

# Working Words in Aged Care



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This booklet has lists of words, phrases and abbreviations used by people working in aged care.

It can help you to find the right words and abbreviations if you want to:

- complete notes and documents for your work
- write a report
- understand abbreviations
- describe your job.

The booklet is not a replacement for good training. While it provides correct spelling, you must ensure you understand the meanings of the words and use them appropriately.

You can use the space at the back of the booklet and in the abbreviations section for adding more words and phrases or for listing the words you use most often.

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# 1 Care and assistance

---

administer / administration

aid

assist / assistance

consult / consultation

direct / direction

distract / distraction

divert / diversion

encourage / encouragement

explain / explanation

guide / guidance

help

holistic

independent / independently

instruct / instruction

monitor

need

observe / observation

orientate

physical

plan

## CARE AND ASSISTANCE

prompt

provide

reassure / reassurance

redirect

remind

require / requirement

supervise / supervision

support

verbal

## 2 Moving

---

ambulate

assist with transfers

balance

chair

dexterity

distance

exercise

lift

lifting equipment / machine

limitations

mobilise / mobility / mobile

mobility aid

movement

physical support

position

relaxation exercises

reposition

scooter

shuffles when walking

sitting position

## MOVING

standing position  
stretch  
transfer  
unsteady gait  
walking frame  
walk independently  
walking stick  
wheelchair  
wheelie frame

### 3 Food

---

allergy / allergic

appetite

built up handles

cut up

cutlery

diet / dietary

diet types

- diabetic
- halal
- high calorie
- high fibre
- kosher
- low calorie
- soft
- vegetarian

drink / beverage

drinking mug with spout

fluids

- free
- nil by mouth
- restricted

## FOOD

handles

hunger / hungry

non-slip

plate guards

portion size

position

pour

preferences

scoop / abel bowls

self feeds / meal assist

serving

supplement / supplementary

swallow

thickened drink types

- honey
- nectar
- normal

utensils

vitamise

## 4 Personal hygiene

---

adjust / adjustment

anal area

apply / applied / application

bath

bathe / bathed

bedpan

bladder

blow-dry / blow-dried

body

bowel

brush

buttocks

buttons

catheter

- indwelling
- supra pubic

clean

clothes

comb

commode

constipation / constipated

## PERSONAL HYGIENE

continence / continent

dentures

drainage bag

- bladder
- colostomy
- wound

dress / dressing

dry / dried

evacuate / evacuation

faecal incontinence

faeces

fingernails

glasses

groin

groom

hair

hand wash

hearing aid

incapable

incontinence / incontinent of urine  
/ bowel

loosen

lotion

make-up

perineal area

privacy / private

prosthesis

readjust

rinse

rollers

shampoo

shave

- dry

- wet

shower chair

- mobile

- stationary

soap

stockings

- normal

- pressure

- TED

## PERSONAL HYGIENE

stoma bag

teeth

- natural
- dentures
- false

temperature

toilet / toileting

toiletries

undress

urinate /urine

upper body

wash

zipper

## 5 Social

---

abusive

activities

aggression / aggressive

anniversary

behaviour

birthday

chatty

communicate / communication

comprehend / comprehension

conversation

cooperate / cooperation

depend / dependence

depression / depressed

exercise

## SOCIAL

family member

- brother
- daughter
- daughter-in-law
- husband
- nephew
- niece
- sister
- son
- son-in-law
- wife

