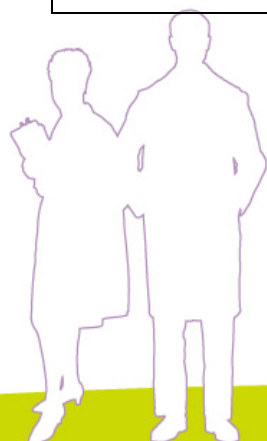


Glossary of Terms for use within competences

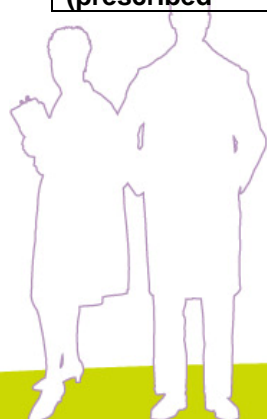
This Glossary is for use within National Occupational Standards (NOS). The definitions in the Glossary have been agreed by Skills for Health and no alternative definitions for terms featured in this Glossary should be used during SfH NOS development. Any new term or variation to the agreed definition in the Glossary must be agreed by the Competences Divisional Manager before being used.

This central Glossary will eventually replace the individual Glossaries that currently appear in NOS and users of NOS will need to refer to this Glossary for clarification of terms used.

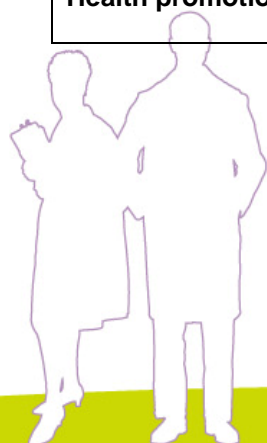
Abstract	A summary which covers all the main points of the original material.
Abuse	May be physical, emotional psychological, financial, sexual or through the denial of rights or choice. It may also be abuse of the individual or their property.
Access	The extent to which people are able to receive the information, services, or care, etc., they need.
Accident	An unplanned, unexpected, and undesired event, usually with adverse consequences (Senders, 1994).
Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability
Acute coronary syndrome (ACS)	encompasses unstable angina, non-ST segment elevation MI (NSTEMI) and ST elevation MI (STEMI).
Advance Statement	A statement of an individual's views as to how they wish to be treated if they become unwell or distressed and require intervention. It is designed to be taken into account in decision-making by health care professionals and carers, but it is not binding on them. The term Advance Statement is used in Scotland and some facilities elsewhere in the UK. Otherwise it takes the form of an Advance Directive.
Adverse exposure	Contact with blood or other body fluids or sharp objects where the relevant personal protective equipment was not place or was not effective
Advocacy	Where a person represents the exact views of the individual and speaks on their behalf
Anthropometric tests	Height, weight, body mass, body fat percentage, body water content
Assessment	Assessment is the process of gathering and evaluating information against an agreed and pre-defined set of criteria.
Audit	Examining processes to check whether they are consistent with quality standards, systems and procedures. A
Augmented communication	Augmented communication is used to describe methods of communication which can be used to add to the more usual methods of speech and writing when these are impaired. These range from charts with pictures, symbols, letters or words, to electronic voice output devices and specially adapted computers.
Autonomy	Individuals, groups or organisations, independently taking responsibility for their own actions. (PHEL)



