



Distress Brief Intervention
Connected Compassionate Support

June 2018 newsletter: Issue 5

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Welcome from Kevin O'Neill

Welcome to issue 5 of the Distress Brief Intervention (DBI) Programme newsletter. The Programme is entering an exciting phase with all four test sites in Lanarkshire, Aberdeen, Scottish Borders and Inverness now delivering DBI following an incredible amount of work. Over 800 staff from all four front-line services (emergency department, primary care, Police Scotland and Scottish Ambulance Service) have been trained so far across the test sites. "Over 500 people have been referred to the DBI Level 2 service during the previous development phase (up to end of March 2018), with positive early observations showing high levels of experience of compassion and sense of improved ability to manage immediate distress and confidence in their ability to manage future distress.



(Above, National DBI Programme Manager, Kevin O'Neill)

"The Programme is now building on these foundations to incrementally scale up as more staff are trained to deliver DBI."

If you want to find out more about the DBI Programme, visit the dedicated website at: <http://www.dbi.scot/>

1: Fifth DBI Gathering

The continuing growth of the DBI Programme was reflected in the 5th Gathering in Perth in May which was attended by its highest number of delegates to date. As well as updates from partners on the progress they are making in all four pilot sites, there was an development session delivered by the team at the Nursing, Midwifery and Allied Health Professions Research Unit (NMAHPRU) at the University of Stirling, who will be undertaking the evaluation of the pilot Programme (see more in item 5), in collaboration with ScotCen, Mental Health Foundation and Glasgow Caledonian University.

National DBI Programme Manager Kevin O'Neill said: "The Gathering is a perfect representation of the depth of collaboration which underpins the DBI Programme and the shared objective to work together to continuously improve and build connected compassionate support."



Above: Just some of the delegates from the 5th Gathering in Perth.



Above left, Niall Kearney, Head of Mental Health Improvement, Scottish Government opened the Gathering which was also addressed by NHS Lanarkshire's Dr Linda Findlay (Above right)

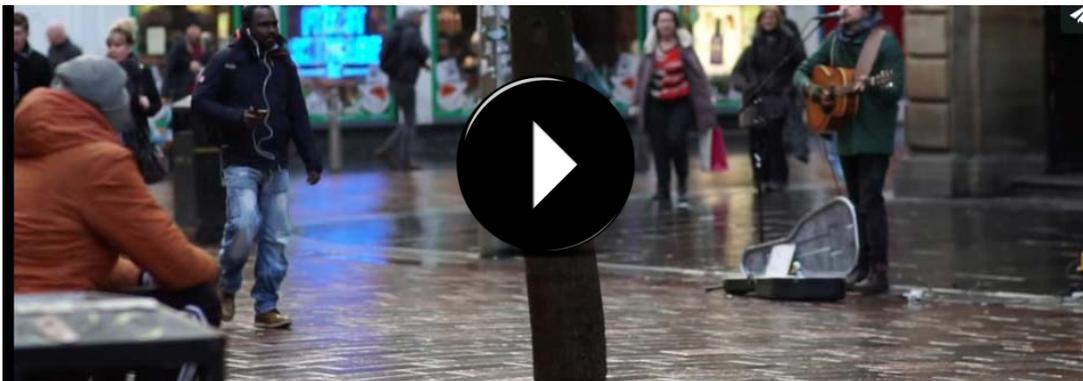
Below, Police Scotland and Scottish Ambulance Service colleagues share their DBI experiences at the Gathering



2: DBI Don

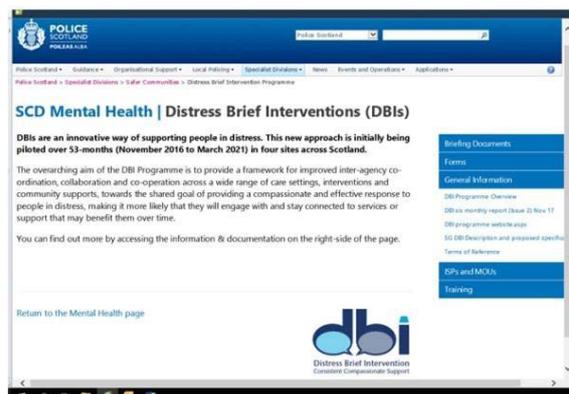
The mental health charity Penumbra is providing level 2 DBI support in Aberdeen and it has produced a video which explores DBI in the Aberdeen area.

