



Glossary of Terms
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Glossary of Terms

This glossary provides a definition where needed, of the terms used by IRCM within its documents including core documents, policies, procedures, and guides.

Autonomy	Self-government. The capacity to make an informed, uncoerced decision.
Best Interests Principle	The Mental Capacity Act 2005 states that any act done, or decision made on behalf of an adult lacking capacity must be in their best interests. This can cover financial, health and social care decisions. The person making the decision is the “decision-maker” and is likely to be the person caring for the service user on a day-to-day basis, the doctor or other member of the healthcare staff responsible for carrying out the particular treatment or procedure, or a Lasting Power of Attorney (LPA) or Court of Protection deputy.
Business ethics	The application of ethical values to business and professional behaviour. Business ethics is relevant both to the conduct of individuals and to the conduct of the organisation as a whole. It applies to any and all aspects of business conduct, including organisational strategies, marketing and promotion of services, commissioning, human resource deployment and accounting practices.
Case management	A collaborative process which assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual’s health, wellbeing, social care, education and/or occupational needs, using communication and available resources to promote quality, cost-effective and safe outcomes (IRCM 2022)
Capacity	The ability to understand, use, retain and weigh up information in order to make decisions.
Competencies	The knowledge, skills, values, beliefs, and behaviours that enable a person to perform tasks and roles competently.

Competent	Adequately qualified, capable, or effective
Consent	Common to all experiences will be the issue of consent. Consent is seen as a <u>Principle of Practice</u> for case managers. In this framework, consent includes explicit statements on the nature of the relationship, and the way in which information is managed. Consent should be documented appropriately to ensure a clear audit trail. It is expected that case managers act in accordance with codes of conduct that are commensurate with professional qualifications, or common practice within the respective area of case management, and relevant legislation.
Contemporaneous and complete records	Refers to keeping immediate records of practice. There should be no delay in recording actions, decisions, interventions, etc. Such records should also indicate a clear rationale for decisions/interventions, to ensure usability of records beyond an individual case manager.
Continuing Professional Development (CPD)	Ways in which professionals maintain and develop their knowledge, skills, and abilities, to help them keep up to date, practice legally, effectively and safely, and progress in their chosen field.
Continuous improvement (or Quality improvement)	A quality assurance approach to case management that systematically reviews and monitors all aspects of effectiveness (outcomes, cost, etc.) to improve quality in relation to practice or service provision.
Cost-effectiveness	Denotes the necessity to work with constrained resources, and an awareness that the best outcomes for service users need to be delivered in a cost sensitive manner, to ensure best value for money.
Creativity	Key aspects of creativity and innovation in case management practice would be lateral thinking and problem solving.
Critical thinking	The rational, skeptical, and unbiased analysis or evaluation of evidence, requiring effective communication and problem-solving abilities. It involves the analysis of available facts, evidence, observations, and arguments to form sound judgements.

Due diligence	The care that a reasonable person exercises to avoid harm to other persons or their property.
Duty of Candour	An obligation to be open, honest, and transparent with the service user and other relevant people.
Duty of Care	A legal or moral obligation to ensure the safety or wellbeing of others.
Equality, Diversity & Inclusion (EDI)	EDI ensures fair treatment and opportunity for all. It aims to eradicate prejudice and discrimination on the basis of an individual or group of individuals' protected characteristics.
Evidence based/informed practice	<p>The application of evidence to enable sound decision making in case management practice.</p> <p>Evidence is understood to be both scientifically derived and experientially developed information, from various perspectives, that can inform good practice in areas of decision making, reasoning, judgement etc.</p> <p>Evidence from scientific research findings is desirable but not available or reliable in all areas. Evidence can also include (but is not limited to) expert consensus guidance, professional body guidance, service user feedback, and professional reflection.</p>
Innovation	Innovation does not assume development of something new. In case management, innovation may refer to the act of developing alternatives and creating opportunities outside of rigid forms of practice. It denotes an ability to improve and develop processes, and forms of interventions, through tailoring these to service user need.
Leadership	Leadership in this document is not necessarily meant to denote formal roles and positions, rather it reflects behaviours and attitudes towards acting in a leadership capacity.
Legislative framework	Case management constitutes practitioners from different backgrounds. Legislative framework refers to the need to look beyond professional codes of conduct/legislation, but appreciates that case management practice may be impacted by a range of legislation, such as how to run an organisation, data protection, document management, etc.

