

Glossary

Anchor Institution – anchor institutions are rooted in their communities and can make a positive difference to these local communities through purchasing goods and services locally and for social benefit and providing employment opportunities for local people, amongst other actions¹

Avoidable harm – harm that can be avoided such as medication errors and bed sores

Care Quality Commission - the independent regulator of health and social care in England, set up by the Government to make sure that all hospitals, care homes, dentists, GPs and home care agencies in England provide care that is safe, caring, effective, responsive and well-led

Connected Lives – the model for adult social care in Hertfordshire, developed by Hertfordshire County Council²

Continuous Quality Improvement - this is a systematic approach to improving health services and the quality of care and outcomes for patients based on iterative change, continuous testing and measurement, and empowerment of frontline teams

Commissioners – commissioners use the commissioning cycle³ to plan what services should be provided, monitoring and evaluating their impact to feed into future decisions on priorities. In our context they are employed by the NHS or local councils.

Coproduction - Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation⁴

Digital infrastructure - Digital Infrastructure is the collection of technology, systems, and networks that make digital services and information work. It includes the physical and virtual parts needed to store, send, process, and access digital data and services. Digital infrastructure is important because it helps in the smooth functioning of digital services like the internet, communication, and access to information vital to delivering the best care and support for people who use our services.

Experts by Experience - Experts by Experience are people who have recent personal experience of using the services we provide or caring for someone who has used these services

Family Safeguarding - Family Safeguarding is a whole family approach to working with children and families that supports parents to create sustained change for themselves and for their family. Family Safeguarding takes a multi-disciplinary approach to working with families including Children and Families Social Workers and Family Support Practitioners, working alongside Adult Specialist Workers to provide

help and support in relation to issues associated with parental domestic abuse, substance misuse and mental ill-health⁵

Forensic – forensic services support people who have committed an offence or who may be a risk to others

General hospital – general hospitals provide diagnosis and short term treatment for people with a range of physical health issues

Green Plan – a plan to reduce the carbon emissions that the Trust creates and so contribute to a greener NHS⁶

Health and Care Partnership - collaborative arrangements between organisations responsible for arranging and delivering health and care services and others with a role in improving health and wellbeing⁷

Inclusive workforce – a workforce that reflects the population in the areas that we work in

¹ The NHS as an anchor institution (health.org.uk)

² connected-lives-a-model-for-social-care-in-hertfordshire.pdf

³ NHS England » Commissioning cycle

⁴ NHS England » Co-production

⁵ family-safeguarding-guide-dec-2022.pdf (hertfordshire.gov.uk)

⁶ Greener NHS (england.nhs.uk)

⁷ Place-based partnerships explained | The King's Fund (kingsfund.org.uk)

Integrated Care Partnership - The Integrated Care Partnership is made up of representatives from different organisations involved in health and care. This includes NHS organisations, local authorities and the Voluntary, Community, Faith and Social Enterprise sector. The partnership is responsible for developing an Integrated Care Strategy which will set out the priorities for the local area for the next 10 years⁸

Integrated Care System - Integrated Care Systems are geographically based partnerships that bring together providers and commissioners of NHS services with local authorities and other local partners to plan, coordinate and commission health and care services

Involvement – listening and learning from people and communities on the basis that they are best placed to understand what they need, what is working and what could be improved⁹

[Least] restrictive practice - Least Restrictive Practice promotes a strengths based and person-centred approach to delivering care and support while minimising the use of restraint

Learning organisation - A learning organisation is one where people continually expand their capacity to improve

LGBTQ+ - lesbian, gay, bisexual, transgender, queer/questioning and other sexual identities

Lived experience - people who have recent personal experience of using the services we provide

[NHS] Long Term Plan – launched in January 2019 the NHS Long Term Plan set out a 10 year plan for changing and improving the NHS¹⁰

Neurodevelopmental - Neurodevelopmental disorders influence how the brain functions and alters neurological development, causing difficulties in social, cognitive, and emotional functioning¹¹

