

## Freedom of Information Request

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Date Received: [13th of February 2023](#)

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### Information Requested:

1. In what year did you adopt and launch the High Intensity Network and/or the Serenity Integrated Model at your trust?

[West Region](#)

In the West they did not have this type of model in place

[North West Essex Region](#)

In North West Essex we have not adopted the Serenity Integrated Model. The High Intensity User Group in this area was launched in August 2020.

[North East Essex Region](#)

In North East Essex we have not adopted the Serenity Integrated Model and have never done so. In North East Essex we have not adopted the HIUG Network.

We have an internal Essex Partnership University NHS Foundation Trust only care plan for those who frequently attend the Emergency Department or require enhanced support. This is led clinically as a support for complex cases and forms part of an MDT approach to support and care plans.

[South East Essex Region](#)

In South East Essex the service was designed adapting the SIM principles and this was as the South East Essex High Intensity Team (SHIFT) and was launched in 2019.

In Mid Essex the SIM Model was piloted between 2018 and 2020.

In South East Essex the SIM Service ceased to operate as at July 2022

In Mid Essex the SIM Service ceased to operate as at June 2021

In Basildon, Brentwood and Thurrock localities no SIM model was developed.

2. How many people in total from your launch date to 31st January 2023 – have been put under the care of the Serenity Integrated model?

[West Region](#)

N/A

[North West Essex Region](#)

N/A

[North East Essex Region](#)

N/A

[South East Essex Region](#)

South East Essex SHIFT. (SIM).

- 22 Service users in total as follows
- 10 in 2019

- 9 in 2020
- 3 in 2021
- 0 in 2022
- 0 in 2023

Mid Essex SIM. The SIM service is no longer operational as at June 2021.

- 13 Service Users + 2 Tier 2 held under another team
- 2 in 2018
- 2 in 2019
- 6 in 2020
- 3 in 2021

3. If you haven't adopted the Serenity Integrated Model, what is the name of the model and date you have adopted that model that centres on integration between mental health services with police forces, ambulance services and A and E, for "high intensity users"/ "frequent attenders" of your services and A and E?

West Region

N/A

North West Essex Region

The High Intensity User group is multidisciplinary meeting that is attending by System Partners. The membership includes A&E Acute Trust colleagues, Drug and Alcohol Services, MIND and Primary Care Network Practitioners. The police do not attend this meeting, however they may be involved in any follow up professionals' meetings that may come out of the larger High Intensity User meeting in order to establish a care plan to support the service user. This however is only if and where appropriate.

The purpose of this group is to understand and support individuals that recurrently utilise the various services across the system and identify what other approaches can be used to support that individual

North East Essex Region

Emergency services do not attend the Multi-disciplinary Team Meeting, it is a clinically based approach to care planning for those people who have complex care and support needs.

Those attending A and E on a frequent basis have care plans which provide details on how best to support the person and their carers/relatives to respond in a timely way to prevent crisis.

The approach strives to support the person to feel less isolated and enables them to have support in place in their community through the crisis café and a more personalised approach to their care needs.

South East Essex Region

There were 2 High Intensity User (HIU) models in Essex. Mid Essex used the 'traditional' SIM model after piloting in 2018 during the NHS accelerator programme roll out, as a defined team solely responsible for a patient cohort. The locality continued to support patients using the SIM Principles with police aligned to the locality community mental health team through an honorary contract up until the withdrawal of the police in June 2021 when the service was disbanded.

The Police withdrew from all SIM/HIU models in Essex from June 2021. Prior to this, Police involvement in SIM and SHIFT comprised of working closely alongside EPUT community mental health staff, visiting service users.

The Police Officer in the first wave of the SHIFT roll out has a background in Mental Health, and was the allocated the Mental Health link officer for the MID area for a number of years.

South East Essex piloted in Southend the Specialist High Intensity Focus Team (SHIFT) for one year in 2019, expanding into two more districts in South East Essex in August 2020. The team supported service users both under and not under CPA. The ethos of both teams was to support people who are HIU of blue light services, understand their reasons for doing so and co-produce a crisis plan to combat the thoughts and behaviours to ensure access to more appropriate services.

Criteria that was used was linked to frequency of contact with services (A&E, ambulance, police, mental health bed days, s.136 detentions) not necessarily all of these areas but a high intensity use of some of these services needed to be present.

SHIFT was developed by a series of coproduction sessions with key partners in blue light services as well as ASC, the VCSE sector and others. Data and evidence collected by HIN was thoroughly reviewed before coproduction and engagement with the subsequent business case being signed off by South East Essex's Clinical Executive Committee. The SIM service was created as part of the piloting of the national roll out, funded by the NHS Accelerator Programme and, as such, relied on the co-production carried out by the HIN.

4. How many people have been put under the care of that model?

West Region

N/A

North West Essex Region

N/A

North East Essex Region

N/A

South East Region

South East Essex SHIFT. (SIM).

- 22 Service users in total.

Mid Essex SIM.

- 15 Service Users in total

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