

# Glossary

**Advocacy Service** - An advocacy service helps people, those who are most vulnerable in society, to access information and advice, be involved in decisions about their lives, explore choices and options, defend and promote the individuals rights and speak out on their behalf. It is provided by an advocate who is independent of social services and the NHS, and who isn't part the individual's family or friends.

**Assessment** - A conversation about promoting independent living, or achieving a good level of development for a child, where personal outcomes, and the barriers to achieving outcomes are co-productively identified.

**Alternative Delivery Models** - New ways of working to provide services more efficiently which can be shared services, outsourcing, shared management arrangements, joint ventures and establishing social enterprises.

**Best Interest Assessment** – Is an assessment that will decide whether the deprivation of liberty is allowed to happen or not. The assessment considers whether the care proposed that restricts an individual's liberty is both appropriate and in their best interests.

**Care and Social Services Inspectorate Wales (CSSIW)** - The inspectorate that has the powers to review Local Authority social services at a local and national level, to inform the public whether services are up to standard, to promote improvement of services and to help safeguard the interests of vulnerable people who use services and their carers. They also provide professional advice to Welsh Ministers and policy makers.

Social Services Annual Report 2016/17

**Care Council for Wales** - The social care workforce regulator in Wales responsible for promoting and securing high standards across the social services and social care workforce.

**Care Sector** - The care sector refers to the category of organisations that deliver health and social care services, such as domiciliary care, residential and nursing homes and supported living providers.

**“Creating a Place Called Home – Delivering What Matters”** – Is a programme of change that aims to deliver the very best experience we can imagine for an older person living in a care home in Flintshire. Using person-centred practices we want to better enable people to make choices and have more control over how they live their lives; and we believe that really knowing what matters to the person and what great support looks like is key in achieving quality of life.

**'Cheshire West'** - This was a landmark judgement following an appeal by Cheshire West and Chester Council against a man with cerebral palsy and Down's syndrome who lacked capacity to make decisions about care and residence and was deprived of his liberty – in the cases of P v Cheshire West and Chester Council and P&Q v Surrey County Council – the previous judgements that had defined deprivation of liberty more restrictively was thrown out. This means that many people are likely to have been deprived of their liberty unlawfully and without safeguards in settings including care homes and supported living placements. This has resulted in significant hike in DoLS case numbers regarding care home placements, and also applications to the Court of Protection to authorise deprivations of liberty in supported living.

**Commissioning** - involves making decisions about what services are required to respond to need. It involves making decisions about the capacity, location, cost and quality of services, together with who will deliver them.

# Glossary

**Community Resource Team** – A Community Resource Teams (CRTs) is a joint health and social care team providing short term intermediate and reablement care which delivers better integrated care to people closer to their homes and in the community.

**Conference Buddy Scheme** - This is a scheme whereby independent workers will meet with children and young people and help them to give their views at a Child Protection Case Conference; the independent workers will support the child or young person when attending the conference and will explain anything they are unsure about.

**Collaboration** - where agencies pool resources (time, expertise and money) to work together to deliver and develop services.

**Coproduction** - Citizens, carers and families working with decision makers and service providers to create a decision or service that works for all parties.

**Corporate Parenting** - The Council has a duty to act as a good parent to children and young people in its care and those young people in the process of leaving care. The Council wants these children to have the best possible outcomes. Clear strategic and political leadership is crucial in ensuring that Looked After Children and the Corporate Parenting agenda is given the appropriate profile and priority.

**Delayed Transfer of Care (DToC)** - For most people, NHS treatment in a hospital setting will be sufficient to make them better and they will return home. However, some people will need to be transferred to other forms of care in the community. So the effective discharges of patients to the community requires well joined-up working, otherwise there can be delays in the transfer of care which creates many problems such as, lack of bed occupancy and frustrations for the individual and family. Both the NHS and Social Services report on the delayed transfers of care to the Welsh Government to monitor and promote better partnership working.

**Direct Payments** - Cash payments given to people who are eligible as a means of controlling their own care, allowing more choice and flexibility. They are regular monthly payments from Social Services enabling people to purchase their own care, instead of receiving help arranged by social services.

**Discharge to Assess** - Is a term used that describes individuals that are medically fit that no longer need to be in an acute hospital for treatment are then transferred to the community to be assessed for short term rehabilitation/ reablement or an assessment for longer-term care and support.

**Domiciliary Care** - Also known as home care, is whereby supportive personal care is provided to individuals within their own home.

**Elk** - An elk is an emergency lifting device designed to lift individuals from the floor in a safe and dignified manner.

## Glossary

**Enhanced Care** - forms part of the spectrum of intermediate community based services, but specifically provides care at the 'far end' of this spectrum for people who have medical and/or nursing needs who, without enhanced care, would otherwise be admitted to a hospital bed or would remain in hospital for a longer period of time . (This includes people admitted to an acute hospital bed and those who are admitted / transferred to a community hospital bed).

**Family Information Service** - A confidential and impartial information, advice and guidance service for families with children and young people aged between 0 and 19 years of age. The FIS work with public, private and voluntary sector organisations to ensure our customers know where and how to access information and support.

**Hoist** - A hoist is a device used for lifting or lowering individuals in a safe and dignified manner.

**Intermediate Care Fund** - The aim of the 2016-17 intermediate care fund (ICF) is to drive and enable integrated working between social services, health and housing and the third and independent sectors. The focus of the intermediate care fund in 2014-15 and 2015-16 has been on integrated working to help avoid unnecessary hospital admissions, or inappropriate admission to residential care, as well as preventing delayed discharges from hospital.

**Learning Hub** - The Care Council for Wales and its partners has developed a national online 'one stop shop' learning resource to support the full implementation of the Social Services and Well-being (Wales) Act. The overall aim of this Welsh Government-funded initiative is to ensure the workforce is supported and informed to deliver social services in accordance with Welsh law, and its interface with other relevant statutes, and to practice in-line with the principles of the Act.

