

Key terminology	
Character traits	A feature of a person’s personality
Resilience	How a person deals with difficult life events
Self-esteem	How a person feels about themselves
Emotional intelligence	How well a person can understand, control and express their emotions
Disposition	A person’s overall personality and how they view the world
Adapt	Adjust to new circumstances.
Respite care	Temporary care of an individual to give carer a break
Voluntary support	Charities such as Mencap
Formal support	Professionals such as doctors, physiotherapists
Informal support	Family, friends, partners and neighbours

Professionals working together to provide better support		
Type	What	Who
Multi-agency working	When professionals from more than one service work together to provide support	Social workers, doctors, police/justice system, youth service, teachers, children’ services, mental health team
Multi-disciplinary working	When healthcare professionals with different roles work together to provide support	Health visitors, doctors (GPs), physiotherapists, occupational therapists, community nurse

Types of support - 1	
Effective support	Giving confidence to enable a person to adapt. Can be given before or after life event
Emotional support	Help individuals deal with grief, improve self-esteem, help individuals come to terms with life event, helps reduce anxiety,
Information and advice	Where to go to for help, make them aware of choices available
Financial help	Sign post an individual to financial support eg benefits, lend an individual money
Childcare	Offer respite care, take/pick up from school, holiday care
Transport	Lifts

Types of support - 2		
Who		Benefits
Formal support (professional and specialised)	Counsellors, teachers, social workers, health specialists, occupational therapist, careers advisors,	Come to terms with life event, get advice and information, help to change lifestyle, maintain or improve a health condition, regain mobility, understand own emotions
Informal support	Partners, family, friends, partners, neighbours	Reassurance, encouragement, advice, gives a sense of security, practical support, someone to talk to, emotional support
Voluntary support	Volunteers, charities, faith-based organisations, community support	Advice, sign post to other help and support, offer comfort, food banks, transport, provision of clubs