



COMMISSIONING STRATEGIES GLOSSARY OF TERMS



Northern, Eastern and Western Devon
Clinical Commissioning Group



This glossary of terms supports the five Commissioning Strategies: Children and Young People, Wellbeing, Community Based Care, Enhanced and Specialised Care, and Commissioning an Integrated System for Population Health and Wellbeing.

Acute

Acute care is typically a branch of secondary health care where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery.

Adopted Core Strategy 2007

A strategic document providing broad guidance on the scale and distribution of Plymouth's development and the provision of supporting infrastructure.

Adult Social Care Outcomes Framework (ASCOF)

This provides a forward look for the development of the framework in future years.

Advocacy

"Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice" (Action for Advocacy)

Alliance Contracting

A prime contractor model means that one provider is the contracted party who the commissioner communicates with, and other providers are subcontractors. In an alliance there is also a single point of communication with the Alliance Leadership team, but all members are equally valued and have equal say in significant collective decisions.

Ambulatory Care Sensitive (ACS) Conditions

A group of conditions including Angina, Coronary Heart Disease, Chronic Obstructive Pulmonary Disease (COPD), Asthma and Diabetes where admissions to hospital can be avoided through effective case management in primary and community care.

Anaphylaxis

A severe, potentially life-threatening allergic reaction that can develop rapidly.

Annual Health Profile

A programme to improve availability and accessibility for health and health-related information in England. The profiles give a snapshot overview of health for each local authority in England. Health Profiles are produced annually by Public Health England.

Asset Mapping

The development of policies and activities based on an understanding, or "map", of the community's resources.

BME Population (BME)

Black and minority ethnic population

Better Care Fund

The £3.8 billion Better Care Fund (BCF) was announced by the Government in the June 2013 Spending Round to support transformation and integration of health and social care services to ensure local people receive better care. The BCF is a pooled budget that shifts resources into social care and community services for the benefit of the NHS and local government.

Care Act 2014

Its aim is to give people and their carers more control over their care and support, while safeguarding those cared for by increasing transparency in the system and helping to drive up care standards in general.

Care Act Definition of Prevention:

PREVENT: primary prevention/promoting wellbeing

Primary prevention is aimed at people who have no particular health or care and support needs. The intention is to help a person avoid developing needs for care and support, or to help a carer avoid developing support needs.

It includes universal offers like health promotion, first aid, learning and services like contraception services, and community activities that prevent social isolation.

REDUCE: secondary prevention/early intervention

Secondary prevention is more targeted. Interventions are aimed at people who have an increased risk of developing health or care and support needs, or at carers with an increased risk of developing support needs.

The goal is to help slow down or reduce any further deterioration, to prevent further needs from developing and to stop a crisis occurring.

Care Home

Care homes can be either residential or nursing, or a combination. They provide personal care and accommodation. Nursing homes include convalescent homes with nursing, respite care with nursing and care home services without nursing. Residential homes include rest homes, convalescent homes, respite care, mental health crisis houses and therapeutic communities.

Care Quality Commission

The Care Quality Commission (CQC) is an executive non-departmental public body of the Department of Health. It was established in 2009 to regulate and inspect health and social care services in England.



Carer

A carer is an individual, an adult or a child, who provides unpaid help and support on a regular basis to a partner, family member, friend or relative. They may provide practical help, care, physical or emotional support to a person who is vulnerable for a wide variety of reasons, whether through age, physical or mental illness, disability or other issues such as substance misuse.

Children and Family Act 2014

This Act takes forward a range of government commitments which are intended to improve services for key groups of vulnerable children.

Children and Young People's Health Outcomes Forum

A forum bringing expertise together with a passion for improving the experience and outcomes for children and young people.

Child and Adolescent Mental Health Services (CAMHS)

Specialist NHS children and young people's mental health services.

Child Protection

A set of usually government-run services designed to protect children and young people and to encourage family stability.

Chronic Obstructive Pulmonary Disease (COPD)

A collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease.

Circulatory Diseases

When your heart beats, it moves blood around your body through a series of elastic tubes called arteries and veins. This network of tubes is called the vascular system; the continual movement of blood around your body is called circulation. Hence, the vascular system is sometimes called the circulatory system. The arteries that carry blood from the heart to the rest of the body can become blocked; this is the most common kind of circulatory illness.

