

Glossary of terms used in Putting People First

What does it all mean?

Actual budget

This is the amount of money in the personal budget used to pay for the cost of the support package, described in an individual's **support plan**.

Advocacy

A word used to describe help given to people by an advocate to enable them to express their opinions, know their rights, and what they are entitled to. An advocate can be a friend, or relative or independent representative authorised to speak or act on behalf of a person.

Assessment and Reablement Team (ART)

Hounslow's **Reablement** service. The team gives short-term intensive support to people to regain confidence and skills they may have lost due to poor health, disability or going into hospital or residential care. The team helps them to gain new skills to maintain their independence. **(See Reablement)**.

Assessment of need

Used to identify an individual's support needs and whether they qualify for care and support according to Fair Access to Care Services requirements. **(see Fair Access to Care Services)**.

Assistive technology

Technological equipment that can increase the range of activities and support to help a person live more independently at home or in a residential care setting (see **Telecare**).

Brokerage

Brokerage takes place after the support plan has been agreed and when services need to be put in place. A brokerage service will provide support and information; help you think about different ways to meet your needs (the outcomes identified in your support plan) and help you work out the cost. Brokers will negotiate with service providers on behalf of the individual to secure their best chosen provision as set out in the **Support Plan**.

Care Package

A name for the service(s) a person can expect to receive following an **assessment of need**. Care packages are being replaced by support plans

(Unpaid) Carer

A person providing care who is not employed by an agency or organisation. A carer is often a relative or friend looking after someone at home who is frail or ill.

Care management

Care management includes: making information available about possible help; deciding on 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; putting the care plan into place; and monitoring and reviewing the care plan.

Care Programme Approach (CPA)

A system for coordinating the needs assessment and care planning of people with mental health needs, especially those with more complex needs. The national policy expectation is that CPA will be integrated with the single assessment process (**see Single Assessment Process**).

Care Quality Commission (CQC)

The 'regulator' for health and adult social care services, whether provided by NHS, local authority councils, private companies or voluntary organisations. Contact details 03000 616161 or from website www.cqc.org.uk

(It replaced the Commission for Social Care Inspection and the Healthcare Commission in 2009).

Charging for Residential Accommodation Guide (CRAG)

This document gives national guidance to local authorities on charging for residential accommodation.

Citizenship

The rights and responsibilities of being part of the community and involved in public life and affairs.

Commissioning

The process of identifying needs, planning, choosing, securing, and keeping a check on services to meet people's needs. This can be done at an individual, group and management 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

Care or support provided by adult social care services and/or the NHS to assist people in their day-to-day living.

Community Care Assessment (CCA)

The community care assessment enables the local authority to find out the level of a person's support needs and what support is needed to meet those needs.

Continuing Health Care

NHS continuing healthcare is the name given to a package of services which is arranged and funded by the NHS for people outside hospital with ongoing health needs

Contract

An agreement between two or more people enforceable by law.

Contracting

Putting an agreement (e.g.the purchasing of services) in a legally binding agreement.

Criminal Records Bureau (CRB) Checks -

A police check for criminal records. The aim of the CRB check is to help individuals and organisations in the public, private and voluntary sectors to identify anyone who may be unsuitable to work with children or other vulnerable members of society.

Day care

Day-time care usually provided in a day centre away from a person's home, covering a wide range of services from social, leisure and educational activities to training, therapy and personal care.

Decommissioning

The process of planning and managing a reduction in service activity, or terminating a contract in line with commissioning objectives.

Deployment options

These are the choices available to give out monies to individuals to help meet their **support plan**. The main choices are **direct payments, trusts, direct provision, individual service funds, virtual budgets** or a mixture of two or more of these options

- **Direct payments** are a means by which cash can be paid to an individual in the community. A direct payment can be paid as a regular ongoing payment or as a one off payment, or a combination of both.
- **Direct provision** describes where an individual has chosen to have directly provided services as their deployment option to help meet their support needs. These are services which are provided or arranged for them by Hounslow Council or other nominated organisation on behalf of the individual in a manner chosen by them. The council or other nominated organisation manages the financial allocation within the individual's **personal budget**.

- **Individual service fund:** A person can choose to have the financial allocation within their **personal budget** held by a specific service provider. The provider would then supply the services identified in the support plan. The person would retain complete control of the services provided but would leave administration of the financial allocation to the provider. The service provider would be expected to provide clear documentation detailing how the money was spent on an ongoing basis.
- **Trust:** a group of people who join together to manage the affairs of an individual. A trust can be formed to administer a person's allocated money within their **personal budget**
- **Virtual budget:** This is where an individual's allocated money within their personal budget is held by the Council on an individual's behalf. The individual retains full control of how the money is spent (through the support plan).

