



Leicestershire
County Council

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Glossary Of Helpful Terms Related To Social Care



Generic Adult Social care terminology

Key Word	Definition
Adult Social Care (ASC)	Adult social care is a system of support designed to maintain and promote the independence and well-being of disabled and older people and informal carers. While often associated with the provision of personal care and support, it also includes keeping people safe, supporting people to perform parenting roles, participate in their communities and managing other day-to-day activities.
Advocacy	Supporting a person to understand information, express their needs and wishes, secure their rights, represent their interests and obtain the care and support they need.
Appointeeship	An Appointee is someone who has been authorised by a benefit-paying authority, for example the Department for Work and Pensions, to act on behalf of a benefit claimant who is mentally incapable of handling their own benefit claims. The appointee is responsible for all benefit-related matters and must manage the benefits in the claimant's interests, for example, payment of bills and buying things the person needs.
Approved Mental Health Professional (AMHP)	Approved Mental Health Professionals (AMHPs) work on behalf of local authorities to carry out a variety of functions under the Mental Health Act (MHA). One of their key responsibilities is to make applications for the detention of individuals in hospital, ensuring the MHA and its Code of Practice are followed. It is the AMHP's duty, when two medical recommendations have been made, to decide whether or not to make the application for the detention of the person who has been assessed under the MHA, also known as sectioning. AMHPS need to go through a qualifying process and have an existing professional qualification either as a Social Worker, Registered Nurse, Occupational Therapist or Psychologist.
ASCOF	The national Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people.
Assessment of Need	Used to identify an individual's social care and support needs and their eligibility for care and support.
Assistive Technology	Technical equipment that might increase the range of activities and independence or well-being of disabled and older people – also referred to as Care technology (care tec) or Technology Enabled Care.

Better Care Fund	A pooled funding agreement between the Council and the Integrated Care Board to deliver health and social care.
Capital Thresholds and Tariff income	The current upper threshold is £23,250. If a person has capital or savings over this level, they will not qualify for financial assistance from the council for their care and support. The current lower threshold is £14,250. Capital or savings at or below this level will not affect how much a person is required to contribute towards the cost of their care and support services. If a person has capital or savings between the lower and upper threshold, a 'tariff income', assumed income is added to the person's actual income when working out the financial assessment.
Care and Support Plan	Written agreements setting out how care will be provided within the resources available for vulnerable or eligible customers.
Care Management	Describes the role of qualified and non-qualified staff undertaking assessment and case management. It describes processes undertaken when an individual's care needs are assessed and appropriate services are provided. Care management includes: making available information about possible help; determining the level of assessment to be undertaken once a person has been referred for adult social care services; assessing their needs; developing a care plan that describes services to meet their needs; implementing the care plan; and monitoring and reviewing the care plan.
Care package	A collective name for the service(s) a person can expect to receive following an Assessment of Need.
Carer assessment	A carer's assessment identifies: support needs and outcomes that the carer wishes to achieve in their day-to-day life, whether those needs are eligible for support from the local authority and how provision of support may assist the adult in achieving their desired outcomes.
Care Quality Commission (CQC)	Regulator for health and adult social care services, whether provided by NHS, local authority councils, private companies or voluntary organisations.
Commissioner	A person/organisation that plans the services that are needed by the people who live in the area the organisation covers, and ensures that services are available.
Commissioning	The process of specifying, securing and monitoring services to meet people's needs. This can be done at an individual, group and strategic level. This applies to all services, whether they are provided by a local authority, NHS, other public agencies or by the private or voluntary sectors

Community Care Assessment

The Community Care Assessment enables the local authority to find out the level of a person's support needs and to identify the level of support required to meet those needs. Under the NHS and Community Care Act 1990 local authorities have a duty to carry out assessments for people it believes to be in need of support.

Community Equipment (service)

The range of equipment used for home nursing such as pressure relief mattresses and commodes, and equipment for daily living that is usually provided by the Council such as shower chairs, mobility aids and raised toilet seats.

Continuing Healthcare

A package of ongoing health and care and support that is arranged and funded solely by the NHS where the individual has been found to have a primary health need.

Court of Protection

The implementation of the Mental Capacity Act created the Court of Protection to make decisions in relation to the property, affairs, healthcare, and personal welfare of adults who lack mental capacity. The Court is the final arbiter for capacity issues.

Co-production

When an individual/groups are involved as an equal partner(s) in designing the support and services they receive.

Deferred Payment Scheme (DPS)

People entering residential care may be able to defer paying some of their care costs, meaning that they should not have to sell their home during their lifetime. A Deferred Payment Agreement provides security, usually by way of a charge against a property, for the debt owed to the council which is repaid at a later date e.g. when the property is sold or the person dies.

Deprivation of Liberty Safeguards (DoLS)

Restriction of a person's liberty to the extent that they may be deprived of their liberty – provisions of the Mental Capacity Act 2005 must be applied.

Deputyship

Deputyship is a way that someone becomes legally authorised to make certain decisions on another person's behalf if the person no longer has the mental capacity to make those decisions for themselves. Deputies are appointed by the Court of Protection.

