

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



**Activities of Daily Living (ADL)**

The daily activities we perform for self-care (such as feeding ourselves, bathing, dressing), homemaking and leisure etc. The ability or inability to perform these activities can be used as a measure of ability or disability in many disorders

**Acute**

Health problem that lasts for a short while from which the person recovers

**Acute Asthma**

An asthma attack or episode which may require medical attention

**Acute Illness**

An illness that comes on very suddenly and only lasts a short while

**Acute Pain**

Is relatively short lived and can be directly connected to injury or disease. It is the result of actual tissue damage and the degree of pain felt is often directly related to how severe the injury is

**Acute Wound**

A new wound or one that is healing properly

**Adapt**

When someone fits in with new circumstances, situations etc

**Adaptive**

When behaviour is changeable to fit a situation

**Adaptive Skills**

The skills that people use every day to go about their normal routines and tasks of life

**Addiction**

A syndrome and pattern of substance misuse, the sufferer is unable to control their behaviour

**Additive**

A substance intentionally added to food for a specific purpose - it would not normally be there

**Adenocarcinoma**

A tumour with glandular elements

**Adenosis**

Any disease of a gland

**Adhesion**

A union of two surfaces that are normally separate

**Adjustment**

That which is necessary to adapt to, or make a change

**Admission**

The formal commencement of providing care provision

**Adrenal Glands**

They produce hormones including cortisol, adrenaline and noradrenaline and are situated just above the kidneys

**Adrenaline**

A hormone produced by the adrenal glands in response to a person being frightened, angry or under stress. It prepares the body to either put up a fight or to run away by increasing heart and muscle activity, this is why it is known as the "fight or flight" hormone

**Advance Medical Directive**

Documents that indicate a client's wishes about health care

**Adverse Drug Reaction**

Unexpected or dangerous reaction to a drug administered at normal dosage

**Advocate**

Someone who is formally designated to speak up for the interests of someone else

**Aerobic Exercise**

Exercises which promote getting a good supply of oxygen into the lungs and then efficiently transporting it in the blood system to the muscles where it is used to provide energy

**Affectively Tuned**

Influenced by the feeling of others

**Ageism**

When someone is treated unfairly because of their age

**Agency**

A group of people who have a shared specific purpose

**Agenda Behaviour**

Behaviour driven by an attempt to meet a need

**Aggression**

Actively making a forceful approach towards someone else

**Agitation**

Signs that show someone is becoming excited, troubled, irritated, aggressive etc

**AIDS (Acquired Immune Deficiency Syndrome)**

Caused by the Human Immunodeficiency Virus (HIV) which attacks the body's immune system making its ability to fight infection difficult

**Airborne Transmission**

Transmission of infection from one person to another by being breathed in from the air

**Alkali**

These chemical substances are also referred to as bases. They may cause severe burns to the skin and have a pH value from 8 to 14

**Allergic Reaction**

An abnormal physiological response to a chemical or physical stimuli

**Allergy**

An abnormal response of the immune system to an otherwise harmless substance

**Allodynia**

Pain caused by a stimulus that does not normally provoke pain, for example stroking the skin lightly with clothes or cotton wool

**Altruism**

Doing something for someone else which gives you no benefit and may even be of cost to you

**Alzheimer's Disease**

A disorder in which there is a progressive loss of mental ability due to a deterioration of brain tissue. Memories are lost and, as brain cells die off, behaviour and personality changes occur. It is incurable

**Ambulate**

To move the body with or without assistance, to walk

**Amenorrhoea**

Absence of menstrual periods in women who have not yet reached menopause. It is brought about by low levels of oestrogen

**Amoebic Dysentery (Amoebiasis)**

An intestinal infection caused by a single celled parasite that can be picked up in tropical countries. It causes diarrhoea, stomach pains and fever. If left untreated it may spread to the liver

**Amputation**

The cutting off of a part of the body, usually a limb

**Anaemia**

This is a lack of, or abnormality in, the oxygen carrying pigment of the red blood cells (the haemoglobin). The oxygen carrying ability of the blood is reduced and the tissues of the body may not receive enough. Anaemia results in tiredness, as the body cannot get enough oxygen from the blood for energy. It may be due to disorders such as sickle cell or a lack of iron in the diet which is required to make haemoglobin

**Anaesthesia**

A total loss of sensation in all or part of the body

**Anaesthetic**

Drugs that induce the total loss of sensitivity either in a localised area or in the whole body after loss of consciousness

**Analgesia**

Absence of pain in response to a stimulus that would normally be painful

**Analgesics**

Painkillers which act without interfering with the process of inflammation

**Anaphylactic Shock (Anaphylaxis)**

A severe allergic reaction which may be life threatening. It is rare and may be caused by insect stings, medication or a food allergy. It can cause swelling, anxiety, difficulty breathing and may be fatal

**Anatomy**

The study of parts of the body

**Anecdotal Records**

These record descriptions of anything that catches your attention, they may be noted at the time or at a later point

**Aneurysm**

Blood-filled sac in an artery wall caused by weakening of the wall or dilation

**Angina**

A feeling of pressure or pain in the chest caused by the heart muscle not getting enough oxygen because the coronary arteries are too narrow. It is usually brought on by exertion and relieved by rest

**Ankylosing Spondylitis**

A persistent inflammation and stiffening of the joints, usually affecting the spine and pelvis. Tendons and ligaments may harden and, as the disease progresses, new bone grows between the vertebrae which eventually fuse together

**Anorexia**

A psychological illness that causes people - often girls and young women - to starve themselves in order to look thin

**Antibiotics**

Drugs that inhibit the growth or destroy micro-organisms

**Antibodies**

These are proteins that are produced by the body to fight infection and illness. They attach themselves to bacteria and poisons that get into the blood to stop them from being harmful. Antibodies are specific – you need a different kind for each type of bacteria

**Anticonvulsant**

These are taken by people with epilepsy to prevent fits

**Antidepressant**

Prescribed drugs used to treat depression

**Anti-discriminatory Practice**

To actively work to avoid and eliminate discrimination

**Antidote**

A remedy to relieve, prevent, or counteract the effects of a poison

**Antiembolism Stockings**

Elastic stockings worn to prevent the formation of blood clots in the legs

**Antipsychotic**

Prescribed drugs used to treat psychosis

**Antiseptic**

Substance that reduces the growth of micro-organisms

**Anus**

The area where the large intestine opens to exit the body

**Anxiety**

State of intense worry and/or fear that affects the mind and body

**Aorta**

The artery from which blood leaves the heart

**Aphasia**

A condition whereby someone finds it difficult to put their thoughts into words

**Aphthous Ulcers**

These occur on the inside of the lower lip but can also be found on the tongue, gums and inside the cheeks. They are sores which appear red and inflamed with a rounded, yellowy centre

**Appraisal**

Formal feedback about your job. This is an opportunity for both the employee and the employer to look at how the employee is doing in their role

**Arachnoiditis**

A disease or condition where dense scar tissue forms around the nerves of the spine causing symptoms such as burning pain, pins and needles, numbness and weakness

**Areola**

The dark coloured ring which is around the nipple

**Arousal Threshold**

The level to which noise or pain, for example, needs to reach before the brain responds by waking you up

**Arteries**

Blood vessels that carry oxygenated blood around the body and, therefore, flow away from the heart

**Arteriosclerosis**

A hardening of the arteries, a loss of elasticity

**Arthralgia**

Pain in a joint

**Arthritis**

A group of inflammatory and degenerative conditions which affect the joints causing pain, stiffness and swelling

**Arthrodesis**

Fusing joints to relieve pain and provide joint stability in sufferers of Rheumatoid Arthritis

**Arthroplasty**

Surgical technique in which all or part of a joint is replaced

**Arthroscopy**

Microsurgical technique which allows a surgeon to perform surgery within a joint

**Articulation**

How words are spoken in order to be understood

**Artificial Immunity**

This is when a vaccine is introduced into the blood. This causes the white blood cells to make antibodies against that particular poison or infection. It also “teaches” the immune system how to produce more of the same antibodies quickly again if required

**ASD or Autistic Spectrum Disorder (see Autism)****Asphyxia**

This is when there is a failure of oxygen supply to the brain. If it is not treated rapidly it will lead to a lack of consciousness, permanent brain damage and eventually to death

**Asphyxiant**

A vapour or gas that can cause unconsciousness or death by suffocation

**Aspirate**

To breathe in

**Assault**

To physically make contact with someone else’s body without their consent and with the intention of harming them

**Assertive**

To act in a positive way. To be able to state your own point of view and express your feelings without unpleasantness and with respect for the views of others

**Assessment**

Evaluation of a need, requirement

**Assisted bath**

A bath which is designed to permit side or end access for a mobile hoist, or other mechanism, to allow a patient to be transferred from a bed, couch or trolley and raised or lowered into it

**Assistive Devices**

Equipment or other items to help clients perform activities of daily living more easily

**Assumption**

Believing something to be right or wrong without checking it

**Asthma**

Intermittently the muscles of the airways spasm, making breathing difficult

**Astigmatism**

When the cornea - the layer over the front of the eye - is slightly misshapen. This means light is bent in slightly different ways and the lens can’t focus everything properly so you get blurred vision

**Asymptomatic**

Showing no symptoms

**Ataxia**

The loss of the power to control movement or muscular action

**Ataxic Cerebral Palsy**

Sufferers have problems with balance, shaky hand movements and may also have irregular speech

**Atherosclerosis**

Narrowing of the arteries due to a hardening of the walls and the build up of fatty deposits which results in reduced blood flow. It is a major cause of stroke and heart attack and of poor circulation to the extremities

**Athetoid Cerebral Palsy**

This involves the loss of control of posture and some involuntary movements. Speech can be hard to understand and hearing problems are common

**Athlete's Foot**

A common fungal infection of the foot, particularly affecting the skin between the toes. It can be caused by several different types of fungi which thrive in warm, humid conditions. It can be picked up in places such as changing rooms and poolsides. It appears as cracked, sore and itchy areas of skin which may also be white and flaky

**Atrophy**

Decrease in size or a wasting of an organ or tissue. It usually follows a period of disuse or immobility

**Attachment**

An affectionate bond between two people which joins them emotionally and is lasting

**Atypical Depression**

This is similar to "normal" depression except that the sufferer's mood can be temporarily lifted by something good happening

**Audiologist**

Assists people with hearing improvements – hearing aids etc

**Audit**

This is when the standards of the setting are monitored and evaluated by an independent agency

**Autism (ASD – Autistic Spectrum Disorder)**

A disability which disrupts the development of social and communication skills. Many sufferers also have a learning disability but all share a common difficulty in making sense of the world around them

**Autoclave**

A machine that sterilises medical equipment using steam pressure

**Autoimmune Disorders**

These are conditions where the immune system malfunctions and does not recognise the body's own tissues. As a result it produces antibodies and white blood cells that attack and try to destroy them

**Autoimmune Thyroiditis**

The body produces antibodies that attack the thyroid. This can be very mild with no symptoms or can cause an under-active thyroid gland

**Autonomic Neuropathy**

The autonomic nerves control the functions in the body that you don't have to think about, for example digestion and temperature regulation. When these are damaged and cannot function properly it is known as autonomic neuropathy

## **Autonomic System**

A system of nerves which, together with parts of the brain and spinal cord, control what is going on inside the body without you having to think about it (e.g. heart beat, breathing, sweating). The system is divided in two – part of it tends to speed things up and the other half slows things down

## **Autonomous**

Acting independently



## **Bacteria**

Organisms that can cause infection

## **Balance**

A normal state of physiological stability

## **Barrier**

Something that separates one thing from another

## **Bed Cradle**

Device to keep top bedding from resting on a client's legs and feet

## **Bedsore (see Pressure Ulcers)**

## **Behaviour**

The way in which someone acts or reacts – it is everything that a person says and does

## **Behavioural Difficulties**

Needs related to aggression, challenging behaviour, hyperactivity, attention deficit, antisocial behaviour

## **Benign**

Not recurrent or not tending to progress. Not cancerous

## **Benzodiazepines**

A class of drugs that act as tranquillisers and are commonly used in the treatment of anxiety

## **Bereavement**

The process of grieving after a loved one has died

## **Best Practice**

The highest standards of performance in delivering safe, high quality care

## **Bias**

To like or dislike someone or something without a good reason; prejudice

## **Bilingual**

When someone can speak two languages

## **Biodegradable**

Capable of being broken down by the action of living things

## **Biohazards**

Anything of a biological, chemical etc nature that could put someone at risk



**Biopsy**

Removal and examination of tissue from the living body

**Bi-polar Disorder**

A mood disorder in which a person's mood swings between deep, dark, possibly suicidal depression and terrifically energetic euphoria