Disabled Facilities Grants (DFGs)

Grants funded by Government through local housing authorities to adapt their homes so that disabled people are helped to stay at home.

Domiciliary care

Services provided to people at home to assist them in living independently within the community, for example, meals on wheels, community nursing and home helps.

Eligibility criteria

This term refers to the guidelines set to enable people to receive adult social care services. Councils have to follow the Fair Access to Care Services guidance (see Fair Access to Care Services). This guidance is used for decisions made by councils on whether to offer a person social care funding or services.

Fair Access to Care Services (FACS)

Department of Health guidance for councils which provide a framework for setting eligibility criteria for adult social care. Its aim is to achieve fairer and more consistent eligibility decisions across the country. The criteria are set in terms of low, moderate, substantial or critical risk to independence.

Fairer Charging for Care Services

Department of Health guidance for councils on how to design reasonable and fair charging policies for any non-residential services. It seeks to ensure greater consistency in charging policies across the country. This guidance is now focused on fairer contributions rather than charges, as self-directed support does not necessarily get delivered through traditional social care services (**see Financial Assessment**).

Financial assessment

An assessment of an individual's finances to identify how much they will be expected to contribute to the cost of their care and support services.

General Social Care Council (GSCC) -

The General Social Care Council is responsible for setting standards of conduct and practice for social care workers and their employers, for regulating the workforce, and for regulating social work education and training.

Home Care

Care and support provided in an individual's home, normally of a personal nature. Can be arranged by adult social care following an **assessment of need**, or can be arranged privately by the individual themselves, or someone acting for them.

Home Improvement Agencies

Provide independent advice and assistance to older people and other vulnerable groups to help them through the process of repairs, improvements and adaptations to their homes.

Housing related support services

Support services which are provided to a person for the purpose of developing that person's capacity to live independently in accommodation, or sustaining his or her capacity to do so. Primarily funded through the **Supporting People** programme. Examples of housing support include helping people to manage their money, apply for benefits, keep their home secure, access other services.

Independence, Well-being and Choice

A Green Paper published in 2005, the main themes of which are:

- increasing the control that people have over the nature of the services they receive
- enabling people to take informed risks in order to maintain maximum control and independence
- increasing access to preventive services
- increased take up of **direct payments** that people can use to purchase services directly
- the development of **individual budgets** that are allocated to individuals and over which they have far greater control but without requiring them to enter into **contracts** with providers
- the Green Paper (as well as other policy documents) provided the basis for a subsequent White Paper, Our health, Our care, Our say: a new direction for community services. **(See Our health, Our care, Our say)**

Independent Living Fund

A charitable trust that administers money provided by the Government to support the cost of disabled people who need substantial assistance to live in the community. www.ilf.org.uk

Independent sector

A term for all non-statutory organisations delivering public care, including a wide range of private companies and voluntary organisations.

Indicative personal budget

The indicative personal budget is an approximate amount of money identified through use of a **resource allocation system**. This is different from the **actual budget** which is the actual amount of funding to be provided based on the costs identified by the individual in their **support plan**.

Individual budgets

Individual budgets bring together income from different funding sources to provide a sum of money which an individual can then use for their support plan.

Intermediate care

Intermediate care is usually defined as a range of 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 work together to co-ordinate the **commissioning** of services.

Maintenance

Maintenance is the term used to describe the support that someone receives if they require long term help from Adult Social Care. This may follow a period of **reablement** or be due to long term illness or disability. Maintenance is based on the **self directed support** model and will require an individual to create a support plan which sets clear **outcomes**.

Resident-Led Assessment (RLA)

The resident led assessment is completed by the resident with support from their care manager or family (if desired) and is used to work out their level of need. Points are scored on each question so that when the form is completed an overall **resource allocation system** score is calculated which enables a guide to an approximate amount (indicative personal budget) to be identified to meet the individual's support needs. (see **assessment of need**). The Council has a statutory duty to validate the resident-led assessment.

Our Health, Our Care, Our Say: a new direction for community services

A White Paper published by the Government in January 2006 setting out the direction for reform of health and social care. It is based on four main goals:

- Better prevention services with earlier intervention
- More choice and a louder voice for service users
- Tackling inequalities and improving access to community services
- More support for people with long-term needs

Outcome

Term used to describe the changes, benefits or other results that happen as a result of provision of social care and support. Outcomes can be very much related to the individual. A **support plan** should identify the outcomes that the individual wants to achieve.

Person centred planning

This puts people needing support at the centre of planning for their lives. It is based on listening to people to find out what is most important to them and what they want from their lives. The next step is to help people get those things.

