Serenity Integrated Mentoring (SIM) is a pioneering model of care, which integrates mental health care and policing by carefully selecting and training police staff alongside their clinical colleagues. This type of intervention can encourage significant clinical progress whilst reducing risk to the patient and demands upon emergency services.

**Overview**

Mental health crisis calls are increasing each year.

Up to 40% of 999 calls are caused 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.

Serenity Integrated Mentoring (SIM) is a pioneering model of care, which integrates mental health care and policing by carefully selecting and training police staff alongside their clinical colleagues.

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**Results / impacts**

- Significant reductions in police interventions.
- Reductions in unnecessary ambulance calls and emergency department attendances.
- Patients being managed in the community, rather than mental health wards.
- Patients more consistently challenged about their crisis decision-making, helping them to take more responsibility for their behaviour, which helps to reduce the likelihood of criminal justice intervention.
- National crisis response database being developed to support frontline teams with the most complex, cross-border cases.

**The AHSN's role**

Wessex AHSN continues to provide a large amount of support to SIM with project management, business modelling, communication and development of key materials, such as the website and training resources.

The AHSN supported SIM's spread and played a key role in both SIM's successful participation in the 2016 NHS Innovation Accelerator (NIA) Fellows programme, and to its eventual joining of NHS RightCare.

**Adoption and spread**

In 2018, SIM was selected for national scaling and spread across the AHSN Network, partnering with mental health trusts and police services to roll out the SIM model.

Nine mental health trusts have already launched teams, another 13 are in the process of setting up a team, and a further 12 are actively considering starting. This accounts for over half of mental health trusts across the country.

The High Intensity Network was created in 2016 to coordinate and connect all SIM teams across the UK.

SIM is also live in the Netherlands; and is being planned in Sweden, the USA, New Zealand and Australia.

**Find out more**

Paul Jennings  
National Programme Manager  
@MHInnovator

www.highintensitynetwork.org  
@SIMIntensive