**Bladder**

Where the body stores urine

**Bladder Training**

A plan of care that helps someone regain control of their urination

**Blanching Hyperaemia**

When the skin whitens if light finger pressure is applied

**Bloodborne Pathogens**

These are pathogenic micro-organisms that are present in human blood and can cause disease

**Blood Pressure**

The pressure of the blood on the arteries

**Blood Tests**

Blood is taken via a hypodermic needle from a vein in the forearm. It is then tested to check for signs of infection, anaemia, Rheumatoid Arthritis and other inflammatory conditions

**Body Fluids**

Liquids that are secreted from the body such as blood, mucous, semen, urine, etc and that have a capability of harbouring infection

**Body Language**

The non verbal signals we give out and/or receive to/from other people

**Boil**

An infected hair follicle swells and becomes full of pus. As hair follicles are quite close together an infection can spread to form a cluster of boils (a carbuncle)

**Bone Density**

A description of bone mass

**Bone Scan**

These may be a radio-isotope type for tumours, infections and some fractures or an ultrasound type for osteoporosis and some soft tissue injuries

**Boundaries**

The lines that one must not cross – personally, morally, ethically etc

**Bowel and Bladder Programme**

An active, consistent programme of assessment of habit and retraining for elimination control

**Brace**

An aid that supports and/or strengthens a part of the body

**Bradycardia**

A heart rate below 60 beats per minute

**Bradykinesia**

A slowness of movement and the loss of voluntary or spontaneous movement, it is associated with Parkinson's Disease

**Braille**

A special kind of print in which the writing is a pattern of raised dots

**British Sign Language (BSL)**

Signed English. It is a language of signs, gestures and expressions that is used by many in the deaf community

**Bronchitis**

The main branching airways leading to the lungs become inflamed and full of mucous. This reduces the airflow in and out of the lungs and can lead to breathing difficulties

**Bronchodilator**

This is a drug which relaxes the airways to open them up to help the passage of air during an asthma attack

**Bruxism**

This is when someone grinds their teeth and clenches their jaw while they are asleep

**BSL (see British Sign Language)****Bulimia**

Similar to anorexia but the sufferer binge eats and then makes themselves vomit to get rid of the food

**Bullying**

Persistent, intentional, conscious cruelty against those who are unable to defend themselves

**Bursae**

Little fluid filled sacs which are located around joints and help to act as friction reducing cushions

**Bursitis**

Inflammation of a bursa resulting from prolonged stress that leads to restricted movement in the joint. It most commonly affects the knee and may be associated with Rheumatoid Arthritis and gout

**Bypass Surgery**

Surgically installing an alternative route for blood to bypass an obstruction if a main or vital artery becomes obstructed

**Calcitonin**

A hormone that is produced by the thyroid gland which is involved in the regulation of the use of calcium in the body

**Calisthenics**

Exercises which use your body weight, rather than weights, as the source of resistance to movements

**Cancer**

Occurs when certain cells in the body become out of control and multiply. These cells no longer work properly and as their numbers increase they will form a lump or tumour. Secondary tumours form when cancer cells break away and spread to other parts of the body

**Carbohydrates**

Energy producing foods which include rice, bread, potatoes

**Carbuncle**

A cluster of boils

**Carcinogen**

A substance capable of causing or producing cancer

**Carcinogenicity**

The ability to produce cancer

**Carcinoma**

A malignant tumour, a form of cancer

**Cardiac Arrest (see Heart Attack)****Cardiac Output**

Volume of blood ejected in one minute by either of the ventricles of the heart

**Cardiopulmonary Resuscitation (see CPR)****Cardiovascular**

A term which refers to the heart (cardio) and blood vessels (vascular)

**Cardiovascular Exercises**

Those which make the heart beat faster, carrying oxygen to the muscles

**Care Home**

An establishment providing accommodation with nursing or personal care

**Care Management**

A system for organising the management and delivery of care services

**Care Plan**

A required document that records the well being of a person and documents goals and objectives for the development of their well being – it is an “active” document

**Care Planning**

The process of producing a care plan using a team approach and including the client, their family and friends

**Care Record**

A permanent written record of a client's progress

**Care Worker**

A person who provides care and support for another person formally – for example, a care assistant in a care home

**Carer**

A person who provides care and support for another person informally

**Carpal Tunnel Syndrome**

Tingling and pain in the hand and forearm due to the nerve which controls some of the hand muscles being compressed as it travels through a narrow space in the wrist

**Cartilage**

Tough, flexible connective tissue

**Cataract**

A clouding of the lens of the eye which causes foggy vision

**Catheter**

A hollow, flexible tube made of soft plastic or rubber that can be inserted into the body to withdraw or to insert fluids

**Cellulitis**

The skin and underlying tissues become infected by bacteria which causes redness and swelling. It most commonly affects the legs and is most often found in elderly people or those with poor circulation

**Central Nervous System**

This is the brain and spinal cord where all the information coming into the body is sorted and the right response is set up

**Central Sleep Apnoea**

When the airway remains open but the regulating mechanism that makes you breathe (the autonomic nervous system) is not working properly

**Cerebral Cortex**

This is the upper layer of the brain. It is responsible for intelligence, language and complicated motor skills

**Cerebral Palsy**

A general term to describe a group of disorders which affect movement and posture. They are the result of damage to the brain. There are three main types of cerebral palsy according to which part of the brain is damaged: spastic, athetoid and ataxic

**Cerebral Vascular Accident (CVA)**

Another name for a stroke

**Cerebrovascular Disease**

When the arteries which supply the brain are diseased (hardened walls and fatty deposits) so blood supply is reduced

**Certification**

Recognition by a government or non-government agency that a person has met certain requirements

**Challenging Behaviour**

Behaviour that is seen as overtly disruptive, whether the person presenting the behaviour is aware of it or not, such that it may/does disturb others. Types of challenging behaviour include aggression, attention seeking, bullying, crying, defiance, disobedience, disruptive, isolated, jealousy, tantrums and withdrawal

**Chart**

To record in writing information on a client's record

**Chemical Pneumonitis**

Inflammation of the lungs caused by an accumulation of fluids due to chemical irritation

**Chemical Restraint**

Medication used to sedate someone

**Chemotherapy**

Usually used to refer to an anti-cancer treatment which can be given by mouth or directly into the bloodstream through a drip

**Chiropodist (see Podiatrist)****Chiropractor**

A practitioner who manipulates the spine to relieve the pressure caused on nerves by poor posture, injury, disease or lack of exercise

**Cholesterol**

A steroid found in animal fats as well as most body tissues

**Chronic**

An illness or condition that has no current cure and is ongoing, usually for a long time

**Chronic Allergic Rhinitis**

Like hay fever but happens all year round. It is often an allergic reaction to dust mites, pet hair or feathers. The symptoms are a runny nose and itchy watering eyes

**Chronic Asthma**

A form of asthma where symptoms are experienced on a continual basis, they are persistent and severe and require regular medication

**Chronic Effect**

An adverse effect on a human body with symptoms that develop slowly over a long period of time or that recur frequently

**Chronic Exposure**

Long-term contact with a substance

**Chronic Illness**

A long-term illness that progresses gradually, often getting worse in spite of treatment. There may be flare ups of symptoms every now and again but then there are periods when there is little change

**Chronic Pain**

Pain which goes on for a long period of time and will often continue after the injury has healed. It may not have an identifiable cause

**Chronic Wound**

A wound which isn't healing properly. Healing may be very slow or have stopped completely

**Circulation**

The flow of blood around the body

**Civic Responsibility**

To recognise yourself as an individual member of a larger community and to act in ways that will not upset that community

**Clarify**

Making sure something is understood

**Classism**

When someone is discriminated against because of their class

**Client**

Person receiving care

**Climacteric**

The period leading to the cessation of a female's reproductive ability (the menopause) and a corresponding period of lessened viable sperm production in the male

**Clinical Procedure**

A clinical/medical activity involving a care worker and/or carer

**Clinical Waste**

Waste that is contaminated, in any way, with body fluid or material

**Closed Questions**

Questions that are most likely to end in "yes" or "no"

**Coccydynia**

Pain in the coccyx region. It can occur following a fall or other trauma. It can also be secondary to low back pain

**Coccyx**

This is the last bone of the spine that is made up of four tiny, fused vertebrae

**Code of Practice**

How the team of carers will put their values and aims into practice

**Coeliac Disease**

The lining of the small intestine is damaged by gluten - a protein found in anything containing wheat and rye. This has the effect of reducing absorption of food into the body

**Coercion**

Making someone do something against their will

**Cognition**

Thinking and having ideas

**Cognitive**

Refers to thinking about processes involved with thinking

**Cognitive Behaviour Therapy**

Works to correct a person's negative thoughts which have been triggering anxiety, depression and anger, and replace them with a positive attitude

**Cognitive Difficulty**

A condition whereby thinking and memory skills have been impaired

**Cognitive Impairment**

A disorder where the person shows decreased abilities in memory, problem solving, orientation and/or judgement, reasoning

**Cold Sores**

These are painful clusters of tiny blisters, usually near the lips which are caused by a virus - herpes simplex. The virus, caught by close contact with an infected person, remains in the body and a recurrence of the symptoms can be set off by various triggers

**Collagen**

A fibrous, insoluble protein found in connective tissue

**Colonoscopy**

Examination of the colon with an elongated speculum (an instrument for examination of canals)

**Colostomy**

A surgical opening in the skin from the colon or bowel to help someone defecate using a tube and bag

**Comatose**

When someone is unconscious

**Combustible**

Capable of catching on fire and burning

**Comfort Zone**

Conditions under which someone feels safe and secure

**Commode**

A type of chair with a hole in the seat that helps someone go to the toilet into a chamber pot underneath the hole

**Communication**

The exchange of thoughts, messages or information – using spoken language, body language, tone of voice and gestures that demonstrate listening and understanding

**Community**

The surrounding people with which a family have things in common, such as location and cultural background

**Community Health Services**

Health services, like domiciliary physiotherapy or nursing, provided to clients in their own home or at a local centre

**Competency**

Being able to demonstrate adequate capability based upon combinations of knowledge, experience and training

**Complementary Food**

Nutritional products providing all the nutrients usually present in a well balanced meal

**Complementary Treatment**

Usually, a non drug mode of treatment

**Compress**

Gauze, washcloths, or small towels applied to a body area; may be moistened with hot or cold solution

**Concentration**

The relative amount of a substance when combined or mixed with other substances

**Concussion**

A temporary disturbance of the brain caused by a blow to the head or violent shaking, so that the brain is knocked against the inside of the skull

**Conditions to Avoid**

Conditions encountered during handling or storage that could cause a substance to become unstable

**Conductive Deafness**

When someone cannot hear because there is some interruption to the passing of sounds through the ear such as a blockage of the ear canal or the middle ear filling with fluid following an infection

**Confidential Information**

Spoken or written information that is to be kept secret

**Confined Space**

Any area that has limited openings for entry and exit that would make escape difficult in an emergency, has a lack of ventilation, contains known and potential hazards, and is not intended nor designated for continuous human occupancy

**Confront**

To challenge someone with something

**Congenital Condition**

A condition which is present at birth. These may be inherited conditions, conditions due to developmental problems in the womb, or infections passed from the mother to child before or during birth

**Congenital Disability**

A condition that exists at birth but is not necessarily genetic

**Congenital Disorder**

A disabling condition caused by a faulty gene or chromosomal abnormality

**Conjunctivitis**

An inflammation of the conjunctiva – the transparent covering of the eye and inside of the eyelid. It may be caused by bacterial or viral infection, an allergic reaction or a foreign body in the eye

**Consent**

The agreement of a person to allow another person to do something for, with or to them



**Constipation**

When bowel movement is slowed down, consequently the person finds it difficult to expel faeces regularly and/or with ease

**Constrict**

To narrow

**Contagious**

A disease is said to be contagious if it is spread by physical contact

**Contaminated**

An object that is dirty or exposed to harmful organisms making it unsafe for use as intended

**Contaminated Laundry**

Laundry that has been soiled with blood or other potentially infectious materials or may contain sharps

**Contaminated Sharps**

Any contaminated object that can penetrate the skin including: needles, scalpels, broken capillary tubes and the exposed ends of dental wires

**Context**

The situation and/or background in which something said has its meaning

**Contenance**

The ability to control urinating or defecating

**Contract**

A written and agreed statement of the terms on which a care home provides care to an individual client

**Contracture**

A deformity as a result of muscle that becomes permanently shortened, or due to scar tissue

**Control Measures**

The procedures put in place to manage risk

**Convalescent**

Gradual recovery of health and strength after illness

**Convulsions**

When the body jerks randomly due to uncontrollable muscle contractions

**Coronary Arteries**

Two blood vessels which supply the heart muscle with blood and therefore, a supply of oxygen and nutrients

