
Certificate in Advocacy in Health and Social Care Services

Legal Frameworks for Advocacy

Ableism refers to the discrimination or prejudice against people with disabilities, it is a concept that is relevant to the legal frameworks for advocacy in health and social care services, as it highlights the need for inclusive and accessible services that cater to the needs of people with disabilities, related terms include disability rights and social model of disability, the social model of disability emphasizes that disability is not a personal problem, but a result of societal barriers and attitudes, for example, a health care service that is not wheelchair accessible is an example of ableism, as it discriminates against people with mobility impairments.

Accountability is the responsibility of individuals or organizations to account for their actions and decisions, in the context of health and social care services, accountability is crucial to ensure that services are delivered in a way that is transparent, fair, and respectful of users' rights, related terms include governance and quality assurance, for instance, a hospital that has a clear complaints procedure in place is demonstrating accountability, as it provides a mechanism for users to hold the service to account for any wrongdoing.

Advocacy is the process of supporting and enabling individuals to express their needs and wants, and to access the services and support they require, in the context of health and social care services, advocacy is essential to ensure that users' voices are heard and their rights are respected, related terms include self-advocacy and independent advocacy, for example, a social worker who supports a service user to attend a meeting with a healthcare professional is acting as an advocate, as they are enabling the service user to express their needs and wants.

Assessment is the process of gathering information about an individual's needs, circumstances, and goals, in the context of health and social care services, assessment is crucial to identify the support and services that an individual requires, related terms include needs assessment and risk assessment, for instance, a social care worker who conducts a needs assessment with a service user is gathering information about the service user's needs and circumstances, in order to develop a care plan that meets their needs.

Autonomy is the right of individuals to make decisions about their own lives, in the context of health and social care services, autonomy is essential to ensure that users are able to make informed decisions about their care and support, related terms include informed consent and capacity, for example, a healthcare professional who obtains informed consent from a patient before administering a treatment is respecting the patient's autonomy, as they are enabling the patient to make an informed decision about their care.

Beneficence is the principle of doing good and promoting the well-being of others, in the context of health and social care services, beneficence is essential to ensure that services are delivered in a way that promotes the well-being and dignity of users, related terms include non-maleficence and benefit, for instance, a healthcare professional who provides a patient with a treatment that alleviates their symptoms is demonstrating beneficence, as they are promoting the patient's well-being.

Capacity is the ability of an individual to make informed decisions about their own life, in the context of health and social care services, capacity is essential to ensure that users are able to make decisions about their care and support, related terms include mental capacity and decision-making, for example, a social worker who assesses a service user's mental capacity to make decisions about their care is determining whether the service user has the ability to make informed decisions, and if not, what support they may require.

Care planning is the process of developing a plan that outlines the support and services that an individual requires, in the context of health and social care services, care planning is essential to ensure that users receive the support and services they need, related terms include care package and support plan, for instance, a social care worker who develops a care plan with a service user is identifying the service user's needs and developing a plan to meet those needs.

Clinical governance is the framework for ensuring that healthcare services are delivered in a way that is safe, effective, and of high quality, in the context of health and social care services, clinical governance is essential to ensure that services are delivered in a way that promotes the well-being and dignity of users, related terms include quality assurance and quality improvement, for example, a hospital that has a clinical governance framework in place is demonstrating a commitment to delivering high-quality services.

Commissioning is the process of planning, purchasing, and delivering health and social care services, in the context of health and social care services, commissioning is essential to ensure that services are delivered in a way that meets the needs of users, related terms include procurement and contracting, for instance, a local authority that commissions a social care service is planning, purchasing, and delivering a service that meets the needs of service users.

Complaints procedure is the process for handling complaints about health and social care services, in the context of health and social care services, complaints procedures are essential to ensure that users have a mechanism for expressing their concerns and holding services to account, related terms include complaints handling and complaints management, for example, a hospital that has a complaints procedure in place is demonstrating a commitment to listening to users' concerns and addressing any issues that may arise.

Confidentiality is the duty of healthcare professionals to maintain the confidentiality of users' personal information, in the context of health and social care services, confidentiality is essential to ensure that users' trust is maintained and their personal information is protected, related terms include data protection and privacy, for instance, a healthcare professional who maintains the confidentiality of a patient's personal information is demonstrating a commitment to respecting the patient's privacy.

