

## Freedom of Information request 131-23

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### Request

1. In what year did you adopt and launch the High Intensity Network and/or the Serenity Integrated Model at your trust?
2. How many people in total from your launch date to 31st January 2023 – have been put under the care of the Serenity Integrated model?
3. If you haven't adopted the Serenity Integrated Model, what is the name of the model and date you have adopted that model that centres on integration between mental health services with police forces, ambulance services and A and E, for "high intensity users"/ "frequent attenders" of your services and A and E?
4. How many people have been put under the care of that model?

Provided by applicant 20.02.23 - Just to confirm, I am asking questions about the model which is Serenity Integrated Mentoring.

### Response

1. NHS Borders have not adopted the High Intensity Network or the Serenity Integrated Model.
2. N/A
3. We are a small board and currently meet regularly, in person, as part of the Emergency Services Liaison to discuss and communicate any issues. Therefore, no "model" has been adopted.
4. N/A

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **131-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.