Robin Murphy from Penumbra caught up with GP, Dr Alasdair Jamieson and James Murray from Penumbra to find out from them how DBI has been working, helping people and making a difference in the first six months of the service in Aberdeen. You can see the video at: <https://vimeo.com> - Click below to open link on how DBI works in Aberdeen



3: Police Scotland (PS)

Police Scotland now has their own bespoke DBI intranet page (see right) where they can access up-to-date information on DBI relevant to them. The site includes background information, links to useful resources, such as forms and briefing documents and links to the National DBI website. PS are now delivering DBI in all four pilot sites.



Inspector Julie Robertson from Safer Communities: Harm Prevention, Mental Health, who is overseeing the DBI implementation within Police Scotland, said "We hope officers find our site very useful and it helps them understand DBI". "As well as the site, staff can also find out more via news pieces, bespoke briefings, and information within the 'Beat' Magazine, training material posters and in our Operational Guidance."



(Above, Inspector Julie Robertson (third left) with Police Scotland colleagues involved in the DBI Implementation

4: Six level 2 providers in place

Bespoke Level 2 DBI support is being delivered by six third sector organisations across the four pilot sites. Level 2 DBI provision sees those referred by frontline staff, receive a phone call within 24-hours and are offered community problem solving, support and signposting for a period of up to 14-days.

Within Aberdeen this Level 2 support is being provided by the mental health charity Penumbra. Scottish Borders by the Scottish Association for Mental Health (SAMH). In Inverness by Support in Mind Scotland and in Lanarkshire by Lanarkshire Association for Mental Health (LAMH) and The Richmond Fellowship Scotland (TRFS) in South and Life Link in North. National DBI Programme Manager, Kevin O'Neill said: "The DBI level 2 service providers are at the heart of the effective development and delivery of DBI supporting the building of the local collaborations and providing person centered, community based and problem solving support to help those referred move from a point of being overwhelmed by their distress to being more able to manage their immediate and future distress."

Figure 1 Below, Representatives from all six DBI Level 2 organisations



5: Meet the Evaluators

The Nursing, Midwifery and Allied Health Professions Research Unit (NMAHPRU) at the University of Stirling, will lead an independent DBI evaluation, in collaboration with ScotCen, Mental Health Foundation and Glasgow Caledonian University. The evaluation is informed by an evaluability assessment completed by NHS Health Scotland. Members of the evaluation team attended the recent DBI gathering in Perth and devoted an afternoon session explaining how the evaluation will work, how it will link with partners in all pilot sites and also spent time answering questions from delegates.

Below, Members of the Evaluation Team



6: Three EDs better than one in Lanarkshire

All three emergency departments (ED) in Lanarkshire have now implemented DBI. ED staff in University Hospital Wishaw (UHW) joined the other two acute EDs when staff started making referrals to the local DBI Level 2 service back in March as part of the phased implementation across Lanarkshire.

Senior Charge Nurse at UHW ED, Andy Pender, said: “We were really looking forward to DBI being introduced.” “We’d heard how ED staff at both Hairmyres and Monklands EDs had found it so useful and more importantly, how people in distress have been engaging and benefiting from the support they receive.”

The programme is also in operation within the primary care out-of-hours services in, GP Practices in Airdrie, Scottish Ambulance Service and Police Scotland.