Disabled Facilities Grants (DFGs)

Funded by Government through the County Council to local housing authorities to provide and improve adaptations services to disabled people enabling them to continue to stay in their own homes.

Disability-related Expenditure (DRE)

DRE is necessary reasonable additional costs directly related to a person's medical condition or disability which can be allowed in a financial assessment for non-residential care and support services when the person is in receipt of a disability benefit such as Attendance Allowance or Personal Independence Payment.

Domiciliary care	Personal care services provided to people in their own homes to maintain their independence.
Direct Payment (DP)	Payments made directly to someone in need of care and support by their local authority to allow the person greater choice and flexibility about how their care is delivered.
Extra Care	Extra care housing schemes are aimed at people aged 55 years or over with care and support needs. These schemes allow tenants to live independently but give them access to care and support services on-site through a care provider. Extra Care schemes also have a number of communal areas and are part of the local community.
Fair Cost of Care (FCoC)	A piece of work mandated to all local authorities which aimed to identify a care rate for older people's care homes and home care services through a breakdown of all cost factors relating to those services.
Financial assessment	A mean-tested assessment of an individual's finances (income and savings) to identify how much they will be required to contribute towards the cost of their care and support services.
Funded Nursing Care (FNC)	Funding provided by the NHS to cover the cost of care by a registered nurse in a Care Home. This is a fixed amount and is paid directly to the Home by the NHS.
Health and social care integration	A programme to change how health and social care are delivered. It refers to joining services up to avoid duplication for people receiving care and support.
Home First	<p>Home First services aim to provide short term, targeted intervention to:</p> <ul style="list-style-type: none"> ● support discharges from hospitals; ● prevent hospital admission; ● prevent admission to long term building based care; ● respond to people experiencing a social care crisis in the community; ● support recovery to regain independence or a level of sustained and stable improvement; <p>The service provides direct care services to people as well as care management. Staff work with system partners to achieve the best possible outcome for individuals with health and social care needs.</p>

Independence	This means being able to have autonomy to make choices and do the things you want in life. In the context of social care this can mean making decisions on where you live and the support you receive.
Individual budget (see Personal Budget)	Individual budgets bring together a variety of income streams from different funding sources to provide a sum of money' which an individual can then support plan with.
Integrated care	NHS and local authority health responsibilities are managed together so that care trusts can offer a more efficient and better integrated service.
Intermediate care	Intermediate care is usually defined as a range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admission, support timely discharge and maximise independent living.
Joint Commissioning	The process in which two or more organisations act together to coordinate the commissioning of services.
Learning Disabilities (LD)	Disabilities that reduce a person's ability to understand new or complex information, learn new skills and cope independently.
Market Sustainability Plan (MSP)	A short document produced by all local authorities which outlines the Council's approach to supporting the older peoples care home market and home care markets. This includes setting out a summary of the priorities for the Council.
Mental Health (MH)	Mental health refers to emotional and psychological wellbeing. It is influenced by life experiences. This can impact the way people think, feel, and behave. Mental illness encompasses a wide range of disorders often caused by genes or brain chemistry.
Minimum income guarantee	This is the minimum amount of income that a person must be allowed to retain before they are required to contribute towards the cost of their non-residential care and support services. E.g. care and support in their own home or at a day service.
Occupational Therapist (OT)	A qualified professional who can provide assessment and support including reablement, equipment and adaptations, to increase people's independence and safety.
Personal budget	This is a statement that sets out the cost to the local authority of meeting an adult's assessed unmet eligible care needs. It includes the amount that the adult must pay towards that cost themselves (on the basis of their financial assessment), as well as any amount that the local authority must pay.

Personal expenses allowance

This is the minimum amount of income that a person must be allowed to retain before they are required to contribute towards the cost of their residential (care home) care and support services.

Personal care

Support to people to help get dressed, bathe and use the toilet when they are unable to do it themselves due to age, illness or disability.

Physical disability

Disability that relates to someone's physical ability to undertake daily living tasks and restricts independence

Place-based

This refers to the approach taken to meet an individual's needs when planning support and when working in a particular place. This enables people to work and receive support in the right place for them.

Power of Attorney

A legal process that lets a person appoint one or more people (Enduring or Lasting) (known as Attorneys) to help them to make decisions or to make decisions on their behalf in relation to your health and welfare and/or property and financial affairs.

Prevention

Actions to prevent people's wellbeing from deteriorating by enabling them to help themselves through information and advice and community led groups.

Reablement

Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury to support them to regain their independence and maximum wellbeing.

Safeguarding

The process of ensuring that adults at risk are not being abused, neglected, or exploited, and ensuring that people who are deemed "unsuitable" do not work with them.

Self-Advocate

The ability to speak up for yourself and the things that are important to you. Self-advocacy means you are able to ask for what you need and want and tell people about your thoughts and feelings.

Self-Directed Support

Support services that help give people with a disability the confidence and wellbeing to live independently and become an active member of the community.

