

Key Terms

Advocate	Someone who speaks on behalf of an individual who is unable to speak up for him/herself.
Anti-bacterial	Something that destroys bacteria or prevents their growth.
Body language	Non-verbal communication through posture, facial expressions, gestures and eye contact.
BSL (British Sign Language)	A communication system using hand gestures, body language and facial expressions.
Care setting	Anywhere that care is provided e.g. hospital, care home nursery. Also referred to as a 'service provider'.
Confidentiality	Limits access to or places restrictions on sharing sensitive information, so that it is kept private and used on a need to know basis.
Consultation	The process of discussing something with someone in order to get his/her advice or opinion, so that a decision can be made that is acceptable to everyone involved.
Contamination	When something is tainted with other substances that may be unclean e.g. bacteria.
DBS Checks	Criminal record checks carried out by the disclosure and Barring Service to help prevent unsuitable people from working with vulnerable adults and children.
Direct discrimination	Intentionally putting someone at a disadvantage or treating them unfairly.

Disciplinary action	A member of staff is given a warning, suspended or dismissed for not doing their job properly.
Discrimination	Unfair treatment of people based on differences, such as race, religion, disability or gender.
Diversity	The recognition that everyone is different and has different needs. Appreciating and respecting individual differences, such as faith, diet, ethnicity and customs.
Dynavox	Speech generating software. Converts text and symbols from a screen into speech.
Employees	Practitioners, care workers and other staff in a care setting.
Empowerment	The process that enables individuals to take control of their lives and make their own decisions.
Equality	Enabling individuals to have the same rights, access and opportunities as everyone else regardless of gender, race, ability, age, sexual orientation or religious belief.
Gender reassignment	When a person's physical sexual characteristics are changed by medical procedures, such as surgery or hormone treatment.
Harassment	Unwanted behaviour intended to humiliate or intimidate someone.
Hazard	Anything that could cause harm.
Hearing loop	A sound system used by people with hearing aids. It uses a wireless signal that is picked up by the hearing aid to improve sound.

Hospice	A setting that provides support and end-of-life care to individuals with terminal illnesses and their families.
Hygiene	Practices that keep you and your surroundings clean in order to prevent the spread of diseases.
Indirect discrimination	When a policy applies to everyone but only affects some people e.g. a job advert for men stating they must be clean shaven discriminates against those who have facial hair for religious reasons.
Infection	Germs or bacteria invading the body to cause disease or illness.
Interpreter	Someone who converts a spoken message or sign language to another language.
Jargon	Specialist or technical terms that are difficult for non-specialists to understand.
Legislation	A collection of laws passed by parliament that state the rights and entitlements of individuals.
Lightwriter	A device that turns text into speech. A type message is converted to speech.
Manual handling	Using the correct procedures when moving any load by lifting, putting down, pushing or putting.
Mental capacity	The ability to make decisions and communicate them to others.
Monitoring	To measure and check the quality or progress of something over a period of time.

Need-to-know basis	Information is only shared with those directly involved with the care of an individual.
Neglect	Fail to look after someone correctly.
Paramountcy principle	The child's best interest and welfare is the most important consideration.
Patronising	Talking down to someone.
PPE	Personal protective equipment provided by an employer. Any clothing and equipment designed to ensure personal safety.
Prejudice	A dislike of or negative attitude towards someone based on a factor such as racism or homophobia.
Redress	To obtain justice after receiving inadequate care.
Reflective practitioner	Someone who regularly looks back on their work and considers how they could improve.
Risk	The likelihood that someone or something could be harmed.
Risk assessment	The process of evaluating the likelihood of a hazard actually causing harm.
Safeguarding	Measures taken to reduce the risks of danger, harm and abuse.

Security measures	Actions taken within a care setting to protect individuals e.g. procedures to ensure that only people with permission can enter a building.
Sexual orientation	An individual's sexual preferences e.g. heterosexual or homosexual.
Translator	Converts a written message from one language to another.
Victimisation	Bad treatment directed towards someone who has made a complaint or taken action under the Equality Act or other legislation.
Vulnerable	Someone who is less able to protect themselves from harm due to mental health problems, a physical disability or learning disability.