



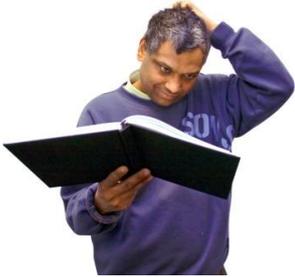
Word-bank

Version 1 – 6th June 2014

The North Yorkshire Learning Disability Partnership Board works to make services better for people with a learning disability and for people with autism. The Partnership Board has members from North Yorkshire Council, health services, voluntary groups, advocacy organisations, family carers and people with a learning disability.

An important part of the Governments "Valuing People Now" strategy, is to make sure information is easy to read and understand. This word-bank was developed with a group of people with a learning disability who suggested the idea for the word-bank and then worked, with support, to agree the words, pictures and their meanings.

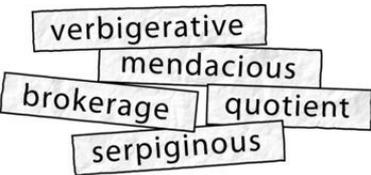
What is the Word-bank?



People with a learning disability, who attend board meetings or task groups, with or without support, sometimes struggle to understand the meaning of difficult words and phrases.



In North Yorkshire, self advocacy consulting groups, supported by KeyRing, enable people with a learning disability to talk about important issues which are then shared at Partnership Board meetings, forums and local area or task groups.



The self advocacy consulting groups in Craven and Harrogate decided they wanted a clear description of difficult words used in meetings and made a list. They called this list the **Word-bank**.



After making a plan of how this would work, they asked the Craven and Harrogate local area group for funding. The local area group meets four times a year to make services better for people with a learning disability and their families in the local area.



When this funding was agreed, some members of the self advocacy consulting group worked together to agree the meaning for each word or phrase.



They also agreed on the picture that best illustrated the meaning of the word or phrase.



The **Word-bank** is still in its early stages and will be updated regularly with new words and phrases for people to download and use at meetings.



Supporters and the people they support can use this **Word-bank** when a clearer explanation of a word is needed, either in preparation for, or during a meeting.



Words about Health and Social Care



Accreditation status means a service or an organisation has been checked and then agreed that it gives a very high standard of service. For example, if a service that supports people with autism is checked and reaches a high standard it will be given accreditation status.



Asperger syndrome is a type of Autism. People with Asperger's may find it difficult to communicate with others and may not be able to make friends easily.



Autism is a lifelong disability that affects how a person communicates and how they make sense of the world around them. Not everyone with autism has a learning disability.



A Caldicott Guardian is someone who works for the NHS and also for the Council. It is their job to make sure any information about a client is kept private and confidential.



Care Quality Commission (CQC) is an organisation that checks to make sure there are good health services and good social care for adults in England. They check services run by care providers, health services, local councils and voluntary organisations.



Clinical Commissioning Group (CCG) is the name for a group of doctors and other health professionals who are in charge of planning and buying the healthcare that people need in North Yorkshire.



The **Partnership Commissioning Unit (PCU)** gives the **CCG** the help and advice they need to make sure the **CCG** can do their job well.



Commissioning Services is buying services that people need. For example, respite services, advocacy, speech therapy or physiotherapy.



Complex needs means someone who has lots of different health, communication or social care needs





Concordat is an agreement that organisations sign to say they will work together to make things happen.



Confidential means that information is kept private and only seen by people who need to see it.



Consultation is a way to find out what people think of a plan or an idea. This could be a meeting or it could be a list of questions for you to answer.



Criteria are a list of rules to work out what you can have or what you can do.



Disposable income is the amount of money you have left after you have paid all of your bills and paid for things you need to live on. This is usually worked out when you have a **financial assessment**.



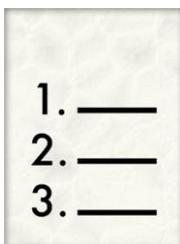
Duty of care is a law to make sure that anyone supporting or caring for someone gives that person the best possible care and support.



Eligibility or eligible means it has been agreed you are allowed something. For example, you may have an assessment to check if you are eligible for support.



Enhanced Commissioning framework is work that is being done to look at people who don't live in North Yorkshire. This is being looked at following the Winterbourne View enquiry and the Health self assessment. It will check to make sure people with a learning disability who don't live in this area any more are safe. Some people may be moved back to this area if it is what they want.



Fair Access to Care Services Criteria (FACS) is a set of rules that help Councils to decide who is able to get support from social care.