Personal budget

Personal budgets are part of a system of **self directed support** whereby people are offered an upfront allocation of money, using this flexibly to decide how to meet their desired **outcomes**. It is a notional amount of social care money available to an individual with which they can **support plan**.

Personalisation

Government led agenda to ensure that every person who received support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings.

Primary Care

The collective term for all services, which is the first point of contact with the NHS.

Primary Care Trusts (PCTs)

Locally managed freestanding primary care NHS bodies, responsible for delivering health care and health improvements to local residents. They commission or directly provide a range of community health services as part of their functions.

Preventive services

Preventive services offer advice, support and practical help so that individuals can continue to live their daily life as normal. The services help prevent people reaching crisis point and help prevent the deterioration of their health or situation.

Providers

Any person, group of people or organisation supplying goods or services.

Purchasing

The process of securing or buying services.

Purchaser

A budget-holder who agrees and makes a contract to buy a service from a provider.

Putting People First (PPF)

Putting People First (PPF) is the national initiative for the **personalisation** of adult social care (see **Putting People First Concordat**).

Putting People First Concordat

A concordat (promise) published by the Government in December 2007 which sets out the Government's vision for the **transformation** of adult social care. Putting People First sees a more holistic approach to the community that includes early intervention, reablement and personalisation.

Putting People First Programme

Hounslow Council is implementing Putting People First by setting up a programme delivering a number of projects.

Reablement

Reablement is the support given to people to get their confidence back to use some of the skills they may have lost, and to gain new skills that help them to maintain their independence. This may be due to poor health, disability or going into hospital or residential care (see **ART Service**).

Resource Allocation System (RAS)

The system used to allocate money from available adult social care funding to contribute to a person's individual budget, according to eligibility of the individual. See **Resident-Led Assessment (RLA)**.

Respite Care

Help to give carers a temporary break from the care they provide. This may be for very short periods of a few hours, or for longer periods of time.

Risk Enablement

This is the way in which we work with people to enable them to manage their own risk by making their own choices. If any worries concerning specific cases cannot be resolved through the usual care management process, they would go to the risk enablement panel to address.

Self-Directed Support

Social Care support which individuals choose, organise and control to meet their needs in a way that suits them, using money available to them to achieve what is important to them.

Self-Directed Support Team

A team in the Community Services Department of Hounslow Council. The team provide support and advice on the completion of support plans, budgeting and completion of direct payment paperwork. The team also carries out the audit and financial monitoring of all direct payment accounts.

Single Assessment Process

An overall assessment of people's care needs which is contributed to by different care providing agencies.

Support Plan

A plan developed by individuals for themselves, to describe how they will use their indicative budget amount to achieve what is important to them following completion of their **Needs Assessment** and **Resource Allocation System (RAS)**.

Supporting People

Government programme, funding housing-related services for vulnerable people which compliment existing care services.

Telecare

A range of **assistive technology** equipment to help people with disabilities remain living independently within their own homes. The equipment includes a wide range of items to meet health and social care needs, for example, emergency alarms, movement and environmental risk sensor systems, remote monitoring of health conditions, reminders for people with memory loss and video links to friends/family.

Third Sector

Includes the full range of non-public, non-private organisations which are non-governmental and motivated by the desire to further social, environmental or cultural objectives rather than to make a profit.

Transformation

The transformation of social care was signalled in the Department of Health's Social Care Green Paper, Independence, Well-being and Choice (2005), reinforced in the White Paper, **Our Health, Our Care, Our Say: a new direction for community services** in 2006 and confirmed in the landmark '**Putting People First**' **Concordat** in December 2007. This transformation to personalisation of social care will be put in place so that every person who

receives support, will have choice and control over the way that support is set up for them.

Universal Services

Services provided for the whole community, including education and health, housing, leisure facilities and transport.

Valuing People

Government policy on how services for people with learning disabilities can be improved so that they can lead as independent a life as possible.

Voluntary and Community Sector

An 'umbrella term', referring to registered charities as well as non-charitable non-profit organisations, associations, self-help groups and community groups, which operate on a non profit-making basis, to provide help and support to the group of people they have been set up to serve. They may be local or national, and they may employ staff or depend entirely on volunteers.

Virtual Budget

This is where a personal budget is held by the Council on an individual's behalf. The individual retains full control of how the money is spent (through the support plan).

White Paper

Documents produced by the Government setting out details of future policy on a particular subject.

Workstreams

Work of the **Putting People First Programme** has been divided into a number of working groups or workstreams. Each workstream has the task of completing key areas of work and ensuring that personalisation is made available to all residents in Hounslow.