

ANNEX 1: Glossary of BCF Terms

Term or acronym	What it stands for	What it means in plain English
ADASS	Association of Directors of Adult social Services	ADASS is the association of directors of adult social services in England. We are a charity and the association aims to further the interests of people in need of social care by promoting high standards of social care services and influencing the development of social care legislation and policy. The membership is drawn from serving directors of adult social care employed by local authorities. Associate members are past directors and our wider membership includes deputy and assistant directors.
BCF	Better Care fund	The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible.
BHP	Better Health Programme	Projects to improve the quality of care in hospital as part of the Sustainable Transformation Partnership's plan
Care coordinator		Someone who provides personal support to a person at risk of an emergency hospital admission, readmission etc to help them better manager their own health, and shift ownership of care from the GP to the person themselves. This builds capacity with the person to manage their own health and wellbeing and enhances their ability to live independently.
Carer(s)		Means somebody who provides support or who looks after a family member, partner or a friend who needs support due to their age, physical or mental illness or due to being disabled. This would not usually include someone paid or employed to carry out that role or someone who is a volunteer.
CCG	Clinical Commissioning Group	An independent statutory body governed by locally based doctors, nurses and experienced managers, supported by health professionals using direct input from the general public. It has a range of commissioning responsibilities from primary care trusts (PCTs) and manage most of the NHS commissioning budget for England. In Darlington the CCG shares its officers with the Hartlepool and Stockton CCG (HAST).
CDDFT	County Durham and Darlington Foundation Trust	Darlington Memorial Hospital, University Hospital of North Durham and Bishop Auckland Hospital
CHC	Continuing Health Care	Some people with long-term complex health needs qualify for social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.
Choice Policy		Sets out patients' rights to choice in healthcare, where to find information to help choose, and how to complain if choice isn't offered. Choice Policy often refers to a patient's right to some choice in where they

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		are discharged to from hospital if they cannot return to the home they occupied before admission.
Clinically (or medically) optimised		The point at which care and assessment can safely be carried out somewhere other than an acute medical setting (hospital). Also known as medically fit for discharge or medically optimised.
Community Hubs		Part of the New Models of Care. GP practices will be brought together into groups of 3 or 4 practices called 'community hubs' so they can share their skills to match the needs of Darlington residents. Community hubs will allow patients to benefit from the knowledge and expertise of local GPs and other practitioners within their hub, and reduce the need for unnecessary attendance at hospital.
CQC	Care Quality Commission	The independent regulator of health and social care in England. CQC makes sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. It monitors, inspects and regulates health and social care services, publishing findings, including ratings to help people choose care.
DSAPB	Darlington Safeguarding Adults Partnership Board	The Group accountable for the procedures and processes in place within Darlington for safeguarding vulnerable adults and children.
DCLG/DHCLG	Department for Communities and Local Government	The Ministry of Housing, Communities and Local Government's (formerly the Department for Communities and Local Government). Its declared purpose is to create great places to live and work, and to give more power to local people to shape what happens in their area.
DHSC	Department of Health and Social Care	The Department of Health and Social Care (DHSC). Its declared purpose is to help people to live more independent, healthier lives for longer. It leads, shapes and funds health and social care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve.
D2A or D to A	Discharge to Assess	The principle behind discharge to assess is that once a patient no longer requires an acute level of care, they should not remain in hospital simply because they are waiting for assessments to take place. Patients can be safely discharged into a more appropriate setting for their needs, in a community bed (usually within a nursing home) and the required assessments can take place there.

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DoLS	Deprivation of Liberty Safeguards	Article 5 of the Human Rights Act states that 'everyone has the right to liberty and security of person. No one shall be deprived of his or her liberty [unless] in accordance with a procedure prescribed in law'. The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.
DST	Decision Support Tool	Used in determining the requirement for Continuing Healthcare funding. The purpose is to support the application of the National Framework and inform consistent decision making
DToC	Delayed Transfer of Care	Specifically from an acute setting into a community setting
ECIP	Emergency Care Improvement Programme	A clinically led programme that offers intensive practical help and support to 40 urgent and emergency care systems across England leading to safer, faster and better care for patients.
Emergency Department	Accident and Emergency at Darlington Memorial Hospital	Accident and Emergency at Darlington Memorial Hospital
Extensivist		Vulnerable complex poly-morbid patients who are at high risk of hospital admission and have high healthcare costs
Great North Care Record		The Great North Care Record is a new way of sharing medical information across the North East and North Cumbria which is accessed by authorised health and social care practitioners. Diagnoses, medications, details of hospitals admissions and treatments is shared between different healthcare services including hospitals, out of hours and ambulance services who could all be involved in an individual's care.
Healthwatch	Healthwatch England	The national consumer champion in health.
HENE	Health Education North East	Staff development work covering a range of professions, programmes and activity, from planning and commissioning, to recruiting and developing healthcare staff in a range of healthcare and community settings
HICM	High Impact Change Model.	A set of eight changes developed by the Local Government Association (LGA), directors of Adult Social Services (ADASS), NHS England, Department of Health, the Emergency Care Improvement Team, Monitor and NHSi in 2015. The changes are designed to improve transfers of care across the whole health and care system. The eight areas for change are early discharge planning, systems to monitor patient flow, multi-disciplinary/multi-agency discharge teams, home-first/discharge to assess, Seven day service,