**Coronary Heart Disease**

When the coronary arteries become narrowed, or even blocked, by deposits and thickening of their linings. This prevents a supply of oxygen and nutrients reaching the heart muscle

**Corpus Callosum**

A part of the brain which passes information between left and right sides of the higher brain

**Cortisol**

A hormone which is produced by the adrenal glands in response to periods of stress. At normal levels cortisol's functions include: control of the sugar levels in the blood working with insulin, helping to regulate the sleep-wake cycle, helping the body's immune system, assisting adrenaline and nor-adrenaline to prepare the body in stressful situations

**CoSHH**

The control of substances hazardous to health

**Councils**

Directly elected local bodies, also called local authorities, which provide a range of services, including social services, education and libraries, for people in their areas

**Covert Discrimination**

Discrimination which is unintended

**CPR (Cardiopulmonary Resuscitation)**

A procedure that maintains breathing and circulation when someone has had a heart attack

**Creative Arts**

Things such as dance, music, acting and painting which can help to show how somebody feels

**Creativity**

The personal and unique use of imaginative ideas

**Crisis**

A critical time

**Crystal Induced Arthritis**

When crystals of sodium urate or calcium pyrophosphate are deposited in certain joints causing inflammation, swelling and intense pain

**Culture**

A collection of ideas, habits and ideals which are shared by a group of people

**Curettage**

Cleansing of a diseased surface

**Cushing's Disease**

The body over produces corticosteroid hormones, leading to a range of physical symptoms. It can be caused by long-term treatment by corticosteroid drugs

**Cyst**

A sac containing a liquid, most cysts are harmless

**Cystic Fibrosis**

An inherited condition which causes the body's secretions to be abnormal and thick. It affects all the fluid and mucous secreting glands in the body but especially the lungs and pancreas. This leads to clogged airways and chest infections and to difficulty absorbing food, hence failure to thrive

**Cystitis**

A bacterial infection that causes inflammation of the lining of the bladder. The symptoms include frequent and painful passing of urine

**Day Centre**

A centre in which people can receive care, treatment or training during the day but continue to live at home

**Day Hospital**

A hospital where patients can receive treatment during the day but continue to live at home

**Debridement**

Removing any dead or dying tissue in a wound to enable healing to take place. This will be done by someone who has been medically trained

**Decomposition**

Breakdown of a material or substance into parts, elements or simpler compounds

**Decompression**

Surgical procedure for relieving pressure, usually on a nerve or the spinal cord

**Decontamination**

The use of physical or chemical means to remove, inactivate or destroy bloodborne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use or disposal

**Deep Burns**

These involve all layers of the skin that may appear charred. There may be no pain if the nerves have been destroyed. Medical attention is always required

**Deep Hypothermia (see Hypothermia)****Defecation**

Evacuation of the bowels

**Defence Mechanism**

Unconscious reactions that protect a person from real or perceived threats

**Deficiency**

Lack of one or more essential nutrients in the diet

**Degeneration**

The process of change, usually with age, in bone or soft tissue. It is sometimes referred to as "wear and tear"

**Degraded**

To be humiliated, made to feel small, worthless, reduced in some way

**Dehydration**

Excessive water loss from body tissues resulting from not enough fluid intake

**Delirium**

Acutely altered level of mental state. It is characterised by confusion, disorientation, restlessness, clouding of the consciousness, incoherence, fear, anxiety, excitement and often by illusions

**Delusion**

When someone thinks that a thought they have had is real when it is not real

**Dementia**

A worsening condition due to brain illness that is characterised by cognitive impairment. It affects mental and physical ability. Sufferers have short term memory loss, changes in personality, deterioration in personal care, impaired reasoning ability and disorientation

**Dependence**

Where a drug is required to be taken in order to prevent physiological withdrawal response, this may be physical or psychological

**Depressant**

A substance that reduces a bodily functional activity or an instinctive desire, such as appetite

**Depression**

The feeling of emptiness, hopelessness that someone is experiencing which makes them very down

**Dermal**

Relating to the skin

**Dermatitis**

A red, itchy rash, sometimes with blisters which happens because of sensitivity to something such as contact with nickel (metal present in cheap jewellery), stress and sometimes to light

**Dermatomyositis (see Polymyositis)****Dermatome**

An area of the skin that is known to be served by a specific spinal nerve

**Deteriorate**

Get worse

**Detoxification**

The period of time where a person stops using the substance which is causing a problem and their mind and body adjusts to being without it

**Developmental Disability**

A condition that causes a person to develop less well as others which impairs their ability to cope with daily living

**Devitalised Tissue**

Dead tissue

**Dexterity**

Skill in handling

**Diabetes Mellitus**

A chronic condition where there is a raised level of glucose in the blood because the body is not able to use glucose properly to make energy. It is caused by a lack of insulin or an increasing inability of the cells in the body to take up glucose. Insulin can be given by injection and a diet should be followed which makes sure there are carbohydrates at every meal

**Diagnose**

To determine the type and cause of an illness or condition based on a variety of information

**Dialysis**

Treats kidney failure by replacing the functions of the kidneys, which filter out wastes and excess water from the blood. It can be a temporary treatment for acute kidney failure or a long-term measure used in end-stage kidney failure

**Diaphragm**

The sheet of muscle which separates the chest cavity, containing the lungs, from the abdomen. Movement of the diaphragm up and down causes air to be pulled into the lungs and then be pushed out again during breathing

**Diarrhoea**

The frequent passing of loose, almost liquid stools

**Diastolic Pressure**

The lower number of a blood pressure reading which shows the heart's blood pressure when the heart is resting

**Dieticians**

Someone who provides specialist advice on nutrition needs. In the UK they have to be professionally trained and need to have passed examinations

**Digestion**

This is the body's process of breaking down and absorbing food. This is done physically by the action of the mouth and stomach and is done chemically by the action of enzymes in the mouth, stomach and first part of the small intestine

**Dignity**

The right to a recognition of the intrinsic value of a person through respect for their uniqueness and appropriate responses to their personal needs

**Dilate**

Expand or open wider

**Diphtheria**

This disease begins with a sore throat and then progresses rapidly causing problems with breathing, heart and nerve damage and can eventually kill. It is caused by bacteria which are transmitted via airborne droplets. The bacteria multiply in the throat and may release poisons into the blood

**Direct Discrimination**

If someone is treated less favourably than another in the same or similar circumstances

**Directive**

An instruction that must be complied with

**Direct Transmission**

Direct transfer of micro-organisms from one thing to another

**Disability**

The loss of the ability according to that which is seen as "normal" ability to society

**Disability Discrimination**

When someone with a disability is denied equal opportunity with their non-disabled peers

**Discectomy**

The surgical removal of part of the disc in the spine that has prolapsed, bulged or ruptured causing pressure on spinal nerves

**Discharge**

The formal ending of providing care provision

**Disciplinary Action**

Action initiated against a staff member by management to deal, under specified procedures, with unacceptable behaviour

**Disclosure**

Telling another person about something

**Discrimination**

The denial of equality based on personal characteristics such as race and colour. It is usually based on prejudice and stereotypes

**Disinfectant**

This is usually a chemical and is applied to objects to destroy germs

**Disoriented**

Unable to give correct information about time, place, identity of persons or objects or to perform activities correctly

**Distraction**

When a person's attention is drawn away from one thing to another

**District Nurse**

A nurse who visits patients in their own homes

**Diuretics**

Drug or other substance that causes an increase in the production and excretion of urine

**Diversity**

That there are many different people, beliefs, views, cultures etc

**DNA (Deoxyribonucleic Acid)**

The carrier of genetic information which is principally found in the chromosomes of the nucleus of the cell

**DNR (Do Not Resuscitate)**

An instruction given by a person that they do not want their heartbeat artificially restarted

**Domiciliary Care**

Care provided in a person's own home

**Down's Syndrome**

A condition present from birth that results from an individual having an extra number 21 chromosome. This leads to learning difficulties, shorter stature, distinctive features and frequently heart defects

**Drape**

Cover up

**Drop Attacks**

A form of Transient Ischaemic Attack (TIA) in which a brief interruption of cerebral blood flow causes a person to fall to the floor without losing consciousness

**Drug Holidays**

Regularly scheduled short time periods when all non-essential medications are withheld

**Drug Paraphernalia**

Any item which can be associated with drug use

**Dual Diagnosis**

When a person has two disorders that affect each other, for example depression and alcoholism

**Dysarthria**

A muscle problem that makes it difficult for the person to speak

**Dyscalculia**

Problems in handling numbers and mathematical concepts, many of its features are shared with dyslexia

**Dyslexia**

A learning difficulty where the person has problems coping with written symbols

**Dysmenorrhea**

Painful menstruation

**Dysphagia**

A condition that causes difficulty chewing and swallowing food and drink

**Dysphasia**

The sufferer understands that which is going on around them but loses their ability to write and/or speak, either partially or fully. The frustration this causes can often be seen in challenging behaviour

**Dyspnea**

A sense of difficulty in breathing; shortness in breath

**Dyspraxia**

An immaturity of the brain which means that messages are not properly transmitted to the body

**Dyssomnia**

Sleep disorders which cause problems in falling asleep or staying asleep and cause extreme daytime sleepiness

**Dysthymia**

A mild to moderate depression that gradually subsides to major depression

**Dysuria**

Difficult or painful urination

**E-number**

A food additive approved by the European Union and given an identifying number

**Ecchymosis**

Skin discolouration caused by the escape of blood into the tissues from ruptured blood vessels

**ECG (Electrocardiogram)**

A record of the electrical activity of the heart

**Ecology**

The relationship between living things and the environment around them

**Economy**

Ideas of money relationships and needs

**EEG (Electroencephalogram)**

A record of the electrical activity of nerve cells in the brain

**Egocentric**

Someone who can only see things from their own point of view. This differs from someone who is selfish, as a selfish person can see another's point of view but chooses to ignore it

**Elastin**

Connective tissue protein that is the principal component of elastic fibres

**Electrocautery**

Destroying tissue by electrical current

**Eliminate**

To get urine and/or faeces out of the body

**Embolus**

Blood clot that travels through the circulatory system until it lodges in a distant blood vessel

**Emergency**

Serious situation that comes on suddenly and threatens life or well being

**Emesis Basin**

Kidney-shaped basin that fits against the neck to collect vomit

**Emotional Difficulties**

Needs related to conditions such as anxiety, fear, depression and ASD (Autistic Spectrum Disorder)

**Emotional Needs**

Wanting to be needed, loved, respected

**Emotional Quotient (see EQ)****Empathy**

The ability to put yourself into the place of someone else, to identify with them



**Empowerment**

Enabling people to make their own decisions for themselves

**Enabling**

Helping, encouraging, supporting someone to do something for themselves with and/or without appropriate aids etc

**Encephalitis**

An inflammation of the brain caused by an infection

**Endarterectomy**

Surgical removal of the lining of an artery

**Endocrine Glands**

Glands which produce hormones and release them into the bloodstream. Examples of this are the adrenal glands and the pituitary gland

**Endometrium**

The mucous membrane lining the uterus

**Endorphins**

A group of chemicals produced in the body which naturally provide pain relief. They also affect your feelings of well being. They are otherwise known as opioids

**Endoscope**

A device consisting of a tube and optical system for observing the inside of a hollow organ or cavity

**End-Stage Disease**

Terminal or final illness

**Epilepsy**

A condition whereby a disorder of the central nervous system can cause seizures, there may be developmental problems as well. There are several types of epileptic seizure including petit mal and grand mal

**Epithelium**

The covering of internal and external surfaces of the body

**EPS (see Extra Pyramidal Symptoms)****EQ**

Measures a person's emotional health and stability

**Equality**

Being available to equal opportunity

**Equal Opportunities**

Ensuring every person has equal access to the same opportunities

**Ergonomics**

Studying the relationship of job tasks and the worker's capabilities with a view to developing a worker friendly environment

**Eschar (see Necrotic Tissue)**

**Essential Tremor**

A tremor of unknown cause, often misdiagnosed as Parkinson's Disease. It generally happens when the hands are held in a particular posture or when they are moved toward an object – not when at rest as in Parkinson's Disease

**Ethics**

Awareness and application of issues that have rights, wrongs and moral dilemmas

**Ethnicity**

Depicts the cultural group which a person belongs to

**Ethnic Minorities**

Groups of people whose race, religion or culture differ significantly from those of the majority of inhabitants of the country in which they live

**Ethos**

Characteristic spirit or attitude of a community. Can be used to refer to the 'learning atmosphere' of a care setting

**Ethyl Alcohol**

The scientific name for alcohol

**Etiology**

Cause of a disease

**Eustachian Tube**

Connects the middle ear to the throat. This means that the air pressure on each side of the ear drum can be kept even

