflect increased independence • Increasing the level of support to address unmet needs • Changing the type of support • Changing the method of delivering support
Risk	includes lifestyle, medical history, other infection risks, travel history, hazardous occupations or hobbies
Risk factor	Social, economic or biological status, behaviours or environments which are associated with or cause increased susceptibility to a specific disease, ill health, or injury. (WHO)
Risks (To whom)	may include risks to: <ul style="list-style-type: none"> • The individual • The learner • Others
Risks (Associated with)	may include those associated with <ul style="list-style-type: none"> • The health, safety and well-being of those in the group • Unintentional exclusion of some group members • Others involved with the group's activities • The environment • Equipment and resources used. • Infection
Risk management measures	actions required to manage risk e.g. <ul style="list-style-type: none"> • Policies • Supervision • Support from colleagues

Term	Definition
	<ul style="list-style-type: none"> • Make a risk assessment • Risk management plan • reduction of infection risk through infection control techniques
Road and traffic conditions	<p>May include:</p> <ul style="list-style-type: none"> • good or poor visibility • wet, dry, slippery road surfaces • overhanging trees or buildings • heavy traffic • slow-moving and high-speed vehicles
Roles and responsibilities	<p>May include:</p> <ul style="list-style-type: none"> • Contribution of resources • Commitment of time • Allocation of tasks
Roles of individuals and agencies (Children and Young People)	<p>May include:</p> <ul style="list-style-type: none"> • youth workers • parent support workers • education professionals • drug and alcohol support agencies • CAMHS • social services • IAG professionals • speech and language therapists • behaviour and education support teams (BEST)
Routine preventative and/or first line corrective maintenance	Maintenance which is predicted, regular, expected and scheduled within the scope of the learner
Run the group (Support groups)	<p>Support to run the group may include:</p> <ul style="list-style-type: none"> • Providing advice and sharing expertise • Developing guidelines on roles and responsibilities • Developing ground rules • Giving advice on respecting and valuing all members
Safely (Running support groups)	<p>Operating safely may need to take account of:</p> <ul style="list-style-type: none"> • Health and safety • The environment

Term	Definition		
	<ul style="list-style-type: none"> • Equipment and materials • Use and abuse of power • Risk of harm or abuse 		
Safely and according to the individual's plan of care (Extended feeding techniques)	<p>will include:</p> <ul style="list-style-type: none"> • at an appropriate time • using agreed techniques • using equipment in line with safety instructions • optimising the individual's comfort and dignity and minimising pain and trauma 		
Safer moving and handling techniques	<p>In relation to loads which are:</p> <ul style="list-style-type: none"> • heavy or bulky and which require assistance from equipment or another person. • heavy or bulky which you are able to move and handle yourself using the correct moving and handling techniques. • light (i.e. for which no special techniques or equipment are required). 		
Safety equipment	<p>May include:</p> <ul style="list-style-type: none"> • socket covers • safety gates • corner protectors • cupboard locks • finger guards on doors 		
Secondary prevention (Challenging Behaviour)	Strategies that apply when a person's challenging behaviour begins to escalate, in order to prevent a major incident.		
Selection criteria	will be a defined standard procedure for donor care assistants/ health care assistants		
Self Awareness	ability to understand the impact of behaviour on others		
Self-directed support	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; padding: 2px;">puts the person in need of support in control of that support.</td> <td style="width: 30%; padding: 2px;">Not in NOS glossary</td> </tr> </table>	puts the person in need of support in control of that support.	Not in NOS glossary
puts the person in need of support in control of that support.	Not in NOS glossary		
Self management	The ability to take action to manage a defined health condition within the personal context of individuals, taking account of constraints, needs of the individual, their carers and families and short and long term needs		
Self-agency	Is the capacity to be in control by issuing future directed decisions and undertaking future-directed commitments. A sense of 'I am the initiator or the source of the action'.		
Sensory Loss	<p>could include:</p> <ul style="list-style-type: none"> • Sight loss • Hearing loss <p>Deafblindness</p>		
Service items	may include:		

Term	Definition
	<ul style="list-style-type: none"> • utensils • food containers/dispensers • trays • crockery • cutlery • disposable items • condiments and accompaniments
Services	may include: <ul style="list-style-type: none"> • translation services • interpreting services • speech and language services • advocacy services
Services and facilities	may include: <ul style="list-style-type: none"> • services provided within an individual's home • services to enable individuals to meet their social care needs • community facilities
Setting where there is no formal duty of care	A setting where there is no formal duty of care includes adult health or social care settings
Set up a group (Support groups)	Support to set up a group may include: <ul style="list-style-type: none"> • Putting individuals in touch with others who have the same interests and purpose • Accessing resources • Providing advice and encouragement
Shared lives arrangements	may include: <ul style="list-style-type: none"> • Long term accommodation support • Short breaks • Day time support • Kinship support • Adult placement (Wales)
Sharps	Any item that may cause laceration or puncture wounds
Sharps (Examples)	<ul style="list-style-type: none"> • needles • sharp-edged instruments • broken glass or glassware • razors

