

GLOSSARY OF KEY TERMS

Learning Aim A		
	Term	Definition
A	6 Cs	A framework of six core values in healthcare: Care, Compassion, Competence, Communication, Courage, and Commitment, aimed at ensuring high-quality, patient-centred care.
	Abuse	Intentional harm or mistreatment of an individual, causing physical, emotional, or psychological damage.
	Accountability	The obligation to explain and justify actions or decisions.
	Accuracy	The quality of being correct, precise, and free from errors.
	Active listening	The practice of fully concentrating, understanding, responding, and remembering what is being said.
	Autonomy	The ability of an individual to make their own decisions independently.
B	Barriers	Obstacles that prevent effective communication or understanding.
C	Care plan	A personalised document detailing an individual's care needs, goals, and preferences.
	Collaboration	Working jointly with others to achieve shared goals in a healthcare context.
	Compassion	The ability to empathise with others and show care and concern for their wellbeing.
	Commitment	A dedication to fulfilling responsibilities with consistency and effort.
	Confidentiality	The principle of keeping personal information private and sharing it only when necessary.
	Continuing professional development (CPD)	Ongoing learning and training activities undertaken by professionals to enhance skills, knowledge, and competencies, ensuring they remain effective and up-to-date in their roles.

GLOSSARY OF KEY TERMS

Learning Aim A		
	Term	Definition
D	Cultural competence	The ability to understand, respect, and appropriately respond to the cultural needs of others.
	Cybersecurity	Measures taken to protect digital information from unauthorised access or harm.
	Data protection	Laws and practices ensuring personal information is handled securely and lawfully.
	Digital literacy	The ability to effectively use digital tools and platforms in professional practice.
	Dignity	The state of being respected and valued, ensuring individuals feel worthy and treated with honour and care.
	Documentation	Accurate and thorough recording of information related to care and support.
	Duty of care	A legal and ethical obligation to ensure the safety and wellbeing of others.
E	Electronic Health Record (EHR)	A digital record of a patient's medical history and care details.
	Empathy	The ability to understand and share the feelings of another person.
	Empowerment	Supporting individuals to make informed decisions and take control of their own care.
	Ethics	Principles governing right and wrong behaviour in professional practice.
F	Flexibility	The ability to adapt approaches to meet varying individual needs.
I	Inclusion	Ensuring all individuals feel valued and supported in their care.

GLOSSARY OF KEY TERMS

	Term	Definition
I	Individuality	Recognising and respecting each person's unique characteristics and needs.
	Legal implications	Consequences of actions under the law.
	Lifelong learning	Ongoing, voluntary, and self-motivated pursuit of knowledge for personal or professional development.
M	Multi-agency working	Collaboration between different organisations or sectors to provide coordinated care and support.
	Multidisciplinary teams	Groups of professionals from different fields working together to provide comprehensive care.
N	Neglect	Failure to provide necessary care, support, or attention, resulting in harm to an individual's wellbeing or safety.
	NHS Core Values	Principles that guide healthcare professionals in providing high-quality care, including working together for patients, respect and dignity, compassion, improving lives, and a commitment to quality care and equality.
	Non-verbal communication	The transfer of information without spoken words, using gestures, facial expressions, body language, eye contact, and tone of voice.
O	Outcomes	The results or effects of actions, decisions, or interventions in care and support.
P	Participation	Actively involving individuals in decisions about their care and support.
	Patience	The ability to remain calm, understanding, and persistent when supporting individuals, especially in challenging situations.
	Person-centred care	An approach that focuses on respecting and meeting an individual's unique needs, preferences, and values.
	Professional judgement	Decisions made by a professional based on their knowledge, experience, and ethical considerations.
	Professional standards	Expectations and guidelines for behaviour, skills, and practice set by regulatory bodies.

GLOSSARY OF KEY TERMS

	Term	Definition
P	Proportionality	Ensuring actions or decisions are appropriate and balanced for the situation.
R	Rapport	A positive and trusting relationship built through mutual understanding, respect, and effective communication.
	Reflection	The process of reviewing and analysing one's actions to learn and improve future practice.
	Responsibilities	Obligations tied to roles or laws.
	Rights	Legal or moral entitlements.
S	Safeguarding	Measures to protect individuals from harm, abuse, or neglect.
	Skills for Care Values	Standards aimed at improving social care practice, emphasising dignity, respect, learning, reflection, teamwork, and a commitment to providing quality care and support.
T	Trust	Confidence in someone's reliability, integrity, and ability.
V	Verbal communication	The use of spoken words to share information effectively.
	Vulnerability	A state of being at risk of harm, abuse, or neglect due to personal or situational factors.