Serenity Integrated Mentoring (SIM)

Specialist mental health and police teams, supporting high risk mental health service users

The number of mental health crisis calls are increasing each year. Up to 40% of 999 calls, in each MH trust, are by the same patients; a small number of repeat callers who struggle to manage highly complex behavioural disorders, placing intensive demands on police, ambulance, ED departments and mental health teams.

SIM is a model of care which integrates mental health care and policing in order to reduce crisis interventions. SIM results in better outcomes for individuals.

**Isle of Wight Case Study**

The first 4 HIUs utilised public services of £210,000 between 2011-2015

Public services utilisation of 4 HIUs between 2011-2015

- 49 NHS assessments (s36)
- 140 ambulance deployments
- 210 A&E attendances
- 282 mental health bed days
- 23 bed days in acute hospital
- 374 police incidents

Total value of services for 4 HIU - £210,000

**Adoption and spread**

- Engagement and leadership of the relevant clinical lead is crucial
- Agree a project plan – set a time frame (3 – 4 months) to implement SIM
- Share templates and completed documents
- Use the library of governance documents available
- Map stakeholders and engage with them
- Resist the temptation to implement SIM with a big bang – use a staged approach
- Identify administrative support from the onset
- Set the launch date

**Resources**

- The High Intensity Network website provides lots of information about implementing SIM: highintensitynetwork.org

More information about SIM can be found at www.highintensitynetwork.org

**Contacts**

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- Aileen Jackson, Head of Mental Health, Health Innovation Network South London aileen.jackson@nhs.net

**Top tips for implementation**

- Ensure all project team roles are represented in the local project
- Communication should begin early. Opportunities for communication include Trust wide intranet announcements and Trust newsletters
- Coordinate, chair, and provide a central venue for these meetings. Joint meetings create a sense of wanting to be included
- Attend local meetings - Ensure all project team roles are represented in the local project meetings and include service users and carers
- Good communication is vital - communication should begin early. Opportunities for communication include Trust wide intranet announcements and Trust newsletters
- Listen to service user and carer feedback and respond to any concerns, they are your ambassadors.

**Enablers**

- Boots on the ground
- Hold multi-agency stakeholder meetings - coordinate and support one large monthly meeting. Coordinate, chair, and provide a central venue for these meetings. Joint meetings create a sense of wanting to be included
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