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Oxleas NHS Foundation Trust

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Dear Deniz,

FREEDOM OF INFORMATION ACT 2000 – SECTION 8 REQUEST

Thank you for your request for information dated 29/05/2021. Your request has been managed under the terms of the Freedom of Information Act 2000.

You requested the following information under section 8 of the Act:

a) Business cases submitted to support the introduction of the SIM

In 2016, a team led by Sir Bruce Keogh (Clinical Director of NHS England) reviewed SIM and decided that it was ready and fit for national scaling across the NHS. SIM was one of eight health innovations supported by the NHS Innovation Accelerator (NIA) programme in the 2016/2017 cohort.

As part of the NIA programme, it was identified that a professional network was required to connect the increasing number of SIM teams together. As a result the High Intensity Network was launched, an online community that enabled all SIM teams to use the same training resources, collect and analyse the same patient data and connect practitioners each month with clinically themed webinars.

This network met all the key recommendations of the current Five Year Forward View for Mental Health strategy (as outlined on page 37 of this strategy). The online network can be found at www.highintensitynetwork.org.

SIM met the requirements of the [Crisis Care Concordat](#) to commit to work together to improve outcomes for people experiencing mental health crisis. It is now a multiple award-winning model of care, having won the HRH Prince of Wales Award for Integrated Approaches to Care at the Nursing Times Awards 2016 and, more recently, both the Mental Health category and the Clinical Support Services category at the HSJ Value Awards 2017.

Oxleas was one of 4 SIM London Pathfinder sites, with the intention of replicating the outcomes of the Isle Of Wight model as below for the identified high intensity users:

- Reduction in S136
- Reduction in hospital admissions (mental health bed days)
- Reduction in 999 calls

- Reduction in Emergency Department presentations
- Improved patient reported outcomes for High Intensity Users
- Improved outcomes for family and friends where identified

The attached document titled "Oxleas - HIN Core Project Information" was used as the business case for SIM within Oxleas. Initially SIM was implemented in Greenwich, it was agreed that the SIM officer would be funded via police funding, therefore the financial costs to Oxleas being a pathfinder site were not significant and the Greenwich Directorate Management team had oversight and governance of the programme. They reviewed the business case presented by Paul Jennings and the Academic Health Science Network (AHSN) and agreed to proceed.

b) Any impact assessments conducted (equality impact assessments, quality impact assessments, and any other types undertaken) in support of SIM

The Greenwich Directorate Management and Greenwich Clinical Commissioning Group (CCG) requested an Equality Impact Assessment (please see attached).

Greenwich directorate management team and Greenwich CCG also asked for service user involvement and service user forums were held to discuss the implementation of SIM in November 2018 and May 2019.

c) Any risk assessments conducted prior to the introduction of SIM.

The above EIA outlined some of the negative impacts on protected characteristics. The risks associated with information governance were also identified and a shared information sharing agreement was mobilised across London as part of the pathfinder work.

d) Any statistical information relating to evaluations of treatment outcomes for patients treated under SIM.

The information presented by Paul Jennings and the AHSN showed a reduction in crisis presentations for a cohort of service users in the Isle of Wight. This information was not statistically evaluated but it was understood that as part of the London pathfinder programme facilitated by AHSN information would be gathered and further analysed to understand both the financial impact and the treatment outcomes for service users across London to give further information of the impact of SIM.

Oxleas felt that implementing SIM could reduce detentions under section 136 of the Mental Health Act (MHA), hospital admissions and presentations to Emergency Departments (ED's) (in a similar way to the initial Isle of Wight SIM) and this would benefit the client's health and wellbeing. The SIM model proposed and implemented in Oxleas's brought together a mental health professionals and police officers to intensively support service users who were struggling to manage high frequency and high-risk crisis behaviours. By combining the clinical expertise of a mental health professional (a care coordinator) with the boundary setting skills of a police officer in a personal, relational and consistent approach the SIM team could proactively and compassionately support the person to make different decisions, have more resources to manage emotional difficulties when they arose and therefore slowly make changes in their lives which would reduce the need for crisis presentations.



If you have any queries or concerns or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact us. If you wish to request a review of the decision, you should write to the Information Governance Manager, Julie Lucas via email at julie.lucas9@nhs.net in the first instance. If you remain unsatisfied with the outcome of your review and wish to make a formal complaint, please address this to: Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, DA2 7WG - Email: oxl-tr.complaints@nhs.net

In addition if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Telephone: 0303 123 1113 or 01625 545 745 - www.ico.org.uk).

Kind regards,

Paul Bransgrove
Information Governance Officer

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