

Jargon-busting guide!¹

ACF **Acute Care Forum**

Advance directive

Written instructions agreed between a service user and healthcare worker in which the service user sets out which treatments they prefer and which treatments they *don't* want to receive - these instructions can then be used to guide clinical staff in the event the service user becomes unable to make decisions for themselves.

Advocacy

'Advocacy' is about helping people to speak up for themselves.

A&E **Accident & Emergency**

AfC **Agenda for Change**

AMH **Adult Mental Health**

AMHP **Approved Mental Health Practitioner**

AOS / AOT **Assertive Outreach Services / Team**

'Assertive Outreach' is about going out to people with mental health problems and working with them in their own environment rather than in a hospital or clinical setting.

ASW **Approved Social Worker**

An 'approved social worker' is a qualified social worker who's done further training and been 'approved' to carry out various functions under the Mental Health Act (1983). ASWs take part in assessing an individual's mental health under the Act, together with medical professionals, looking at whether compulsory admission to hospital is needed – ASWs have a particular responsibility to look at alternatives to going into hospital.

BME **Black Minority Ethnic**

BPD **Borderline Personality Disorder**

BPS **British Psychological Society**

CAB **Citizens' Advice Bureau**

¹ Last update, June 2007. Many thanks to Simon Heyes, the former South-West service user development worker, for letting me draw on some of his own very helpful previous work on jargon!

CAMH	Carers' Assessments in Mental Health
CAMHS	Child and Adolescent Mental Health Services
CAP	Community Alternatives Programme
Care co-ordinator	<i>See 'CPA' (Care Programme Approach)</i>
Care plan	<i>See 'CPA' (Care Programme Approach)</i>
CAT	Cognitive Analytical Therapy
CBT	Cognitive Behaviour Therapy
CC	Clinical Cabinet
CDW	Community Development Worker
CGST	Clinical Governance Support Team
	'Clinical governance' is about looking at the <i>quality</i> of healthcare services, and how that quality can be continuously improved.
CHC	Community Health Council
	Originally set up in 1974 as a patients' watchdog for local NHS health services. Local CHCs provide help and advice on services, and guidance to patients who have suggestions for improvement or problems/complaints. Phased out end of 2003, and replaced by Patients' Forums and Patient Advice and Liaison Services (PALs).
CHIF	Community Health Improvement Forum
CMHSD	Centre for Mental Health Services Development
CMHT	Community Mental Health Team [see also PCLT]
	Local teams of psychiatric nurses, social workers, occupational therapists, psychologists, psychiatrists, etc., who provide services within the community.
CPA	Care Programme Approach
	The 'Care Programme Approach' is the name given to the system used for assessing, planning and reviewing the care of adults who are in contact with the secondary mental health services. The four main elements of CPA are: (a) assessing the service user's health and social needs; (b) agreeing and drawing up a written 'care plan' with the service user which sets out what's needed; (c) appointing a 'care co-ordinator' (used to be called 'keyworker') who's responsible for keeping in close touch with the service user and making sure the care plan is carried out; and (d) regularly reviewing the care plan with the service user.

CPD	Continuing Professional Development
CPN	Community Psychiatric Nurse
CRB	Criminal Records Bureau
CRES	Cash Releasing Efficiency Savings
CRHT	Crisis Resolution Home Treatment
CRS	Crisis Resolution Services 24-hour community-based services for people experiencing severe mental health difficulties. The 'Crisis Resolution' teams provide assessment and treatment in the home/community when a crisis occurs, and offer an alternative to inpatient care.
CSCI	Commission for Social Care Inspection
CSIP	Care Services Improvement Partnership
CSW	Carer Support Worker
CVS	Council for Voluntary Service There are nearly 300 local CVSs across the UK. They provide support, advice and information for local voluntary organisations.
DAAT	Drug & Alcohol Action Team
DBT	Dialectical Behavioural Therapy
DCC	Devon County Council
Devon Docs	Devon Doctors on Call For urgent healthcare problems when GPs' surgeries are closed www.devondoctors.co.uk
DLA	Disability Living Allowance
DPCT	Devon Primary Care trust
DPT	Devon Partnership Trust This Trust provides most of the services for mental health and learning disabilities across all of Devon (excluding Plymouth, which has chosen to be separate).
DMT	Directorate Management Team
DoH	Department of Health
DSM	Diagnostic and Statistical Manual of Mental Disorders

This is a widely-used manual (published by the American Psychiatric Association) which describes and classifies mental disorders (e.g., 'schizophrenia', 'manic depression', 'anxiety disorders').

