

Glossary of Terms Used

Adolescent mental health services

See: Child and adolescent mental health services (CAMHS)

Adult mental health services

The network of public specialist mental health services providing assessment, treatment and support for people with serious mental illness who are aged 16-65 years of age. Services include community mental health centres, crisis assessment and treatment services, mobile support and treatment services, psychiatric inpatient services and non-government psychiatric disability rehabilitation and support services (PDRSS)

Approved mental health service

Publicly funded mental health hospitals able to admit or provide services to involuntary and security patients as well as voluntary patients.

Aged persons mental health teams

Specialist community mental health services that provide assessment, treatment and support for people aged 65 and over who have a mental illness.

Area mental health services (AMHS)

The network of public specialist mental health services that operates in defined geographical areas.

Assessment

See: Psychiatric assessment

Authorised psychiatrist

The authorised psychiatrist has specific powers and duties under the Mental Health Act 1986. The authorised psychiatrist may delegate these powers and duties to other consultant psychiatrists in the area mental health services.

Carer

A person who has a caring and support role in the life of a consumer and whose life is affected by the consumer's welfare.

Case management / co-ordination

Case management is a core clinical function that aims to ensure the consumer receives the best possible treatment and support through the identification of their needs, planning individual goals and strategies and linking to appropriate services.

See: Individual Service Plan, case managers, continuity of care

Case manager / coordinator

A mental health professional employed by a community mental health service who has the primary responsibility for case management of a particular consumer. The

consumer's case manager may be a social worker, psychiatric nurse, consultant psychiatrist, occupational therapist, medical officer or psychologist.

CAT service / CATT

See: Crisis assessment and treatment (CAT) service.

Chief psychiatrist

The Chief Psychiatrist is a psychiatrist appointed by the Secretary, Department of Human Services, with overall responsibility for the medical care and welfare of persons receiving treatment for a mental illness within the state of Victoria.

Child and adolescent mental health services (CAMHS)

Specialist public mental health assessment and treatment services provided for children and adolescents up to eighteen years of age. Services include community based multidisciplinary services and psychiatric inpatient services.

Consumer

Consistent with prevailing views, the term consumer generally refers to the users of public mental health services. Organisations that represent users of mental health services have embraced the term 'consumer' because they feel that it acknowledges people with mental illness as individuals with legitimate rights, preferences and responsibilities. It covers children, young people, adults and older people.

Community treatment order (CTO)

Community Treatment Orders are made under the Mental Health Act 1986. They enable involuntary patients to receive treatment for their mental illness in the community. CTO's are made by an Authorised Psychiatrist and are less restrictive than involuntary inpatient treatment.

Comprehensive mental health service

People with a serious mental illness often have complex medical, psychological and social needs. A comprehensive mental health service is one that provides a range of services to meet the consumer treatment and case needs, including community based services and inpatient care.

See: Continuity of care, Individual Service Plans

Consultant psychiatrist

Medical practitioners who have undertaken specialised training and registration qualifying them to diagnose and treat mental illnesses. Some have undergone further training to specialise in areas such as child and adolescent psychiatry, the psychiatry of old age or forensic psychiatry. Psychiatrists may work in psychiatric inpatient services, community mental health services or in private practice.

Continuity of care

Provision of mental health services to a consumer in a way that ensures care is continued when there is a change of service or case manager. An example is when a person leaves

a psychiatric inpatient service and their care is transferred to the community mental health centre or where the consumer moves to a new area.

Crisis

See: Psychiatric crisis

Crisis assessment and treatment (CAT) service

A component of an Adult Area Mental Health Service which is available 24 hours a day to provide community based assessment and treatment for people experiencing psychiatric crisis. CAT services aim to prevent unnecessary hospitalisation, by providing treatment in the person's own environment such as in their home but may also work within emergency departments of hospitals. CAT services provide urgent assessment and will arrange inpatient admission if this is the most suitable treatment option.

Deinstitutionalisation

Describes the change from an institutional model of care in isolated stand-alone psychiatric hospitals to a system in which psychiatric treatment is provided by community mental health services in the consumer's own community and psychiatric inpatient units in general hospitals. This process has occurred gradually over the last 30 years.

Disability

See: Psychiatric disability

Diagnosis

A medical term meaning the identification of symptoms that are consistent with a particular illness or disorder. Sometimes a medical examination or tests can prove that physical illness is present. In mental illness, diagnosis is often more difficult and is based on observing and interviewing the consumer.

Dual diagnosis

The occurrence of a serious mental illness and a substance abuse disorder concurrently in the same individual.