**Evaluation**

When it is decided if plans have been successful

**Exacerbation**

Return of symptoms of illness or disease after a remission

**Exercise**

A type of physical activity defined as a planned, structured and repetitive body movement done to improve or maintain physical fitness

**Exudate**

The fluid formed at the surface of a wound as a result of white cells, proteins and fluid leaking from small blood vessels

**Explosive**

A chemical that causes a sudden, almost instantaneous release of pressure, gas and heat when subjected to sudden shock, pressure or high temperature

**Exposure**

State of being open and vulnerable to a hazardous chemical by inhalation, skin contact, or any other course

**Exposure Incident**

A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties

**Extinguishing Media**

The fire fighting substance to be used to control a material in the event of a fire

**Extra Pyramidal Symptoms (EPS)**

Twitches and involuntary spasms

**Extracorporeal Shock Wave Lithotripsy (ESWL)**

A procedure to crush stones in the bladder or urethra using vibrations of sound waves

**Extrapulmonary**

Outside of the lungs

**Exudate**

The "liquidy" part of dead body tissue as it breaks down

**Eye Protection**

Recommended safety glasses, face shields etc to be used when handling a hazardous material

**Facilitate**

To make something more possible to happen

**Faecal Impaction**

If constipation is not put right, the faeces "compact" in the rectum

**Faeces**

Formed body waste that is discharged from the bowels

**Fall**

A sudden unanticipated change downward in body position with or without physical injury

**Fall Injury**

Injury sustained as a result of a fall

**Falls Self Efficacy**

Belief in own ability to avoid falling

**Family**

People related to each other by blood, marriage, adoption or legal guardianship

**Fatigue**

Loss of strength and endurance

**Fats**

Source of energy found in foods such as oil, butter and margarine

**Febrile Convulsions**

Convulsions or fits related to a fever

**Feeding Programme**

A structured programme of nutritional assessment and feeding assistance to promote nutritional intake and resident independence

**Fever**

Abnormal elevation of body temperature

**Fibromyalgia**

Pain, stiffness and tiredness of the muscles which has no identifiable cause or associated abnormality. It often develops during times of stress

**Fibrosis**

An abnormal thickening of fibrous connective tissue, usually in the lungs

**Fine Manipulative Skills**

The precise use of hands and fingers such as that displayed when using cutlery etc

**Fine Motor Skills**

Skills of movement requiring the smaller muscles of the body and often involving manipulation. For example use of hands and fingers to do up buttons

**First Aid**

Immediate care given before treatment by a trained medical personnel

**Fitness For Purpose**

The term used in the regulation process to identify the extent to which a home successfully meets its stated aims and objectives

**Food Supplement**

A concentrated nutrient given to someone to "add value" to their meals

**Footboard**

Positioning device to keep client's feet in an upright position

**Footdrop**

Inability to keep the foot in a normal walking position

**Foreskin**

The skin that covers the end of the penis when someone has not been circumcised

**Formal Social Relationships**

These are short-lived relationships that are not about friendship, companionship or family. They demand a certain type of behaviour which has its own rules. For example buying a train ticket

**Fortified Foods**

Those that have had vitamins and minerals added to them

**Foundation**

The structured training period, generally for new staff, to ensure they genuinely understand and can demonstrate competency in the main aspects of their duties and job description

**Fowler's Position**

The position of sitting upright, usually in bed

**Fracture**

Broken bone

**Fulfilment**

A person's right to the realisation of personal aspirations and abilities in all aspects of their life

**Gait**

Manner or style of walking

**Gallstone**

A deposit formed in the gallbladder or bile duct

**Gastritis**

When the stomach lining becomes inflamed due to an infection or irritation

**Gastroenteritis**

When the lining of the stomach and the intestines become inflamed due to an infection. This often causes vomiting, diarrhoea, fever and cramps

**Gastroscope**

An endoscope for inspecting the stomach's interior

**Gender**

Represents the socially constructed differences between man and woman

**Generalised Anxiety Disorder**

Excessive anxiety most days during several activities with at least three of the following: restlessness, poor concentration, irritability, sleep disturbance and muscle tension

**Genetic**

Pertaining to or carried by genes - hereditary

**Genitalia**

Organs of reproduction

**Genogram**

A format for drawing a family tree recording information about family history and the nature of relationships within a family

**Geriatrician**

A person who specialises in the medical condition of elderly people

**German Measles (see Rubella)****Germ**

Very small organisms that cause disease. They are also referred to as pathogens or pathogenic micro-organisms

**Gerontology**

The study, field of understanding that deals with aging

**GI (see Glycaemic Index)****Glaucoma**

An eye disorder that can result in blindness. The normal flow of fluid in and out of the eye becomes blocked on the way out and pressure rises inside. This high pressure can damage nerve fibres in the retina and interferes with information being sent to the brain, therefore affecting vision

**Glucagon**

A hormone produced by special cells in the pancreas which acts to increase the level of glucose in the blood if it drops

**Gluconogenesis**

The formation of new glucose from sources such as fats and proteins

**Glucose**

This is a sugar and the most important carbohydrate in the body metabolism

**Glucose Tolerance Test**

A test to determine a person's ability to metabolise glucose

**Glue ear**

If there are repeated middle ear infections then a jelly like substance may gradually fill the middle ear which cannot drain away down the Eustachian tube. This sort of glues the ear drum and is known as glue ear

**Gluten**

A protein which is found in barley, oats, rye and wheat

**Glycaemic Index (GI)**

This is a way of ranking carbohydrate containing foods in terms of their effect on blood glucose level. Slowly digested, complex carbohydrates have a low rating and those which are high in simple, quickly absorbed sugars have a high rating. The base line of 100 is represented by white bread against which other foods are measured

**Glycogen**

A carbohydrate stored in cells for future conversion into glucose. It is used in performing muscular work and liberating heat

**Glycogenolysis**

The breakdown of glycogen in the liver and muscles to release glucose for energy

**Gonococcal Arthritis**

The most common form of infectious arthritis resulting from the infection of a joint, joint pain is accompanied by small blisters on the skin. The symptoms disappear as the bacteria is treated, there's usually no lasting effect on the joints

**Grand Mal**

This is a type of epileptic seizure. It involves repeated attacks of seizures which result in breathing difficulties and loss of consciousness. The body stiffens, then the limbs begin to jerk, the teeth clench and there may be frothing at the mouth

**Granulation**

The phase in wound healing where the wound bed looks granular. It is a highly vascular progress due to the formation of new blood vessels and so the wound is red in colour

**Grief**

A feeling a person may experience when someone they love dies. This will include feelings of deep sadness and loss

**Grievance**

A formal complaint

**Grommet**

A tiny plastic tube inserted into the eardrum. This allows air into the middle ear. Any fluid build up can then escape down the Eustachian tube or via the grommet

**Gross Motor Skills**

The skills of movement which use the large muscles of the body and includes walking, running, climbing etc. They require balance, control and coordination

**Guardianship**

A legal status given to selected clients by an order made under mental health legislation

**Guilt**

Feelings that someone has who believes they have done something wrong

**Gynaecology**

The study of the reproductive organs in women

**Habit**

Repeated pattern of involuntary behaviour or thought

**Haematoma**

A blood clot under the surface of the skin

**Haematopoietic System**

The blood-forming mechanism of the body

**Haematuria**

When blood is found in urine

**Haemoglobin**

The iron containing pigment present in red blood cells which picks up oxygen molecules as the blood passes the lungs, and carries it to wherever it is needed in the body

**Haemophilus Influenzae Type B**

This infection has a range of symptoms including blood poisoning, pneumonia and meningitis. This type of bacterial meningitis is now rare due to immunisation

**Haemorrhoids**

Varicose veins in the rectum or anus

**Haemostasis**

The blood supply to a wound is controlled and the process of clotting takes place to plug the wound against bleeding

**Halal Food**

Food that has been prepared according to Islamic laws

**Hallucination**

When someone hears and/or sees something that is not there

**Hand Protection**

Specific type of gloves or other hand protection required to prevent harmful exposure to hazardous materials

**Handicap**

A disadvantage for an individual resulting from an impairment or disability that limits or prevents the fulfilment of a role that is normal for that individual

**Handwashing Facility**

A facility that provides an adequate supply of running water, soap and single use towels

**Harm**

This is ill treatment, the impairment of physical or mental health and the impairment of development

**Hay Fever**

This is acute allergic rhinitis. The linings of the nose are irritated by an allergen – usually pollen – they become inflamed and produce excess mucous which results in a runny nose and sneezing. The eyes are also irritated and will become red, itchy and watery

**Hazard**

Something which has the potential to cause harm

**Hazardous Chemical**

Any chemical whose presence or use is a physical hazard or a health hazard

**Hazardous Warning**

Words, pictures, symbols etc presented on a label, or other appropriate form, to inform of the presence of various materials

**Health**

State of physical, mental, and social well being

**Health Hazard**

A chemical that may cause acute or chronic health effects if someone is exposed to it

**Health Promotion**

The active encouragement of others to improve their health and providing ways to do it

**Heart Attack**

Heart muscles do not receive their blood supply meaning they cannot function properly and oxygen cannot be pumped around the body, the person affected will collapse. Before doing so, they often feel a crushing feeling in the chest, pain down the left arm and sometimes their back

**Heimlich Manoeuvre**

The technique that is used to release a foreign body from someone's airway when they are choking

**Hemianopsia**

Blindness or defective vision in one half of the field of vision

**Hemiplegia**

Paralysis of one side of the body

**Hepatitis**

Infectious diseases of the liver caused by a virus and spread through contact with blood, body fluids or unprotected sexual intercourse. It causes swelling, soreness and loss of normal function of the liver. Symptoms include weakness, fatigue, nausea, abdominal pain, fever, and headache. Jaundice is a symptom that may develop later

**Hernia**

This is when the intestines push through the muscle wall of the abdomen and cause a small bulge



**Hierarchy**

An organised ranking

**High Blood Pressure (see Hypertension)****Hip Protector Pads**

These are designed to minimise the risk of falls injury, specifically hip fracture. They absorb the impact of a fall and reduce the risk of fracture by shunting energy away from the hip region. They are generally formed of a pad or a shell that is worn under clothing, covering the hip and held in place by specially designed underpants

**Hippocampus**

Part of the lower brain, it is very important in memory function

**Histamine**

A chemical that is present throughout the cells of the body and is released in response to an allergen

**HIV (Human Immunodeficiency Virus)**

A viral infection transmitted by direct contact with body fluids that causes AIDS

**Homeostasis**

A process that is coordinated by the nervous system and hormones which is vital as it keeps the internal environment of the body stable and regulated

**Homophobia**

The fear and dislike of homosexual men and women

**Hormone**

A chemical produced in one part of the body that travels in the bloodstream to have an effect somewhere else

**Hospice Care**

Special care provision for someone who is very ill and expected to die within a few months

**Hotel Services**

A term used in some homes to describe activity such as cleaning, laundry and catering, which are not included within either accommodation or care

**Human Rights**

Basic entitlements to the meeting of universal needs and wishes, such as the right to privacy, freedom of speech and religion, and family life, which should be enjoyed by every individual

**Huntington's Disease**

An inherited brain disorder that causes personality changes, dementia and irregular and involuntary movements of the facial muscles and limbs

**Hydration**

Maintaining an adequate fluid level

**Hydrotherapy**

Gentle exercise in warm water which helps to relax muscles

**Hyperalgesia**

The perception of a painful stimulus as more painful than normal

**Hyperglycaemia**

When blood glucose level is too high. This may be due to a lack of insulin or an inability of the cells to take up the glucose from the blood

**Hyperlipemia**

The presence of excess lipids (fats) in the blood

**Hyperlipidaemia**

This is an abnormally high level of fats in the blood. It is a major cause of stroke, coronary heart disease and peripheral artery disease

**Hyperplasia**

Increase in volume of a tissue or organ caused by the growth of new cells

**Hypertension**

Chronic high blood pressure, often caused by arterial disease, which can result in stroke

**Hypnagogic Hallucinations**

A disorder that relates to problems going from one stage of sleep to another, images appear just as you are falling asleep

**Hypnopompic Hallucinations**

A disorder that relates to problems going from one stage of sleep to another, images appear just as you are waking up

**Hypocretin**

A chemical involved in carrying nerve impulses from one nerve to another neurotransmitter, it is thought to be involved in regulating sleep

**Hypotension**

Low blood pressure

**Hypoglycaemia**

Blood glucose level is far too low and so the cells are deprived of glucose

**Hypothermia**

The person is not kept warm enough and their body temperature drops to a dangerously low level (below 35.0° C). Deep hypothermia – where it drops to below 26° C – can be fatal as the organs of the body slow down so much they may stop working altogether

