



SERVICE USER INFORMATION

What does (PROJECT NAME) do?

(PROJECT NAME) provides support for service users who are struggling to manage repetitive, high risk behaviours. The 2 core members of the mentoring team will always be a qualified mental health practitioner and a mental health trained police officer. The officer will be working full time within the community mental health team.

(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 part of the management team that manages (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 has been established to:

- Co-ordinate and professionalise all high intensity work across the UK
- Develop sound and safe practices for all staff and service users
- Share best practice.
- Develop a national training package for NHS and police staff.

Why have you been referred to (PROJECT NAME)?

You may have been invited to be supported by (PROJECT NAME) for a number of reasons:

- A member of staff may have recommended that you be considered for (PROJECT NAME) to help you find better ways of coping that causes less risk to yourself or others.
- You may have been involved in a number of s136 detentions by the police, ambulance deployments or ED attendances. Or perhaps you have had multiple ward admissions.

The decision to offer you High Intensity mentoring has been made by a multi-disciplinary team consisting of representatives from Police, Ambulance, A&E and Mental Health called a **High Intensity User Group** that meets once a month in your area. This group will review how you are doing every month in the mentoring programme by talking to your mentors.

How does (PROJECT NAME) mentoring work?

You will now be managed by a mental health care coordinator and a specially trained police officer. These 2 members of staff are your **core team** and have been asked to work alongside you. Your team will report progress to your MH consultant. If it hasn't happened already, you will be invited to meet your team soon.

You can bring a friend or family member to some or every meeting if you wish, (providing those persons are appropriate to be involved). You will be asked to give your consent for them to be involved and will sign a form to confirm that you agree to participate. Your mentors will explain what support and help you can expect from them and what they will expect from you.

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

(PROJECT NAME) mentors will help you find new ways of coping so that you are better able to manage your mental health and as a result, you become less of a risk to yourself or others.

Why is a Police Officer/Staff Member involved in my care?

It has been proven that a police officer can bring unique skills to this team that:

- Can help you feel safer and better understood.
- Can help you to identify clear, safe and achievable boundaries.
- Can help you see the police service as an organisation that wants to help you.
- Can help you understand the consequences of unhealthy behavioural choices and to maximise the chances of you avoiding the criminal justice system by supporting you with any behaviour(s) that maybe on the cusp of being criminal or anti-social.
- Can help other police officers to understand your personal needs when you are in crisis by writing detailed response plans.

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

We encourage carer and family involvement in all aspects of the care and response planning because goals are more achievable if many people around you are supporting you.

Your progress and programme will be reviewed on a regular. The Response and Care plans will be reviewed as frequently as required.

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

- Self-help skills, i.e. anxiety management, emotional coping skills
- Low level psychological interventions
- Supporting you to prevent or manage mental health crisis
- Supporting you to maintain their own safety
- Signposting you to appropriate support from other agencies, charities and third sector organisations
- 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 that many of the following outcomes can be achieved (the range of outcomes achieved will vary from case to case):

Your outcomes may include:

- A reduction in reliance on mental health wards to cope/more confidence in the community
- A reduction in harm to self and others
- An 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

Can the NHS share information about you with the police?

Yes, the **General Data Protection Regulation 2018** allows the NHS to share any personal or clinical information about you but only if certain situations apply. These could include:

- Situations where you are a significant risk to yourself through self-harm or by demonstrating or threatening high risk behaviour.
- Situations where your behaviour places any other person at risk in the community.
- Situations where your behaviour have been criminal or anti-social.
- Situations where we believe you are about to act in a criminal or anti-social manner.
- Situations where the NHS believe that sharing information would be in your best interests.

Please also note that the police officer who will be mentoring you is not only a police employee but is also an NHS member of staff too. The officer has an NHS identity badge and full access to NHS buildings and clinical records all the time.

You will be given another document called a **Privacy Notice** which will explain more.

All sharing of information relating to you must be relevant, necessary and proportionate to the work that needs to be completed. For more information on data sharing please visit the website of the **Information Commissioner's Office**.

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