Outcomes – the end result that a person wants to achieve, for example this could be to feel safe and secure, to live in their own home, to feel useful (rather than a burden) or to be able to get out and about more

Patient Carer Race Equality Framework (PCREF) - The Patient and carers race equalities framework (PCREF) will be used to support NHS trusts to improve ethnic minority community experiences of care in mental health services. The PCREF will be an organisational competency framework to help services provide culturally appropriate care¹²

Patient Safety Incident Response Framework (PSIRF) - The Patient Safety Incident Response Framework (PSIRF) sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety¹³

Place-based health and care partnerships – health and care partnerships (see above) that focus on a specific geographical area, or “place”

Positive risk culture – a culture that supports positive risk management (see below)

Positive risk management - working collaboratively with service users to support them to make well-informed and balanced decisions about their care, which take into account the views of their carers and their strengths, values and long-term goals.

Peer Support Worker - Peer support workers are people who have lived experience of mental health challenges themselves. They use these experiences and empathy to support other people and their families¹⁴

Primary Care – general practice (GPs), community pharmacy, dental and optometry (eye health) services which provide the first point of contact to access the NHS in many situations¹⁵

⁸ Integrated care systems: how will they work under the Health and Care Act? | The King's Fund ([kingsfund.org.uk](https://www.kingsfund.org.uk))

⁹ Least Restrictive Practice | Health and social care | Hampshire County Council ([hants.gov.uk](https://www.hants.gov.uk))

¹⁰ NHS Long Term Plan

¹¹ Neurodevelopmental Pathway: ADHD & ASD: Birmingham Community Healthcare ([bhamcommunity.nhs.uk](https://www.bhamcommunity.nhs.uk))

¹² NHS England » Advancing mental health equalities

¹³ NHS England » Patient Safety Incident Response Framework

¹⁴ Peer support worker | Health Careers

¹⁵ NHS England » Primary care services

Recovery - In mental health services, recovery refers to an individual's journey to wellbeing. While there is no universal definition of recovery, the central ideas of living a full and meaningful life with self-determination and hope are consistent¹⁶

Reflective practice - Reflection is a process which helps you gain insight into your professional practise by thinking analytically about any element of it. The insights developed, and lessons learned, can be applied to maintain good practice and can also lead to developments and improvements for both the professional and their service users¹⁷

Rehabilitation services – this service enables people with severe and complex mental health problems to gain or regain the confidence and skills in everyday activities which will enable them to fulfil their potential for recovery and independence¹⁸

Remote consultations - A remote consultation is a real-time appointment that takes place between an individual and their clinician over the telephone or using video, as opposed to face to face

Safety Suite – environments to support service users in inpatient care when they are most vulnerable and at risk

Shared Decision Making - Shared decision-making ensures that individuals are supported to make decisions that are right for them. It is a collaborative process through which a clinician supports a patient to reach a decision about their treatment¹⁹

Strengths-based recovery approach -

Strengths-based practice is a collaborative process between the person supported by services and those supporting them, allowing them to work together to determine an outcome that draws on the person's strengths and assets²⁰

Talking therapies - Talking therapies, or psychological therapies, are effective and confidential treatments delivered by fully trained and accredited NHS practitioners. They can help with common mental health problems like stress, anxiety and depression²¹

Trauma Informed Approach - A trauma-informed approach to healthcare aims to provide an environment where a person who has experienced trauma feels safe and can develop trust²²

Underserved communities – groups who access services less than other parts of the population, despite having similar or higher levels of need

¹⁶ BEH Recovery Strategy A4 booklet_Aug22_v7.pdf (beh-mht.nhs.uk)

¹⁷ What is reflection? | (hcpc-uk.org)

¹⁸ Adult Rehabilitation Services (hpft.nhs.uk)

¹⁹ NHS England » Shared decision-making

²⁰ Strengths-based approaches - Care Act guidance | SCIE

²¹ NHS talking therapies - NHS (www.nhs.uk)

²² Tackling poor health outcomes: the role of trauma-informed care | The King's Fund (kingsfund.org.uk)