**Hypothesis**

A theory which can be tested to see if it is right

**Hypoxia**

Oxygen deficiency

**Identity**

How a person comes to understand themselves in the context of society around them

**Ignitable**

Capable of being set on fire

**Iliac crest**

The thick curved upper border of the ilium (the most prominent bone of the pelvis)

**Illiteracy**

Not being able to read and write

**Illness**

State of being sick

**Immobilisation**

Prevention of movement, presumably to allow for natural healing to take place

**Immune**

Resistant to infectious disease

**Immunisation**

A process or procedure by which resistance to infectious disease is produced in a person

**Immunity**

The ability of the body to resist infection

**Immunoglobulin**

A product derived from blood containing antibodies which can be given to someone in order to fight disease

**Immunosuppressants**

Drugs which suppress the immune system, stopping it from working at full capacity. They prevent the body attacking cells it doesn't recognise as its own. They can be taken by people after they have had transplants and to treat autoimmune diseases where even the body's own cells are not recognised

**Immunotherapy**

The production or enhancement of immunity

**Impaction**

Presence of a large, hard mass of faeces in the rectum or colon

**Impaired Judgement**

The inability to make logical, rational decisions and decide whether the given action is right or wrong

**Impaired mobility**

Impaired gait or balance or inability to walk straightforward without support

**Impairment**

The loss or limitation of a physical, mental or sensory function on a long-term basis

**Impervious**

A material that does not allow another substance to pass through or penetrate it

**Implementation**

When a plan is put into action

**Impulse**

Sudden, uncontrollable urge

**Impulsive**

Behaviour that is sudden and often lacks insight

**Incentive Spirometer**

Instrument that is used to encourage the client to breathe deeply and correctly

**Incidence**

Extent or frequency of an occurrence i.e. the number of people with a pressure sore over a given period of time

**Incident**

Something that happens which is unusual

**Incident Monitoring**

A method of collecting detailed qualitative data about any unintended incident which could have or did harm someone

**Inclusion**

Providing the support needed to enable different people to be together in the community

**Incontinence**

Not being able to control urinating or defecating

**Incubation Period**

The time gap between the entry of the disease causing organism into the body and the first appearance of the symptoms. During this time a person is most likely to pass on the infection to others

**Independence**

The right to have the opportunity to think and act without reference to another person

**Independent Advocate**

An individual who is independent of the home who acts on behalf of, and in the interests of, a client who feels unable to represent him/herself when dealing with professionals

**Independent Sector**

The commercial and voluntarily managed agencies involved in care, which are not part of central or local government

**Indirect Discrimination**

When a condition is applied which will unfairly affect a particular group of people when compared with others

**Indirect Transmission**

Transmission of micro-organisms from one thing to another via a third party, such as hands, equipment etc

**Individual Accommodation**

The areas in a home which are private to a single client or a sharing couple, as opposed to shared facilities and communal space

**Individuality**

The sense of self that a person develops as their life experiences grow and change shaped by their beliefs, age, class, circumstances etc

**Induction**

The structured initial training period, generally for new staff, to ensure they understand the basic application of their duties and job description and that the employer is happy the employee understands these basics

**Induration**

The abnormal hardening of tissue

**Infantilisation**

When an adult is talked to as if they are a child

**Infarct**

Area of dead, deteriorating tissue resulting from a lack of blood supply

**Infection**

A condition whereby a microbiological agent becomes established on or in a host and there are signs of that illness or disease

**Infection Control**

Methods to prevent the spread of infection

**Infectious Arthritis**

Also known as Septic Arthritis, this is caused by bacteria, fungi or viruses which invade the body and settle in the joints causing inflammation e.g. tuberculosis, HIV and gonorrhoea. Arthritis is a side effect of/a complication to another infection

**Informal Carer**

Unpaid person, usually a family member, who cares for the client on a voluntary basis

**Ingestion**

Taking in by the mouth

**Inhalation**

Breathing in

**Insoluble**

Incapable of being dissolved in a liquid

**Insoluble Fibre**

This is also known as roughage and cannot dissolve in water. It remains in the intestine acting as bulk and stimulating the intestine to push everything along

**Insomnia**

A condition where falling asleep or staying asleep are difficult to achieve

**Instinct**

A behaviour or response which is not learnt

**Institutional Discrimination**

When discrimination is expressed through the policies and procedures set by an institution

**Institutional Racism**

The failure of an organisation to provide a proper service to people because of their origins. This can be countered by having a policy of equal opportunities in the organisation

**Insulin**

A hormone produced by specialised cells in the pancreas. It acts to regulate the level of glucose in the blood when it rises above a critical level

**Interdisciplinary**

When two or more agencies work together in the provision of someone's care

**Intergenerational Programming**

Structured programme to promote the integration of a variety of generational groups in activities

**Intermediate Burns**

These form blisters which can become infected and need medical attention

**Intermediate Care**

Short-term care, normally not more than six weeks, provided in a care home or through a centre in the form of intensive rehabilitation, aimed at enabling a person to return to their own home after a period in hospital or after an illness or accident which might otherwise have led to admission to hospital or to long-term care

**Internalisation**

Learning that is deeply understood and, therefore, unlikely to be forgotten – at least not for some time

**Intrauterine**

Inside of the uterus

**Intravenous (IV) Infusions**

Administration of nutrients or medications through a vein or veins

**Invasive**

Entering the body

**Involuntary Seclusion**

Separation of the client from other clients or from his/her room against will of resident or legal representative

**IQ**

Measures a person's intelligence, a score of 100 is the average

**Irritant**

A chemical that is not corrosive that causes a reversible inflammatory effect on tissue by chemical action at the site of contact

**Ischaemia**

A reduced blood supply to a part of the body caused by the narrowing of the arteries

**Ischium**

The lower and back part of the pelvis. It is the bone the body rests on when sitting

### **Isometric Exercises**

Strength training exercise where the joints are not moved. Muscles contract and relax, often using another part of the body to work against. For example clasping hands in front and pushing them together repeatedly

### **Isotonic Exercises**

This type of strength training exercise involves muscles being moved against the resistance of water, gravity, weights etc as the joints are bent and straightened e.g. swimming, dance, stair climbing, sit ups



### **Jaundice**

Occurs when a waste substance called bilirubin is made faster than the liver can get rid of it. It can be a sign of a disfunctioning liver and it makes the skin and whites of the eyes yellow

### **Jet Lag**

A disorder of the body's Circadian rhythm caused by crossing many time zones in quick succession. The body's clock does not synchronise with the local time

### **Joint**

A junction between bones. Usually formed of fibrous connective tissue and cartilage

### **Judgement**

The ability to make considered decisions or come to sensible conclusions



### **Ketoacidosis**

This is the result of toxic chemicals in the blood from the breakdown of fats, in the cells of the body, to obtain energy. This may be a dangerous condition and requires emergency treatment because it can lead to dehydration and coma

### **Key Worker**

A person with the main responsibility for the provision of a service to a client or clients

### **Kinesophobia**

An intense fear of movement

### **Kosher Food**

Food that has been prepared according to Jewish laws

### **Kyphosis**

The bending of the spine which leads to a hump in the upper back, tilting the head forward. Generally resulting from the bones of the spine becoming brittle and fracturing

**Label**

Notice attached to a container bearing information concerning its contents

**Labelling**

Applying stereotypical ideas to individuals rather than groups

**Labia**

The outer and inner fatty areas found around the vulva of a woman's genitals

**Lacrimation**

Secretion and discharge of tears

**Lancets**

Short, pointed blades used to obtain blood from capillaries

**Lean Body Mass**

The weight of the body minus the fat content

**Learning Difficulty**

This describes a wide range of needs and problems which act as a barrier to learning. It includes behavioural problems

**Learning Disability**

People with these have difficulties learning and find it particularly hard to understand new concepts and develop new skills. It is a lifelong condition that is usually present from birth but may not be apparent until later

**Lesion**

Any injury or wound to a tissue

**Lethargy**

Sluggishness

**Life Threatening Illness**

A serious or terminal illness e.g. HIV, cancer, leukaemia

**Lifting/Turning Sheet**

Folded sheet placed under client from shoulders to thighs

**Ligament**

Very strong fibrous tissue which holds bones together but allows for movement

**Lipohypertrophy**

Fatty lumps under the skin which are the result of repeatedly injecting in the same small area. Diabetics are at risk of this with repeated insulin injections

**Listening**

Actively engaging the mind to understand what someone else is trying to say so that their communication is understood

**Literacy**

The ability to read and write



**Living Will**

Advance medical directive that specifies treatment to be given or withheld if a person becomes terminally ill or incapable of making decisions themselves

**Locomotion**

The ability to move around on your own

**Long-Term Care**

Care provided by a home or other agency over a period of some months or more

**Lubricant**

Fluid, ointment, or other substance for reducing friction between parts that rub together and making a surface slippery it protects skin and prevents drying

**Lumbago**

An imprecise term for lower back pain

**Lyme Disease**

This is caused by a bacterium carried in the bite of a certain type of tick. The symptoms are a distinctive rash and flu-like symptoms. If left untreated it often leads to arthritis attacks

**Maceration**

Softening and whitening of skin which is kept constantly wet, leaving it more vulnerable to infection or damage from tearing

**Major injury**

Fracture, joint dislocation, soft tissue injury, and/or laceration requiring sutures

**Makaton**

This is a list of over 400 items with corresponding signs and symbols. It is based on British Sign Language but is used to support the spoken word and is used with facial expressions and movements

**Malabsorption Syndrome**

Inadequate absorption of nutrients from the intestinal tract, especially small intestine

**Malaise**

A feeling of general discomfort, distress, or uneasiness, an out-of-sorts feeling. It is often indicative of infection

**Malignant**

Tending to become progressively worse and to result in death

**Malleolus**

Bony prominence on each side of the ankle

**Malnourished**

A disorder of nutrition, it may result from an unbalanced, insufficient or excessive diet or from impaired absorption of foods

**Malodorous**

Having a foul smell

**Mammary**

Pertaining to the breast

**Mandatory**

Required

**Mask**

A covering that protects the face and/or mouth

**Medical Advisor**

The person(s) who advises upon an individual's health, for example a doctor or surgeon

**Medical Asepsis**

Use of techniques and practices to prevent the spread of pathogenic organisms

**Medication**

Drugs used in the treatment of disease or illness

**Melatonin**

A hormone produced by the pineal gland in the brain when it gets dark. It affects other glands in the body and the result is that you wind down and feel sleepy

**Melting Point**

The temperature at which a solid substance changes to a liquid state

**Meningitis**

An inflammation of the lining of the brain due to an infection

**Menopause**

The stage of a woman's life where hormonal changes occur

**Menorrhagia**

Excessive menstruation

**Menstruation**

Periodic discharge of blood from the vagina of a non-pregnant uterus

**Mental Abuse**

Statements of humiliation, harassment, threats of punishment or deprivation

**Mercury**

A silvery metallic element that is often used in medical and scientific instruments – it is extremely poisonous

**Metabolism**

Sum total of all chemical reactions in body cells that transform substances into energy or materials the body can use or store

**Metacognition**

Thinking about your own thinking. Reflecting on your own ideas such as ' That was a bad idea'

**Metastasis**

The transfer of disease from one organ or part to another not directly connected with it

**Micro-organisms**

Viruses, bacteria etc that can not be seen by the eye

**Minerals**

These are essential for maintenance of a healthy body and include calcium, iron, sodium and zinc

**Mobility**

How capable someone is for moving about themselves

**Motor Nerve**

This carries the signal from the central nervous system out to the muscles to bring about a response

**Motor Neurone Disease**

Motor nerve cells are impaired which weakens them and they gradually waste away effecting the person's mobility, swallowing, breathing, etc

**Motor Skills**

The abilities regarding physical skills and abilities

**Mourn**

Process of grieving caused by great personal loss

**MRI Scan**

Magnetic Resonance Imaging involves a highly technical scanner that uses magnetic fields and computer technology to generate images of the internal anatomy of the body

**MS (see Multiple Sclerosis)****Mucous**

Sticky, thick fluid secreted by mucous glands and mucous membranes. It moistens, lubricates and protects

**Mucous Membrane**

Membrane lining all body passages that come into contact with the air including the respiratory and alimentary tracts. It contains cells that secrete mucous

**Multilingual**

When someone is able to speak more than two languages

**Multiple Sclerosis**

A progressive disease that affects nerve fibres which causes gradual disabling

**Muscle**

An organ composed of individual muscle fibres and muscle cells

**Muscle Atrophy**

Wasting of muscle

**Muscle Tone**

Readiness of muscle to work

**Muscular Dystrophies**

A group of inherited conditions which affect the muscles so they become weak and wasted. The condition prevents production of an important protein needed for healthy muscle development

