

**Mental Health Act managers** are actually lay people, who can decide if a section should be repealed or varied.

**Multidisciplinary** approach involving a team of staff – doctors, nurses, psychologists, occupational therapists and others.

**Psychiatrist or consultant psychiatrist** is a mental health doctor, sometimes called SHO, house officer, registrar, clinical trainee, student trainee – all at various stages of their training.

East London NHS Foundation Trust have a full glossary of terms available at [www.eastlondon.nhs.uk/glossary.asp](http://www.eastlondon.nhs.uk/glossary.asp)

If you have any queries regarding this leaflet, please call the patient and public involvement lead at trust headquarters on 0121 301 1111.

Some of our leaflets are available in other formats including easy read, large print, Arabic, Bengali, Gujarati, Punjabi, Somali and Urdu.

Please ask a member of staff for a copy or contact our Patient Advice and Liaison Service (PALS) on 0800 953 0045 or email [pals@bsmhft.nhs.uk](mailto:pals@bsmhft.nhs.uk) or [leaflets@bsmhft.nhs.uk](mailto:leaflets@bsmhft.nhs.uk).

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getting better together



Birmingham and Solihull **NHS**  
Mental Health NHS Foundation Trust

## Glossary of terms used in mental health service

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Text Relay



## Some facts and figures

Birmingham and Solihull has a population of some 1.3 million people.

Birmingham and Solihull Mental Health NHS Foundation Trust has 4000 employees and services are provided from over 100 locations.

The vast majority of mental health conditions are treatable. Most of our patients and users recover and will return to their regular lives.

Depression, anxiety and phobias can affect up to one in six of the population - Psychiatric Morbidity Among Adults (Report) Singleton, 2000 HMSO

Social isolation is a risk factor in deteriorating mental health and suicide, two in every three men who die by suicide are unemployed - Department of Health Report on Suicide 2001

Severe mental health problems affect approximately one in 200 adults, such as schizophrenia - Psychosis, Singleton, 2000

GPs spent up to one third of their time on mental health related issues - Developing Mental Health Policy, Jenkins, 2002

## Entry to mental health services

### Primary care

The most frequent point of entry to the mental health services is via referral by a general practitioner (GP) or family doctor. A small proportion of patients are referred by the criminal justice system and through external emergencies such as A&E departments in general hospital, and emergencies via the social care emergency duty team.

The GP will, in most cases, make a referral to the specialist mental health service, also known as secondary services, and the patient will be offered an outpatient appointment. A small proportion of these referrals are emergencies when compulsory admission under the Mental Health Act needs to be considered.

### Patient Advice and Liaison Service (PALS)

Our PALS team can guide you to any of the above options and can offer contact details for any services mentioned in this leaflet.

Tel: 0800 953 0045, available Monday to Friday, 8am to 8pm

Text: 07985 883 509

Fax: 0121 678 4456

Email: pals@bsmhft.nhs.uk

Web: bsmhft.nhs.uk

## Jargon buster

Here are a few terms you may encounter in this leaflet.

**Advance statement/directive:** A way of stating your wishes in advance. They can state who to be consulted, if you are unwell.

**Alternative therapies:** These are usually not part of current medical practice, like aromatherapy or reflexology. They can also be complementary to conventional treatment.

**Capacity** is the ability to understand and retain information about a medical condition or treatment.

**Care co-ordinator** is the person responsible for organising the care and writing the care plan. The whole package is called Care Programme Approach (CPA).

**Cognitive behavioural therapy (CBT)** is a psychological approach to help change emotions, thoughts and behaviour.

**Commissioner** allocates the money for providing health services.

**Electroconvulsive therapy (ECT):** Small electrical impulses sent through the brain, usually reserved for resistant depression.

**Formal or sectioned patient** detained in hospital under the Mental Health Act. A voluntary patient is informal and can leave.