Duty worker

A mental health professional at a community mental health service who is the first contact for people requesting services within an area mental health service. The duty worker undertakes an initial screening and may then arrange an intake assessment of the consumer's current problem/s and guide the consumer to other community services. The term "triage" may be used instead of "duty".

See: Triage

Hospital order

An order made under the *Sentencing Act 1991*. It is used to order a person with a mental illness and who has been found guilty of a criminal offence to be admitted to and held in an approved mental health service for assessment and treatment rather than being

sentenced to jail. A person on a hospital order may be placed on a restricted community treatment order (RCTO) as an alternative to inpatient treatment in an approved mental health service.

Hospital security order

An order made under the *Sentencing Act 1991*. A court may make a HSO when a person with a mental illness has been found guilty of a criminal offence. By way of a sentence, the person is admitted to and detained in an approved mental health service for treatment rather than being sent to jail. The HSO is for a fixed time, in the same way as a sentence. If the person no longer meets the criteria for a HSO, they will be discharged from the approved mental health service and sent to prison to finish the rest of their sentence.

Individual service plan (ISP)

A plan based on a comprehensive assessment, outlining the consumer's goals and strategies for recovery. It covers the mental health services and general community services that the consumer requires. The plan is developed and reviewed regularly by the case manager, the consumer and with the consumer's permission, the family or carer and other key workers.

Informed consent

The consumer gives free and voluntary consent after having been given a clear explanation about the treatment / procedure, the benefits, discomforts and risks involved, the consequences of withholding permission, and alternative treatments.

Inpatient admission

A voluntary or involuntary hospital admission for the treatment and management of a person who has a serious mental illness.

Inpatient service

See: Psychiatric inpatient service

Intake assessment

The process that occurs when a person first becomes a consumer of a mental health service. The person will have an initial psychiatric assessment in order to determine the nature of their psychiatric problem, their treatment needs and the most appropriate service required and are registered as consumer of the relevant specialist clinical mental health service.

Integration of services

Coordination and linkage between services to ensure consumers receive continuity of care.

Intellectual disability

People with intellectual disability have learning difficulties and develop at a slower rate than normal. The condition is usually identified at birth or in early childhood. Intellectual disability is not a mental illness and requires very different specialist skills

than those offered by mental health services. However people with intellectual disabilities can also suffer from a mental illness.

Intervention

A planned action taken by a mental health worker in the context of treatment e.g. counselling, intensive support, referral, or prescribing medication.

Involuntary admission

Admission to an approved mental health service for the treatment of a serious mental illness without the person's consent. All the involuntary treatment criteria in the *Mental Health Act 1986* must apply to the person and the procedures for commencing involuntary treatment must be met.

Involuntary patient

Describes a person receiving involuntary treatment under the *Mental Health Act 1986*. Treatment can be provided in either a community or inpatient setting.
See: Involuntary treatment order.

Involuntary treatment order (ITO)

An ITO is an order made under the *Mental Health Act 1986* that requires a person to receive involuntary treatment. Treatment can be provided in either a community or inpatient setting.

Least restrictive environment/setting

This principle recognises that all consumers of public mental health services should be treated in an environment and manner that respects their individual worth, dignity, privacy and enhances their personal autonomy. The *Mental Health Act 1986* requires that any restrictions on the liberty of people with a serious mental illness must be the minimum necessary to enable effective treatment to occur, and to ensure protection of the members of the public.

Mental health

Describes the capacity of an individual to interact with other people and their environment in ways that promote their sense of wellbeing, enhance their personal development, and allow them to achieve their life goals.

Mental Health Act 1986

Legislation concerning the treatment and protection of people with a mental disorder in Victoria.

Mental health professional

Staff of mental health services with professional training and qualifications, and experience in working with consumers who have a mental illness. Mental health professionals include: social workers, psychiatric nurses, psychiatrists, medical officers, occupational therapists and psychologists.

Mental health services

See: Public mental health services

Mental Health Review Board

The Mental Health Review Board is an independent tribunal established under the *Mental Health Act 1986*. Its main purpose is to hear appeals from, and regularly review the involuntary status of, all people subject to involuntary treatment orders, and including people on Community treatment orders.

Mental illness

A person is described as having mental illness when their thoughts, feelings and behaviour cause them or others distress and are not in keeping with their cultural background. Examples are schizophrenia, depression and anxiety disorders.

Mobile support and treatment services (MSTS)

A multidisciplinary community based mental health service that supports and treats consumers who have experienced many psychiatric crises, have associated psychiatric disability, and are at risk of readmission to hospital without this support.