Consent is the agreement of an individual to receive a particular treatment or service, in the context of health and social care services, consent is essential to ensure that users are able to make informed decisions about their care and support, related terms include informed consent and capacity, for example, a healthcare professional who obtains consent from a patient before administering a treatment is respecting the patient's autonomy, as they are enabling the patient to make an informed decision about their care.

Continuing professional development is the process of ongoing learning and development for healthcare

professionals, in the context of health and social care services, continuing professional development is essential to ensure that professionals have the knowledge and skills required to deliver high-quality services, related terms include training and education, for instance, a healthcare professional who attends a training course to update their knowledge and skills is demonstrating a commitment to ongoing learning and development.

Contracting is the process of agreeing the terms and conditions of a service, in the context of health and social care services, contracting is essential to ensure that services are delivered in a way that meets the needs of users, related terms include commissioning and procurement, for example, a local authority that contracts with a social care provider is agreeing the terms and conditions of a service that meets the needs of service users.

Cultural competency is the ability of healthcare professionals to understand and respect the cultural differences and needs of users, in the context of health and social care services, cultural competency is essential to ensure that services are delivered in a way that is sensitive to the cultural needs of users, related terms include cultural sensitivity and cultural awareness, for instance, a healthcare professional who is aware of the cultural differences and needs of users is demonstrating cultural competency, as they are able to deliver services that are tailored to the user's cultural needs.

Data protection is the process of protecting users' personal information from unauthorized access or disclosure, in the context of health and social care services, data protection is essential to ensure that users' personal information is protected and their trust is maintained, related terms include confidentiality and privacy, for example, a healthcare professional who protects a patient's personal information from unauthorized access is demonstrating a commitment to data protection.

Decision-making is the process of making informed decisions about an individual's care and support, in the context of health and social care services, decision-making is essential to ensure that users are able to make informed decisions about their care and support, related terms include capacity and autonomy, for instance, a healthcare professional who supports a patient to make informed decisions about their care is demonstrating a commitment to respecting the patient's autonomy.

Dementia is a condition that affects an individual's memory, thinking, and behavior, in the context of health and social care services, dementia is a significant issue, as it affects a large number of people and requires specialized care and support, related terms include Alzheimer's disease and care planning, for example, a social care worker who develops a care plan with a service user who has dementia is identifying the service user's needs and developing a plan to meet those needs.

Disability is a condition that affects an individual's ability to participate in daily activities, in the context of health and social care services, disability is a significant issue, as it affects a large number of people and requires specialized care and support, related terms include disability rights and social model of disability, for instance, a healthcare professional who provides a patient with a disability with accessible information is demonstrating a commitment to respecting the patient's rights.

Discrimination is the act of treating an individual unfairly or differently because of their characteristics, in

the context of health and social care services, discrimination is a significant issue, as it can affect the quality of care and support that users receive, related terms include equalities and human rights, for example, a healthcare professional who discriminates against a patient because of their race is demonstrating unfair treatment, as they are not providing the patient with the same level of care and respect as other patients.

Empowerment is the process of enabling individuals to take control of their lives and make informed decisions about their care and support, in the context of health and social care services, empowerment is essential to ensure that users are able to make informed decisions about their care and support, related terms include autonomy and self-advocacy, for instance, a healthcare professional who supports a patient to take control of their care is demonstrating a commitment to empowerment, as they are enabling the patient to make informed decisions about their care.

Equalities is the principle of treating all individuals fairly and with respect, in the context of health and social care services, equalities is essential to ensure that services are delivered in a way that is fair and respectful of users' rights, related terms include human rights and discrimination, for example, a healthcare professional who treats all patients with respect and dignity is demonstrating a commitment to equalities, as they are providing fair and respectful care to all patients.

Evidence-based practice is the approach to delivering health and social care services that is based on the best available evidence, in the context of health and social care services, evidence-based practice is essential to ensure that services are delivered in a way that is effective and of high quality, related terms include research and evaluation, for instance, a healthcare professional who uses evidence-based practice to inform their decision-making is demonstrating a commitment to delivering high-quality services.