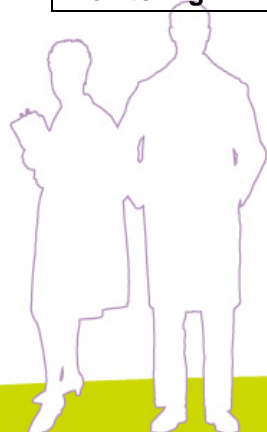
Biochemical genetic test	Test to study enzymes, proteins or metabolites which may be altered by a genetic condition
Birthing partner	The person(s) the woman chooses to support her during labour and birth.
Cannula	A short, fine plastic tube which is inserted into a suitable vein to facilitate administration of treatment.
Care / patient pathway	Defines the patient journey through a specified service including patient management at each stage, referral guidelines and access.
Care Plan	A combination of co-ordinated services designed to meet a person's assessed needs. Individualised care plans formalise evidence-based protocols and guidelines into direct, holistic individual-focused care to address the particular needs and circumstances of the individual.
Carer	Someone who is responsible for supporting an individual through the provision of some form of care, be it physical, emotional or financial. A carer may be an employed healthcare worker or a family member, friend or volunteer.
Carrier (Genetics)	Unaffected person who has one normal and one altered form of the same gene - called a heterozygote. Also applies to an unaffected individual who has a structural rearrangement of chromosomes where there has been no gain or loss of chromosomal material (e.g. a balanced translocation).
Carrier (Infection)	A person that has a specific infectious agent in the absence of clinical disease and that serves as a potential source for the further transmission of an infection.
Central Venous Access Device	peripheral inserted central catheter, skin tunnelled central venous catheter, implanted port and non-tunnelled central access devices.
Chemotherapy	the use of anti-cancer (cytotoxic) drugs and monoclonal antibodies to destroy cancer cells.
Cleaning agents	General purpose detergent and water, or other cleaning agents as specified by local policy
Clinical Governance	an initiative to ensure high quality healthcare is being delivered. It is a statutory duty placed on all NHS organisations with the aim of assuring high standards of care, safeguarding patients against poor performance and reducing variations between providers of services.
Contra-indications	A contraindication is a specific situation where a drug, procedure, or surgery should <u>not</u> be used, because it may be harmful to the patient.
Controlled drugs	These are referred to as CDs and are a group of drugs to which additional regulations apply
Cytogenetic test	Test for anomalies of the number or structure of chromosomes
Decontamination	Reduction of microbiological contamination to a safe level.
Diagnosis	The process of determining health status and the factors responsible for producing it. It may be applied to an individual, family, group or community. The term is applied both to the process of determination and to its findings.
Discrimination	The practice of treating one person or group of people less fairly or well than other people or groups.
Dislocation	the total displacement of the articular end of a bone from the joint cavity. Incomplete displacement is called subluxation.
Dispensing (prescribed)	This includes all of the activities which occur from the time the prescription is received in the pharmacy or by a pharmacist until the medication or other prescribed items have



medication)	been collected or transferred to the individual.
Drug administration	The selection and issuing of the correct dose of drugs at the correct time and in the correct form to the patient according to the prescription chart.
Economic networks	Relate to aspects of everyday life such as in relation to money management, access to benefits (including disability, motability), access to housing, access to banking and shopping facilities, access to welfare rights advice and legal support and access to the internet and communications technology.
Elective surgery	Surgery which is not needed immediately, i.e. one for a non-life threatening disorder
Emergency	A sudden unexpected onset of illness or injury which requires immediate care.
Escalation strategies	Actions that could be taken to accelerate patient flow.
Evidence base	The best current research information available based on a systematic analysis of the effectiveness of a treatment, service or other intervention and its use, in order to produce the best outcome, result or effect. In the absence of independent, large scale research, the evidence base may be derived from local good practice.
Exposure prone procedures	are procedures that involve contact with bodily fluids from an individual that may be infected or undergoing treatment
Extemporaneous dispensing	This is the making of medicines for a particular individual to an appropriate formula from its component raw materials.
Extravasation	Inadvertent leakage of solutions or medications out of the vein and into the tissue surrounding the intravenous site with the potential to cause tissue damage.
Fragility fractures	Fractures associated with osteoporosis including spontaneous vertebral fractures and those occurring after a fall from standing height or less.
Genetic	Involving, resulting from, or relating to genetic material (genes and/or chromosomes).
Guidelines	A number of suggestions about how to proceed with a plan or activity.
Hand hygiene	Hand washing, or using alcohol-based hand rub products to remove or destroy transient microorganisms
Health	A state of complete physical, mental and social well being and not merely the absence of disease or infirmity.
Health gain	A measured improvement in the health of an individual person or a population group. This method of expressing improved health outcomes can be used to show the relative advantage of one treatment or intervention (eg drugs, screening, vaccination, change in diet) over another in producing the greatest health gain. (PHEL)
Health impact assessment (HIA)	A process which determines how a proposal will affect health and can be used as a practical way to influence decision makers. The process involves: developing screening criteria to select policies or projects for assessment; profiling the areas and communities affected; applying a pre-defined model of health to predict potential impacts; evaluating the options and making recommendations for action. (PHEL)
Health indicator	A characteristic of an individual, population, or environment which is subject to measurement (directly or indirectly) and can be used to describe one or more aspects of the health of an individual or population (quality, quantity and time). (WHO)
Health inequalities	The gap in health status, and in access to health services, between different social classes, ethnic groups and between populations in different geographical areas. (PHEL)
Health promotion	The process of enabling people to increase control over and improve their health. As well as covering actions aimed at strengthening people's skills and capabilities, it also