Below, University Hospital Wishaw Emergency department staff launch: DBI on their site



7: Scottish Ambulance Service

The four DBI operational leads within the Scottish Ambulance Service (SAS) are meeting on a monthly basis to help progress the pilot within the SAS, with staff in the three Ambulance Control Centres undergoing training with a view to undertaking a controlled implementation. Work also continues with the University of Glasgow in relation to the DBI on-line training for the SAS pre-hospital Level 1 responders. SAS are now delivering DBI in all four pilot sites.



More information on the SAS is available from local SAS DBI lead station.

8: Inverness update

The Inverness DBI team has successfully established the controlled implementation of the four front line pathways (SAS, ED, PS and Primary Care). The DBI Level 2 service is being delivered by Support in Mind Scotland who are also the lead agency. Work is also underway to embed DBI participation in related programmes such as the NHS Highland 'daily huddle' - a daily catch up via telecom with various services to check and look in to recent presentations of people in crisis with any actions followed-up.

9: Scottish Borders outlook

There is continued positive engagement involving all stakeholders on the local implementation group which has included user and carer representation. SAMH provide the Level 2 service with a full staff complement. There has also been very positive feedback from those staff who have undertaken Level 1 training. All the collaborative commitment has seen successful implementation of the four front line pathways (SAS, ED, PS and Primary Care) in Scottish Borders.

10: Learning for the trainers

A key feature of the DBI pilot is the desire to constantly review, reflect and improve. This approach has been adopted by the University of Glasgow intervention development and training team, which has iteratively reviewed and updated the DBI Level 1 and Level 2 staff training programmes to enhance and refine core learning content, assessment, accessibility and the overall learner experience.

Dr Jack Melson from the University of Glasgow's Institute of Health & Wellbeing, who is overseeing the training with Professor Rory O'Connor, said: "We review and improve all aspects of the training based on the support and feedback we receive from learners participating in the training, the DBI Central Team, delivery partners as well as national anti-stigma and health literacy advisers". "This feedback has helped produce several training resources for staff who offer the DBI Level 1 response, including an e-learning module and equivalent trainer-facilitated programmes for use in settings where on-line training is not possible".

"We have also developed a 'training delivery pack' for staff providing the DBI Level 2 response, which brings together all relevant training content, materials and guidance needed for DBI Level 2 providers to give in-house training independently of the University of Glasgow training team". "It was successfully piloted by NHS Lanarkshire and Lanarkshire Association for Mental Health (LAMH) with nine new DBI Level 2 Practitioners while the University of Glasgow team observed. "It is this type of learning and improvement which will help make DBI all the more sustainable"

Figure 2 Below, Participants at the DBI Level 2 Practitioner Training



11: International plaudits for DBI

The DBI Programme received tremendous praise from visitors at a prestigious international mental health collaborative. The International Initiative for Mental Health Leadership (IIMHL) focuses on improving mental health and addictions services and organises systems for international innovation sharing, networking and problem solving across countries and agencies. Its overall aim is to provide better outcomes for people who use mental health and addiction services and includes experts in this field from Australia, Canada, New Zealand, the USA and Sweden.

DBI Programme Manager, Kevin O'Neil said: "The exchange provided the opportunity to hear about related Programmes, challenges and opportunities in other nations, but also gave us all the chance to come together and reflect on the progress we have made through the collaborative culture that has been created through the DBI work. "It underlined our collective commitment to build connected compassionate support and our international visitors were very impressed and inspired by the DBI work and the difference it is making."



Members of the DBI project team with IIMHL delegates at a Parliamentary reception with Ms. Linda Fabiani MSP and Minister for Mental Health, Ms. Maureen Watt MSP.

12: Take a DB-eye at the website

The DBI website has a host of helpful information for all partners. As well as regular news and event updates, the site includes background information on the project, and what DBI aims to achieve, how DBI is being implemented and links to helpful resources. The DBI website can be viewed at:

<http://www.dbi.scot/>



13: Previous DBI newsletters

There are four previous issues of the DBI newsletter. All four are available at the 'resources and links' section on the DBI website at: <http://www.dbi.scot/resources/>

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