Occupational therapists (OT's)

Health professionals who are core members of the multidisciplinary team and work in both community and inpatient settings. OT's have specialist training in the assessment and development of occupational performance and environment. They use a range of therapies and techniques to assist people to participate meaningfully in purposeful activities and in self-care, daily living, vocational, leisure and social domains of life.

Patient

The word patient has a specific meaning under the *Mental Health Act 1986*. It refers to consumers receiving treatment on an involuntary basis under the *Mental Health Act 1986*, including involuntary patients and security patients.

Prevention and Recovery Care Units (PARC)

These are sub-acute clinical units that provide a short term acute supported residential option, in partnership with the PDRSS sector, for people experiencing a significant mental health problem requiring intensive support but who do not need a hospital admission.

Psychiatric assessment

A thorough assessment of a consumer by a mental health professional which includes identifying a person's current mental state, personal history, social history, social situation and any relevant past psychiatric history. The psychiatric assessment enables selection of the most appropriate form of treatment for the consumer.

See: Mental state examination, intake assessment.

Psychiatric disability

The effects of mental illness that seriously impair functioning in different aspects of a person's life such as the ability to live independently, maintain friendships or maintain employment.

Psychiatric disorder

See: Mental illness, serious mental illness

Psychiatric inpatient service

Publicly funded psychiatric hospitals and psychiatric units of general hospitals able to admit involuntary and security patients as well as voluntary patients.

Psychiatric nurses

Registered nurses who specialise in nursing care and treatment for people with mental illness. Psychiatric nurses work in community mental health services and psychiatric inpatient services. Their role includes psychological and physical care, e.g. the administration of medication and counselling/support.

Psychiatric disability and rehabilitation support services (PDRSS)

Psychosocial rehabilitation and support services provided by non-government community agencies to people with psychiatric disability. Such services include housing support, day programs or pre-vocational training, residential services and respite care.

Psychiatrists

See: Consultant psychiatrists

Psychologists

Clinical psychologists have specialist training in the assessment of behaviour and mental functioning and in a range of interventions aimed at changing how people think, feel and act towards themselves and others. Clinical psychologists are not able to prescribe medication.

Psychosocial rehabilitation

A range of interventions aimed at improving a consumer's personal, domestic and social functioning so that they can live independently in the community.

Public mental health services

The range of mental health services providing local and state-wide specialist treatment and support for people with mental illness and associated psychiatric disability. These services are provided free of charge by the government. They include child and adolescent mental health services, adult mental health services and aged persons mental health services and specialist state-wide services.

Restraint

The restriction of a consumer's ability to move in situations where, due to a deterioration in mental state, the consumer may do harm to themselves or others.

Restricted hospital transfer order

An order made for a prisoner to be transferred from prison to an approved mental health service to receive involuntary treatment.

Screening

A term sometimes used in place 'triage', screening enables a duty/triage worker to obtain enough information from the person requesting service to enable appropriate referral to services within or outside the public mental health system. The duty/triage worker will take responsibility for referring a person to an outside agency or arrange an intake assessment with the appropriate local mental health service.

Security patient

People who are on a hospital security order or a restricted hospital transfer order.

Serious mental illness

A mental illness in which a person's ability to think, communicate and behave appropriately is so impaired that it interferes with the person's ability to deal with ordinary demands of life. Without treatment and support, the outcome for the person may be significant impairment, disability or disadvantage.

Social workers

Health professionals who have a qualification in social work. They form part of the multi-disciplinary team where functions include counselling, advocacy, family work and social network development.

Public mental health services

Public mental health services target people of all ages with severe mental health problems and disorders that cannot be effectively treated and managed by primary care services. Public mental health services comprise both clinical and non-clinical (psychiatric disability rehabilitation and support) services.

Symptoms

Changes in a person's mind or body that indicate they may be suffering from a particular illness.

Triage

Mental health triage is provided for all potential consumers (or people seeking assistance on behalf of a person thought to have a mental illness) as the first point of contact with mental health services. Triage may also be used for assessment of current and former consumers who make unplanned contact with the mental health service.

Treatment

The use of professional knowledge and skill to bring about an improvement in the person's mental illness, or to lessen the effects of a mental illness and the distress and suffering that may accompany it.

Treatment plans

The *Mental Health Act 1986* requires that each patient have a treatment plan. In developing treatment plans the authorised psychiatrist (or delegate) must take into account the wishes of the patient and, unless the patient objects, the wishes of any family member, guardian or primary carer who is involved in providing ongoing care or support to the patient.

Reference: *An Introduction to Victoria's specialist clinical mental health services*.
Department of Human Services. January 2006