Term	Definition
	<ul style="list-style-type: none"> • sharp pieces of bone or teeth • any other item that may cause laceration or puncture wounds
Significant others	<p>are those who play a supportive role in the individual's life and may include:</p> <ul style="list-style-type: none"> • family, • friends, • carers - Related/non-related carers, • partners or spouses • colleagues • Other individuals involved with the care or well-being of the individual. • Others with a responsibility for the individual such as those acting in loco parentis or power of attorney
Significant others (Children and Young People)	<ul style="list-style-type: none"> • Family • Friends • Carers • Other individuals involved with the care or well-being of the baby, child or young person
Single patient use	A piece of equipment that is intended to be used on an individual patient and then discarded. It is not intended to be used on another patient.
Single use	A piece of equipment that is intended to be used on an individual patient during a single procedure and then discarded. It is not intended to be used on another patient.
SMART	<p>comprehensive definition for goal setting:</p> <p>S - specific M - measurable A - achievable, R - realistic T - time-bound</p>
Social capital	Represents the degree of social cohesion which exists in communities. It refers to the processes between people which establish networks, norms, and social trust, and facilitate co-ordination and co- operation for mutual benefit. (WHO)
Social, economic, cultural factors	<p>May include:</p> <ul style="list-style-type: none"> • personal choice • being in care system • poverty • housing and community • educational environment • offending or anti social behaviour

Term	Definition
	<ul style="list-style-type: none"> • health status of self or family member • disability • health support (GP, health clinic, access to A&E etc) • addictions in family or self • bereavement and loss • family expectations and encouragement • religious beliefs and customs • ethnic/cultural beliefs and customs • marginalisation and exclusion
Social environment	<p>can provide interactions which create stimulation and enjoyment e.g.</p> <ul style="list-style-type: none"> • Opportunities to meet with family and friends • Able to talk about early life, past career, good memories • Engagement with familiar activities i.e. attendance at church, clubs, playing golf, favourite walks • Engagement with activities e.g. reminiscence, listening to favourite music, • Continuing social routines, e.g. going to the hairdressers, out for coffee etc.
Social exclusion	<p>Term used to describe people or areas suffering from a combination of linked problems such as poor health, unemployment, inadequate skills, low incomes, poor housing, lack of educational opportunities, family breakdown etc which prevents accessing services, participating in social activities, obtaining the support and standards of living enjoyed by the majority, and being able to become integrated into the local community. (PHEL)</p>
Social or emotional space	<ul style="list-style-type: none"> • Personal boundaries • Subjective feelings
Social Role Valorisation (SRV)	<p>Promotes valued social roles for individuals who are socially disadvantaged, to help them get some of the good things in life.</p>
Social validity	<p>refers to interventions that are ethical. That is, they address socially significant problems, have clear benefits for the individual, are acceptable to the individual and others, and use the least restrictive or intrusive approach.</p>
Socio-economic status	<p>Description of a person's position in society which uses criteria such as income, level of education achieved, occupation, value of property owned etc. (PHEL)</p>
Sources of support	<p>may include:</p> <ul style="list-style-type: none"> • Formal support • Informal support • Supervision • Appraisal • Within the organisation

Term	Definition
	<ul style="list-style-type: none"> • Beyond the organisation
Special needs (Electrocardiograph)	may include the need to use alternative positions for placing the electrodes due to dressings, sound supports, limbs missing etc
Specialist equipment (Patient transportation)	<p>is that which aids loading or access to the vehicle including:</p> <ul style="list-style-type: none"> • cages • tail-lifts • hoists • ramps • stairs
Specific preferences and needs (Learning disabilities)	May include: routines, timetables and structures; levels of sensory stimulation; special interests or rituals etc
Speech and language therapy related care and support	<p>May include:</p> <ul style="list-style-type: none"> • Working within a range of settings e.g. school, clinic, home according to the needs of bilingual/non-English speaking individuals • Providing training programmes and workshops, under supervision by a therapist, to parents and carers of individuals with communication difficulties. • Screening appropriate individuals for signs of communication and swallowing disorders and bringing those with difficulties to the attention of the Speech and Language Therapist, • Comprehension and expression.
Staining technique	<p>May include:</p> <ul style="list-style-type: none"> • Manual • Semi-automated • Automated
Statutory responsibilities (Children and Young People)	refers to those outlined in the Children Act 1989
Standard Operating Procedures	These are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this may include, for example, how individuals should be addressed, what questions to ask the individual, when an individual should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Standard precautions	Infection control precautions which are considered sufficient to reduce the risk of harm or injury by transmission of pathogens.
Standards	May include:

Term	Definition
	<ul style="list-style-type: none"> • Codes of practice • Regulations • Minimum standards • National occupational standards • Quality • Manufacturer's guidelines • Prescription • Effective operation standards
Steps to reduce the risk of infection	includes avoiding: <ul style="list-style-type: none"> • Holding clean linen against the body • Shaking clean linen • Dropping clean linen the floor • Placing clean linen on surfaces which are frequently touched
Sterile field	An area that is aseptic, free from living micro-organisms
Sterile field (Surgical Procedures)	The <i>sterile field</i> is a specified area that is considered free of viable microorganisms. This is often an area immediately around a patient that has been prepared for a surgical procedure. The sterile field includes the scrubbed team members, and all furniture and fixtures in the area.
Stress	can have positive as well as negative effects, but in this unit the word is used to refer to negative stress
Stressors	The wide range of personal, social, economic and environmental factors which determine the health status of people or communities including health behaviours and lifestyles, income, education, employment, working conditions, access to health services, housing and living conditions and the wider general environment. (Chartered Institute of Environmental Health)
Structured methods (Positive Behavioural Support)	Measures for monitoring and recording behaviour; may include <ul style="list-style-type: none"> • ABC charts • Scatterplots • Incident forms • Behaviour monitoring forms • Direct observation
Suitable options (Eating and Drinking)	will take account of: <ul style="list-style-type: none"> • Expressed wishes and preferences • General nutrition principles • Specific dietary requirements • Religious, cultural and personal beliefs

Term	Definition
	<ul style="list-style-type: none"> • Resources available
Support (Provision of)	can be provided in one-to-one or group sessions with individuals, young people, adults and families
Support (in relation to)	<p>in relation to:</p> <ul style="list-style-type: none"> • advice, guidance, and counselling • equipment • mobility aids • communication aids • toys and games • health, development or disability assessment • treatment and management of health conditions • self-care • lifestyle changes • housing/environment • access to education, training or employment • risks of danger, harm and abuse
Support (May include)	<ul style="list-style-type: none"> • Comfort and reassurance • Immediate physical support • Immediate practical help • Support with personal care • Support with equipment • Advocacy • Support with benefits • Advice • Housing • Rehabilitation support • Assistance with medication • Meal preparation
Support children or young people to review and amend their action plan	<p>e.g.</p> <ul style="list-style-type: none"> • identify and celebrate achievements (this will vary according to the child or young person's individual progress, needs and aspirations) • identify where goals have not been met • agree reasons for non achievement

Term	Definition
	<ul style="list-style-type: none"> • agree any additional interventions that might support children/young people to achieve positive changes in their lives • revise the action plan in the light of the review process
Support organisations and specialist services	<p>may include:</p> <ul style="list-style-type: none"> • nursing and care homes • specialist palliative care services • domiciliary, respite and day services • funeral directors
Surveillance	The collection, collation and analysis of data to provide useful information about the distribution and causes of health and disease and related factors in populations. These activities form the basis of epidemiology, which is the diagnostic backbone of public health practice. (NELH)
Systems for advance care planning	<p>may include:</p> <ul style="list-style-type: none"> • Gold Standard Framework • Preferred Priorities for Care
Task analysis	refers to breaking down tasks into small, manageable steps as in recipes or DIY guides. The size of each step or number of steps for a specific task should vary according to the individual's ability or need for support.
Tasks	<p>for which special training is required may include:</p> <ul style="list-style-type: none"> • Use of equipment • First aid • Medication • Health care procedures • Food handling and preparation
Tasks and Activities	<p>May include:</p> <ul style="list-style-type: none"> • physical • creative • cognitive
Teams	A person-centred team uses person-centred thinking within the team context, to clarify the purpose of the team, what is important to the team and what support team members need. Teams can work through seven questions to explore becoming a person-centred team. Each question uses a range of person-centred thinking tools to answer it. Information about purpose, what is important to the team, action and reflection is recorded and updated in a person-centred team plan.
Telemetry	The transmission of data readings (using electronic media) from the one location to another, for the purpose of assisting clinicians in the processes of assessment and treatment
Theories of development	Theories of development including:

Term	Definition
	<ul style="list-style-type: none"> • Cognitive (e.g. Piaget) • Psychoanalytic (e.g Freud) • Humanist (e.g. Maslow) • Social Learning (e.g. Bandura) • Operant conditioning (e.g. Skinner) • Behaviourist (e.g. Watson)
Theories of loss and grief	<ul style="list-style-type: none"> • Elizabeth Kubler Ross • Warden
Therapeutic group activities	<p>may include:</p> <ul style="list-style-type: none"> • Reminiscence therapy • Relaxation and anxiety management • Remedial games • Health-related group activities • Art or music therapy
Therapeutic programmes and activities (Speech and Language Therapy)	<p>are those devised by the Speech and Language Therapist and agreed with the individual to address developmental needs such as:</p> <ul style="list-style-type: none"> • language (development or recovery of words and concepts to convey meaning) • phonological/articulatory (development or recovery of patterns and systems of speech sound) • social communication (development or recovery of social communication skills including parent/child interactions) • comprehension and expression
Therapeutic techniques	<p>may include:</p> <ul style="list-style-type: none"> • modelling: the therapy goal is demonstrated to the individual • facilitating and eliciting: the individual is assisted to achieve the demonstrated goal • prompting and cueing: the individual is given a clue to assist them to achieve a previously elicited goal (<i>e.g. by signing, gesture, lip and tongue movements, paired words</i>) • reinforcing: additional ways are identified to assist the individual to strengthen the elicited goal • generalising: the therapy goal is practised during wider interaction than in previous techniques, in order to set it in position during communication • enabling: individual/parent/carer • advice to parent/carers to implement programme
Therapies	<p>may include:</p> <ul style="list-style-type: none"> • occupational therapy • physiotherapy

Term	Definition
	<ul style="list-style-type: none"> • hydrotherapy • aromatherapy
Those involved	See 'Others'
Those providing support	See 'Others'
Time intensity model	The stages of increasing agitation to crisis point and back again. This helps to understand the emotional and physiological changes experienced during a severe episode of challenging behaviour.
Toilet facilities	may include: <ul style="list-style-type: none"> • Toilet • Commode • Bedpan • Urinal
Toilet training	e.g. <ul style="list-style-type: none"> • Encouraging and praising • Treating child with respect and avoiding guilt • Working in partnership with carers • Flexible personalised approach • Starting training when the child is ready and not rushing process • Being positive and supportive to the child's efforts • Structuring physical environment to facilitate training • Avoiding confrontation • Providing plenty of fluids and fibre to prevent hard stools
Tools and techniques	Are used to analyse data and information. These will vary according to the data and information that is being analysed, e.g. <ul style="list-style-type: none"> • Creating and maintaining a food diary.
Traceability systems	Include those designed to provide: <ul style="list-style-type: none"> • evidence of the sterility of sterile surgical instruments • a tracing system through the cleaning, packing and sterilisation processes • information re which patient the equipment was used for

Term	Definition
Transitional care	Transitional care refers to that care provided to a person who is not able to be placed in their home or the permanent setting of their choice but who still requires a supportive, and appropriately staffed, environment to live in. It can be used, for example, while someone is awaiting major adaptations to their own home. The essential feature is that the individual is there on a temporary basis, and there is an agreement that this is the case with the person, their carers, if relevant, and those administering the placement. All should be clear as to why the placement is needed and for how long. The care must be appropriate to the person's need, including providing rehabilitation, support, confidence building and time for recovery.
Transitions (different types)	including: <ul style="list-style-type: none"> • emotional, affected by personal experience e.g. bereavement, entering/ leaving care, family illness, divorce and the split of the family, adoption, the process of asylum • physical e.g. moving to a new educational establishment, a new home/locality, from one activity to another • physiological e.g. puberty, long term medical conditions • intellectual e.g. moving from pre school to primary to post primary, at the age of 16 moving to school, college, an apprenticeship or part-time training alongside full-time employment or volunteering • smaller daily transitions • May be common, such as experiencing puberty. • Particular and personal, not necessarily shared or understood by all of their peers, such as issues related to sexuality, teenage pregnancy, parental mental health, substance misuse, the consequences of crime, issues related to sexuality.
Transportation equipment	may include: <ul style="list-style-type: none"> • beds • trolleys • wheel chairs
Treatments and medication	may include: complementary therapies, self-medicating, over the counter medicine
Treatments available	this may include complementary therapies
Trigger	A stimulus which generates a reaction
Triggers (Challenging Behaviour)	are factors that make challenging behaviours more likely to occur. They include: <ul style="list-style-type: none"> • Slow triggers, which are aspects of a person's environment or daily routines that do not necessarily happen immediately before the challenging behaviours, but still affect whether these behaviours are performed. • Fast triggers, which are specific events that occur immediately prior to the behaviour. Their impact upon behaviour is rapid or immediate.
Types of change	include changes that are: <ul style="list-style-type: none"> • positive • negative