**Myelinisation**

A fatty substance called myelin is laid down as a coating around nerve cells. This enables the nerve cells to transmit messages more efficiently

**Narcolepsy**

An extreme tendency to fall asleep during normal waking hours. Sometimes this is accompanied by vivid hallucinations immediately before a sleep attack. Some sufferers become paralysed and others collapse during such an attack

**Narcosis**

A state of stupor, unconsciousness, or arrested activity produced by the influence of narcotics or other chemicals

**Narcotics**

Substances which may induce drowsiness, sleep, stupor or insensibility

**Nasal Cannula**

Two-pronged device that delivers oxygen; short prongs are inserted into the client's nostrils

**National Minimum Standards**

The government's statement of the standards of care to which homes must adhere and which the inspectorate must take into account in carrying out inspections

**Natural Immunity**

This is immunity which is the result from having had an infection, producing the antibodies and then being protected from further infection

**Nausea**

The feeling of sickness at the stomach

**Nephrotoxin**

A substance that causes injury to the kidneys

**Necrotic tissue**

Localised dead body tissue that occurs in groups of cells in response to disease or injury

**Need**

Something that is necessary to or for someone

**Neglect**

Inability or failure to provide needed care

**Negligence**

The failure to act in what would be considered a proper and professional manner by a group of reasonably minded people

**Nephropathy**

Kidney damage caused by a long period of high glucose levels and high blood pressure. It is a complication of diabetes and can lead to kidney failure if sugar levels are not controlled

**Nerve Deafness**

When someone cannot hear because of damage to the inner ear, the nerves, or the part of the brain that controls hearing

### **Nervous System**

This is made up of the brain, spinal cord and nerves. The body works by the brain sending messages down the spinal cord which are then passed on to the nerves which stimulate the muscles. Messages can also be sent from the nerves, to the spinal cord and up to the brain

### **Neuritis**

Inflammation of a nerve

### **Neuroleptic Drugs**

A group of drugs which are used in the treatment of psychoses and dementia

### **Neuropathic Pain**

Pain caused by a primary lesion or dysfunction in nerve fibres, spinal cord or brain

### **Neuropathy**

Any disease of the nerves

### **Neurotic Behaviour**

When someone acts overly sensitively or obsessively. This can include rocking, self-harm and pulling their hair out

### **Neurotoxin**

A material that affects the nerve cells and may produce emotional or behavioural abnormalities

### **Neurotransmitter**

A chemical involved in carrying nerve impulses from one nerve cell to the next

### **Nociceptive Pain**

This is pain caused by actual or potential tissue damage

### **Nocturia**

Excessive urination at night

### **Nocturnal Confusion**

Confusion occurring during the night

### **Non-Flammable**

Not easily ignited, or if ignited it does not burn rapidly

### **Non-Intact Skin**

Skin that has a break in its surface. It includes cuts, hangnails, paper cuts and burns

### **Non Pathogenic**

Micro-organisms that do not cause infection

### **Non-Verbal Communication**

Sending and receiving messages without using words and instead communicating through gestures, body language and facial expressions

### **Nor Adrenaline**

A hormone produced by the adrenal glands in response to stressful situations which helps to prepare the body for "fight or flight". It increases alertness and mainly promotes the ability to fight back

### **Norm**

A fixed ideal or standard measurement

**Normal**

Conforming to a standard or following the rule

**Normalisation**

Creating situations where a person can develop and function as close to that which would be considered “normal” by society in general

**Nuclei**

Small airborne droplets that contain infectious material such as tuberculosis

**Nutrients**

The chemicals in food which provide energy and provide materials for growth and repair. These are carbohydrates, proteins, fats, vitamins and minerals

**Nutrition**

Process by which food is taken in and used by the body

**Nutritionists**

Professionals who are trained in nutrition

**Obesity**

Being so overweight that health is severely at risk

**Objective**

Not using personal feelings when making a judgement

**Observation**

Act of watching carefully and attentively

**Obstructive Sleep Apnoea**

A form of repeated temporary interruptions of breathing during sleep. The soft tissue where the mouth, throat, nose and airway to the lungs collapse and blocks the airway

**Occupational**

Job related

**Occupational Exposure**

Skin, eye or mucous membrane contact with blood or other potentially infectious materials that may result from the performance of an employee's duties

**Occupational Therapist**

Someone who helps a person use their hands and arms better. Their primary role is to assist people to undertake day to day activities as best they can for themselves, with and/or without suitable aids

**Occupational Therapy**

The treatment of a disease or the promotion of good health by mental or physical activities

**Oedema**

Abnormal accumulation of fluid in the tissues which causes swelling, typically in the legs and ankles

**Oestrogen**

Principal female sex hormone

**Old Age Medicine**

The medical specialism concerned with the diagnosis, treatment and care of older people

**Older Adult**

An individual 65 years or older

**Ombudsman**

Someone formally designated to investigate complaints independently

**Open Questions**

Questions that are not easily answered with a “yes” or “no”, they need to be answered more openly, more fully, they do not have a specific answer

**Open Recording**

The process under which the inspection reports of homes are documents which must be available to the public

**Opioids (see Endorphins)****Oppressed**

If someone is oppressed then they are being prevented from exercising their rights

**Optician**

Assists people with eyesight improvements, spectacles etc

**Optimise**

To make the best of or get the maximum use out of an opportunity or situation etc

**Oral**

A procedure involving the mouth

**Orientation**

A training programme given by a care home to help generally new staff understand their basic responsibilities. It usually takes place within the first few days of employment

**Orthostatic Hypotension**

A decrease in blood pressure when standing up, it is also known as Postural Hypotension

**Osteoarthritis**

The most common form of arthritis, joint inflammation is caused by “wear and tear” where the joint has worn away protective cartilage

**Osteomalacia**

Bones become soft and malformed and will fracture easily. It is caused by a lack of vitamin D, which means that calcium cannot be absorbed or used in bone formation

**Osteopath**

A practitioner who diagnoses and treats problems with: muscles, ligaments, nerves and joints

**Osteopenia**

A condition of weakness in the bones suffered by people with a low bone mass, it is not as severe as Osteoporosis

**Osteoporosis**

Bones have become weak and brittle because of loss of minerals, particularly calcium meaning the bones are fragile and easily broken. It is more common in women after the menopause but it can be found in people who have had eating disorders and after long-term steroid use

**Osteotomy**

A procedure which corrects the misalignment of a joint by cutting the bones and re-aligning them

**Outbreak**

A sudden, often unexpected, rapid increase of a disease or illness

**Outcome**

End result of a service provided by a care home to a client

**Output**

All fluids lost from the body that can be measured

**Oxygen**

Gas essential for life

**Paget's Disease**

A disorder in which the usual maintenance and replacement of bone tissue is disrupted. It leads to weakened, distorted and painful bones and affects 1 in 10 people over 80

**Pain**

An emotion which is experienced in the brain. It is an unpleasant experience in its sensation and emotionally. It is associated with actual or potential tissue damage

**Pain Threshold**

The lowest intensity of a stimulus at which someone feels pain

**Pain Tolerance Level**

The greatest level of pain someone can tolerate

**Palliative Care**

Special care provision that focuses on maximising comfort and pain relief for a person who is terminally ill and there is no hope of recovery

**Palpitations**

When the heartbeat becomes stronger, throbbing or irregular

**Palsy**

A temporary or permanent loss of sensation or loss of ability to move or to control movement

**Pancreatitis**

An inflammation of the pancreas. It may be a progressive, long-term problem where the pancreas gradually becomes too damaged to work properly or, acute and caused by a leakage of digestive enzymes into the pancreas which start to digest the pancreas itself

**Paranoia**

The sufferer wrongly believes that other people are a threat to them, they can become very anxious, agitated and might retaliate to what they think has happened to them



**Paraphrasing**

Repeating back, in summary, what someone has communicated to you

**Parasites**

Organisms that live in or on another living organism and take their food from the host's tissues. They may be permanently associated with their host or sometimes only for a short period of their life cycle. Examples of parasites include head lice, threadworm and all viruses

**Parasomnias**

Sleep disorders which usually occur at sleep stage transitions causing full or partial waking and involving some sort of physical activity that isn't usually associated with sleep

**Parenteral**

Administration of a substance by any way other than the mouth e.g. needles, human bites, cuts or scrapes

**Parkinsonism**

This term is used to describe a set of symptoms which are the same as those displayed by Parkinson's Disease. However, they are caused by something else such as a head injury or certain anti-psychotic drugs

**Parkinson's Disease**

A long-term, slowly progressing brain disorder which causes problems with muscle control. It is a degenerative condition of the central nervous system characterised by muscle rigidity, slow movements and tremors. It can eventually impair speech, daily activities, eating etc

**Passenger Lift**

A means of transport to travel vertically between a building's floors

**Pathogenic**

Capable of causing or producing a disease

**Pathogenic Micro-Organisms (see Germs)****Pathologic**

Pertaining to or caused by disease

**Peers**

Persons who are one's equal

**PEG (Percutaneous Endoscopic Gastronomy)**

A feeding tube that passes through the abdominal wall directly into the stomach so that nutrition can be given without swallowing

**People With Disabilities**

The term for clients who have disabilities which effect their daily living

**Perception**

How we make sense of what we see, hear, taste, touch and smell. It is affected by previous experience, knowledge and by our emotional state at the time

**Percutaneous**

A procedure which is performed through the skin i.e. draining fluid from an abscess using a needle

**Perineal**

The area between and around a person's anus and genitals

**Peripheral Ischaemia**

A reduced blood supply to the extremities (usually the feet) caused by narrowing of the arteries

**Peripheral Vascular Disease (PVD)**

Reduced blood flow to the arms and legs caused by hardening of the arteries and a build up of fatty deposits

**Peristalsis**

Involuntary wavelike contractions that move food through the alimentary canal

**Person Centred Approach**

An approach to care planning that empowers clients to make decisions about what they want to happen in their care. Their decisions then provides the basis of any plans that are developed and put into action

**Personal**

When something is private

**Personal Care**

Care received by clients in a home which includes assistance with bodily functions when required

**Personal Protective Equipment (PPE)**

Specialised clothing or equipment worn by a carer to protect against a hazard

**Personnel Policies**

Set of rules and regulations to be followed by employees. Normally these policies regard employer and employee rights and responsibilities

**Perspiration**

The salty fluid that is secreted by the sweat glands

**Petit Mal**

A type of epileptic seizure. It does not involve any abnormal movements etc but results in a second or two loss of consciousness where the eyes glaze over and control is briefly lost

**Phantom Pain**

Pain in a part of the body that has been surgically removed

**Pharmacist**

A person qualified in the understanding of drugs and their application

**Phlebitis**

Inflammation in a vein

**Physical Abuse**

A non-accidental injury caused by direct attack or actions that put the client at significant risk of physical harm

**Physical Activity**

When the body moves enough to increase the amount of energy produced by the body

**Physical Intervention**

A response to violent or aggressive behaviour which involves using some physical force to limit or restrict movement or mobility

**Physically Disabled**

A person with a condition which permanently prevents normal body movement or control

**Physical Needs**

The need for food, water, warmth, shelter, etc

**Physical Restraint**

To physically restrict a person's freedom, their ability to move

**Physical Therapist**

A person who helps people retain and/or improve their overall physical abilities

**Physiological**

Regarding the normal functioning of the body

**Physiotherapist**

A medical professional who develops movement and mobility to improve a person's own capabilities

**Physiotherapy**

The treatment of disease, injury or disability by physical methods such as exercise, massage or heat

**Pick's Disease**

Dementia in the brain's frontal and temporal cortex which leads to personality and behaviour changes

**Plaque**

A rough, sticky coating on the surface of the teeth consisting of saliva, bacteria and food debris

**Platelets**

Small blood cells which produce a substance vital in blood clotting

**Pneumonia**

A serious inflammation of the lungs which can be caused by a virus or bacterium

**Podiatrist**

A health professional responsible for care and treatment of the human foot

**Policy**

Sets of rules and regulations regarding a situation which may occur in which staff and others will have to act within agreed guidance

**Polygamous Relationships**

Those where one partner has several partners of the opposite sex. It is illegal in the UK but accepted in other cultures

**Polymyalgia Rheumatica**

An autoimmune disease where tissues become inflamed, leading to pain and stiffness – particularly in the shoulders and hips. It may be associated with Rheumatoid Arthritis

**Polymyositis**

Muscles are inflamed and weakened – particularly around the shoulders and pelvis – by a rare autoimmune condition. When accompanied by a rash it is known as Dermatomyositis

