

Stop Hello Eat  
**Words**  
 person Day Open

# Words used in Putting People First and what they mean.

Advocacy



Advocacy is when someone helps you to say what you want to say to make sure your opinions are heard and understood and you get the services you need.

Assessment Conversation







Our adviser will ask you questions to find out what social care and support you need and want and see if we are able to help you.

Background Information Contact Assessment (BICA)



A telephone call from someone at Care Direct Plus who will ask you some questions about yourself.

<p>Commissioning</p>		<p>How we decide to spend money to get the best services for people.</p>
<p>Direct Payments</p>		<p>A Direct Payment is money we can give you to buy the care and support you need.</p>
<p>Estimated Amount</p>		<p>This is the amount of money we may be able to give you. It may be different to your Personal Budget.</p>
<p>Functional Analysis of the care Environment (FACE)</p>		<p>This is the computer system we use for the assessment and planning of your care.</p>

Fair Access to Care (FACS)



We use FACS to find out if we are able to help you get the care you need if nobody else can help you.

Market Shaping



Market Shaping is about letting providers of services know what is going to happen in the future so they can provide the types of services people will want.

Outcomes







What happens when you get care and support to help you.

Personal Brokerage



Personal brokerage is help that can be used to arrange care for you.

<p>Personal Budgets</p>		<p>A personal budget is the amount of money which we will give you to pay for the help and support you need.</p>
<p>Person Centred Planning</p>		<p>A way of helping you to make a plan for your future so anyone can understand what is important to you.</p>
<p>Personalisation</p>		<p>This is a way of providing services that best suit you, giving you more choice and control of the services you get.</p>
<p>Putting People First</p>		<p>Putting People first is about giving people more choice and control over the help they get so they are able to help themselves more.</p>

Reablement or Social care reablement



A service to help you regain the skills you need to live and stay in your own home.

Rapid Response



Provides emergency support if you need it to help you stay in your home instead of going into hospital or a care home.

Rehabilitation



Treatment or help to get you better after an injury or illness

Resource Allocation Systems (RAS)



What the Council use to decide how much money you get for your care and support.

Social Enterprise



Is when a business puts the money they make back into the business or the community.

Support Plan



Says how you will spend your Personal Budget to get the life you want. We must agree this plan before you get your Personal Budget.