Citizen Engagement

Involving people in collaborative working to make a greater social impact.

Clinical Commissioning Groups (CCG)

Clinical Commissioning Groups are groups of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including planned hospital care, urgent and emergency care, rehabilitation care, community health services, and mental health and learning disability services. CCGs work with patients and with health and social care partners (e.g. local hospitals, local authorities, local community groups etc.) to ensure services meet local needs.

Clinical Effectiveness and Medicines Optimisation Framework

The mission of the framework is "to achieve the best possible care and outcomes for patients through ensuring the safest and most effective use of medication and other treatments while delivering value for money for the NHS."

Cognitive Stimulation Therapy

CST treatment involves 14 or more sessions of themed activities which typically run twice weekly. These sessions aim to actively stimulate and engage people with dementia.

Collaborative Working

The act of two or more people or organisations working together for a particular purpose.

Commissioning for Quality and Innovation (CQUIN)

The CQUIN payment framework enables commissioners to reward excellence by linking a proportion of English healthcare providers' income to the achievement of local quality improvement goals.

Commissioning Strategy

The process used to make sure that the right health and care services, including social care, are provided to meet the needs of the population.

Complex System

Supports people with complex needs who require specialised care.

Continuing Health Care (CHC)

A package of care that is arranged and funded solely by the NHS for individuals who are not in hospital and have been assessed as having a 'primary health need'.

Crude Rate

Calculated by dividing the total number of cases in a given time period by the total number of persons in the population.

Dedicated Schools Grant (DSG)

Payable to local authorities in support of Schools Budgets under section 14 of the Education Act 2002.

Dementia

Dementia is a syndrome (a group of related symptoms) associated with an on-going decline of the brain and its abilities. This can lead to problems with memory, thinking speed, mental agility, language, understanding and judgement.

Dementia Quality Mark

The aim of the Dementia Quality Mark is to ensure that the service has suitable building blocks in place to provide a good quality dementia service and have the willingness to make improvements to the service through their annual improvement plan.

Demography

Studies of a population based on factors such as age, race, sex, economic status, level of education, income level and employment, among others.

Devon Home Choice (DHC)

A way of letting social rented homes in Plymouth. This is part of a Devon-wide housing register and Choice Based Letting Scheme.

Direct Payment

Payments made directly to someone in need of care and support by their local authority to allow the person greater choice and flexibility about how their care is delivered.

Domiciliary Care

Also known as home care or non-residential care, it enables people to remain independent and living in their own homes.

Dwellings (households) in Fuel Poverty

When a household is unable to heat its home to an adequate level.

Dwellings with Category 1 Hazards

When major hazards are identified by the council in a dwelling.

Dwellings with Disrepair (Decent Homes Standard)

When homes have leaking roofs, rotten floors, broken windows, etc.

Dwellings with Failing Thermal Comfort (Decent Homes Standard)

When homes have inadequate heating.

Early Help

Early Help means providing support as soon as a problem emerges at any point in a child's life, from the foundation years through to the teenage years. Specifically it refers to interventions and support delivered when needs are not being met by routine universal services, but do not meet the threshold for a specialist service such as children's social care.

In Plymouth this refers to a range of support and interventions offered by universal settings, such as schools and primary health services, as well as targeted support for those who present with a high number of risk factors and few protective factors.

Early Intervention and Prevention Strategy 2012

Aims to improve outcomes for vulnerable children, young people and families and to create savings in high cost specialist services by intervening earlier when issues arise.

Early Years Services

To improve outcomes for all children and to narrow the gap between those who are the most and the least vulnerable through the provision of child centred, high quality, safe, inclusive and integrated services for children aged 0-5.

Education Psychology

Educational psychology is concerned with children and young people in educational and early years settings. Educational psychologists tackle challenges such as learning difficulties, social and emotional problems, and issues around disability as well as more complex developmental disorders.

Education Welfare

The Education Welfare Service aims to ensure that every child and young person receives the maximum benefit from the educational opportunities provided by the City Council.