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		trusted assessors, focus on choice, and enhancing care in care homes
HIU	High Impact User (HIU)	<p>A person who</p> <ul style="list-style-type: none"> <li>·Accesses the Emergency Departments (ED) more than 15 times per year</li> <li>·Accesses the Urgent Care Centre (UCC) more than 10 times per year year</li> <li>·Accesses a mix of ED and UCC attendances which result in a combined attendance rate of 15 per year</li> <li>·Regular, potentially inappropriate use of ambulance resources</li> <li>·is sofa surfing (homeless) or have other extenuating non health related issues</li> </ul>
HNT	Healthy New Towns	<p>An NHS initiative to bring together renowned clinicians, designers and technology experts to reimagine how healthcare can be delivered in these places, to showcase what's possible by joining up design of the built environment with modern health and care services, and to deploy new models of technology-enabled primary care. in Darlington, in partnership with public , private and voluntary sector organisations .</p> <ul style="list-style-type: none"> <li>•3600 homes across 3 sites.</li> <li>•Greenfield and regeneration sites.</li> <li>•Timeline: 2018 for phase one through to 2025.</li> <li>•Region: North</li> </ul> <p>The Darlington HNT programme brings together clinicians, community representatives, care providers, technology and digital innovators and health and social care commissioners to “rethink” how health, wellbeing and care services can be delivered. A key element of the additionality in health gain is the focus on community regeneration. The contribution that education, training and skill development and employment make to improving health is well recognised. The Darlington HNT model aims to improve life chances and create health gain for those communities</p>
IAPT	Improving Access to Psychological Therapies programme	Includes counselling, psychotherapy and cognitive behavioural therapy.
iBCF	Improved BCF	The additional grant to Adult Social Care announced in the 2017 spring budget. It carries conditions which include that it is pooled with the BCF, and links receipt of the grant explicitly to working with the CCG and providers to improve the management of transfers of care

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Intermediate Care		<p>Intermediate care is a term used to describe a range of health and social care services available to adults 18 years old and over.</p> <p>These services are designed to:</p> <ul style="list-style-type: none"> <li>•Prevent inappropriate hospital admissions.</li> <li>•Promote faster recovery from illness or injury.</li> <li>•Avoid inappropriate admission to a long term care home.</li> <li>•Facilitate timely hospital discharge.</li> <li>•Promote independence, health and well being.</li> <li>•Provide care at, or close to home.</li> </ul>
ISA	Information Sharing Agreement	An agreement designed to enable safe sharing of personal information about people receiving services between partners to ensure the protection of that information.
JSNA	Joint Strategic Needs Assessment	CCGs and local authorities are required to produce a JSNA of the health and well being of their local community. This is a requirement of The Local Government and Public Involvement in Health Act 2007. It enables Local Strategic Partnerships (LSPs), CCGs and Local Authorities (LAs) to consider the needs of their local populations and in how they respond with effective commissioning of services to properly meet those needs. The needs of populations span NHS and LAs, for example the joined up provision of stroke care services, and coordinated approaches to obesity and physical activity through a clear understanding of the needs of the whole population and the wider determinants of health, from both the perspective of the NHS and the LA.
LADB	Local Accident and Emergency Delivery Board	This is the forum where all partners across the health and social care system come together to undertake the assurance of service delivery and performance. The Group will plan for the capacity required to ensure delivery, and oversee the co-ordination and integration of services to support the delivery of effective, high quality accessible services which are good value for tax payers.
LGA	Local Government Association	
LSCB	Local Safeguarding Children Board	Darlington Safeguarding Children Board is the key statutory mechanism for agreeing how the relevant organisations in the Borough will co-operate to safeguard and promote the welfare of children in the Borough of Darlington and for ensuring the effectiveness of what they do. They are responsible for developing, monitoring and reviewing child protection policy and procedures, practice issues and making sure training is available to everyone working with children.

