

## Planning for Integration Jargon-buster

Glossary of words and phrases used in relation to the project.

<b>Term</b>	<b>Description</b>
Anticipatory Care	Support planned for those living with a long term condition where there is an expected change in health or social status. The term also refers to support aimed at health improvement and staying well. Completion of an anticipatory care plan is suggested for both long term conditions and in palliative care.
Assessment	A process to support an individual to identify their own needs and aspirations, as well as any risks to their well-being, and how these impact on their quality of life
Autonomy	An individual's personal freedom to express rights and choices related to their care
Capacity (Community)	The resources available within a community, such as the skills, competencies and abilities of people, that enable the achievement of measurable and sustainable results.
Capacity (Organisational)	The resources available to an organisation, such as staff, money, equipment, information and skills, that enable the achievement of measurable and sustainable results.
Capacity (Personal)	A person's ability to act on, make, communicate and understand decisions, or retain the memory of decisions. Adults with Incapacity (Scotland) Act 2000 provides a statutory framework to legislate who can and cannot make decisions, and supports people to plan ahead for a time when they may lack capacity.
Care First	An information system used by Social Work Services to hold case notes on individuals in their care.
Care First ID	A unique code given to an individual patient to identify their case notes on the social work services information system.
Care	Support that is given to groups or individuals, to help them live as independently as possible. It includes helping people to live with ill health, disability, physical frailty or a learning disability, and to participate as fully as possible in social activities.
Care co-ordinator	A person who oversees the assessment and care planning process for an individual, arranging services from one or more provider.
Care plan	A document that records the reasons that services are being provided and the outcomes that they aim to achieve.
Carer	A person who provides, or intends to provide, substantial personal or domestic care and support to an individual.
CS	Children's Services
Clinical Treatment	Treatment that aims to manage the conditions of illness or trauma
Community Care	Care for people who are ill, elderly, or disabled, which is provided within the community rather than in hospitals or institutions. The preference to support people in the community, especially in their own homes where

	possible, was implemented in the UK under the National Health Service and Community Care Act of 1990																						
Community Development	This is a process that enables people to organise and work together to: <ul style="list-style-type: none"> <li>• identify their own needs and aspirations</li> <li>• take action to exert influence on the decisions which affect their lives</li> <li>• improve the quality of their own lives, the communities in which they live and societies of which they are a part.</li> </ul>																						
Compliance	The extent to which people follow advice. This may include, for example, taking medication, using equipment or attending appointments																						
Cognition	The mental processes of the brain, including memory, thinking, judgement, calculation, visual skills and so on																						
Co-production	Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change. This process enables people who use a service to contribute to its design, and crucially, its delivery.																						
P4I Programme Team	The group of individuals who have specific responsibility for the planning for integration project.  <table border="0"> <thead> <tr> <th><b>Name</b></th> <th><b>Role</b></th> </tr> </thead> <tbody> <tr> <td>Jan Baird</td> <td>Transitions Director</td> </tr> <tr> <td>Frances Gair</td> <td>Lead Officer, Adult Services</td> </tr> <tr> <td>Ian Kyle</td> <td>Lead Officer, Children's Services</td> </tr> <tr> <td>John Anderson</td> <td>Lead Officer, Finance</td> </tr> <tr> <td>Mann Lorraine</td> <td>Lead Officer, Adult Services</td> </tr> <tr> <td>Park Jane</td> <td>Lead Officer, Children's Services</td> </tr> <tr> <td>Donald Shiach</td> <td>Lead Officer, Human Resources</td> </tr> <tr> <td>Gerard Storey</td> <td>Lead Officer, Children's Services</td> </tr> <tr> <td>Alison Bell</td> <td>Lead Officer, Communications</td> </tr> <tr> <td>Gill Cooksley</td> <td>Programme Assistant</td> </tr> </tbody> </table>	<b>Name</b>	<b>Role</b>	Jan Baird	Transitions Director	Frances Gair	Lead Officer, Adult Services	Ian Kyle	Lead Officer, Children's Services	John Anderson	Lead Officer, Finance	Mann Lorraine	Lead Officer, Adult Services	Park Jane	Lead Officer, Children's Services	Donald Shiach	Lead Officer, Human Resources	Gerard Storey	Lead Officer, Children's Services	Alison Bell	Lead Officer, Communications	Gill Cooksley	Programme Assistant
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Day Care	Care that aims to help support an individual to continue living in their own home, rather than in full-time care. The care is usually provided in a day care facility, such as a day hospital, within the working hours of 9am to 5pm, Monday to Friday.																						
Day Hospital	A hospital, or designated area within a hospital, that provides services within the working hours of 9am to 5pm, Monday to Friday.																						
Direct Payments	A method of providing support where the individual receiving the payment is able to make more choices with																						