**Locality** - A locality is a defined geographical area and there are three in Flintshire - North East (Deeside), North West (Flint and Holywell) and South (Buckley, Mold etc). The overall aim is to enable multi-agency staff from the locality to work in partnership as an integrated team to plan, deliver and monitor the best possible locality services for residents.

**Looked After Child** - Looked After Children are children and young people who are in public care and looked after by the state. This includes those who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. The term is also used to describe 'accommodated' children and young people who are looked after on a voluntary basis at the request of, or by agreement with, their parents.

**Mental Capacity Act Deprivation of Liberty Safeguards** – This is the legal framework that protects people living in care homes and hospitals, and now in a supported living setting in the community following the Cheshire West case, who are vulnerable because of a mental disorder and problems with their mental capacity. Under the Safeguards, people can only be deprived of their liberty when there is no other way to safely care for them and an assessment has been made of their best interests.

# Glossary

**National Outcomes Framework** - This Framework gives local authorities national direction for services that promote the well-being of people in Wales who need care and support, and carers who need support as well as providing greater transparency on whether care and support services are improving well-being outcomes for people using consistent and comparable National Outcome Standards and Performance Indicators.

**Neglect** - Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health).

**One Page Profile** – A One Page Profile captures the essence of who the person is, what makes life good and what great support looks like from their perspective, as well as what others appreciate about them. Using the information captured on a one-page profile can assist us in delivering the best possible support for the individual, exactly the way that they want it.

**Outcomes** - The benefits, changes or other effects that result in an improvement in quality of life for a person from services provided. E.g. an improvement in physical functioning or maintaining a life skill leading to continued independence.

**PARIS** – PARIS is the business system that Flintshire Social Services to record information.

**Person-Centred** - is it about treating the person with dignity and respect, and seeing the person as an individual. By working in this way, we can make sure that people are truly listened to and are kept at the heart of all decision-making; how a service is commissioned, provided and organised.

**Personalisation** – is about giving the person choice and control over their care and their own life. It goes further than being person-centre as we not only see the person as an individual but we keep checking whether we are delivering what's important to them and how they want to be supported, because that's truly puts the person in control of your own life.

**Population Needs Assessment** - In order to support future planning of services, local authorities and Health Boards have a statutory requirement to identify the current and future care and support needs of the people living it in areas as well as what people feel would help them to prevent care and support needs developing. The Population Needs Assessment will be undertaken every 3 years and Areas Plans will be developed to inform strategic planning and commissioning of services.

**Prevention** - The prevention approach enhances the person's well-being by preventing or minimising major problems of living. Providing information for people to self-manage alongside early intervention before problems escalate, monitoring and proportionate risk assessment means that problems are reduced and the need for ongoing longer term support is minimised.

**Progression** – is about promoting and embedding the independence of individuals through strength based assessment, clear development plans, positive risk taking and outcome based reviews.

# Glossary

**Progress for Providers** - Progress for Providers in Care Homes sets out clearly and transparently our expectations about the delivery of individualised care for Residential Care Providers in Flintshire. It supports Registered Managers and leaders within Care Homes with a range of person centred tools they can use to help staff teams to change the way they support people and engage with families and relatives as part of that process.

**QCF Assessors** - Qualifications and Credit Framework (QCF) assessors support and assess people working towards vocational qualifications and help them to meet the right standards.

**Reablement** - A short term assessment and intervention service which is person centred and outcome focused, and aims to maximise independence, choice and quality of life. Most people who now wish to access Social Care Services undergo this period of assessment and support to enable them to live as independently as possible, minimising the requirement for ongoing support.

**Regulations and Inspections (Wales) Act 2015** - The Act builds on the success of regulation in Wales and reflects the changing world of social care. It places service quality and improvement at the heart of the regulatory regime and strengthens protection for those who need it. Regulation will move beyond compliance with minimum standards, and focus more on the quality of services and the impact which they have on people receiving them.

**SERAF Tool** – Is the Sexual Exploitation Risk Assessment Framework that is a tool to consider the vulnerability factors and risk indicators for sexual exploitation. Since 2007 the SERAF Tool has become an integral part of Wales' safeguarding policies and procedures.

Social Services Annual Report 2016/17

**Single Assessment** – The Welsh Government has set out its requirement for health and local authorities in Wales, working with their communities and third sector partners, to ensure that they have integrated well-being assessments, care and support planning and review arrangements which will support the wider agenda and be the catalyst to support the broader integration of care.

**Single Point of Access (SPOA)** - A new single point of contact for adults who wish to access advice, assessment and co-ordinated community health and social care services.

**Social Services and Well Being (Wales) Act** - The Act will set out the core legal framework for social services and social care, reinforcing people's rights to information and services and supporting the delivery of our services in an integrated way to ensure that social services and social care are sustainable.

**Supported Living** - Housing and support that is built around a person, allowing them to choose where they live, with whom and how they are supported.

**Team Around the Family** - Co-ordinates early support for families with multiple needs that are broader than one service can address. TAF seek to make best use of all local resources to ensure family and community strengths are harnessed and problems are prevented from escalating.

**Well-Being** - Reference to well-being in the Act means the well-being of an individual who needs care and support or carer who needs support. Well-being relates to the physical, intellectual, emotional, social and behavioural development of a child. It also relates to the control over day to day life and participation in work in adults.

## Glossary

'What Matters' Conversation - A conversation to establish 'what matters' to a person in terms of their well-being, what they wish to achieve and what strengths, capacity and capabilities they can draw on to enable them to overcome barriers. This conversation will be undertaken through the assessment process to identify personal outcomes.