



Distress Brief Intervention

Rachel Middleton
Service Manager, DBI.

Nigel Henderson
Chief Executive.



#dbi_scot

Connected Compassionate Support
For people experiencing distress in Scotland



Distress Brief Intervention (DBI): Building Connected; Compassionate; Support for People Presenting in Distress

 Scottish Health Award Winner 2019
Distress Brief Intervention
Connected Compassionate Support



www.dbi.scot

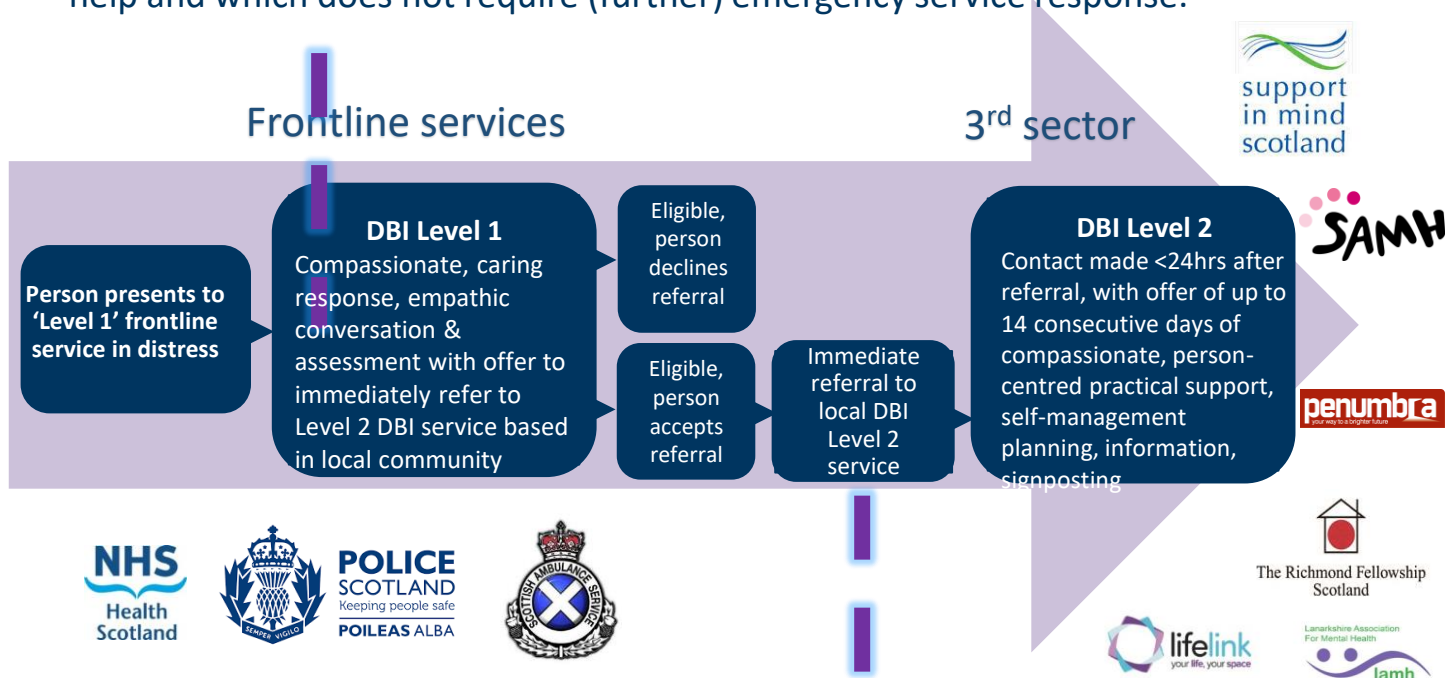
DBI- background

- Distress Brief Intervention has been running as a pilot in 4 areas of Scotland (Aberdeen, Inverness, Lanarkshire, Scottish Borders) since 2017.
- Referrals pathways in 4 pilot areas are: Primary Care, Emergency Dept., Police Scotland and Scottish Ambulance Service. New national response via NHS24.
- All referral pathways are DBI Level 1
- All staff must undertake DBI Level 1 training before making referrals
- All referrals are responded to within 24 hours by DBI Level 2 providers.
- Feedback provided to referrers at end of support.