Governance is the framework for ensuring that health and social care services are delivered in a way that is safe, effective, and of high quality, in the context of health and social care services, governance is essential to ensure that services are delivered in a way that promotes the well-being and dignity of users, related terms include clinical governance and quality assurance, for example, a hospital that has a governance framework in place is demonstrating a commitment to delivering high-quality services.

Health is a state of physical, mental, and social well-being, in the context of health and social care services, health is a significant issue, as it affects the quality of life of users and requires specialized care and support, related terms include health promotion and health protection, for instance, a healthcare professional who provides a patient with health promotion advice is demonstrating a commitment to promoting the patient's health and well-being.

Human rights are the rights that are inherent to all human beings, in the context of health and social care services, human rights are essential to ensure that users are treated with dignity and respect, related terms include equalities and discrimination, for example, a healthcare professional who respects a patient's human rights is demonstrating a commitment to treating the patient with dignity and respect.

Informed consent is the agreement of an individual to receive a particular treatment or service, in the context of health and social care services, informed consent is essential to ensure that users are able to make informed decisions about their care and support, related terms include consent and capacity, for

instance, a healthcare professional who obtains informed consent from a patient before administering a treatment is respecting the patient's autonomy, as they are enabling the patient to make an informed decision about their care.

Integrated care is the approach to delivering health and social care services that is based on the integration of different services and professionals, in the context of health and social care services, integrated care is essential to ensure that services are delivered in a way that is coordinated and effective, related terms include interdisciplinary working and partnership working, for example, a healthcare professional who works in an interdisciplinary team to deliver integrated care is demonstrating a commitment to delivering coordinated and effective services.

Interdisciplinary working is the approach to delivering health and social care services that is based on the collaboration of different professionals, in the context of health and social care services, interdisciplinary working is essential to ensure that services are delivered in a way that is coordinated and effective, related terms include integrated care and partnership working, for instance, a healthcare professional who works in an interdisciplinary team to deliver care is demonstrating a commitment to delivering coordinated and effective services.

Mental capacity is the ability of an individual to make informed decisions about their own life, in the context of health and social care services, mental capacity is essential to ensure that users are able to make decisions about their care and support, related terms include capacity and decision-making, for example, a social worker who assesses a service user's mental capacity to make decisions about their care is determining whether the service user has the ability to make informed decisions, and if not, what support they may require.

Mental health is a state of emotional and psychological well-being, in the context of health and social care services, mental health is a significant issue, as it affects the quality of life of users and requires specialized care and support, related terms include mental health promotion and mental health protection, for instance, a healthcare professional who provides a patient with mental health promotion advice is demonstrating a commitment to promoting the patient's mental health and well-being.

Non-maleficence is the principle of doing no harm to others, in the context of health and social care services, non-maleficence is essential to ensure that services are delivered in a way that promotes the well-being and dignity of users, related terms include beneficence and harm, for example, a healthcare professional who avoids causing harm to a patient is demonstrating a commitment to non-maleficence, as they are promoting the patient's well-being and dignity.

Partnership working is the approach to delivering health and social care services that is based on the collaboration of different organizations and professionals, in the context of health and social care services, partnership working is essential to ensure that services are delivered in a way that is coordinated and effective, related terms include integrated care and interdisciplinary working, for instance, a healthcare professional who works in partnership with other professionals to deliver care is demonstrating a commitment to delivering coordinated and effective services.

Personalization is the approach to delivering health and social care services that is based on the individual needs and preferences of users, in the context of health and social care services, personalization is essential to ensure that services are delivered in a way that is tailored to the needs of users, related terms include person-centered care and self-directed support, for example, a healthcare professional who delivers personalized care to a patient is demonstrating a commitment to tailoring services to the patient's individual needs and preferences.

Procurement is the process of purchasing goods and services, in the context of health and social care services, procurement is essential to ensure that services are delivered in a way that is efficient and effective, related terms include commissioning and contracting, for instance, a local authority that procures a social care service is purchasing a service that meets the needs of service users.

