

It's our job to make sure that we speak to people using straightforward language that they understand. If at any time you feel we use words that you don't understand please let us know.



If you would like to talk to us about this or would like to tell us some ways we can make our information easier to understand please contact:



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## Talking Your Language



## Educational & Social Services

People who use our services and their families/carers have told us that sometimes we use words and phrases that are difficult to understand.



In order to make this easier we have written in this booklet some phrases that we use often and what they mean.



### Care Manager:

Is a person who works alongside you and those who know you best to work out what you would like to do and what supports you require to stay safe and well. In East Ayrshire, the following people may work alongside you as your Care Manager:

- Social Worker
- Support Assistant
- Occupational Therapist
- Nurse (Learning Disability / Community Psychiatric)
- Area Co-ordinator (Transition)



### Single Shared Assessment:

Is a form that is used by your Care Manager to write down important information about you and the help we agree you need. It can include information about where you live, your general health and areas of your life you may need support

### Care Plan:



Is a weekly diary of what you do and details the times and who might best provide the type of support you need. It also includes any money you need to pay towards the cost of your care.

### Income Maximisation:

Is help we can offer you to make sure that you are receiving all the benefits that you are entitled to.

### Person Centred Plan (PCP):

A Person Centred Plan or PCP is a way of gathering lots of important information about you which can be used to help services understand how you would like to live your life, your daily routines and ways that you prefer to be supported.

In East Ayrshire sometimes we call PCP, a Life Plan or an Essential Lifestyle Plan (ELP) It will also include an Action Plan of what people need to do to help you make these things happen.

### Direct Payment:



A direct payment is money that the Social Work Department can give you to buy the support that we agree you need. Your Care Manager should talk to you about direct payments when they look at what care you need.

### Mental Health Officer (MHO):

Is a Social Worker with specialist training who works alongside people who require support or treatment due to their mental illness, learning disability or personality disorder.



### Independent Living Fund (ILF):

Is money from central government which may be available for people with lots of support needs to help pay for the costs of employing a personal assistant or care agency to provide personal and/or domestic care.