Elective Health Care

Elective care is pre-arranged non-emergency care that includes scheduled operations. It is provided by medical specialists in a hospital or other secondary care setting. Patients are usually referred from a primary care professional such as a GP.

English Indices of Deprivation 2010

Measures relative levels of deprivation in small areas of England called 'lower layer super output areas'.

Equality Act 2010

Simplifies the laws on age, faith, disability, gender, pregnancy, maternity, marriage, civil partnership, race, and sexual orientation and puts them all together in one piece of legislation.

Family Mediation

A constructive approach to resolving the issues which arise from a separation and other types of family conflicts.

Forensic Mental Health

Forensic mental health is a field focused on the mental health of those accused of crimes.

Fractured Neck of Femur

A hip fracture.

Frailty

Defined as having three or more symptoms from weight loss, self-reported exhaustion, low energy expenditure, slow gait speed and weak grip strength.

Frances Report

(see under Mid Staffordshire NHS Foundation Trust Public Inquiry)

Health and Wellbeing Boards

The Health and Social Care Act 2012 establishes health and wellbeing boards as a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.

Health Inequalities

Unjust disparities in health outcomes between individuals or groups. They arise from differences in social and economic conditions that influence people's behaviours and lifestyle choices, their risk of illness and actions taken to deal with illness when it occurs.



Health Profiles

A snapshot overview of health for each local authority in England.

Health Promotion Team

Works with other organisations in the city that provide healthy lifestyle services.

Health Visitor

A health visitor is a qualified nurse who has had extra training. Part of their role is to help people avoid illness and stay healthy.

Healthy Child Quality Mark

Recognition of a school's health and wellbeing education.

Heterogeneous

Diverse in character or content.

Holistic

Considers the whole person - body, mind, spirit, and emotions- in the quest for optimal health and wellbeing.

Index of Multiple Deprivation 2010 (IMD 2010)

The English Indices of Deprivation 2010 uses 38 separate indicators to calculate the IMD which measures relative levels of deprivation in small areas of England called 'lower layer super output areas'.

Individual Patient Placements

A placement or treatment commissioned on an individual basis for people with complex mental health needs, learning disabilities, acquired brain injury and other complex needs that cannot be met locally.

Integrated Commissioning

The joining of health and social care services.

Integrated Provider

The joining of persons or organisations that provide a service.

Intensive users

A concentrated use of a single service or use of a service in a short time.

Interventions

A health intervention is an effort that promotes behaviour that improves mental and physical health, or discourages or reframes those with health risks.

Joint Strategic Needs Assessment (JSNA)

The way in which the Department of Health (DH) requires Local Strategic Partnerships (LSPs), PCTs and Local Authorities (LAs) to consider the needs of their local populations and how they respond with effective commissioning of services to properly meet those needs.

King's Fund

An independent charity working to improve health and healthcare in England.

Learning Disability Assessment (LDAs)

Learning disability testing is a way for a school to determine what a child's learning problems are and how severe they are.

Local Authority

An administrative unit of local government.

Local Authority Services Act 1970

An Act to make further provision with respect to the organisation, management and administration of local authority social services; to amend the Health Visiting and Social Work (Training) Act 1962; and for connected purposes.

Looked-After Children's Strategy 2014

Improving the outcomes of looked-after children and care leavers.

Looked-After Children Virtual School Service

The virtual school works to promote education in the lives of children and young people in care, and to reduce exclusion, improve attendance and raise confidence, ambition, participation and attainment. A designated teacher is assigned.

Long-Term Conditions

A health problem that cannot be cured but can be controlled by medication or other therapies.

Lower Super Output Area (LSOA)

The English indices of deprivation measure relative levels of deprivation in small areas of England called 'lower layer super output areas'.

Mid Staffordshire NHS Foundation Trust Public Inquiry

Full public inquiry, led by Robert Francis QC, into the role of the commissioning, supervisory and regulatory bodies in the failures at Mid Staffordshire Foundation NHS Trust. The inquiry reported in February 2013, and the Government published its initial response, 'Patients First and Foremost' on 26 March 2013.

