SIM London
Serenity Integrated Mentoring
Sharing best practice for spread and adoption

Aileen Jackson, HIN
Superintendent Mark Lawrence, Metropolitan Police Service
The Health Innovation Network is the Academic Health Science Network (AHSN) for South London, one of 15 AHSNs across England.

We connect academics, NHS commissioners and providers, local authorities, patients and patient groups, and industry in order to accelerate the spread and adoption of innovations and best practice, using evidence-based research across large populations.

Working as catalysts of change across health and social care economies, we enable health improvements and economic growth.

About us…

Population
3.5 Million

Healthcare Workforce of
60,000+

55 Member Organisations

12 South London Boroughs

STPs 2 South West & South East London
About us
SIM Serenity Integrated Mentoring

• Focusses on the small number of service users struggling with complex mental health disorders who encounter emergency teams on a regular basis.

• Developed by Paul Jennings NIA fellow
The Problem

TRIAGE TEAMS
WHO CALLS?

WHO GOES?

WHO DECIDES?

COMPLEX NEEDS
BEHAVIOURAL ESCALATION
RISK AND TENSION

WHO RESTRAINS?

REPEAT CALLERS
FAMILIAR FACES
FREQUENT FLYERS
HIGH INTENSITY USERS
SUPER UTILIZERS

WHERE TO?

MENTAL HEALTH UNIT
POLICE CUSTODY
EMERGENCY DEPT

WHO TRANSPORTS?

LIAISON AND DIVERSION
COURT

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The SIM Model

clinical behaviour
medical risk
bio-medical
treatment & advice
consent

A FUSION OF SKILLS using a MENTORING MODEL that is integrated, personalised, consistent, resilient and supportive.
Escalating Costs

Average cost of crisis response before and after SIM commenced (per patient)

- £25,000
- £19,800
- £15,000
- £10,000
- £5,000
- £-

Y-2 Y-1 Y0 Y1 Y2

- Mental Health Act Assessments
- ED Attendances
- Police Incidents
- MH Ward bed days
- Ambulance Deployments
- Other NHS bed days

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Implementing SIM London
SIM London Pathfinders
Serenity Integrated Mentoring

London Ambulance Service
NHS Trust

Camden and Islington
NHS Foundation Trust

Metropolitan Police

Oxleas NHS Foundation Trust

South West London and St George’s Mental Health
NHS Trust

South London and Maudsley
NHS Foundation Trust

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Project requirements

- Governance
- Project plan
- Ownership
- Set Launch date
- Share templates
- Completed documents
- Go green
Time

• Multi agency stakeholder meetings
• Attend local meetings
• Transparency
Engage

- Map Stakeholders
- Value
- Service users and Carers

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Communicate

Power of communication
Nurture
Celebrate
Spread and Adoption

• Provides guidance, learning and tips alongside completed documents.

• Access the report here
Acknowledgements:

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https://www.highintensitynetwork.org/