DBI – background cont/

- Service operates 7 days per week
- Third sector providers deliver DBI Level 2
- All staff undertake a 2 day Level 2 training
- Secure nhs.scot email provided for safe transfer of referrals.
- Support can be provided for up to 14 days from first contact.
- Since mid March 2020 all work has moved to telephone/online support only.
- There is a significant amount of data gathering at level 2 for monitoring and evaluation purposes.
- The DBI Programme Board has overall governance responsibility.
- DBI Central team provide programme management
- The pilot programme is currently funded until March 2021.

Adults (16+) with an emotional pain for which they sought, or were referred for, help and which does not require (further) emergency service response.



Penumbra Level 2 - Working nationally, delivering locally

- Level 2 training to be provided by Univ. of Glasgow
- Standard Operating Procedures developed
- Data sets established for monitoring
- DBI Toolkit with 16 tools plus existing Penumbra HOPE toolkit, WRAP and other self management guides
- Distress Management Action Plan (D-MAP) established
- Up to 14 days support per person referred.
- Support provided via telephone or NHS NearMe/Video link.
- Average of around 4 contact sessions per person at present.
- Connecting and signposting people for follow on support (if required)
- Each person will receive a jointly developed D-MAP
- Feedback loop to GP

DBI (Covid response) Level 2

DBI COVID-19 Response Level 2 Providers Area Split Map

-  Penumbra
-  Support in Mind
-  SAMH
-  Lifelink
-  LAMH and TRFS

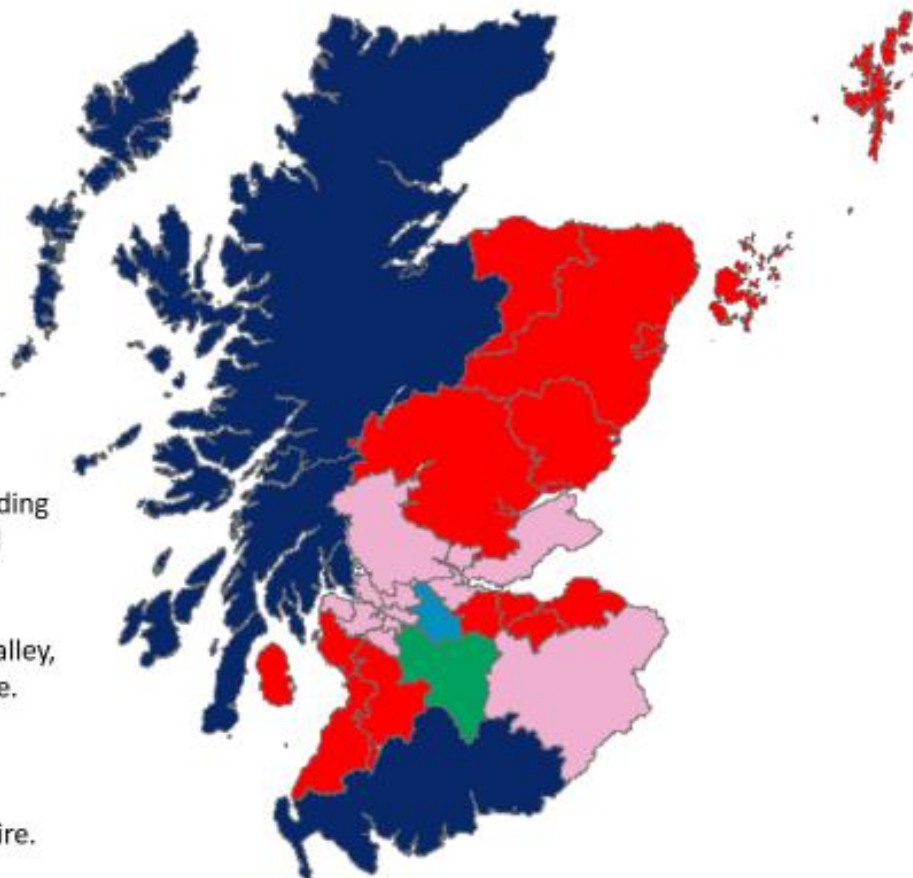
Penumbra: Grampian, Orkney, Shetland, Tayside, Lothian and Ayrshire & Arran.