Ministry of Justice (MOJ)

A ministerial department of the UK Government. Its stated priorities are to reduce re-offending and protect the public, to provide access to justice, to increase confidence in the justice system and to uphold people's civil liberties.

Non-Elective Care

Urgent and unplanned care.

Nursing Homes

Care homes can be either residential or nursing, or a combination. They provide personal care and accommodation. Nursing homes include convalescent homes with nursing, respite care with nursing and care home services without nursing. Residential homes include rest homes, convalescent homes, respite care, mental health crisis houses and therapeutic communities.

Office for National Statistics (ONS)

The Office for National Statistics (ONS) is the UK's largest independent producer of official statistics and is the recognised national statistical institute for the UK. It is responsible for collecting and publishing statistics related to the economy, population and society at national, regional and local levels. It also conducts the census in England and Wales every ten years.

Office for the Department of Public Health (ODPH)

The Department of Public Health.

Palliative Care

End of life care.

Performance Framework

A performance management framework brings together the strategies, plans, policies, quality of life indicators and performance measures (both national and local) that enable residents, Members, managers and other stakeholders to see how the council 'measures up' in comparison to its own previous performance and in comparison to other councils.

Personal Health Budget

This is a statement that sets out the cost to the local authority of meeting an adult's care needs. It includes the amount that the adult must pay towards that cost themselves (on the basis of their financial assessment), as well as any amount that the local authority must pay.

Plymouth Fairness Commission "Summer of Listening"

An independent body set up to tackle issues of inequality in Plymouth launched a three-month 'Summer of Listening' to find out what people thought was unfair about the city.

Plymouth Health and Wellbeing Board

The purpose of this Board is "to promote the health and wellbeing of all citizens in the city of Plymouth".

Plymouth Online Directory (POD)

Information on the full range of social and health care services in the city.

Plymouth Plan 2014

A single strategic plan for the city.

Public Health England (PHE)

Protects and improves the nation's health and wellbeing, and reduces health inequalities.

Public Health Outcomes Framework (PHOF)

Sets out a vision for public health, desired outcomes and the indicators that will help us understand how well public health is being improved and protected.

Reablement Services

Provide intensive support to people for a time-limited period to either prevent an escalation need or to promote speedy recovery.

Reminiscence Therapy

Involves the discussion of past activities, events and experiences with another person or group of people.

Residential Homes

Care homes can be either residential or nursing, or a combination. They provide personal care and accommodation. Nursing homes include convalescent homes with nursing, respite care with nursing and care home services without nursing. Residential homes include rest homes, convalescent homes, respite care, mental health crisis houses and therapeutic communities.

Safeguarding

Protecting children, young people and vulnerable adults from abuse or neglect.

Section 75 Agreement

Legally provided by the NHS Act 2006, it allows budgets to be pooled between local health and social care organisations and authorities.

Secondary Care

Secondary care is the health care services provided by medical specialists and other health professionals who generally do not have first contact with patients; for example, cardiologists, urologists and dermatologists.

Service Specification

Description of a service to be provided.

Schools Forum

The Government requires each local authority to maintain a Schools Forum to represent its schools' views on the total schools' budget.

Social Capital

The expected collective or economic benefits derived from the preferential treatment and cooperation between individuals and groups.

Special Educational Needs

A child or young person has special educational needs (SEN) if he or she has learning difficulties or disabilities that make it harder for him or her to learn than most other children and young people around the same age.

Stakeholders

A person, group or organisation that has interest or concern in an organisation.

Sub-city Level

Analysis undertaken at a level below the whole city and defined by geographic boundaries, such as wards, neighbourhoods, etc.



System Design Groups

Teams of people linked to each strategy.

Telecare

The term for offering remote care of elderly and physically less able people, providing the care and reassurance needed to allow them to remain living in their own homes.

Tier 4 Mental Health Services

Highly specialist services, such as day units, specialised outpatient teams and inpatient units, for children and young people with serious problems.

Unitary Authorities

A type of local authority that has a single tier and is responsible for all local government functions within its area or performs additional functions which elsewhere in the country are usually performed by national government or a higher level of sub-national government.

Winterbourne View

A home where 6 care workers were jailed having been found guilty of wilfully neglecting patients.

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