funeral

grieve

interested

language

motivate / motivation

mourning

participate / participation

visitor

withdrawn

## 6 Behaviour

---

abuse / abusive

absconding

aggression / aggressive

- physically
- verbally

agitation / agitated

alert

anger

attitude

attempting

anxious

bit / bite

body language

body rocking

clap / clapped

clench

climb

cognitive

communicate / communication

confusion / confused

continual muttering

## BEHAVIOUR

cooperate / cooperation

cry / cried

curling up

defensive

destroy

difficult

disoriented

eat / ate

emotional

faecal smearing

faeces

fidget

flinch

frustrate / frustration

grab / grabbed

grimace

guard

hallucinate / hallucination

hang onto / hung onto

hit

hoard

impaired attention

inappropriate

- amorous
- sexual advances
- sexually
- undressing

interfere / interference

interrupt / interruption

intervene / intervention

intrusion / intrusive

isolation / isolated

kick

knock

lie / lay

manipulate / manipulation

/ manipulative

memory

moan

mood swings

noisy

non-cooperative

## BEHAVIOUR

paranoid

punch

push

ram / rammed

reasoning

recklessly

recognise / recognition

refuse / refusal

remember

repeat / repetitive behaviour

- screaming
- talking
- yelling

resist / resistive

response / responsive

restlessness / restless

ring / rang

scratched

scream

seek / sought attention

shake / shook

shout  
smear  
smoke  
spit / spat  
struggle  
suspicion / suspicious  
swearing  
take / took  
threatening  
throw / threw  
understanding  
undressing inappropriately  
void  
wander  
wiggle  
withdrawn  
wriggle  
yell

## 7 Medical

---

admission

admit / admitted

allergy / allergies

ambulance

antibiotics

aperient

arthritis

bony prominences

bowel

breathing / respiration

bruise

cardiovascular

catheter / catheter care

continence / continent

constipation

consult / consultation

dehydrate / dehydration

dementia

deformity

dental

dermatitis

diabetes  
diagnose / diagnosis  
diarrhoea  
dietician  
discomfort  
doctor  
examine / examination  
faeces / faecal  
faint  
fatigue  
gastric  
geriatric  
glasses  
headache  
health  
hearing aid  
hydrate  
impairment  
incontinence / incontinent

- frequency
- urgency

## MEDICAL

infection

- discharge
- exudate
- inflamed
- pus

inhaler

injure / injury

insulin

medication

metabolism

mucus

nauseous

nebuliser

non verbal

normal

notify / notified

obesity

oedema / swelling

oral

oxygen

pain

palliative  
perspiring / perspiration  
physiotherapy  
podiatrist  
psycho geriatric  
pulmonary  
report  
respiration  
resuscitation  
route  
sensory  
skin integrity  
skin tear  
specialist  
speech pathology  
sputum  
suppositories  
surgical  
sweat / sweaty  
swelling / oedema  
Transderm patch

## MEDICAL

treatment

urine

verbal / non verbal

vital signs

- blood pressure
- pulse
- respiration
- temperature

vomit

weight

## 8 Other

---

abnormalities  
accurate  
additional  
alert  
alternative  
also  
application  
approaching  
assessment  
appropriately  
approximately  
average  
beautician  
check  
circumstances  
comprehensive  
confidentiality  
consultation  
contradictory  
daily  
dentist

## OTHER

document  
duration  
effect  
employees  
environment  
exception  
external  
extremely  
evaluation  
frequently  
hairdresser  
history  
inappropriately  
identify  
implement  
incorrect  
individual  
intact  
initiate  
initially  
interim

interpreter  
intervene / interventions  
legislation  
maintenance  
measures  
necessary  
obligation  
opinion  
preferences  
preventive  
prior  
privacy  
profile  
program  
promote  
quantities  
questions  
recommendations  
re-evaluate  
reference  
relieving

## OTHER

religion

report

representative

requirements

resident

respite

responsibilities

restraint

- chemical

- physical

restricted

result

review

risk

rituals

routine

scheduled

seldom

send / sent

sentences

standards

strategies

suspected

therapies

- natural
- occupational
- physiotherapist
- podiatrist

## 9 Abbreviations

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### **Times of administration**

AC – Before food or before meals

BD – Twice a day

Mane – In the morning

Nocte – At night

PC – After meals

PRN – As required or when  
necessary

QID – 4 times a day

QQH – Every 4 hours

Stat – Immediately

TDS – Three times a day

### **Route of administration**

PR – Per Rectum

PV – Per vagina

IMI – Intramuscular Injection

IVI – Intravenous Injection

SCI – Subcutaneous Injection

SL – Sublingual

O – Orally

TOP – Topical

**Common health problems**

CA – Cancer

CCF – Congestive Cardiac Failure

COAD – Chronic Obstructive  
Airways Disease

CVA – Cerebral Vascular Accident  
(stroke)

