

# Jargon buster

## **Advocacy**

A service that helps people who are not able to speak up for themselves very easily.

## **Assistive technology**

Equipment such as pill dispensers, fall detectors, bed sensors etc.

## **Commissioning**

The process by which an organisation, such as the council, buys services for people from another organisation, for example a voluntary organisation. This involves working out exactly what services are needed and describing the exact service that should be provided, then choosing the organisation that will provide the best service and give the best value for money.

## **Direct Payment**

A cash payment made to a person who needs care services to allow them to buy the services they need, thus giving them greater choice and control over how their needs are met.

## **Domiciliary Care**

Care given to people in their own homes.

## **Enablement Service**

A service for people to enable them to be as independent as possible within their community.

## **Equality Impact Assessment**

An assessment of the impact that a decision or a service may have on people who are identified as belonging to one of the groups with 'protected characteristics' under the Equality Act 2010, for example people from ethnic minority groups, disabled people etc.

## **Personal Budget**

Money that is allocated to someone by the council to meet their social care needs. This can be given as a direct payment (see above) or managed by the council or another organisation on the person's behalf.

## **Personalisation**

An all-encompassing term for the Government's drive towards giving people more choice and control over their support.

## **Quality Assurance**

A process of systematically analysing a service to make sure it is working effectively and efficiently, often using outside scrutiny, assessments or inspections.

**Reablement Service**

A service for people with short term needs after being in hospital following an accident or serious illness, to promote independence and reduce their reliance on care packages or residential care.

**Respite care**

Short-term, temporary relief to those who are caring for family members to give them a break from what can be an emotionally and physically demanding role.

**Safeguarding**

The process of responding to concerns that a vulnerable person may be experiencing, or at risk of experiencing, abuse, neglect or exploitation.

**Self directed support**

When people chose their own services, organise their care and arrange for payments to be made using a personal budget or direct payment.

**Sensory Impairment**

Problems with seeing or hearing.