



FAMILY/FRIEND/CARER INFORMATION

What does (PROJECT NAME) do?

(PROJECT NAME) provides a small intensive, integrated support and mentoring team for service users who are struggling to manage repetitive, challenging, complex and/or high-risk behaviour. The 2 core members of the mentoring team will always be a qualified mental health practitioner and a specially trained police officer who has been carefully selected and who works full time within mental health community teams. This police officer's work is jointly funded by the police and local Clinical Commissioning Group (CCG).

(PROJECT NAME) is based on an award-winning model of care developed on the Isle of Wight called **SIM**. A team from Hampshire Constabulary and the Isle of Wight NHS Trust are therefore part of the delivery team that has planned and now manage (PROJECT NAME).

Together, SIM and (PROJECT NAME) have joined up with other high intensity mentoring teams across the UK to form a national organisation called the **High Intensity Network**. This is supported by NHS England and the College of Policing. The network will:

- Co-ordinate and professionalise all high intensity work across the UK
- Develop sound and safe practices for all staff and service users
- Share core data sets to establish a strong evidence base.
- Develop a national training package that will be available in both classroom and online formats for practitioners.

Why has your family member/friend been referred to (PROJECT NAME)?

The service user you are supporting may have been invited to be supported by (PROJECT NAME) in several ways:

- Any member of staff can recommend a service user to be considered for (PROJECT NAME).
- Service users may be identified through key statistics that have shown intensive demand patterns such as the number of s136 detentions by the police, several ambulance deployments, multiple ED attendances or excessive use of mental health beds.
- Service users can also be identified by staff through behavioural observations of their intensity or risk.

The decision to accept a person into the High Intensity support and mentoring package will be made by a multi-disciplinary team ideally consisting of representatives from the above 4 teams called a **High Intensity User Group** that meet monthly. Because of one of these meetings, the service user you are supporting has been identified as someone who the group believe will benefit from more intensive and multi-agency support.

How does (PROJECT NAME) mentoring work?

The service user will be managed by a mental health care coordinator and a specially selected and trained police officer. These 2 members of staff are the **core team** and have been asked to take over the management of the service user on a full-time basis. This team will report progress to the service user's consultant. The service user will then be invited to a meeting by his/her core team. The service user may bring a friend or family member to this meeting, (providing those persons are appropriate to be involved and the service user consents to their involvement). The service user will be informed of their new (PROJECT NAME) team and how the team will support them. They will be asked to give their consent to be involved and will sign forms to indicate this. They will be given an information pack to inform them of the intended support. (PROJECT TEAM) staff will be trained in how to seek and gain consent, how to reassure the service user and what to do if the service user is unsure or initially refuses.

What are the objectives of the (PROJECT NAME) team?

(PROJECT NAME) mentors aim to help the service user regain control of their mental health journey and develop healthier choices. We believe they are more likely to succeed in these goals if they are supported by a compassionate, fair and resilient multi-agency team who are skilled in risk management, risk prevention and problem solving. It has been proven that a police officer brings unique skills to this team that:

- Helps the service user feel safer and better understood
- Helps the care coordinator to assess and manage risk more consistently
- Helps the service user to identify clear, safe and achievable boundaries
- Helps the service user to see the police service as an organisation that fundamentally wants to help them.
- Helps the service user understand the consequences of unhealthy behavioural choices and to maximise the chances of avoiding the criminal justice system by supporting the service user with any behaviour that maybe on the cusp of being criminal or ant-social.
- Helps police colleagues to better understand the unique needs of the service user when they are in crisis by writing detailed response plans.

A personalised plan of support and mentoring will be developed and discussed with the service user during the mentoring meetings. At the end of the meeting it is hoped that they will have collaboratively agreed with their mentors what their future goals and objectives are and the support they need to help them achieve this.

We encourage both carer and family involvement in all aspects of their care and response planning.

Their progress and programme will be reviewed on a regular basis with their mentors and anyone else they wish to be involved with their support programme. Progress will also be reported back to the High Intensity User Group. The plan will formally be reviewed and audited every three months using the Service User Questionnaire, Staff Questionnaire and Carers Questionnaire.

Some of the interventions provided by the (PROJECT NAME) team are;

- Self-help skills, i.e. anxiety management, emotional coping skills.
- Low level psychological interventions
- Support to manage mental health crisis (given to both patient and significant others)
- Supporting people to maintain their own safety
- Signposting to appropriate support of other agencies, charities and third sector partners
- Health and wellbeing guidance and support
- Support in seeking and securing voluntary work in the community
- Advice in forming an agreed weekly plan

What are the expected outcomes of (PROJECT NAME)?

We are confident, that with consistent support (based on three years of SIM data) that many of the following outcomes will be achieved (the range of outcomes achieved will vary from case to case):

Service User outcomes:

- Reduction in reliance on mental health wards to cope/more confidence in the community
- Reduction in harm to self and others
- Improved quality of life and feelings of more optimism
- Improved relationships with family and friends and more confidence to ask for help
- A more stable and structured home life
- Improved self- esteem and wellbeing
- Improved emotional coping skills
- Regular voluntary work
- Better understanding of the link between mental health and physical health

Service outcomes:

- Staff feel safer and more supported in managing high risk service users
- Reduction in the use of mental health beds
- Reduction in inappropriate Ambulance deployments
- Reduction in calls to the Police incidents and use of s136
- Reduction in inappropriate E.D attendances
- Inpatient wards feel more therapeutic and less chaotic with more bed availability
- Improved health and wellbeing in the workplace and less staff sickness absence

Can the NHS share information about the service user with the police?

Yes, the new **General Data Protection Regulation 2018** allows the NHS to share any personal or clinical information about a mental health service user if certain situations apply. These include:

- Situations where the service user is a significant risk to themselves through self-harm or by demonstrating high risk behaviours.
- Situations where a service user's behaviour that places any other person at risk in the community.
- Situations where a service user's behaviour are criminal or anti-social or where their behaviour is predicted to be.
- Situations where the NHS believe that sharing information would be in the service user's interests.

Secondly, the police officer who will be mentoring the service user you are supporting has also been given NHS staff status. This means that he/she is legally considered NHS staff. He/she has an NHS identity badge and full access to NHS buildings and IT systems on a full-time basis.

All sharing of data with the police officer must be relevant, necessary and proportionate to the work they do. The service user being supported will be given a document called a **Privacy Notice** that will explain more.

For more information on data sharing please visit the website of the Information Commissioner's Office.

For more information about (PROJECT NAME)

Please ask a senior member of staff involved with (PROJECT NAME) for a copy of the (PROJECT NAME) Operational Protocol. This covers the following topics in full detail:

Staff and Training	Case Management	Risk Management
Personal and Clinical Data	Performance Data	Quality and Standards

National Project Promotional Video

Please go to www.vimeo.com and search for video **179883091**

Senior Managers leading (PROJECT NAME) are:

Name Position

Name Position

Name Position