

# Lancashire Health and Social Care Communities

## Single Assessment Process

# Agreed Terminology

## Definition of Terms for use in the Single Assessment Process by Health and Social Care Providers

Term	Definition
Accessibility	A measure of ease / difficulty with which patients / clients are able to obtain a service.
Advocacy	The expression of a client's wishes and concerns by a third party.
Agreed	When service user and professional mutually accept to proceed on a particular course of action, whilst acknowledging any differences of opinion.
Assessment	A way of determining levels of need.
Care	Provision of service/s for those who are unable to provide for themselves.
Carer	An unpaid person who cares for the well being of another person unable to function alone.
Care Co-ordination	Is when one person (e.g. a Nurse or Social Worker) has overall responsibility for ensuring that the actions agreed in the Care Plan are delivered in an effective and efficient manner.
Care Pathway	The route taken by a service user through the care process from point of referral to completion of care.
Care Plan	Is a set of actions and tasks which need to be carried out to address the needs identified in the assessment.
Care Worker	A person who cares for the well being of a person unable to function alone and receives payment for doing so.
Client	A person who is in receipt of any health or social care service/s ie a patient or service user of those providing the service/s.
Complex Needs	A term used by professionals to describe someone who requires the support of a number of professionals / individuals to meet the needs identified in the Care Plan.

Term	Definition
Confidentiality	The handling of clinical or social information in which a patient may be identified. Where only relevant and necessary parts of that information are shared between providers of care and the permission of the client / patient is obtained in advance.
Criteria	A set of rules / regulations which determine whether or not someone may access a service.
Effectiveness	A measure of the relative success or otherwise of a package of care / treatment regime to meet the clients needs.
Eligibility	Fulfilling the definition of those entitled to receive a service or services.
Empowered	When patients / clients feel that they have control over their lives.
Enabling	Helping to achieve and opening up possibilities.
Ethos	The cultural environment which influences how services are provided.
Goal Setting	Agreeing a set of targets to achieve desired outcomes.
Level of Assessment	The depth and range of relevant information which is required to be gathered in each case. This would determine whether assessment is simple, short term or more complicated.
Measures	Steps that someone takes to achieve a particular outcome.
Needs	The physical, psychological, social, educational, spiritual and emotional requirements of a patient / client which a care package should be designed to address.
Needs Led	Where the delivery of services to individuals are based on the agreed needs of the patient / client.
Open Access	Where there are no limitations to the route into the service.
Outcome	The result of a course of action in health and/or social care on the quality of life of a patient/client.
Palliative Care	Services that are provided to enhance the quality of life of people with chronic and terminal conditions.

<b>Term</b>	<b>Definition</b>
Person Centred Care	Care which is sensitive to the wishes and perceived needs of the client.
Quality	Is the perception of how good (or bad) a service is in relation to a set of standards.
Rehabilitation	The return to optimum health and independence in the community or elsewhere.
Risk	Potentially harmful factors which must be weighed against benefits when choosing a course of action.
Service User	A person who is in receipt of any health or social care service/s i.e. a patient or client of those providing the service/s
Value	How much worth you attribute to something.

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