**Learning disability** is an impairment affecting learning, which can vary in degrees of severity.

**Community services** for mental health and the wider community.

**Service user involvement:** User Voice/See Me works within our trust to enable service users to discuss issues and experiences of service delivery. Regular forums are held by workers available in each division, for further details contact:

Adults of working age	0121 301 3479
Older adults	0121 301 5810
Specialties	0121 301 2009
	Text 0798 588 2527
Forensic and Reaside men's	0121 678 3229
Ardenleigh women's	0121 678 4642
CAMHS, early intervention and substance misuse	0121 678 4457
Email	user.voice@bsmhft.nhs.uk

**The independent and voluntary sector** provides a wide range of services related to mental health:

- social care,
- day centres and drop-in centres,
- carers organisations,
- housing with support,
- homelessness,
- employment related services,
- learning and work projects links to colleges,
- advice centres,
- arts and creativity,
- leisure and sport,
- advocacy and befriending,
- faith-based organisations, such as mosques, churches with clubs, centres and facilities,
- community organisations,
- Positive Mental Health Group,
- see the events calendar and opportunities year book under the service user and carer section of our website: [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk).

In our trust we have developed primary care mental health teams who work closely with GPs, while some GPs will have a community psychiatric nurse (CPN) contact session within the practice, or at least a regular contact with CPNs associated with that GP practice, so that people may be seen promptly.

## Secondary care

**The mental health services for adults aged 18 to 65 or over**

**Crisis resolution and home treatment teams** operate 24 hours 7 days. These teams include doctor, nurses, support workers and social care workers who are dedicated to offering intensive support when you are most unwell.

**Community mental health teams (CMHT)** are groups of staff who can help you through clinics, appointments and other support.

### Inpatient services

Only a small proportion of people treated require inpatient care. Our hospitals have small bedded units or your own room. Nursing staff will be available 24 hours a day.

**Assertive outreach teams** work with a limited caseload, to allow time to work with patients who need more intensive support and frequent contact, including weekends.

### Psychological therapies

Various therapies found to be effective in specific diagnostic groups such as occupational therapy, physical therapies, art therapy and physiotherapy.

**Early intervention services** are developing research based techniques and working with young people, usually aged between 17 and 30, who are experiencing a first psychotic episode.

These teams are supported by the following services:

**Rapid assessment interface discharge (RAID)** team is based at Birmingham City Hospital's accident and emergency department. They will assess anyone brought into the hospital thought to have mental health problems, or anyone currently on a ward within the hospital.

**Recovery and wellbeing service** is a community based support for service users considering new opportunities for education, volunteering and work. For further information please see leaflets 23 and 24 in this series.

**Community support** - a range of voluntary organisations. Groups are usually offered to help with support and recovery.

**Patient Advice and Liaison Service (PALS)** provides support, advice and information.

The full range of community organisations providing mental health services may be viewed in the local area:

### **NHS Equip/ NHS Local**

[www.equip.nhs.uk](http://www.equip.nhs.uk) - here you can search for information by topic

### **Buzz guide**

List of telephone numbers to various organisations and support services. You can download the Buzz guide from [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk) or copies are available from PALS, call 0800 953 0045.

## Older people

Some services are dedicated to older people :

**Primary care:** local mental health teams for older people.

**Community mental health teams** provide clinics and treatments from teams of staff based at hubs.

**Day hospitals** for treatment and support during the daytime hours.

**Inpatient units** are for short stay assessment. These will have small bedded units or your own bedroom. Nursing staff will be ready to care for you.

**Older people community enablement and recovery teams** are dedicated teams to help older people recover skills and abilities in the community.

**Working age dementia service** is for those where dementia is detected at an earlier age, typically from late thirties.

## Tertiary care (third level)

### Services and specialist services

These are a very specialised group of services, usually accessed after assessment and diagnosis by the secondary level. In Birmingham and Solihull these include:

**Services for deaf people** with mental health problems.

**Neuropsychiatry** consists of seizure-related clinics.

**Personality disorder service** provides intensive psychotherapy for a specific group of people as outpatients.

**Eating disorders**, including inpatient services with specialist support from dieticians.

**Mother and baby service** is for women with pregnancy related illnesses.

**Forensic services** includes male and female community services and secure units for people referred via the courts, and a secure unit for adolescents.

**Substance misuse services**, including:

- alcohol, detox advice and support,
- drugs teams including a specialist team for crack, and
- COMPASS programme – dual diagnosis – substance misuse services and severe mental health problems.

### Other services

Our trust also has the following:

**Research and development team** (Meriden) is working with educational and academic providers.

**Libraries department** can research health information for you, contact via PALS.

**Behavioural family therapy team (Meriden)** assists families of service users.