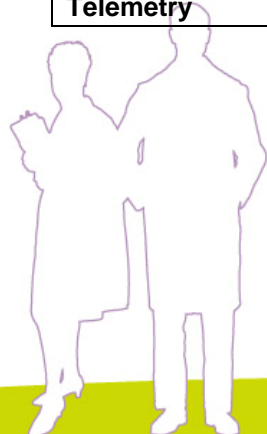
	includes actions directed towards changing social, environmental conditions to prevent or to improve their impact on individual and public health. (PHEL)
Health protection	Activities that protect health, identify and manage risk and prevent ill health. These include communicable disease control; control of environmental hazards to health; management of public health emergencies; and population immunisation and screening programmes.
Holistic	Recognising that health and social well-being should be considered as a whole and in relation to everything that affects a persons life i.e. that component parts should not be considered in isolation from others.
Holistic assessment	Assessment of a patient's health and well-being that draws on physical, medical, emotional and lifestyle measurements
Individual	Is the actual person requiring health services
Information governance	Information governance covers information quality, confidentiality, data protection, information security, freedom of information and records management
Intervention	is any planned action to influence an outcome in a specific way.
Intrathecal route	The introduction of medication into the spinal fluid.
Intravenous route	Delivery of medication into the vein.
Intravesicular route	Introduction of medication into the bladder, via a catheter
Key worker	Is the practitioner nominated (with agreement of each patient) to coordinate the whole or part of the care process for a particular patient.
Life chances	Aspects of children and young people's life that can inhibit or promote the chance they have to maximise and realise their full potential, educationally and socially
Life skills	The skills necessary for coping with everyday life. This term refers to a large group of psychosocial and interpersonal skills which can help people make informed decisions, communicate effectively, and develop coping and self-management skills that may help them lead a healthy and productive life. (PHEL)
Life Support	Life support is the taking over of airway, breathing and circulation functions which an individual is unable to carry out for themselves, but which if not performed will lead to death.
Lifestyle	A way of living based on identifiable patterns of behaviour which are determined by the interplay between an individual's personal characteristics, social interactions, and socio-economic and environmental living conditions. (WHO)
Medical Device	Any instrument, apparatus, appliance, software, material or other article, whether used alone or in combination, together with any accessories, including the software intended by its manufacturer to be used specifically for diagnostic and/or therapeutic purposes.
Medications	Those that have been prescribed and dispensed for an individual, and other remedies chosen by the individual, for which there is professional agreement for that individual and for which the individual is responsible for administering.
Microorganisms	Organisms too small to be seen with the naked eye, including bacteria, fungi and viruses
Minimum data set	A widely agreed upon and generally accepted set of terms and definitions constituting a core of data acquired for e.g. assessment purposes.
Mode of inheritance	The way in which a specific genetic characteristic or disorder is passed from one generation to the next e.g. autosomal dominant.
Monitoring	The continuous oversight of an activity to assist in its supervision and to see that it



	proceeds according to plan.
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
Neglect	The refusal or failure on the part of a person (or persons) in a caring role to fulfil a care-giving obligation, either consciously or unintentionally, which results in physical or emotional distress.
Negligence	Care provided failed to meet the standard of care reasonably expected of an average practitioner qualified to care for the patient in question.
Obesity	A person is considered obese when his/ her calculated body mass index (BMI) is greater than or equal to 30 kg/m ²
Oedema	Excess fluid in the tissues
Organisation	The organisation or organisations for which you work. The term organisation(s) may include, for example; departments, networks, agencies and institutions.
Parent	Parent refers to the person or persons who have legal parental responsibility for the child or young person.
Patient safety	the identification, analysis and management of patient-related risks and incidents, in order to make patient care safer and minimise harm to patients.
Pedigree	A graphical representation of genetic relationships and medical conditions in a family.
Personal protective equipment (PPE)	Equipment designed to protect workers from serious workplace injuries, illnesses or infections resulting from contact with biological, chemical, radiological, physical, electrical, mechanical, or other workplace hazards. Besides face shields, safety glasses, hard hats, and safety shoes, PPE includes a variety of devices and garments such as goggles, coveralls, gloves, vests, earplugs and respirators.
Pilot study	A preliminary study to test the feasibility of the protocol, before implementing the study proper. It may also be called "pre-test".
Placebo effect	The phenomenon where people receiving, without knowing, an inert drug, show an improvement or perception of improvement in their condition, probably due to their expectations.
Post processing	software manipulation of data to enhance the value of image and assist with diagnosis.
Postnatal period	The period between birth and postnatal discharge, the timing of which will depend on individual need.
Predictive test	The use of a genetic test in an asymptomatic person to predict the risk of disease in the future.
Programme	A group of activities and resources directed to achieving a definite objective.
Protocol	A code of correct conduct
Public Health	The purpose of public health is to: improve the health and wellbeing of the population; prevent disease and minimise its consequences; prolong valued life; reduce inequalities in health. (Tripartite Steering Group, National Standards for Specialist Practice in Public Health, 2001)
Qualitative research	Research methods that use non-numeric information to systematically examine meanings and interpretation, focusing on 'how' and 'why' type questions such as how do people feel about issues or why do they behave in a particular way.
Quantitative research	Research methods that gather information in numeric form and analyse numerical patterns.