	regard to how to spend the money. Direct payments aim to increase choice, flexibility and control for individuals receiving care, allowing them to manage and buy their own services.
District	A geographical area. In this case it is one identified by The Highland Council and NHS Highland for the purposes of planning, development and delivery of joint services.
District Teams	The name for a health and social care team working in a geographical area. These teams provide through a single point of contact, a range of health and social care services including assessment, care planning, long term condition management, rehabilitation and reablement, advice and self management information etc.
Education Scotland	This new agency brings together HM Inspectorate of Education (HMIE) and Learning and Teaching Scotland (LTS). It's aim is to support quality and improvement in Scottish education by, for example, providing external evaluation of education provision, promoting high quality learning and leadership, and supporting the development of policy.
Enablement	This is an approach that aims to promote independence. It is primarily concerned with maintaining or supporting people's ability to carry out activities themselves, such as daily living activities, or self-managing a long-term condition.
End of Life Care	Care enabling people with advanced, progressive, incurable illness to live as well as possible until they die, including the management of pain and other symptoms. It includes the spiritual, psychological, social and practical support of patients and their family/carer throughout the last phase of the patient's life and into bereavement.
Estimated Date of Discharge	An appropriate date that an individual may leave hospital. This gives the individual and their family, as well as all services involved, a shared idea of the date. This will be reviewed throughout the person's stay in hospital.
GIRFEC	This is a short term for Getting It Right For Every Child, an essential part of Scotland's child protection system. GIRFEC helps services work together to get better outcomes for children and young people, by streamlining processes and systems, and puts the child's need and level of risk at the centre of what they do. The emphasis is on working in partnership with families and children, building on their strengths and promoting their well-being in order to help them reach their full potential. This shifts the culture away from responding to crisis, to earlier intervention, and considers each child in relation to their unique and individual circumstances.
Guardianship	A legal process, that must be approved by a court, assigning a person to look after an individual's financial or welfare affairs (or both) in the event that they lack the capacity to do so themselves.
Guardianship (Welfare)	A legal process enabling decisions to be made on behalf of an individual regarding their welfare, including place of residence, daily activities, medical treatment and so on.
Guardianship (Financial)	A legal process enabling decisions to be made on behalf of another adult regarding their finances, including house sale, benefits, bank accounts and so on.

Hall IV	Health for All Children (4) is the fourth edition of a framework that reviews the evidence, policies and activities that underpin effective child health promotion, prevention and care. It sets out the routine core child health contacts that every family can expect, while recognising the importance for flexibility and innovation in order to remain responsive to specific identified need.
HEAT	HEAT is a short term for Health, Efficiency, Access and Treatment. Scottish government sets out core objectives for NHS within each of these four areas, and each board's progress is measured against the local delivery plan process. This helps to ensure that national targets and objectives are considered in context to local boards.
HCF	Highland Children's Forum is a registered charity, created in 2000 by the parents and carers of children and young people with additional support needs. It ensures that their views and opinions have the opportunity to influence changes in policy, in order to bring about better outcomes for children and young people.
HUG	Highland Users Group is a network of people with experience of mental health problems. Their main aim is to improve the way people with mental health problems are treated, by campaigning to improve rights and services, and tackle stigma and discrimination.
Holistic	The awareness of all the issues that can potentially affect a situation, for example a person's health and well-being, including physical, social and mental needs, risks, and so on.
Independent Sector	Privately owned services that are contracted out or commissioned to provide a service on behalf of NHS/HC.
Input	Something that goes into a system or process, such as time, money and people, in order to get a result
Integrated Care Pathway	This outlines the care services a patient might expect to receive or experience, from admission to discharge, and offers a shared understanding of expectations for the patient, their family, and the service provider(s).
Integrated Resource Framework	A model enabling health boards and local authorities to be clear about the implications of local professional decision making and provides an evidence base for reducing variations in practice and outcomes.
Integrated Teams	The formalised name for staff from different services who are working together in order to get better outcomes for individuals and communities District teams are integrated teams by definition.
Integration	Combining. In this case, it means combining the health and social care services to help achieve better outcomes for individuals and communities in Highland.
Intermediate Care	A range of services to support faster recovery from illness, prevent unnecessary hospital admission, support discharge from hospital at agreed times, and maximise independent living. Services will be time limited and timescales will be dependent on the needs of individuals and their condition.
Lead professional	Where two or more agencies or services work together, an agreement will be reached that a practitioner, from one of these agencies, will become the Lead Professional. This practitioner will be responsible for co-ordinating the assessment, planning, and action plan.
Lead organisation	This describes the model being developed in Highland where one organisation will take the lead for delivery of

