



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252140/01874 442071

Our ref: IG/FOI/23.R.047

05 April 2023

Sent via email to: [REDACTED]

Dear [REDACTED],

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 10 February 2023, and subsequent clarification received on 20 February 2023 to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) 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?

Clarification:

I am asking questions about the model which is Serenity Integrated Mentoring

Powys Response:

1. PTHB can confirm we do not use the High Intensity Network and / or the Serenity Integrated Mentoring model.
2. Not applicable.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithredd Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

3. PTHB uses the Integrated Intervention and Support Services (IRIS). This started in 2019. PTHB does not have A&E Departments and IRIS is not specifically about high intensity users.
4. IRIS does not place people under the care of this model, it is about sharing information.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely,



Hayley Thomas
Deputy CEO and Director of Primary Care, Community & Mental Health Services