



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 23-B-022**

You asked:

1. In what year did you adopt and launch the High Intensity Network and/or the Serenity Integrated Model at your Health Board?

Not applicable – Swansea Bay Health Board does not use the High Intensity Network and/or the Serenity Integrated Model

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?

Not applicable

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?

Swansea Bay Health Board uses the Frequent Service User model which was adopted in 2016. This is a multi-disciplinary team (MDT) approach to discuss frequent attender patients on a monthly basis. Frequent attender patients are those that attend the Emergency Department or any other Health Care facility or Service more than five times in a year.

The team consists of:

Health, Local Authority, Third Sector and Voluntary agencies as required. This includes:

- Welsh Ambulance Service Trust (WAST) Representative
- South Wales Police Representative (the ASB PO)
- South Wales Police Mental Health Liaison Officer
- Mental Health Liaison Nurse (Morrison)
- Substance Misuse Lead
- Alcohol Liaison Lead
- Learning Disabilities Nurse
- NHS Direct Clinical Desk Manager



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

- Clinical Nurse Specialist for Homeless & Vulnerable Adults
- Social Workers
- BAROD Outreach Workers
- Community Independent Service
- Patient Advocate as required
- Support Co-ordinator for Expert Patient Programme
- Harm Reduction Lead for Western Bay Area
- Local Area Co-ordinators
- Housing
- Occupational Therapist & Older Person's Assessment Service (OPAS) CNS
- GP's & practice manager from GP surgeries

4. How many people have been put under the care of that model?

481 patients have been discussed in the MDT since the adoption of the model.