	the services. It has been proposed that the Council will be the lead for children and families and NHS the lead for adults. Both organisations will agree the outcomes to be delivered and both organisations will remain accountable.
LD	Learning Disability
Local Delivery Plan	<p>Local delivery plans are outlines of how each board plans to deliver the key objectives and national priorities for NHS Scotland. The key objectives are:</p> <ul style="list-style-type: none"> <li>• Health Improvement for the people of Scotland - improving life expectancy and healthy life expectancy</li> <li>• Efficiency and governance improvements - continually working to improve the quality, efficiency and effectiveness of NHS</li> <li>• Access to services – responding to patients' need for quicker and easier use of NHS services</li> <li>• Treatment appropriate to individuals - ensuring patients receive high quality services that meet their needs</li> </ul>
Logic Modelling	A planning tool to help you document, evaluate and monitor your project. It sets out the short, medium and longer-term objectives, and details the resources and activities that are required to achieve them.
Long term Conditions	An illness or disease that cannot be cured, for example, some types of cancer, coronary heart disease and diabetes. Although these conditions cannot be cured, they can be managed in order to improve an individual's independence and quality of life.
Maintenance (of function)	Supporting people to keep their current level of independence with daily living.
Models of Care	A broad description of different ways in which services are delivered, such as 'integrated care', or 'stroke unit'.
Multi-Disciplinary	Across more than one specialist area. For example it may refer to staff from nursing, physiotherapy, social work and occupational therapy working together.
Mutuality	The focus of mutuality is about engaging people in the planning and delivery of services. This means that services are seen as being part of the community, and people who live there are co-owners, rather than service-users. Mutuality offers people the opportunity to become more involved in managing their own health, and setting priorities that matter to them.
NHS ID	The unique code given to an individual patient that identifies them on the NHS IT system (called a CHI number).
NEL	North East Lincolnshire.
Outcome	An impact, change or end result.
Output	A service provided with a specific aim in mind, usually measured in terms of the volume of work accomplished, for example the number of people discharged from a ward, a written report, or a leaflet produced.
Palliative Care	An approach aiming to improve the quality of life for individuals living with terminal illness.

Personalisation	A process that puts enables people and their carers to work with professionals and care workers to make decisions, manage risk and identify resources. This means people and their carers are at the centre of how services and support is developed and delivered. This makes it easier for them to find the right solutions for their particular situation, and to be involved in the planning and delivery of care.
P4I	Planning for Integration.
Power of Attorney	Legal authority to make decisions for an individual, either completely or jointly with the individual. An individual must agree to Power of Attorney while they are considered to have capacity to do so.
Process	A series of steps, or stages, to produce a service or product.
Public Agencies	Organisations that are owned by the Government, and serve the community, such as NHS, The Highland Council and Job Centre Plus.
Reablement	Time-limited support services that aim to help people learn or re-learn the skills necessary for daily living.
Rehabilitation	A process that aims to restore people's autonomy in the areas of daily living that they and their family or carer consider relevant
Resources	People, money, buildings, equipment and so on.
SAY Inverness	SAY is a short term for 'Same as You'. This is a report said what needed to happen to help people with learning disabilities have better lives. The report said there were 29 things that local authorities, health boards and the government could do to help include people with learning disabilities in community life, in education, in leisure and recreation, in day opportunities and particularly in employment. SAY Inverness is a local group that helps to develop and deliver projects and services in a way that meets the recommendations in SAY. The SAY Inverness group is made up of a mix of experts (people with learning disabilities and/or autism spectrum) and their carers, members of the public, and staff.
Self Management	People who participate in managing their own health and well-being and preventing further illness or deterioration. Sometimes an individual may receive support to do this.
Self-Directed Support	This refers to one of the key means by which personalised services can be delivered. The defining characteristics of self-directed support are: <ul style="list-style-type: none"> <li>• Assessment of need is undertaken as a shared activity between professional and user, described as "Supported Self Assessment"</li> <li>• The support plan sets out the outcomes and goals the individual aims to achieve in a simple way that lets everyone involved measure progress.</li> <li>• The support plan is controlled by the individual.</li> <li>• The level of support is agreed in a fair, open and flexible way.</li> <li>• Any additional help needed to plan, specify and find support should be provided by people who are as close to the individual as possible.</li> </ul>

	<ul style="list-style-type: none"> <li>The individual controls the financial resources for their support in a way they choose.</li> </ul>
Service Provider	An organisation or individual that provides care and/or support to people living in the community.
Signposting	Enabling a person to access another service that can help meet their needs.
Single Access Point	One point of entry for health and social care services for all adult groups.
Specialist Assessment	An assessment carried out by a professional or team with knowledge and skills about a specific area, such as mental health conditions, adaptations to the home or benefits advice.
Stakeholders	Individuals or groups with a particular interest in or who could be affected by an issue or an event.
Statutory Bodies	Organisations with a legal obligation to provide specific services eg health boards, local authorities.
Step-up/down Beds	The provision of short term residential support, assessment and rehab which cannot be provided in the individual's own home.
Strategic Commissioning	This is the term used for all the activities involved in assessing and forecasting needs, agreeing desired outcomes, considering options, planning the nature, range and quality of future services and working in partnership to put these in place
Telecare	Telecare refers to a range of developing technologies and devices that enable people to live with greater independence and safety in their own home
Telehealth	The delivery of health-related services using telecommunications, such as telephone or video-conferencing, and can be between professionals and/or patients and carers.
Telemedicine	The delivery of health-related services using telecommunications, such as telephone or video-conferencing, and can be between professionals and/or patients and carers. It usually focuses on treating and/or curing illness.
Triage/Screening	The assessment of individuals or situations in order to prioritise their level of need. This helps to offer resources fairly, to those people who need them most, and in order of greatest need.
Voluntary Sector	Not for profit organisations.