Support in Mind: Highland (including Argyll & Bute), Western Isles and Dumfries & Galloway.

SAMH: Scottish Borders, Forth Valley, Fife and Greater Glasgow & Clyde.

Lifelink: North Lanarkshire.

LAMH and TRFS: South Lanarkshire.



NHS24 Mental Health Hub

- Service for people aged 16+.
- NHS24 Mental Health Hub has been operating 24/7 since mid July
- Currently NHS24 report receiving 2000 calls per week to the MH Hub.
- All staff at NHS24 MH Hub have undertaken level 1 training.
- Over 1100 referrals to date.

Current outputs and outcomes

- 10th November 2020: 11,303 referrals, 4,585 since COVID period 1st March 2020 & 1,117 from NHS24 since mid-June 2020.
- All received a contact attempt within 24hrs of referral.
- 57% Female.
- 86% engaged in at least one supportive contact – 80% further support.
- 73% of referrals were from the five most deprived deciles.
- 21% self-reported being under the influence of alcohol/ substance
- Levels of distress reduced over all.
- Transforming cross-sectorial working.
- High levels of compassion experienced.
- Those receiving DBI, report feeling more able to manage both immediate and future distress.

Understanding Distress

What is distress?

Commonsense definition: An extreme emotional response to physical or mental suffering.

For the purposes of DBI

“an emotional pain for which the person sought, or was referred for, help and which does not require (further) emergency service response”

Normal and understandable emotional response to anxiety, sorrow, stress or pain – *everyone can experience distress*

Compassion

DBI offers a compassion focussed response to distress both at level 1 frontline response and referral and the level 2 supportive intervention.

Compassion: *“a sensitivity to distress together with the commitment, courage and wisdom to do something about it”*

We all have needs to social contact and care and support. This enables us to have care and attention that benefits our health and wellbeing.

Compassion enhances this experience; supporting engagement and builds the skills required to work together.

Empathy

Empathic assessment and engagement

- Fundamental to providing a compassionate response is the ability to view things from the perspective of the person in distress
- This requires empathy, the ability to recognise the feelings, motivations and intentions of someone in distress AND understand and make sense of these