Self-funding

This term is used when a person is paying the whole cost of their care without assistance from the council.

Shared Lives

This service provides a place to live in a family home environment and carers are paid to provide accommodation and support.

Short Breaks	A period of residential care for a short period usually to provide carer/family relief.
Social prescribing	Social prescribing is when a GP, other health or social care professional refers or signposts an individual to local non-clinical activities or support which will help with their health and wellbeing.
Social Worker (SW)	Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility, and respect for diversities are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing
Supported Living	Supported living helps people with a wide range of support needs retain their independence by being supported in their own home. This includes older people and people with a learning disability.
Support Plan	A written plan, developed after an assessment, setting out what a person's support needs are, and how they will be met.
Strengths based approach	Focuses on the person's strengths and abilities. This means thinking positively about people with needs for care and support, and also engaging the community to reduce isolation and bring those with needs for care and support more closely into community networks.
Technology Enabled Care (TEC)	This refers to technology that can assist people to do every day activities and help them to maintain independence such as clocks that can speak the time.
The Office of the Public Guardian (OPG)	The OPG supports the work of the Court of Protection. It provides information and advice on capacity issues, supervises the work of Deputies and Attorneys by ensuring decisions they make are in the best interests of the person who lacks capacity. They maintain a register of Deputies and Attorneys and deal with representations (including complaints) about the way in which Deputies/LPA's exercise their powers.
Top-up fee (care home)	The difference between the actual costs of a preferred care home chosen by a person or their representative and the amount that the Council has set in the person's Personal Budget to meet their eligible needs.

Transforming Care

Transforming care is for people with Learning Disabilities and/or Autism who also have mental health issues or challenging behaviours. It aims to improve the health and care services they receive so that they get the right support and can live in their own community.

Universal Services

Universal services are those services provided to all adults, children, young people and their families from health, education and other community services

Wellbeing

Wellbeing is a broad concept, and it is described as relating to the following areas in particular: personal dignity (including treatment of the individual with respect); physical and mental health and emotional wellbeing; protection from abuse and neglect; control by the individual over day-to-day life (including over care and support provided and the way it is provided); participation in work, education, training or recreation; social and economic wellbeing; domestic, family and personal relationships; suitability of living accommodation; the individual's contribution to society,

Terminology used within Leicestershire County Council

Key word	Definition
Adults and Communities Department	This is the name of the Department within Leicestershire County Council that is responsible for adult social care, library, museum, heritage and adult learning services.
Care Pathway	The route from first contact with a service to the last contact. Also a generic term to describe the assessment, care management and review functions of the Council.
Community Life Choices (CLC)	A range of services which support people with social interaction and independent living – often referred to as day services.
Community Response Service (CRS)	Community Response Service is a short term service which supports citizens of Leicestershire who are experiencing a health or social care crisis within their own home and without which they may be admitted to hospital or a care home. The service is available 24 hours, seven days a week helping people to remain independent and living at home.
Customer Service Centre	The Customer Service Centre for ASC is to provide the main entry point for people who may require support from the community/hospital. It triages incoming contacts and seeks to provide resolution through one off advice and signposting or through additional ASC support up to and including the provision of services where eligibility criteria has been met.
Demand led commissioned service	Services that do not have a fixed financial budget but instead grow or reduce according to the number of people in need of the service
Direct Services	Services which are operated and delivered directly by the County Council
Departmental Management Team (DMT)	The DMT comprises the Director, Assistant Directors and HR/ Finance and IT Business Partners and is the Adults and Communities Department's discussion and decision-making forum for strategic, policy and leadership issues.
Home Assessment Reablement Team (HART)	The HART service help individuals to return home from hospital or prevent them from being admitted into the hospital and regain their independence, by providing urgent short term support and intensive reablement and on behalf of the County Council by working collaboratively with service users, carers, health partners and other agencies involved in their care.

<p>Integration, Access, and Prevention (service area)</p>	<p>The service area comprises of four elements:</p> <ul style="list-style-type: none"> ● Home First, including direct services HART and CRS and care management. ● Access and Digital, including Adult Social Care Finance, CSC, and management of the ASC IT systems. ● SCIP ● Health and Social Care Integration Programme.
<p>Lightbulb Programme</p>	<p>The Lightbulb programme is a collaboration between the County Council, district councils and other partners designed to help older and vulnerable people stay safe and well in their own home for as long as possible.</p>
<p>Operational commissioning (service area)</p>	<p>Care management teams who provide assessment, case management, and reviews to people with longer term cognitive and physical disabilities, learning disabilities and mental ill health.</p>
<p>Strategic commissioning (service area)</p>	<p>Teams who commission and procure services from independent and private providers and assure the quality of provision.</p>
<p>Target Operating Model</p>	<p>This refers to the way in which the Adult Social Care services of the Council operate and deliver its services.</p>
<p>Social Care Investment Plan (SCIP)</p>	<p>This is a project that aims to identify the right type of accommodation to support people to remain in their own home for as long as possible.</p>