Term	Definition
	<ul style="list-style-type: none"> • chosen • unchosen • temporary • permanent
Types of support and information	e.g. <ul style="list-style-type: none"> • Learning to use sign language, Makaton speech board • Social and emotional such as coming to terms with impact of disability on own family • Financial • Information about services and availability • Information about children's and families rights
Underlying personal issues	may include: financial issues, abuse, health issues etc.
Unsafe practices	may include <ul style="list-style-type: none"> • poor working practices • resource difficulties • operational difficulties
Used linen	See 'Linen'
Used sharps	See 'Sharps'
User defined outcomes	User defined outcomes are indicators of health or well-being for an individual or family, as measured by statements or characteristics of the user/family, not the service system.
Validation Approach	Using non-judgmental acceptance and empathy to show the individual that their expressed feelings are valid. Focussing on the feelings rather than the content of speech
Valid consent - England	For consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question (this will be the patient or someone with parental responsibility for a patient under the age of 18, someone authorised to do so under a Lasting Power of Attorney (LPA) or someone who has the authority to make treatment decisions as a court appointed deputy). Acquiescence where the person does not know what the intervention entails is not 'consent'.
Valid Consent – Northern Ireland	For consent to be valid, it must be given voluntarily by an appropriately informed person (the individual or where relevant someone with parental responsibility for a young person under the age of 18) who has the capacity to consent to the intervention in question. Acquiescence where the person does not know what the intervention entails is not "consent".
Valid Consent – Scotland	In order for valid consent to treatment to exist, the patient must have been given, and been able to understand, a certain degree of information about the nature, purpose and possible outcomes of the proposed treatment. The caselaw in Scotland and England broadly suggests that, for the purpose of avoiding civil liability for treatment without consent, a

Term	Definition
	doctor must provide such information as would be provided by a responsible body of medical opinion
Valid Consent – Wales	For consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question. The informed person may either be the patient, someone with parental responsibility or a person who has authority under a Power of Attorney. Consent will not be legally valid if the patient has not been given adequate information or where they are under the undue influence of another. Acquiescence where the person does not know what the intervention entails is not “consent”. Where a patient does not have capacity to give consent, then treatment may be given providing it is given in accordance with the Mental Capacity Act 2005.
Valued lifestyle	refers to the balance of activities that contribute to a good quality of life for individuals, incorporating vocational, domestic, personal, leisure, educational and social activities.
Valued range of activities	refers to the balance of activities that contribute to a good quality of life for individuals, incorporating vocational, domestic, personal, leisure, educational and social activities.
Vehicle	Any vehicle to be driven in normal work activities, which requires the driver to hold an appropriate and current driving licence
Vehicle consumables	includes: fuel, oil, water, air, bulbs, tyres.
Violence	Violence is manifested as incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health. This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, for any reason, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker and/or their family
Vulnerable Child (young person)	A child (young person) (and their family) who needs some additional support in order to reach the best outcomes, because of their social, economic, physical, emotional or family circumstances.
Vulnerability	may be due to not being fully dressed, having cultural issues around modesty or use of professional touch
Waste containers	Waste containers may be <ul style="list-style-type: none"> • bags/rigid containers • sharps containers Containers should be colour-coded to indicate the type of waste they contain
Ways to build empowerment	should include person-centred thinking
Ways to encourage	e.g <ul style="list-style-type: none"> • Positive role models • Cultural/ethnic networks • Life story work

Term	Definition
Well Being	Includes: <ul style="list-style-type: none"> • Emotional • Psychological • Physical
Well Being Indicators	Include: <ul style="list-style-type: none"> • Sense of Hope • Sense of Agency • Confidence • Self esteem • Physical health • Can communicate wants, needs and choices • Makes contact with other people • Shows warmth and affection • Showing pleasure or enjoyment • Alertness, responsiveness • Uses remaining abilities • Expresses self creatively • Is co-operative or helpful • Responding appropriately to people • Expresses appropriate emotions • Relaxed posture or body language • Sense of humour • Sense of purpose • Signs of self-respect • Appropriate weight gain/loss • Improved sleep patterns • Reduced confusion • Improved physical health • Improved emotional state • Reduced infections • Reduced constipation
Who should be involved	See 'Others'
Work setting	may include one specific location or a range of locations, depending on the context of a particular work role