**Polypharmacy**

An excessive use of drugs, taking many at one time

**Positive Action**

Steps taken to better equal opportunities, for example making sure that applicants for employment from minority groups have a fair chance at every stage of the recruitment process

**Post Falls Syndrome**

After a fall the client has an exaggerated tendency to clutch and grab while walking and is not able to walk without assistance

**Post Mortem**

After death

**Postural Hypotension (see Orthostatic Hypotension)****Preference**

Something someone likes better – their likes and dislikes

**Prejudice**

When someone holds a negative view about someone else because of their gender, cultural background, ethnicity or disability

**Presbycusis**

The lessening of hearing that happens with age

**Presbyopia**

Long-sightedness that occurs with aging

**Pressure ulcers (Pressure sores)**

Any wound or lesion caused by unrelieved pressure resulting in damage to underlying tissue. They generally occur over parts of the body where the bones are nearer to the surface of the skin and vary from surface damage to deep craters involving muscle and bone

**Prevalence**

How widespread or common something is i.e. the number of people with a pressure sore on one certain day

**Prevention**

Action taken to identify and tackle elements in the lifestyle of a vulnerable person such as smoking, lack of exercise or a tendency to fall which might lead to a health or social care crisis

**Primary Health Care**

Health services provided locally by GPs, dentists, pharmacists, community nurses, health visitors and similar practitioners

**Privacy**

A person's right to be alone or undisturbed and free from intrusion or public attention

**Procedure**

Steps that must be followed to put a policy into effect

**Professional Development**

Opportunities for staff to receive ongoing training to increase their skills

**Prognosis**

Educated guess about the expected outcome of an illness

**Projectile Vomiting**

Violent vomiting where the regurgitated food is projected so forcefully it may land several feet away

**Prompting**

Encouraging someone to do something for themselves, reminding them

**Prone**

To be lying in a face down position

**Pronunciation**

The way that words are said

**Proprioception**

Awareness of where the parts of our body are at any one time

**Prosocial Behaviour**

Behaviour which benefits others without reward to oneself

**Prosthesis**

An aid that is made to replace a missing part of the body

**Protein**

A nutrient that builds and repairs cells and tissue, it comes from foods such as meat, fish, eggs and cheese

**Protocol**

A written way of doing something

**Pruning**

When the brain kills off synapses that are not in use

**Psoriasis**

Patches of red, scaly skin caused by new skin cells being produced faster than dead skin cells are shed

**Psoriatic Arthropathy**

A disease of the joints associated with the skin disorder psoriasis

**Psychiatrist**

A doctor who specialises with diagnosing and treating mental illnesses

**Psychogeriatrician**

A doctor who practices psychogeriatrics

**Psychogeriatrics**

The medical specialism concerned with the mental health of older people

**Psychologist**

A doctor who specialises in working with people's behaviour

**Psychosocial**

The matters affecting the relationship between a person's mental/psychological state and their social interactions

**Psychotherapy**

Method of treating mental disorders, primarily by "talk therapy"

**Psychotic Major Depression**

A major depression which has symptoms that include delusions or hallucinations

**Pulmonary**

Relating to or associated with the lungs

**Pulmonary Oedema**

Fluid in the lungs

**Pulse**

The measure of heart beat, heart rate

**Pus**

Thick yellowish or greenish fluid at the site of a wound produced by infected tissue

**PVD (see Peripheral Vascular Disease)****Pyrexia**

A fever with a body temperature above 37°

**Quality of Care**

A term which includes efficiency, effectiveness, accessibility, client satisfaction, appropriateness of care and safety

**Quarantine Period**

The length of time someone who has been in contact with a disease is advised to remain at home or in isolation to prevent further spread

**Racial Discrimination**

The belief that things like skin colour make some people better than others

**Radiotherapy**

Treatment of a tumour using x-rays which destroy cancer cells

**Range of Motion**

The range of motion of a joint, their available ability to move

**Ratio**

The proportion of one quality to another

**Raynaud's Phenomenon (Raynaud's Disease)**

Where low temperatures bring about a sudden narrowing of the arteries in the hands or feet causing them to become pale with numbness and tingling. It is often the result of an autoimmune problem such as Rheumatoid Arthritis

**Reactive Arthritis**

An inflammation of the joints caused by the body's immune response to another infection elsewhere in the body

**Recall Memory**

When one can remember something without having any kind of sensory reminder of it

**Recognition**

Acknowledgement of importance

**Records**

The written documents which care homes are obliged to keep on the conduct of the home as well as the care given and planned for each client

**Recreational Therapy**

The organised use of social activities, with individuals or groups, to help them remain active and promote health and well being

**Rectal**

A procedure involving the rectum (a person's bottom)

**Recurrent Falls**

Refers to a person who has fallen twice or more in the last three months

**Referred Pain**

When pain is felt in a different part of the body from where the damage has taken place. For example pain in the left arm during heart muscle spasms

**Reflection**

Consciously reviewing thoughts and actions with a view to understanding them better

**Reflective Listening**

A technique to test understanding by repeating back the last few words someone said to you

**Reflex Action**

An automatic physical response to something which is done without thinking

**Registered Manager**

A person who manages the home and is registered to do so

**Registered Person**

Either a registered manager or a register provider

**Registered Provider**

A person who carries on the business of the home and is registered to do so

**Regulation**

The process of observing and checking organisations and individuals providing care

**Rehabilitation**

A programme of therapy and support designed to restore a person's independence and reduce disability

**Reiter's Syndrome**

An immune reaction to infection by Chlamydia or by salmonella. It involves inflammation to various parts of the body including the joints and is a type of reactive arthritis.

**Reminiscence**

Recollection of past personal experiences and significant events

**Remission**

Partial or complete disappearance of symptoms of illness or disease

**REM Related Sinus Arrest**

A rare disorder where the heart stops beating during sleep for several seconds at a time – sometimes for as long as 20 seconds

**Renal**

Pertaining to the kidney

**Renal Clearance Test**

A test of kidney function that evaluates the ability of the kidneys to eliminate a given substance in a standard time

**Representative**

A person acting on behalf of a client, who may be a relative, a friend or an advocate

**Reprisal**

To retaliate against someone for something they have done

**Rescue Breathing**

Another person breathes air into the victim's lungs to maintain supply of oxygen

**Resident**

Someone who lives in a care home

**Residential Care**

Care provided within a home

**Resilient**

To be able to cope with lots of different challenging situations

**Resistance Training**

Exercises where the resistance against which a muscle generates force is increased progressively over time to benefit muscular strength

**Respect**

Being held in high regard

**Respiration**

Breathing

**Respirator**

A mechanical device used to assist breathing

**Respite**

A period of rest made available to people, usually family, who have been caring for someone

**Restoration**

Helping someone regain as much independence and mobility as possible

**Resuscitate**

Reviving someone who appears to be dead

**Retaliation**

Getting revenge against someone for doing something

**Retina**

The light sensitive lining of the eye where an image is formed and messages are sent back to the brain for interpretation

**Retriopathy**

When the small blood vessels supplying the retina become closed off. Other vessels dilate to try and bring enough blood to the eye, these then leak which leads to loss of eyesight



**Review Process**

Process within a care setting of regularly looking at the progress made in achieving objectives and setting new ones

**Rheumatoid Arthritis**

An inflammation of the joint due to a malfunction in the body's immune system. The immune system doesn't recognise the joint tissue as a normal part of the body and attacks it, resulting in damage and pain

**Rights**

What give people the freedom to be treated fairly and enjoy their freedom

**Ringworm**

A fungal infection that produces itchy red circular patches on the scalp, groin or elsewhere on the skin. It is spread from one person to another or is caught from cats and dogs. Initially it appears as a small, round, scaly, itchy, red patch. After a few weeks each patch grows larger and forms a red ring around an area of normal skin

**Risk**

The likelihood of something bad happening

**Risk Assessment**

A way to prevent accidents and ill health by getting people to think about what could go wrong and devising ways to prevent problems occurring

**Risk Management**

The planning, organisation, control and review of matters that could result in accidents or ill health in order to reduce and prevent them occurring

**Risk of Fall**

Probability of a client falling

**Rite**

Formal ritual used in religious or solemn practices

**Role**

Usual function of a person

**Rubella**

Also known as German Measles, it is a viral infection spread by airborne droplets and direct contact. Symptoms include those of a slight cold – sore throat, mild fever and swollen glands. There is also a pink rash which starts behind the ears and on the forehead which is not itchy

**Sacrum**

The area of the spine at the bottom of the back that is made up of five vertebrae which are fused together

**Safeguard**

To protect

**Safety**

Being free from harm, danger or threat

**Sarcoma**

A tumour that is often malignant

**Scapula**

The shoulder blade

**SCD (see Sickle Cell Disorder)****Sciatica**

Pain along the sciatic nerve that is down the back of the thigh, down the calf and into the foot

**Scleroderma**

A rare autoimmune disorder where the body produces too much collagen. It mainly affects the skin, joints and blood vessels. The pain caused in the joints makes it resemble Rheumatoid Arthritis

**Sclerosis**

A hardening of tissue

**Scoliosis**

A sideways curvature of the spine, which can be caused by a deformity or a temporary reaction caused by muscle spasm

**Scrotum**

The bag that holds a man's testicles

**Secretions**

Substances that come out of the body to serve a special function such as saliva, mucous, perspiration etc

**Security**

The right to an environment which allows comfort, assistance when needed and protection from danger

**Sedate**

Calm someone with drugs

**Sedative**

Substance, procedure, or measure that has a calming effect

**Seizure**

A sudden burst of electrical activity in the brain which causes a mix up or even a stoppage of the messages passing between the brain cells. This can result in convulsions or strange, confused behaviour

**Self Abuse**

Abuse that a person directs towards themselves

**Self Administration**

The process by which a client takes responsibility for handling their own medicines

**Self Determination**

The freedom to make your own choices

**Self Esteem**

The extent to which we value ourselves – how we feel about ourselves

**Self Harm**

When someone physically harms their body for emotional satisfaction

**Self Image**

The way we feel about ourselves which is heavily influenced by how we think others see us

**Self Medicating**

When someone uses drink or illicit drugs to relieve pain

**Semen**

Body fluid containing sperm

**Semi-Permeable Membrane**

A membrane which contains tiny holes only big enough for water to pass through it and not the larger molecules of the substance dissolved into it

**Sensory Deficit**

A defect in the function of one or more of the senses

**Sensory Impairment**

Problems with sight or hearing

**Sensory Nerve**

Carries signals to the central nervous system

**Septic Arthritis (see Infectious Arthritis)****Septicaemia**

An infection where harmful bacteria have multiplied in the blood, it is otherwise known as blood poisoning

**Serotonin**

A hormone which gives a sense of well being. It is associated with higher brain activity and in helping us to wake up after sleep

**Sex Discrimination**

When people of one gender believe they are superior to the other

**Sexism**

When a person is treated unfairly or denied an opportunity because of their gender

**Sexual Abuse**

Acts of sexual coercion, sexual harassment or sexual assault

**Shared Facilities**

The areas or resources of a home which are available communally to all clients

**Shearing**

Pressure against the surface of the skin as a client is being moved – one surface rubs against another

**Sheltered Housing**

Grouped flats that provide special facilities for older people or people with disabilities, they may have communal facilities and some staff

**Shock**

A sudden drop in blood pressure where not enough blood gets to the body's tissues. It can be fatal if not treated quickly

**Sickle Cell Disorder (SCD)**

An inherited blood condition where some of the red blood cells are sickle shaped and more fragile. It is caused by abnormal haemoglobin in the red blood cells and may result in anaemia. The sickle shaped cells become clumped together and block blood flow in the narrowest blood vessels, the cells are easily destroyed so the oxygen carrying ability of the blood is reduced

**Sign**

Something that can be seen

**Significant Other**

A person who is important to someone else, for example a family member, partner, close friend

**Silicosis**

A disease of the lungs caused by the inhalation of silica dust

**Single Photon Absorptiometry (SPA)**

A test to determine bone mineral content at the wrist or vertebrae

**Sinuses**

The cavities in the skull around the nose, cheeks and eyes which connect to the throat and nose

**Situation Depression**

An extreme reaction to something bad happening that has many of the same symptoms as clinical depression but goes away within a couple of weeks

**Sitz Bath**

A special basin, usually fitted to a toilet or a commode, so that a person can attend to their own perineal care

**Sjögren's Syndrome**

A lifelong disorder where there is damage to the secreting glands – usually the salivary and tear glands – that causes dryness of the mouth and eyes. It is an autoimmune disorder and some sufferers develop joint problems similar to Rheumatoid Arthritis

**Skin Care**

A process involving regular inspection of a client's skin to identify signs of pressure sores and to instigate preventative measures

**Skin Tear**

The layers that make up the skin separate because of an injury. They occur mainly in elderly adults because the skin becomes more fragile and the layers don't stick together so well

## **SLE (see Systemic Lupus Erythamatosus)**

### **Sleep Apnoea**

Also known as Sleep Disordered Breathing, this means that a person stops breathing possibly hundreds of times a night – it is potentially life threatening.

