

Subject	Health and Social Care
Unit	RO32 – Principles of Care in Health and Social Care settings

Key vocabulary	Definition
Care settings	Locations where service users receive care.
Confidentiality	Keeping information private and secure.
Consultation	Involving a service user in decisions made about their care.
Rights	Things to which a person is morally or legally entitled.
Person-centred values	An approach to care that is focused on the service user, ensuring their needs and abilities are at the centre of all decisions relating to their care.
Principles of care	The behaviours shown and practices followed by health and social care practitioners when caring for service users.
The six Cs	Used to describe the person-centred values all service providers should show in their work.
Active listening	Careful and attentive listening involving positive body language, asking questions and summarising what has been said.
Non-verbal communication	Communication without speaking – for example, through facial expressions, gestures and body language.
Special methods of Communication	Methods of communication used when traditional methods are not suitable (e.g. Because a service user has a sensory impairment or a physical or mental disability).
Verbal Communication	Communication using sounds or spoken words.
Infection	When a harmful microorganism (such as a bacterium or virus) enters the body and causes harm.
Pathogen	Any infectious agent that can cause disease – e.g. Virus, bacteria, fungus that can cause a disease.

Policy	A course of action, planned by a setting, to ensure it is meeting all the necessary legislation, guidance and safety requirements.
PPE	Personal protective equipment, used to prevent injuries or the spread of infection.
Safeguarding	Actions taken to promote the welfare of service users and protect them from abuse or harm.
Safety measure	A particular action taken to ensure safety.
Safety procedure	A set process that is followed to ensure safety.
Service provider	A trained member of staff offering care.
Services user	An individual accessing or receiving care.