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LTC	Long Term Condition	A Long Term Condition is defined as a condition that cannot, at present be cured; but can be controlled by medication and other therapies. Examples of Long Term Conditions are diabetes, heart disease and chronic obstructive pulmonary disease.
MDT		Multi-Disciplinary Team. A team of people from various agencies which meet regularly to discuss options for patients
Care Navigator		A person familiar with the local community (Voluntary, Charitable and Social Enterprise) provision and trained in mentoring and personal support techniques, who can provide personal support to and Individual identify and facilitate access to a range of existing activities and services or social opportunities, to support improved wellbeing.
NEAS	North East Ambulance Service	Provides Transfer to Accident & Emergency NHS 111 Community First Responders Emergency Planning Patient Transport Service
NECS	North East Commissioning Support Unit	The "back Office" for the CCG's across the north East and Cumbria, providing a wide range of support services.
NMC	New Models of Care	Major NHS Programme intended to speed up some of the transformation needed to implement the Five Year Forward View. Individual organisations and partnerships, including those with the voluntary sector, have been established as 'vanguard' sites. These organisations will have the opportunity to work with national partners to co-design and establish new care models, tackling national challenges in the process. In Darlington there are Vanguard
NHSE	National Health Service England	
NHSi		NHS Improvement came into being in 2016 and brought together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change Team and the Intensive Support Teams. Its priority is to offer support to providers and local health systems to help them improve.
OPEL	Operational Pressures Escalation Levels	OPEL 1: The local health and social care system capacity is such that organisations are able to maintain patient flow and are able to meet anticipated demand within available resources. OPEL 2: The local health and social care system is starting to show signs of pressure. The Local A&E Delivery Board will be required to take focused actions. OPEL 3: The local health and social care system is experiencing major pressures compromising patient

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		flow and continues to increase. Regional teams in NHS E and NHS I will be aware, providing additional support as deemed appropriate and agreed locally. OPEL 4: Pressure in the local health and social care system continues to escalate leaving organisations unable to deliver comprehensive care. Regional teams in NHS E and NHS I will be aware.
Personal Data		Means data which relate to a living individual who can be identified-(a) from the data, or (b) from the data and other information which is in the possession of the Data Controller
Personalisation Agenda		The Government's vision and strategy of how health and social care services will be purchased and provided.
PHB	Personal Health Budget	A personal health budget is an amount of money to support the identified healthcare and wellbeing needs of an individual, which is planned and agreed between the individual, or their representative, and the local clinical commissioning group (CCG). It isn't new money, but a different way of spending health funding to meet the needs of an individual.
PHD	Primary Healthcare Darlington	The Primary Care federation - all 11 GP practices together
Primary Care		General Practitioners
Rapid Response Service		The purpose of the service is two-fold, firstly it provides a waking night/crisis response overnight sitting service as well as an evening and weekend domiciliary care response service. The contracted provider is required to respond to requests for the service within two hours, with the aim of either preventing a hospital admission or facilitating an early discharge.
Reablement		Reablement is one of council's main tools in managing the health and wellbeing of an ageing population. Providing personal care, help with daily living activities and other practical tasks, usually for up to six weeks, reablement encourages service users to develop the confidence and skills to carry out these activities themselves and continue to live at home. It tends to be provided to people who have just been discharged from hospital or are otherwise entering the care system following a crisis.
RIACT		Responsive Integrated Assessment Community Team. An intermediate care service for people over 18 who live within the borough of Darlington. Provides assessments, short term therapy and support to help people become more independent.