Financial Assessment is a meeting to find out how much money you need to live on and how much you can afford to pay towards your support or housing.



Health and Adult Services is a North Yorkshire County Council service which supports adults over the age of 18 who are assessed as needing care or support. They make sure people have the right support, information and advice to live safe, healthy and happy lives.



Health Action Plan is a plan to help people stay healthy and is written by a Doctor or a nurse.



Health Checks are a special meeting with a doctor or a nurse to check your health. This should happen every year.



Healthwatch will give everyone in North Yorkshire the chance to say what is good or bad about a health service. There is a Healthwatch in all parts of the UK and a national Healthwatch.



Health self assessment framework is a way to collect information to find out how good health services are for people with a learning disability in our area.



Health and Well Being Board is a group which includes commissioners (Doctors who buy local health services), councillors, someone from Healthwatch and someone from North Yorkshire County Council. They all work together to make sure everyone who lives in North Yorkshire is getting a good health service.



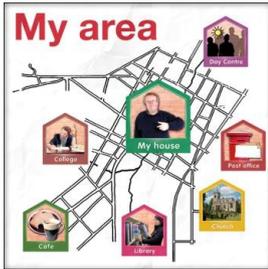
Hospital Passport will tell Doctors and nurses important information they need to know about you if you have to go into hospital.



Joint Strategic Needs Assessment (JSNA) is a report that helps Councils and Health Services find out what services or things, people need to stay healthy, safe and happy.



Lifestar is a plan that some Doctors might use to understand all the things that people need to make their life healthy and happy. It looks at their whole life to find out what things make someone happy and what things make them sad.



Mapping exercise is a way to find out as much information as possible about the types of services and organisations there are in the area.



National commissioning boards check to make sure health services in the area are giving a good service.



North Yorkshire Health Task Group is a meeting for people with a learning disability, family carers and health teams in North Yorkshire. This group meets to talk about healthcare in North Yorkshire, what is working well and what is not working well. It links into the local health task groups, health services and the Learning Disability Partnership board.



Prevention Services help people to stay safe, healthy and independent before they get too ill or have problems. (Health, Social Care, information or advocacy are all prevention services.)



Reablement helps people who are ill or injured so they can still live as independently as possible. For example, this may be help to wash and get dressed until they are well enough to do this for themselves.



Reassessment is when you have another meeting to check you are getting the right support or paying the right amount of money for services.



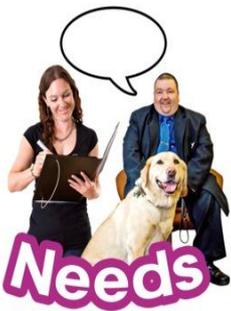
Referral is when you are sent to another doctor or nurse for more treatment or information. For example a carer can make a referral for someone to see a community nurse.



Safeguarding is about making sure vulnerable young people and adults are safe from abuse and neglect. There is a safeguarding team in North Yorkshire who are responsible for making sure people are safe.



Safeguarding alert is when someone speaks to the safeguarding team if they think someone is being abused. There is a special phone number to ring to let the safeguarding team know what is happening. This is called a safeguarding alert.



START team (Short Term Assessment and Reablement Team) finds out what support people need when they are not able to do things for themselves anymore. The team work for 6 weeks with the person to plan the support they need so they can hopefully start to do things for themselves again.



Strategy is a plan of action.



Telecare is special equipment to help people stay safe and be more independent. This could be an alarm to call for help or a button to press to open or close curtains.



Validation means to check something is true or correct.



Vulnerable adult is anyone over the age of 18 who needs extra support to live a safe and healthy life. This may be because they are not able to take care of themselves or they need support to stop someone else from hurting them.



Whistle blowing is when a worker reports the things they see at work they think are wrong. They tell these things to people who can do something about it. There is a helpline for workers to ring if they want to report something that is wrong.



Winterbourne View was a service for people with learning disabilities who were very badly treated by their staff. There was a programme on T.V. to show everyone all the bad things that were happening.



Winterbourne Concordat is a national agreement by local Health services, North Yorkshire County Council and other organisations to say they will work together to make sure that vulnerable people are safe. This includes people who do not live in North Yorkshire but are supported or funded by North Yorkshire County Council or local health services.



Winterbourne Reports After the bad things that happened at Winterbourne View, people are working hard to make sure these things don't happen anywhere else. There are lots of reports written about what happened at Winterbourne View and what needs to be done to make sure nothing like this happens again.