

# Glossary

<b>accessible</b>	Easy to get to or enter.
<b>admiral nurse</b>	A nurse that specialises in the care of individuals with dementia.
<b>art therapist</b>	Practitioner who uses art as a way of helping individuals understand and work through their problems.
<b>aspirin</b>	A common pain killer. Can also be used as a blood thinner.
<b>assessment</b>	Testing to see what an individual can and cannot do.
<b>autoimmune disease</b>	Conditions where the body's immune system attacks normal, healthy cells.
<b>blood vessel</b>	Tubes through which blood travels around the body.
<b>BMI</b>	Body mass index. Used to measure healthy and unhealthy weight.
<b>braille</b>	System of touch-reading for blind people where raised dots represent letters of the alphabet.
<b>carbohydrate</b>	One of the main food nutrients. Provides energy for the body.
<b>care assistant</b>	Helps individuals with daily living tasks.
<b>community mental health team</b>	Healthcare professionals working together to support an individual's mental health.
<b>delirium</b>	Confused thinking and reduced awareness of the environment.
<b>depression</b>	A medical condition characterised by a persistently low mood.
<b>diagnosis</b>	Identifying an illness by looking at the signs and symptoms.
<b>domiciliary care</b>	Care provided at home to help an individual live independently.
<b>drama therapist</b>	A professional who uses techniques such as role play and storytelling to explore an individual's social and emotional issues.
<b>formal care</b>	Care provided by a range of paid health and social care professionals in a range of settings.
<b>foster care</b>	Temporary care for children who cannot live with their own parents.
<b>general practitioner (GP)</b>	Primary care doctor that treats a range of conditions and provides professional referrals to other services.
<b>glucosamine</b>	Found in the cartilage which cushions joints.



# Glossary

<b>health campaign</b>	Raising awareness of health conditions and providing education.
<b>hospice</b>	A service that provides end of life care.
<b>immunisation</b>	Introducing a vaccine into the body to produce protection against a specific disease.
<b>informal care</b>	Care provided by friends, family members and neighbours.
<b>inhaler</b>	A medical device that helps medication reach the lungs.
<b>insulin</b>	A hormone created by the pancreas that controls the amount of glucose in an individual's blood.
<b>mindfulness techniques</b>	Strategies to help calm the mind, including breathing techniques.
<b>occupational therapist</b>	A qualified professional who provides advice and guidance on making adaptations to support independent living.
<b>palliative care</b>	End of life care.
<b>pancreas</b>	A large gland in the human body that makes digestive fluids and insulin.
<b>physiotherapist</b>	Specialises in treating injuries and conditions that affect movement.
<b>podiatrist</b>	A qualified professional who specialises in the care of feet and lower legs.
<b>primary care</b>	The first point of contact in healthcare.
<b>prosthetist</b>	Creates and fits prostheses or aids for individuals who require artificial limb replacements.
<b>radiographer</b>	A qualified professional who captures images of the body that are to be used for medical purposes.
<b>scribe</b>	Someone who writes responses for an individual in an assessment. The words are the individual's.
<b>secondary care</b>	Specialist care for a specific condition or injury.
<b>self-referral</b>	When individuals access a health and social care service themselves — e.g. booking themselves in for NHS mental health services, such as counselling.
<b>steroids</b>	Anti-inflammatory medication that treats a range of conditions.
<b>symptoms</b>	What an individual experiences when they are ill.
<b>tertiary care</b>	Highly specialised care, such as transplant services.
<b>third party referral</b>	When someone accesses a health and social care service on behalf of someone else — e.g. a parent making a GP appointment for their child.



# Glossary

<b>abuse</b>	When someone is treated badly or harmed by another person.
<b>acute health conditions</b>	Conditions that develop quickly, with distinct symptoms that require urgent or short-term care and get better once they're treated (e.g. a cold).
<b>addiction</b>	When a person has an urge to do something even when they know it can cause them harm.
<b>anxiety</b>	Both mental and physical feelings of nervousness around a situation.
<b>attribute</b>	A quality that's part of someone's personality (e.g. patience).
<b>body language</b>	Communication that is non-verbal (e.g. facial expressions, body position and gestures).
<b>care (one of the 6 Cs)</b>	Looking after people to the best of your ability while showing them kindness and respect.
<b>care professionals</b>	People whose job is to support people. They've been trained and have the skills and experience to meet a person's specific needs.
<b>chronic health conditions</b>	Conditions that develop slowly and last a long time, often getting worse over time. They can usually be controlled but not cured (e.g. arthritis).
<b>commitment (one of the 6 Cs)</b>	Doing everything you can to ensure that individuals receive the best care possible.
<b>communication (one of the 6 Cs)</b>	The exchange of information through speaking, writing, gestures or facial expressions.
<b>compassion (one of the 6 Cs)</b>	Showing genuine sympathy and concern towards other people's situations.
<b>competence (one of the 6 Cs)</b>	Care professionals being able to perform their job to a high standard.
<b>confidentiality</b>	Respecting an individual's privacy and not sharing personal or potentially sensitive information about them.
<b>courage (one of the 6 Cs)</b>	Speaking up and doing the right thing, even when this might be difficult.
<b>dignity</b>	Treating someone with respect and in a way that reduces their feelings of embarrassment or shame.
<b>disability</b>	Any condition of the body or mind that makes it more difficult for an individual to do certain activities.
<b>discrimination</b>	When a person or group of people are treated unfairly or differently based on characteristics such as race, religion, disability, gender or sexual orientation.
<b>empathy</b>	Being able to appreciate what someone else is going through.
<b>empowerment</b>	Supporting people to become more independent and more able to make decisions (e.g. about their healthcare).
<b>honesty</b>	Being someone that tells the truth and doesn't lie.



# Glossary

<b>human rights</b>	The basic rights and freedoms that belong to every person in the world.
<b>independence</b>	How easily a person is able to do things for themselves without having to rely on others.
<b>informal support</b>	The support we receive from those that are close to us (e.g. friends and family).
<b>motivation</b>	A person's enthusiasm for doing something.
<b>neglect</b>	When a person isn't cared for properly or provided with their basic needs (e.g. food).
<b>observation</b>	Keeping a close eye on someone or something. It often includes recording data or looking out for any changes.
<b>obstacle</b>	Something personal to an individual that stops them from moving forward or makes an action difficult.
<b>organisational skills</b>	Being able to manage your time, various tasks and people in a way that helps you to meet deadlines and efficiently move from task to task.
<b>patience</b>	Being able to remain calm and not get frustrated when things aren't going as planned.
<b>person-centred care</b>	When health care professionals involve individuals in their care by explaining things to them and giving them choices.
<b>phobia</b>	An extreme, irrational fear of something.
<b>problem solving</b>	Finding solutions to difficult or complex issues, often under pressure and with little time.
<b>psychological</b>	Related to a person's emotional or mental state.
<b>resources</b>	Things that individuals need (e.g. equipment, medicine or money).
<b>respect</b>	When someone is considerate of another person's feelings.
<b>safeguarding</b>	Protecting a citizen's health and wellbeing, and enabling them to live free from harm, abuse and neglect.
<b>self-esteem</b>	How a person feels about themselves — e.g. how much they value their own worth and abilities.
<b>skills</b>	Something you've been taught and then practised — e.g. problem solving.
<b>stress</b>	The body's response to feeling under pressure.
<b>supported self-management</b>	When individuals with long-term health conditions are helped to develop the knowledge, skills and confidence needed to manage their conditions effectively.
<b>trustworthiness</b>	Being someone that other people can rely on.