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SAFER	A "patient flow bundle" mandated by NHS England for discharge management	<p>The five elements of the SAFER patient flow bundle are:</p> <p>S – Senior review. All patients will have a senior review before midday by a clinician able to make management and discharge decisions.</p> <p>A – All patients will have an expected discharge date and clinical criteria for discharge. This is set assuming ideal recovery and assuming no unnecessary waiting.</p> <p>F – Flow of patients will commence at the earliest opportunity from assessment units to inpatient wards. Wards that routinely receive patients from assessment units will ensure the first patient arrives on the ward by 10 am.</p> <p>E – Early discharge. 33% of patients will be discharged from base inpatient wards before midday.</p> <p>R – Review. A systematic multi-disciplinary team review of patients with extended lengths of stay (&gt;7 days – ‘stranded patients’) with a clear ‘home first’ mindset.</p>
Self Directed Support		A process to give Individuals a greater level of control over how their support needs are met.
Setting	Place where care is delivered	An acute setting generally refers to the hospital, a community setting may mean the person's own home, a care home, or a community hospital
SitRep	Situation Report	<p>The situation report (Sitrep) is completed daily (Monday to Friday) and covers the delayed discharges across CDDFT. The Sitrep is produced by CDDFT and shared on a daily basis with designated representatives from DBC. It is expected that the information is interrogated daily and challenged where necessary. Aggregate reports are produced on a monthly basis and uploaded onto Unify by a specified deadline. It is important to note that challenging of the data once it has been uploaded onto Unify is not appropriate</p>
Social Poverty		Loneliness, dysfunctional social relationships
Social Prescribing		<p>Secondary prevention by commissioning services that will prevent worsening health for people with existing Long Term Conditions, experiencing social poverty, or are making high frequency but low benefit contact with health services. It is tailor-made for Voluntary and Community Sector (VCS) -led interventions and can result in:</p> <ul style="list-style-type: none"> <li>· better social and clinical outcomes for people with LTCs and their Carers</li> <li>· more cost efficient and effective use of NHS and social care resources</li> </ul> <p>a wider, more diverse and responsive local provider base.</p>



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SoP	Statement of Practice	A document setting out how something is to be done, very often where two or more different organisations have to work together.
STP	Sustainable Transformation Plan	<p>"Working together to improve health and care" is the name of the draft Sustainability and Transformation Plan (STP) for Durham Dales Easington and Sedgefield, Darlington, Teesside, Hambleton, Richmondshire &amp; Whitby NHS England has asked NHS organisations to work together on improvement plans for their area, called Sustainability and Transformation Plans (STPs) to tackle three challenges:</p> <ol style="list-style-type: none"> <li>1.Improving the health and wellbeing of the population,</li> <li>2.Improving the quality of care that is provided,</li> <li>3.Improving the efficiency of NHS services.</li> </ol> <p>The draft plan is one of 44 such plans being developed across the country, and it identifies four priority areas:</p> <ol style="list-style-type: none"> <li>1.Preventing ill health and increasing self care</li> <li>2.Health and care in communities and neighbourhoods</li> <li>3.Quality of care in our hospitals – “Better Health Programme”</li> <li>4.Use of technology in health care</li> </ol>
Support Plan		An individually designed statement or plan about the means by which an Individual needs will be provided and the lifestyle they are to lead.
TEWV	Tees, Esk and Wear Valleys Foundation Trust	The main Mental Health acute provider in Darlington.
Trusted assessor		A person or team trusted by the "receiving" organisation to make an assessment that a person is same to move to the next stage in the health and care system, most commonly from hospital to home or intermediate care. To create a safe trusted assessor model, care homes and hospitals should co-design and agree a protocol or memorandum of understanding for assessments, documenting who can carry them out, what competencies are required, how they will be delivered, what the review mechanisms will be and what will happen if the receiving service judges that the assessment is flawed.

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UECN	Urgent and emergency Care Network	The North East and North Cumbria Urgent and Emergency Care Network brings together over 30 organisations to improve the quality, safety and equity of services. Established through the New Models of Care programme, the network has road-tested a series of changes to improve and ease the pressure on services. These include extra clinical support for 999 and 111, the 'flight deck' demand monitoring system, and Respond mental health training. This vital work is continuing through an ambitious three-year strategy to reduce hospital admissions and A&E attendances, make better use of GPs and pharmacists, and help patients improve their own health.
UCC	Urgent Care Centre	The UCC provides walk-in or appointment (via 111) access to GP services out of hours or in an urgent situation
UNIFY		The data system used by NHS England for the collection and analysis of data about health services
VCS/VCSE	Voluntary and community Sector/Voluntary, Community and Social Enterprise	In Darlington, all the voluntary and community organisations active in the Borough delivering activities and services for Darlington residents. Represented by the Darlington Strategic Implementation Group (SIG)

An extensive list of abbreviations and acronyms is available on the Council's Intranet as a PDF document. While It does not contain definitions or explanations, it does spell out acronyms.



**glossary - adult and children's services.p**