Dual diagnosis

A diagnosis involving both mental health problems and substance misuse problems (e.g., drugs, alcohol).

ECA 'Extra Care Area'

A term used to describe an area where an inpatient is kept in seclusion, i.e., on their own and separate from other patients, and kept under close supervision by staff.

eCPA Electronic Care Programme Approach

ECR Extra-Contractual Referrals

ECT Electro Convulsive Therapy

EDT Emergency Duty Team

An 'out-of-hours' team, to be contacted in a crisis.

EIP Early Intervention in Psychosis

The 'Early Intervention in Psychosis' Team provides a service for people aged 14-35 when they first show symptoms of psychotic illness and during the first three years after that.

FAC Fair Access to Care

HAZ Health Action Zone

GP General Practitioner

Healthcare Commission

The Healthcare Commission is the health watchdog in England - they check that healthcare services meet standards in a range of areas, including safety, cleanliness and waiting times.

HIMP Health Improvement Modernisation Plan

HONOS Health of the Nation Outcome Scale

HR Human Resources

IAPT Improving Access to Psychological Therapies

IGM Interim General Manager

IMCA Independent Mental Capacity Advocacy

IMT **Information Management and Technology**

IPPs **Individual Patient Placements**

Keyworker **Now usually called 'care co-ordinator'-*See 'CPA'***

LA **Local Authority**

LAA **Local Area Agreement**

A three-year agreement, based on local Sustainable Community Strategies, that sets out the priorities for a local area agreed between Central Government, represented by the Government Office, and a local area, represented by the local authority and other key partners through Local Strategic Partnerships (LSPs).

LDP **Local Delivery Plan**

LDPRs **Local Delivery Plan Returns**

LIG **Local Implementation Group**

The 'LIGs' (sometimes called 'LITs') have been in place across the country since 1999. Their role is to make sure that the National Service Framework for Mental Health [*see NSF*] is 'implemented' (put into place) in their own local area. They bring together people to work as partners in planning and delivering mental health services at a local level, including health service managers and frontline workers, clinicians (GPs, nurses, psychiatrists, etc.), social workers, service users and carers, the voluntary sector, etc.

LINKs **Local Involvement Networks**

LIP **Local Implementation Plan [*See 'LIG'*]**

LIS **Local Information Strategy**

LIT **Local Implementation Team**

Across Devon [except for Plymouth, which has its own separate set-up], this is a strategic partnership that includes the Devon Local Authority, Torbay Care Trust, Devon Primary Care Trust, the voluntary sector, Devon Partnership Trust, and service user and carer reps. The Team are partners in delivering the National Service Framework for Mental Health.

LITSUN **Local Implementation Team Service User Network**

LMR **Local Modernisation Review**

LOS **Length of Stay**

LPF **Local Partnership Forum**

LSP Local Strategic Partnership

Practical partnerships between mental health services and local non-specialist organisations, whether community, voluntary or private, in order to support, for example, leisure or employment opportunities.

MACA Mental After Care Association

MDF Manic Depression Fellowship

MH Mental Health

MHA Mental Health Act

MHAC Mental Health Act Commission

The Mental Health Act Commission was set up to protect the rights and interests of patients detained ('sectioned') under the Mental Health Act (1983). Commissioners visit and talk to detained patients, and have some powers to investigate issues relating to patients' treatment.

MHER Mental Health Electronic Record

MHF Mental Health Foundation

NHS National Health Service

NHS Direct

Telephone helpline / website providing a 24-hour nurse advice and health information service.
0845 4647 www.nhsdirect.nhs.uk

NICE National Institute for Clinical Excellence

NICE is part of the NHS. It produces guidance for both the NHS and patients on the use of medicines, medical equipment, clinical and surgical procedures (e.g., treating and managing schizophrenia; using ECT), and under what circumstances they should be used. NICE spends several months looking at how well the medicine, equipment or procedure works, before producing its reports.

NIMHE National Institute for Mental Health in England

The NIMHE was set up to provide research and expertise to help the NHS to roll out the National Service Framework for Mental Health. It coordinates and publicises research and good practice, sees that training is in place, and oversees the improvement of services.

NSF National Service Framework

Published by the Department of Health in 1999, the NSF for Mental Health sets out seven 'standards' for improving mental health care, and gives guidelines for what good mental health services should provide. It sets out a 10-year strategy for improving services.

OATs Out of Area Treatments

OCD **Obsessive Compulsive Disorder**

OD **Organisational Development**

OP **Older Persons**

OSC **Overview & Scrutiny Committee**

OT **Occupational Therapist**

The role of OTs is to help people with mental health problems to build up the confidence and skills needed for personal, social, domestic, leisure or work activities.

