Appendix 1

Key words and concepts

Care of the Older Adult

This section provides explanations and definitions of the key words and concepts with specific use for this qualification. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.

Abuse

Abuse is causing physical, emotional and/or sexual harm to an individual and/or failing/neglecting to protect them from harm.

Active support

Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence.

Additional protective equipment

Includes: types of personal protective equipment such as visors, protective eyewear and radiation protective equipment.

Advocate

Carer, appropriate staff member, representative from an external agency.

Application of dressings and medicaments

This refers to cases where the Podiatrist has prescribed these as part of the treatment plan, or they are used as a first aid measure.

Appropriate member of staff

This is dependant upon the setting in which the preparation for the clinical activity takes place, but may include: registered nurse, social worker, GP, home manager, health visitor, midwife, qualified therapist.

Appropriate people

Those people to whom you report any problems/causes for concern according to legal and organisational requirements.
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**Assessment tool**

Individuals can be assessed in relation to their risk of developing problems related to pressure, common examples are the Norton Scale and the Waterlow scale.

**Behaviour**

Actions and communications by a person.

**Carers**

Look after family, partners or friends in need.

**Communication and language needs and preferences**

Are the individual’s needs and preferences in terms of communication with you, and you communicating with and responding to them.

**Contaminated**

Includes: items ‘contaminated’ with body fluids, chemicals or radionucleatides. Any pack/item opened and not used should be treated as contaminated.

**Dietary requirements**

Food and drink that will provide a balanced diet that meets the nutritional needs of individuals and supports their health and well-being.

**Dressings**

Different types of coverings to protect wounds and other types of condition.

**Emergency**

Immediate and threatening danger to individuals and others.

**Food and drink**

Food and drink which is to be consumed by the individual.
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**Forms/Methods of communication**

These include the type of communication individuals, key people and others within and outside your organisation use, for sending and receiving messages and information.

**Harm**

The effects of an individual being physically, emotionally or sexually injured or abused.

**Hazards**

Are items with the potential to cause harm.

**Individuals**

The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter.

**Individuals who have been assessed as requiring help with general foot care**

Those who have been assessed by a podiatrist as being unable to maintain their own feet. The podiatrist will have prescribed a care plan for you to follow, covering those foot-care activities which an individual would otherwise do for her/him self. The care plan will have a review date, but if there are problems with the individual, the Podiatrist may be called upon before that date.

**Informed consent**

Informed consent given by individual to being touched and having their programme/treatment carried out by the candidate. Consent may be given in writing or verbally.

**Information and documentation**

Any records and information relevant to the individual’s preparation for clinical activity including written notes, charts and graphs.

**Key people**

Are those people who are key to an individual’s health and social well-being. These are people in the individual’s life who can make a difference to their health and well-being.
Key words and concepts

Medication administration record and/or drug protocols

Denotes the term used for the documentation on which medication has been ordered/prescribed – this will vary across care settings and environments, such as hospital and community settings, including medications prescribed by GPs and dispensed by community pharmacists where the instructions will be found on the medication packaging.

Messages

Any form of communication from and about individuals, key people and other people and organisations. Messages might be information about legislation or working practices should be passed on and which your organisation may have procedures set in place to process immediately.

Moving and handling

This refers to techniques which enable the worker to assist individuals to move from one position to another. Moving and handling must be consistent with current legislation.

Monitor

Monitoring refers to the routine maintenance of effective functioning, but does not include carrying out repairs to equipment.

Needs of the individuals

Relating to individual characteristics that influence choice and set up of equipment and other resources (e.g. mobility, protection from radiation etc.).

Others

Are other people within and outside your organisation that are necessary for you to fulfil your job role.

Personal clothing and fashion items

Outer clothes worn from home to work, jewellery, acrylic nails, nail varnish and false eyelashes.

Personal clothing and grooming

The individual’s own clothing and toiletries.

Personal protective clothing

Clothing that offers protection for the worker and the individual. It includes items such as plastic aprons, gloves – both clean and sterile, footwear, dresses, trousers and shirts and all in one trouser suits. These may be single use disposable clothing or reusable clothing.
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**Problems**

May include: an unexpected change in the individual’s condition, conditions or behaviour indicating an adverse reaction or contra-indication in relation to the clinical activity to be undertaken, identification of a hazard within the immediate or general environment, where a hazard within the immediate or general environment, where the individual is unwilling or unable to comply with post procedural requirements relating to their health and well-being.

**Plan of care**

The plan of care will include all aspects of the individual’s care needs which need to be adhered to within any setting in which the individual is placed. It addresses the holistic needs of the individual.

**Pressure sore Risk Standard precautions and health and safety measures**

A tool devised through research and evidence based practice by which a series of interventions which will minimise or prevent infection and cross infection including hand washing/cleansing before during and after the activity and the use of personal protective clothing and additional protective equipment when appropriate.

**Physical measurements**

These are measurements taken of the physical attributes of the individual.

**Rights**

The rights that individuals have to:

- be respected
- be treated equally and not be discriminated against
- be treated as an individual
- be treated in a dignified way
- privacy
- be protected from danger and harm
- be cared for in the way that meets their needs, takes account of their choices and also protects them
- access information about themselves
- communicate using their preferred methods of communication and language.
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Relevant persons

A person named in the organisation’s procedures as having responsibility for dealing with reports and incidents of violence.

Risk

The likelihood that the worker will be subjected to violence at work.

Risks

Risks are the likelihood of the hazards to occur. They can be to individuals in the form of infection, danger, harm and abuse and/or to the environment in the form of danger of damage and destruction.

Specialist equipment

Personal equipment and equipment used in addition or as a replacement for ordinary cutlery, crockery and equipment.

Standard precautions and health and safety measures

A series of interventions which will minimise or prevent infection and cross infection; including hand washing/cleansing before, during and after the activity and the use of personal protective clothing and additional protective equipment when appropriate.

Service Users

Examples are: patients, clients, passengers, customers, detainees, the public, parents, carers.

Specimens

These are samples of bodily fluids that need to and can be monitored by individuals.

Standard precautions and health and safety measures

A series of interventions which will minimise or prevent infection and cross infection; including hand washing/cleansing before, during and after the activity and the use of personal protective clothing and additional protective equipment when appropriate.

Treatments

Actions and activities that have to, and can be undertaken by individuals to promote their health.
Triggers of violent behaviour

Triggers of violence are factors that might prompt violence occurring. They can be categorised in four different types:

- temporary personal factors- for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light or presenting challenging behaviour whilst under the influence of drink or drugs, or
- persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or
- temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc. or
- persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user.

Violence

Violence is manifested as incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health. This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, for any reason, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker and/or their family.