### **Sleeping In**

The arrangement under which a staff member sleeps in the home and, if required by an emergency during the night, can be called to assist by a waking staff member

### **Sleep Starts**

When you involuntarily jump just as you are falling asleep, sometimes accompanied with the feeling you are falling off of something

### **Slough**

Dead body tissue as it breaks down

### **Social Conventions**

A set of recognised rules or ways of behaving which help society to function effectively

### **Soluble Fibre**

This dissolves in water and is absorbed into the blood where it helps to reduce levels of cholesterol. Whilst in the intestine, soluble fibre delays absorption of glucose so helps to keep blood glucose levels even

### **Solute**

A substance dissolved in a solution

### **Somatic**

Relating to the body

### **Spastic Cerebral Palsy**

Some muscles become very stiff and weak which affects movement. Can affect different parts of the body

### **Spasticity**

A long-standing paralysis of some or many muscles

### **Specialist Assessment**

An assessment of a client's needs undertaken by a medical professional who specialises in a branch of medicine or care

### **Specialist Service**

A service which specialises in the care of a particular group

### **Specific Language Impairment**

The term used to describe a language difficulty which has nothing to do with intelligence, deafness or any kind of medical condition

### **Speech Difficulties**

Problems in communication such as stuttering

### **Speech Therapist**

A professional whose primary role is to help someone with communication difficulties both understand and be understood better

**Sphincter Muscles**

The muscles that control bowel and bladder movements

**Spider Naeri**

The small spider-like blood vessels that occur over the skin when someone has liver failure

**Spinal Canal**

The hole that runs the length of the spine containing the spinal cord, its covering and the nerves that leave it in pairs at each level of vertebrae

**Spondylitis**

An inflammation of any of the spinal vertebrae. This can be because of injury, infection or a rheumatoid disease

**Spondylolisthesis**

A condition where one vertebrae slips out of alignment with another

**Spontaneous Pain**

Unexpected pain with no apparent cause

**Sputum**

Material coughed up from the lungs and spit out through the mouth

**Stair Lift**

A mobile platform or seat fitted to a staircase that mechanically carries a person to a different level of a building

**Standard**

A measure by which quality is judged

**Statement of Purpose**

A written document which all care homes must produce outlining the aims, objectives, philosophy of care, services, facilities, and terms and conditions for residents

**Status**

Rank in relation to other people

**Stem Cell Transplant**

Cancerous blood producing cells are replaced by healthy ones. The patient's abnormal stem cells are eliminated by chemotherapy and radiotherapy. Healthy stem cells, supplied by a donor or by the patient themselves when the disease was inactive, are given directly into the bloodstream. It takes 3-5 weeks for the donated stem cells to begin producing healthy blood cells in the patient's bone marrow

**Stereognosis**

Having the ability to recognise the form and nature of objects by touch

**Stereotype**

Forming an instant or fixed picture of a group of people, usually based on false or incomplete information. Stereotypes are usually negative ideas

**Sterile**

Free from living organisms

**Sterilise**

The use of a physical or chemical procedure to destroy all microbial life

**Steroid**

Group of chemical substances including certain hormones and cholesterol

**Stimulus**

Something which causes a response

**Stoma**

An opening made by surgery to help someone eliminate

**Stool**

Another name for faeces

**Stool Softener**

Substances that act as a wetting agent to promote soft malleable bowel movements. They are not laxatives

**Strength**

The ability of a muscle to produce or resist a physical force

**Stress**

Physical and/or emotional reaction that causes mental tension

**Stress Incontinence**

The escape of urine following an increase in intra-abdominal pressure which may be caused by a cough, sneeze, laugh, stand, exercise

**Stroke**

When a blood vessel supplying part of the brain becomes blocked or bursts and prevents blood flow. This deprives part of the brain of oxygen leading to the damage or death of brain cells. It is associated with weakness, numbness and paralysis

**Stump**

The part of a body left after some of it has been removed

**Stye**

When the base of an eyelash becomes infected forming a small abscess which becomes red and swollen. It may be sore and an antibiotic ointment may be prescribed

**Subconscious**

Thoughts and feelings that a person has that they aren't actually aware of

**Subjective**

Something that has been guessed at, an opinion

**Sundown Syndrome**

A condition where a person's mood and sometimes behaviour changes as the day becomes later, often as it starts to become dark

**Superficial Burns**

These burns involve only the outer layers of the skin. They cause redness, swelling and tenderness and will usually heal well

**Supervision**

The process of observing employees doing their jobs

**Supine Position**

The position when someone is lying on their back

**Supported Living**

Sheltered housing which has domiciliary care teams on site, access to services, emergency help and an enhanced level of shared activities for those living there

**Symptom**

Something felt by someone but that can not be seen by someone else

**Syndrome**

Signs and symptoms that together characterise an abnormal condition or disease

**Synovectomy**

When the membrane which lines the joint and produces joint fluid is removed. It will sometimes grow back afterwards, again in a diseased state. It is a treatment for Rheumatoid Arthritis

**Synovial Joints**

These are moveable joints in which the bones don't touch and are instead cushioned with synovial fluid

**Systemic**

Pertaining to the whole body rather than to one of its parts

**Systemic Infection**

Infection pertaining to the whole of the body, rather than to a localised area

**Systemic Lupus Erythamatosus**

An autoimmune condition where antibodies are produced which attack various parts of the body, causing inflammation of the connective tissue. This means damage to the joints, skin, nervous and circulatory systems

**Systole**

Contraction of heart muscle causing blood to leave the heart

**Systolic Pressure**

The upper number of a blood pressure reading that shows the heart's blood pressure when the heart is beating. It shows the force of blood pushing against walls of the large arteries when the heart is contracting



**Tactile**

Relates to touch

**TB (see Tuberculosis)****TB Infection**

Having the organism that causes TB in the body, but not having the active disease. A person with TB infection cannot transmit TB unless the organism converts to its active state

**Temperament**

A person's distinct nature or character

**Temperature**

The amount of heat produced by the body as it uses food for energy

**Tendon**

Tough material connecting a muscle to the bone

**Tendonitis**

A painful inflammation of a tendon which may result from injury or occasionally after infection

**Tenosynoritis**

A painful inflammation around a tendon which may be associated with Rheumatoid Arthritis

**Tensile Strength**

The maximum pressure that can be applied to the wound without causing it to break apart

**Terminal Care**

Care for a person who has an illness which will lead to their death

**Terminal Illness**

Illness that causes the end of life

**Testosterone**

The principal hormone produced in the testes of males

**Tetanus**

A painful disease which causes muscles to contract and go into spasm. This can cause breathing problems and can be fatal if untreated. It is rare in developed countries due to an immunisation programme. Tetanus is caused by a bacteria that lives in soil and in the intestines of animals

**Theory**

A prediction about how something will be which can then be tested out

**Therapeutic Diet**

A special diet in which a particular nutrient is replaced, regulated or left out because it causes illness

**Therapy**

Treatment for medical conditions, usually provided by a specialist such as an occupational therapist or a physiotherapist

**Thermometer**

Instrument for measuring temperature

**Thrombolytic Therapy**

Use of drugs to break up a blood clot

**Thrombus**

Blood clot

**Timeframe**

A period of time in which certain things are expected to happen

**Tolerate**

When someone has to put up with someone else

**Topical Medication**

Usually in the form of a cream or gel, this medication is applied directly to the site of a wound to treat it

**Toxicology Screen**

Diagnostic tests measuring drug levels in the blood. It is used to monitor, identify and measure toxic substances in the blood

**Toxic Substance**

Any substance that can cause injury to the human body, or which is suspected of being able to cause diseases or injury under some conditions

**Toxins**

A poison, usually one produced by, or occurring in a plant or organism

**Traction**

A method of relieving pain by pulling apart joint spaces and freeing trapped nerves. It can be done using weights and pulleys or motorised equipment

**Tranquillisers**

Drugs prescribed to calm anxious or agitated people

**Transfer**

When someone moves from one place or one position to another

**Transient Insomnia**

When someone cannot sleep in a strange bed away from home

**Transient Pain**

A short-lived type of pain that usually consists of a sharp, intense, fast pain followed by a period of slow dull ache. It may not be related to any actual tissue damage

**Transmitted**

Passed from one person or place to another

**Trauma**

Injury caused by external force or violence

**Traumatic Wound**

A wound which is sudden and unplanned. It can range from a minor scratch to a severe injury

**Tremors**

Purposeless, continuous, quick movements of skeletal muscles

**Trial and Error**

Trying to solve problems by guessing the solution until the right one is found or you give up

**Trial Visit**

A short period of residence during which both a potential resident and the home can decide whether a long-term placement would be suitable

**Triglycerides**

Fats and oils composed of fatty acids and glycerol, they are the body's most concentrated source of energy fuel

**Tuberculosis**

An infectious bacterial disease that mainly affects the lungs (also known as TB)

**Tumour**

An abnormal growth of cells to form a lump or swelling. It may be malignant (cancerous) or benign (harmless)

**Tympanic Temperature**

The temperature of the eardrum

**Ulcer**

A lesion or erosion of the mucous membranes or the skin

**Ultraviolet Radiation**

This comes from sunlight and damages the skin. Excessive exposure to sunlight and its rays increase the risk of skin cancer

**Universal Precautions**

An approach to infection control where all human blood and certain human body fluids are treated as if known to be infectious

**Unsaturated Fats**

Fats that are in liquid form when they are at room temperature

**Urethra**

The passage that carries urine from the bladder so that a person can urinate

**Urge Incontinence**

The client feels the urge to go to the toilet but can't get there in time to pass urine or faeces in the toilet

**Urination**

Getting urine out of the body

**Urine**

The liquid waste that is secreted by the kidney before being stored in the bladder

**UV Radiation (see Ultraviolet Radiation)****Vaccine**

A suspension of inactive or killed micro-organisms given orally or injected into a person to give immunity to an infectious disease

**Validate**

To prove that something is right

**Value Base**

The agreed and recognised values that guide behaviour

**Values**

The beliefs that people have about what is important to them

**Varicella**

The medical name for chicken pox

**Varicose Vein**

A dilated, twisted, knotted vein, usually in the leg

**Vasoconstriction**

Narrowing of blood vessels

**Vasodilation**

Dilation or expansion of blood vessels

**Vegan Diet**

This completely excludes all foods of animal origin such as; milk, meat, fish, eggs, cheese, honey, plus any additives which may have come from animals

**Vegetarian**

A person who advocates or practices the exclusion of one or more of the following from their diet: meat, fish, eggs, milk, cheese

**Vein**

A vessel that carries blood to the heart

**Venepuncture**

The procedure of taking blood

**Venogram**

An X-ray of the veins

**Verbal Abuse**

Oral, written or gestured language which is derogatory and abusive

**Verbal Communication**

Spoken communication through language

**Vertebrae**

The 33 bones of the spine, 24 of which are single and jointed, the others are fused together

**Virus**

Micro-organism that only survives in living things

**Visual Impairment**

The term used to describe limited or loss of eyesight

**Vital Capacity**

The volume of air that a person can breath out from their lungs after taking the deepest breath they can

**Vital Signs**

The signs that are necessary for life, they include blood pressure, pulse, respiration and temperature

**Vocabulary**

The set of words which a person uses to communicate

**Voluntary Organisation**

A body that operates on a not-for-profit basis

**Volunteers**

People who provide services without pay, or for expenses only

**Vomiting**

The violent expulsion of the contents of the stomach via the mouth

**Vomitus**

Material expelled from the stomach when vomiting

**Waive**

The giving up of some established claim, right or privilege

**Wandering**

The seemingly pointless movement from one place to another

**Water**

This is essential for life. It prevents dehydration, regulates body temperature and helps prevent strain on the kidneys

**Weil's Disease**

This is caused when rats infested with the leptospirosis bacterium release the bacteria into water via their urine, this can then infect humans who come into contact with the contaminated water

**Wheelchair User**

A person whose main source of independent mobility is a wheelchair

**Whistleblowing**

Making misconduct known to a higher authority so that its exposure will bring a halt to the misconduct

**Withdrawal**

A syndrome that manifests itself when a drug is stopped or the dose reduced in patients who have been habitual users of a drug

**Working Policy**

Sets out the values of the team and the aims of its work

**Wound**

A break in the skin. The damage caused varies from a light scratch which breaks the top surface of the skin to deep damage involving muscle and bone

**Younger adults**

Adults who require care or services, who are under 65 years of age