PALS **Patient Advice and Liaison Service**

All healthcare Trusts offer a PALS service, which provides information and advice to service users, carers and workers.

PBT **Practice-Based Commissioning**

This is about engaging practices and other primary care professionals in the commissioning of services. The idea is for frontline clinicians to be provided with the resources and support to become more involved in commissioning decisions.

PCLT **Primary Care Liaison Team [*see also* CMHT]**

PCP **Person Centred Planning**

PCT **Primary Care Trust**

These statutory bodies provide primary and community services, and also commission secondary (hospital) care for their local population. There are currently [2007] two PCTs across Devon: Plymouth PCT, and Devon PCT. (Also Torbay Care Trust.)

PEG **Professional Expert Group**

PFI **Private Finance Initiative**

The PFI provides a way of funding major capital investments, without immediately having to use the public purse. Private consortia, usually involving large construction firms, are contracted to design, build, and in some cases manage new projects. Contracts typically last for 30 years, during which time the building is leased by a public authority

PICU **Psychiatric Intensive Care Unit**

This is a unit for inpatients who need more supervision and intensive care than on a regular psychiatric inpatient ward.

PID **Project Initiation Document**

PIG **Policy Implementation Guidance**

POPPs Partnerships for Older People Projects

The Department of Health's Older People and Disability Division is leading the 'POPPs' project. The aim is to test/evaluate (through pilots during 2006/07 and 2007/08) innovative approaches that sustain prevention work in order to improve outcomes for older people

PPI Patient and Public Involvement

PPIF Public and Patient Involvement Forum

Primary Care

Services provided by e.g., family doctors, nurses, health visitors, midwives, dentists, etc., in the community setting.

Psychiatrist

Psychiatrists are medically qualified doctors who have taken further training and specialised in 'mental illness'.

Psychologist

Clinical psychologists' training is about applying scientific principles to the understanding of human experience and action, including thoughts, feelings and behaviour.

PTSD Post Traumatic Stress Disorder

R&D Research and Development

R&I Recovery and Independent Living

RCN Royal College of Nursing

RMN Registered Mental Nurse

RMO Responsible Medical Officer

S4BH Standards for Better Health

SAFF Service and Financial Framework

SAP Single Assessment Process

SCMH Sainsbury Centre for Mental Health

The Sainsbury Centre is a registered charity that works to improve the quality of life for people with severe mental health problems. It aims to influence national policy and encourage good practice, through a programme of research, training and development. The Centre is affiliated to King's College London.

Secondary care

Specialist care which is often (though not always) provided in a hospital setting (rather than at a GP's surgery, for example). In mental health services, the Community Mental Health Teams (CMHTs) also play a very important part in providing 'secondary care'.

'Sectioning'

Someone 'sectioned' is compulsorily admitted into hospital under a 'section' of the Mental Health Act (1983). Section 2 covers admission for up to 28 days for someone suffering from 'mental disorder' to be assessed. Section 3 is for admission into hospital for up to 6 months for treatment. Section 135 gives the power to 'enter premises and take someone to a place of safety'; Section 136 allows the 'removal of people from public places by the police'.

SHA **Strategic Health Authority**

SHO **Senior House Officer**

SLA **Service Level Agreement**

SMI **Severe Mental Illness**
'Severe mental illness', e.g., 'schizophrenia', bi-polar disorder, severe depression

SMT **Senior Management Team**

SNUGs **SouthWest Network of User Groups**

Statutory services

Services provided by the local authority, e.g., benefits, social services, hospital treatment

STR **Support Time and Recovery**

SWAPs **South West Adult Placement Scheme**

This is a charity organisation that sorts out family-based placements for vulnerable/disabled people, offering them a chance to share in family life and get the support and care they need.

'Talking treatments'

There are three main types: psychotherapy, psychoanalysis and counselling.

TCT **Torbay Care Trust**

TPC **Torbay Partnership Committee**

WAT **Workforce Action Team**

This (national) team was set up in 1999 to look at workforce and training issues in mental health services, i.e., whether there are enough workers in place who have the necessary skills, and are well-led and properly supported to deliver high-quality care.

WB&A	Wellbeing and Access
WRAP	Wellness Recovery Action Plan
wte	whole time equivalent

*Janet Hooper, Mental Health Service User/Carer Involvement Worker (South-West Devon)
NHS, The Lescaze Offices, Shidders Bridge, Dartington TQ9 6JE
tel. 01803 861974 or 07825 027685 email: janet.hooper@nhs.net*