Regimen	the schedule of treatment given for a specific disease
Restraint	Any method used to restrict the movement of a person or part of the resident 's body in order to protect the resident or others from injury.
Risk factor	Social, economic or biological status, behaviours or environments which are associated with or cause increased susceptibility to a specific disease, ill health, or injury. (WHO)
Self management	The ability to take action to manage a defined health condition within the personal context of individuals, taking account of constraints, needs of the individual, their carers and families and short and long term needs
Self-agency	Is the capacity to be in control by issuing future directed decisions and undertaking future-directed commitments. A sense of 'I am the initiator or the source of the action.
Sharps	Any item that may cause laceration or puncture wounds
single patient use	A piece of equipment that is intended to be used on an individual patient and then discarded. It is not intended to be used on another patient.
Single use	A piece of equipment that is intended to be used on an individual patient during a single procedure and then discarded. It is not intended to be used on another patient.
Social capital	Represents the degree of social cohesion which exists in communities. It refers to the processes between people which establish networks, norms, and social trust, and facilitate co-ordination and co- operation for mutual benefit. (WHO)
Social exclusion	Term used to describe people or areas suffering from a combination of linked problems such as poor health, unemployment, inadequate skills, low incomes, poor housing, lack of educational opportunities, family breakdown etc which prevents accessing services, participating in social activities, obtaining the support and standards of living enjoyed by the majority, and being able to become integrated into the local community. (PHEL)
Socio-economic status	Description of a person's position in society which uses criteria such as income, level of education achieved, occupation, value of property owned etc. (PHEL)
Stakeholders	People who have a vested interest in an organisation, project or activities eg service users, partners, employees, shareholders, the Government, the voluntary sector, the local community the NHS, local government, schools and businesses. (PHEL)
Standard Operating Procedures	These are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this may include, for example, how individuals should be addressed, what questions to ask the individual, when an individual should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Sterile field	An area that is aseptic, free from living micro-organisms
Stressors	The wide range of personal, social, economic and environmental factors which determine the health status of people or communities including health behaviours and lifestyles, income, education, employment, working conditions, access to health services, housing and living conditions and the wider general environment. (Chartered Institute of Environmental Health)
Surveillance	The collection, collation and analysis of data to provide useful information about the distribution and causes of health and disease and related factors in populations. These activities form the basis of epidemiology, which is the diagnostic backbone of public health practice. (NELH)
Telemetry	The transmission of data readings (using electronic media) from the one location to



	another, for the purpose of assisting clinicians in the processes of assessment and treatment
Transitional care	Transitional care refers to that care provided to a person who is not able to be placed in their home or the permanent setting of their choice but who still requires a supportive, and appropriately staffed, environment to live in. It can be used, for example, while someone is awaiting major adaptations to their own home. The essential feature is that the individual is there on a temporary basis, and there is an agreement that this is the case with the person, their carers, if relevant, and those administering the placement. All should be clear as to why the placement is needed and for how long. The care must be appropriate to the person's need, including providing rehabilitation, support, confidence building and time for recovery.
Trigger	A stimulus which generates a reaction
User defined outcomes	User defined outcomes are indicators of health or well-being for an individual or family, as measured by statements or characteristics of the user/family, not the service system.
Valid consent - England	For consent to be valid, it must be given voluntarily by an appropriately informed person (the patient or where relevant someone with parental responsibility for a patient under the age of 18) who has the capacity to consent to the intervention in question. Acquiescence where the person does not know what the intervention entails is not "consent".
Valid Consent – Northern Ireland	For consent to be valid, it must be given voluntarily by an appropriately informed person (the individual or where relevant someone with parental responsibility for a young person under the age of 18) who has the capacity to consent to the intervention in question. Acquiescence where the person does not know what the intervention entails is not "consent".
Valid Consent – Scotland	In order for valid consent to treatment to exist, the patient must have been given, and been able to understand, a certain degree of information about the nature, purpose and possible outcomes of the proposed treatment. The caselaw in Scotland and England broadly suggests that, for the purpose of avoiding civil liability for treatment without consent, a doctor must provide such information as would be provided by a responsible body of medical opinion
Valid Consent – Wales	For consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question. The informed person may either be the patient, someone with parental responsibility or a person who has authority under a Power of Attorney. Consent will not be legally valid if the patient has not been given adequate information or where they are under the undue influence of another. Acquiescence where the person does not know what the intervention entails is not "consent". Where a patient does not have capacity to give consent, then treatment may be given providing it is given in accordance with the Mental Capacity Act 2005.
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