Builds Trust
+ Rapport

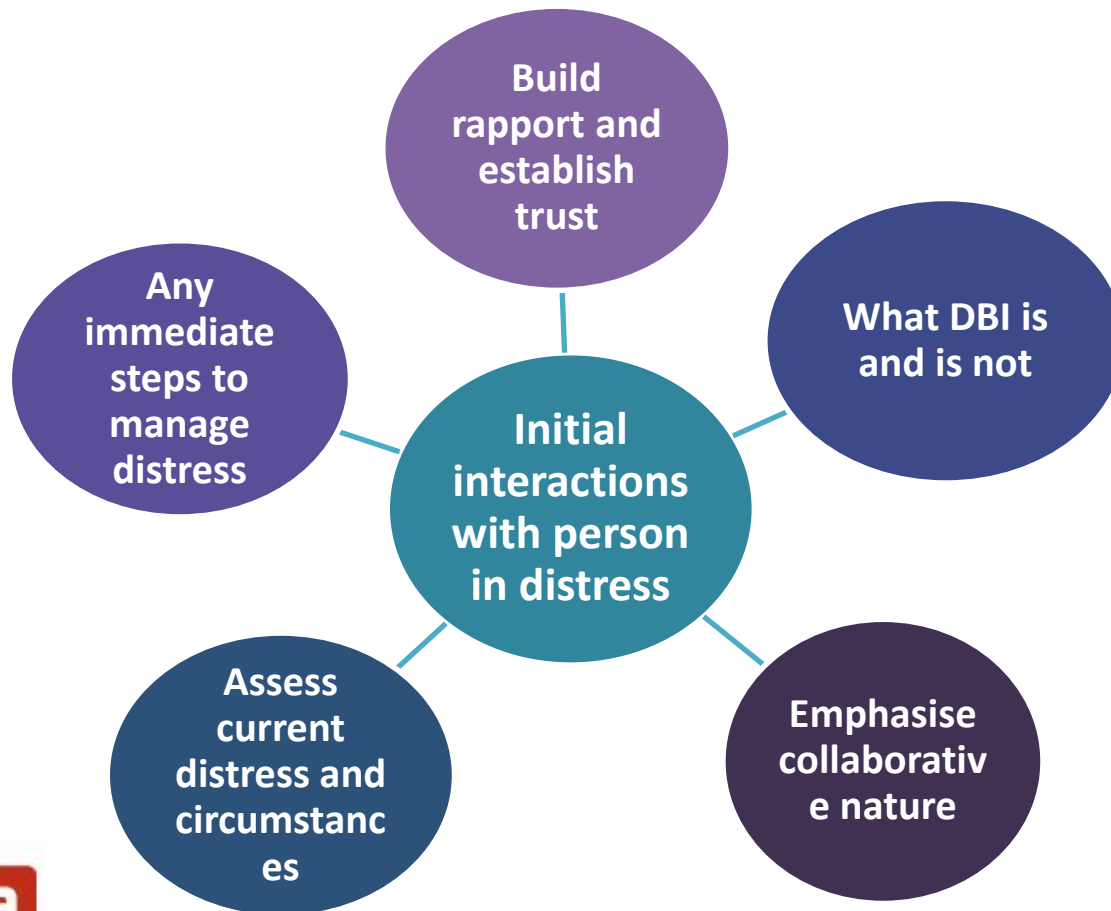
Validates
experience

Enhances
positive
reaction

Encourages
engagement

Responding to Distress

Assess & engage



DBI Approaches

- Empathic, compassionate and needs-focused
- Collaborative problem solving, distress management planning
- Self-management skills and techniques
- Behaviour Change Tools
- Signposting and further referral/s as required

DBI Toolkit & Distress Management Plan

- D-MaP
- “What are my distress triggers”
- “Problem solving and action planning”
- “Decisional balance”
- “Importance and confidence rulers”
- “Is my goal S.M.A.R.T”
- “If-Then coping plan”

How important is it for you to make this change?



How confident are you that you can make this change?



Feedback Train

DBI provides: “**Connected**, compassionate support”

- Person’s GP
- Individual referring partners
- At request and with consent, named contact (e.g. partner/friend/relative)
- Professionals and relevant other service/s involved in care



Outcomes

- Data questionnaires measuring distress ratings and compassionate response at DBI Level 1 and DBI Level 2
- Independent evaluation of the pilot sites due to come to an end and a final report will be shared
- Case Studies are gathered showcasing the experiences and outcomes for the support person, DBI Level 1 staff and DBI Level 2 staff

Case Study

- Self rating scale from 0-10 to record the degree of distress a person feels
- At the start, xx rated their distress at **10**
- After DBI, xx rated their distress at **0**

**“I can breathe
for the first time
in weeks”**

Next steps for DBI

- Further development of DBI associate programme. (already in Moray, coming soon in Inverclyde and Ayrshire and Arran.)
- Testing of pathway for young people (14/15 years) with schools and CAMHS
- Publication of Evaluation – early summer 2021
- Programme for Government commitment: *‘We will now extend the DBI programme across Scotland, for a transitional period to 2024, at which point we expect it to be fully embedded by Boards’*

DBI Central Team: Please Contact Us



t: 01698 366988

f: 01698 366916

e: DBIcentral@lanarkshire.scot.nhs.uk

@: www.dbi.scot

*dbi_scot*



www.dbi.scot