Outcome An outcome should be defined broadly and in relation to the definition of case management. Outcomes may refer to clinical outcomes, humanistic outcomes (i.e. quality of life related outcomes), functional outcomes, and/or economic outcomes (balance between cost-effectiveness and anticipated result).

Outcome measure Outcome measures should ensure validity, reliability, and responsiveness. Practitioners should be aware that outcome measures could be both subjective and objective. Where possible, evidence-based outcome measures should be applied

Person-centred Being person-centred is about focusing on the needs of the individual. Ensuring that people's preferences, needs, differences, and values guide decisions about interventions. It involves providing care/support that is respectful of and responsive to them and requires an ability to build consensus, advocating on behalf of the service user if needed, in a co-construction approach between the case manager and the person.

Practice level Denotes the experience/skills/knowledge base of a case manager, related to, but independent of, professional experience and years of practice in a professional role outside of case management practice

Pre-registrant Those working towards IRCM registration whilst being supervised by registered case managers

Professional boundaries The limits to the relationship between someone in a professional role and the person in their care, the borders that mark the edges between a professional relationship and a personal relationship.

Professional (clinical) will A document that outlines how the closing of a practice/service should be handled in the event of unexpected closure or termination of services.

It names someone who will take on the responsibility of handling legal issues, notifying service users, accessing records and case notes etc.

Quality improvement See Continuous Improvement.

Rehabilitation	An active process through which those individuals with injury or disability can realise their optimal physical, mental, functional, and social potential.
Risk	Risk includes risk to both the service user and to others associated with the service user, including oneself. All risks need to be adequately understood and managed.
Registrant	A case manager who is on the IRCM register.
Safeguarding	A statutory obligation concerned with protecting an individual's right to live in safety, free from all types of abuse or neglect. Case managers have a duty to report their concerns if they have an honestly held belief that a person (adult or child), is suffering, or is at risk of harm. This duty of care overrides any duty of confidentiality.
Scope of practice	The limits of the case manager's role and/or competence based on their education, skills, and appropriate professional experience.
Self-Advocacy	The ability to speak-up for yourself and the things that are important to you. Being able to ask for what you need and want and tell people about your thoughts and feelings.
Service user	The individual with the injury/condition/disability or support needs who is receiving case management.
SMARTER goals	In addition to <u>S</u> pecific, <u>M</u> easurable, <u>A</u> chievable, <u>R</u> elevant and <u>T</u> imely goals, case management goals should also include <u>E</u> valuation and <u>R</u> evuew.
Stakeholders	Any third party, or relevant other, related to a service user with whom the case manager is working, and who may have an interest in or influence on the case management process.
Standard (occupational)	The level of proficiency required to perform an occupational role, acquire a professional title, or be deemed safe to perform specific tasks.
Strengths-based practice/approach	is a collaborative process between the practitioner and the service user who work together to identify challenges and appropriate strategies that draw upon and enhance the person's strengths and assets.

Supervision (operational/management) Refers to the oversight and support of case management provision to ensure that practitioners can and do perform competently, and service users experience effective and safe services.

It involves regular monitoring, review, reflection, and support, often from the line manager. Mainly for inexperienced/novice case managers, or in performance management situations.

Supervision (professional) Like practice supervision but with a broader and more long-term focus. Involves identifying professional learning and development needs and CPD. Also includes supporting the case manager to maintain their own wellbeing through supported reflection.

Supervision (practice) Aims to support learning and develop competency related to a specific task. Supervisor with more advanced skills than the supervisee. Lasts until the supervisee has reached competence in the specific task(s).

Teams This term may be used in relation to the Case Management Service providers working together to achieve positive outcomes for their service users.

Wider team Refers to the Case Management Team but also includes colleagues from other disciplines working to the same aims (multi-disciplinary team), the family and/or significant other, and any other stakeholder relevant to the case.



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