Quality assurance is the process of ensuring that health and social care services are delivered in a way that is safe, effective, and of high quality, in the context of health and social care services, quality assurance is essential to ensure that services are delivered in a way that promotes the well-being and dignity of users, related terms include clinical governance and governance, for example, a hospital that has a quality assurance framework in place is demonstrating a commitment to delivering high-quality services.

Quality improvement is the process of improving the quality of health and social care services, in the context of health and social care services, quality improvement is essential to ensure that services are delivered in a way that is safe, effective, and of high quality, related terms include quality assurance and evaluation, for instance, a healthcare professional who participates in a quality improvement project is demonstrating a commitment to improving the quality of services.

Recovery is the process of regaining physical, mental, and social well-being after an illness or injury, in the context of health and social care services, recovery is a significant issue, as it affects the quality of life of users and requires specialized care and support, related terms include rehabilitation and recovery-oriented care, for example, a healthcare professional who supports a patient to recover from an illness is demonstrating a commitment to promoting the patient's well-being and dignity.

Risk assessment is the process of identifying and managing risks to users and others, in the context of health and social care services, risk assessment is essential to ensure that services are delivered in a way that is safe and effective, related terms include risk management and safety, for instance, a healthcare professional who conducts a risk assessment with a patient is identifying and managing risks to the patient and others.

Safeguarding is the process of protecting users from harm or abuse, in the context of health and social care services, safeguarding is essential to ensure that services are delivered in a way that is safe and respectful of users' rights, related terms include protection and abuse, for example, a healthcare professional who safeguards a patient from abuse is demonstrating a commitment to protecting the patient's rights and well-being.

Self-advocacy is the process of individuals advocating for themselves and their own needs, in the context of health and social care services, self-advocacy is essential to ensure that users are able to express their needs

and wants, related terms include advocacy and empowerment, for instance, a service user who self-advocates for their own needs is demonstrating a commitment to expressing their needs and wants.

Self-directed support is the approach to delivering health and social care services that is based on the individual needs and preferences of users, in the context of health and social care services, self-directed support is essential to ensure that services are delivered in a way that is tailored to the needs of users, related terms include personalization and person-centered care, for example, a healthcare professional who delivers self-directed support to a patient is demonstrating a commitment to tailoring services to the patient's individual needs and preferences.

Service user involvement is the process of involving users in the planning, delivery, and evaluation of health and social care services, in the context of health and social care services, service user involvement is essential to ensure that services are delivered in a way that is responsive to the needs of users, related terms include participation and co-production, for instance, a healthcare professional who involves a patient in the planning of their care is demonstrating a commitment to service user involvement, as they are involving the patient in the decision-making process.

Social care is the range of services that support individuals to live independently and participate in their communities, in the context of health and social care services, social care is essential to ensure that users receive the support and services they require, related terms include health care and social work, for example, a social care worker who provides a service user with support to live independently is demonstrating a commitment to delivering social care services.

Social model of disability is the approach to understanding disability that emphasizes the role of societal barriers and attitudes, in the context of health and social care services, the social model of disability is essential to ensure that services are delivered in a way that is inclusive and respectful of users' rights, related terms include disability rights and ableism, for instance, a healthcare professional who uses the social model of disability to inform their practice is demonstrating a commitment to delivering inclusive and respectful services.

Support planning is the process of developing a plan that outlines the support and services that an individual requires, in the context of health and social care services, support planning is essential to ensure that users receive the support and services they require, related terms include care planning and care package, for example, a social care worker who develops a support plan with a service user is identifying the service user's needs and developing a plan to meet those needs.

User-centered care is the approach to delivering health and social care services that is based on the needs and preferences of users, in the context of health and social care services, user-centered care is essential to ensure that services are delivered in a way that is responsive to the needs of users, related terms include person-centered care and personalization, for instance, a healthcare professional who delivers user-centered care to a patient is demonstrating a commitment to tailoring services to the patient's individual needs and preferences.

Well-being is a state of physical, mental, and social well-being, in the context of health and social care

services, well-being is a significant issue, as it affects the quality of life of users and requires specialized care and support, related terms include health and quality of life, for example, a healthcare professional who promotes a patient's well-being is demonstrating a commitment to promoting the patient's physical, mental, and social well-being.