DVT – Deep Vein Thrombosis

IHD – Ischemic Heart Disease

MS – Multiple Sclerosis

MI – Myocardial Infarction

MRSA – Methicillin Resistant  
Staphylococcus Aureus

#NOF – Fractured Neck of Femur  
(thigh bone)

TIA – Transient Ischemic Attack

UTI – Urinary Tract Infection

## ABBREVIATIONS

### **Symbols and numbers**

x2 – 2 staff (assisted by 2 staff)

./c – With

./c held – Withheld

1/7, 2/7, etc – One day, two days,  
etc

1/52, 2/52, etc – One week, two  
weeks, etc

1/12, 2/12, etc – One month, two  
months, etc

# – Fractured

^ – Increase

v – Decrease

> – Greater than

< – Less than

Rx – Treatment

@ – At

**General medical**

A – Absent

ABI – Acquired Brain Injury

ACFI – Aged Care Funding  
Instrument

ADLs – Activities of Daily Living

ASAP – As Soon As Possible

Abdo – Abdomen

BGL – Blood Glucose Level

BNO – Bowels Not Open

BO – Bowels Open

BP – Blood Pressure

BSL – Blood Sugar Level

BTB – Back To Bed

C/o or C/- – Complaining of

DOB – Date of Birth

DON – Director of Nursing

Eg. – For example

GP – General Practitioner

HNPU – Has Not Passed Urine

HPU – Has Passed Urine

## ABBREVIATIONS

- HRT – Hormone Replacement  
Therapy
- Ht – Height
- IDC – Indwelling Catheter
- L – Left
- MSU – Mid Stream Urine
- N/A – Not Applicable or Not  
Appropriate
- NAD – No Abnormalities Detected
- N/C – No complaints
- NCP – Nursing Care Plan
- Neg or -ve – Negative
- NOI – No Obvious Injuries
- Obs – Observations
- O/N – Overnight
- OT – Occupational Therapy
- PAC – Pressure Area Care
- PEG – Percutaneous Endoscopic  
Gastrostomy
- P/H – Past History
- POS or +ve – positive

## ABBREVIATIONS

- PUB – Passed Urine in Bed
- PUT – Passed Urine in Toilet
- R – Right
- RCS – Resident Classification Scale
- RIB – Rest in Bed
- RN – Registered Nurse
- R/O – Removal of
- ROB – Rest on Bed
- ROTD – Resident of the Day
- RoM – Range of Movement
- S/B – Seen By
- SoB – Shortness of Breath
- SOOB – Sit Out of Bed
- T or Temp. – Temperature
- TOR – Time of Report
- TPR – Temperature, Pulse, Respiration
- UA – Urinalysis
- W/C – Wheel chair
- Wt – Weight
- XR – X-ray



## 10 Useful phrases

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### **Observations:**

Resident is able to...

Resident can ... with encouragement  
and supervision

Resident requires assistance to...

Resident requires one-to-one  
assistance to...

Resident requires 1:1 supervision to...

Resident requires full assistance to...

Resident requires prompting to...

Resident requires guidance to...

Resident requires support to...

Resident requires detailed instruction  
to...

Resident's ...are maintained to the  
optimum level

Resident has a number of challenging  
behaviours such as...

## USEFUL PHRASES

Strategies are used several times a day to minimise the effect these behaviours have on other residents, staff and himself/herself. These include...

The resident was observed...

The resident stated...

### **Recommendations:**

Explain each step of the task to...

Encourage use of...

Encourage to...

Ensure that...

Face resident directly...

Maintain eye contact...

Orientate resident to task

Prompt and assist to...

Select appropriate...

Use non-verbal means and gestures...

Use short simple sentences to...

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