National Distress Brief Intervention (DBI) Covid 19 Response: Briefing 3rd June 2020
National Direct Referral from Mental Health Hub @ NHS24 to DBI Goes Live

Scottish Health Award Winner 2019
Distress Brief Intervention
Connected Compassionate Support

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Introduction

The First Minister announced on the 14th April 2020, the expansion and development of the Distress Brief Intervention (DBI)[1] programme into a nationwide response for people presenting in distress during the Covid 19 pandemic period. This builds on the strong foundations created through the DBI programme over the last three years. The expansion offers NHS24 Mental Health Hub staff the additional DBI pathway to person centred support, for those who contact them in distress, who don't require a clinical response. NHS24 will continue to use the current clinical pathways for those who require a clinical response. This enables more people across Scotland to benefit from the connected compassionate support DBI has created.

The vision, collaborative culture and programme infrastructure has been harnessed in support of the effective delivery of the DBI Covid 19 response programme, at pace and scale to achieve its key-landmarks:

> **Phase 1: From 13th May** NHS24 Mental Health Hub can refer direct to DBI in the existing DBI Regions of Scotland, which includes the whole Health Board areas of Lanarkshire, Scottish Borders, Grampian and Highlands.
> **Phase 2: From 8th June** NHS24 Mental Health Hub can refer direct to DBI for all other Health Board areas.

Background

The Scottish Government (SG) is focused on improving responses to people in distress. The DBI programme emerged through direct engagement with citizens who have experienced distress, front-line service providers and literature review. The SG established the DBI programme in 2016, which is hosted and led by South & North Lanarkshire H&SCP's, via a DBI Central Team and has been tested, developed and continuously improved in Aberdeen, Inverness, North and South Lanarkshire, Scottish Borders and more recently Moray. Many other parts of Scotland are engaged with DBI through the associate programme, benefiting from the knowledge, infrastructure and tools developed.

Since inception the DBI programme has built the vision of ***connected compassionate support,*** through a large and far reaching national and regional distress collaboration between NHS24, health and social care, emergency services, and third sector, providing early intervention, and improving outcomes and experience for people experiencing distress and those providing support. The focus on compassion defined as ***"a sensitivity to distress together with the commitment, courage and wisdom to do something about it",*** underpins a shared commitment to collective action.

What is DBI & How will the National Response Work?

DBI has two levels. Level 1 is provided by colleagues working in the NHS24 Mental Health Hub, who will receive the DBI Level 1 training, produced by University of Glasgow and involves a compassionate response and offer of referral for DBI Level 2, with confidence, clarity and guarantee of support within 24-hours. Level 2 is provided by trained staff who contact the person within 24-hours of referral and provide compassionate, problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days – reducing both immediate distress and empowering ability to manage future distress. The person's GP will be notified by NHS24 of the referral to DBI and notifies of outcome of referral by the DBI service.

Across Scotland, Level 2 is provided by third sector organisations who are all part of the current DBI Level 2 provider network with the established knowledge, skills, experience and governance required to increase access to support at the pace and scale required, see appendix 1. Where possible, current DBI Level 2 providers have been aligned with geographical areas where they already have a presence and relationship. The third sector provider for each area has, and will be linking closely with key colleagues to ensure strong linkage and connections with local assets and supports available in each region. Since the Scottish Government announced the Covid 19 social distancing measures, all DBI Level 2 providers have established a very effective

[1] https://www.dbi.scot/

system of remote working and support provision via telephone and video, whilst continuing to deliver DBI in-line with the specification. This will continue with DBI providing a gateway from NHS24 through DBI to the national and local supports, most appropriate to each individual.

Progress: Governance, Co-ordination & Implementation

Key elements of progress include:

Governance: The DBI central team, hosted by North & South Lanarkshire H&SCP's are co-ordinating the DBI Covid 19 response on behalf of the Scottish Government, supported by a national DBI Covid 19 Response Implementation Group, which meets via video conferencing weekly.
Intervention, support & training: The University of Glasgow's Institute of Health & Well-being have adapted both the Level 1 and Level 2 DBI training and tools to include specific Covid 19 components to complement the existing resources. To date: 41 NHS24 Mental Health Hub staff and managers have participated in the DBI Level 1 training and 38 third sector DBI Level 2 practitioners have participated in the additional Covid 19 training components, enabling phase 1 to be achieved. Further training is planned in support of phase 2.
ISD: Routine data, collection, analysis and reporting is supported via the current DBI Principle Information Analyst on secondment from Public Health Scotland, in-line with information governance requirements.
Evaluation: The Nursing Midwifery and Allied Health Professions Research Unit at the University of Stirling will undertake the evaluation of DBI Covid 19 response using a 'realist' methodology supporting 'real time' learning and development.
NHS24: As a new Level 1 DBI referrer, all Mental Health Hub staff at NHS24 have completed the DBI training. In addition, the DBI Level 1 tools such as referral form has been embedded in NHS24 systems and all information governance requirement completed.
DBI Level 2 Providers: DBI Level 2 providers (third sector) have, and are, increasing the capacity of their current DBI workforce to enable a DBI Covid 19 response in-line with current DBI specification. 38 DBI Level 2 practitioners have receive additional Covid 19 training, developed by the University of Glasgow to compliment the three day core DBI training that all will have received. The third sector provider for each area are linking closely with key colleagues from each respective region of Scotland to ensure strong linkage and connections with local assets and supports available in each locality.

Summary

Through the vision, collaborative culture and programme infrastructure the DBI Covid 19 response programme has achieve its first key-landmark on 13th May 2020 (phase 1), enabling NHS24 Mental Health Hub to refer direct to DBI in the existing DBI Regions of Scotland, which includes the whole Health Board areas of Lanarkshire, Scottish Borders, Grampian and Highlands. From 8th June NHS24 Mental Health Hub will be able to refer direct to DBI for all other Health Board areas.

For Further Information:

For any general enquires related to any aspect of the DBI programme please contact the DBI central team:

t: 01698 366988; **f:** 01698 366916; **e:** DBIcentral@lanarkshire.scot.nhs.uk @**:** www.dbi.scot

To link with your local DBI Level 2 provider to support local discussions and developments please contact the respective provider for the region concerned: (see appendix 1):

Penumbra: Nigel Henderson, Chief Executive: Nigel.Henderson@penumbra.org.uk
SAMH Graeme Henderson, Executive Director: Graeme.Henderson@samh.org.uk
Lanarkshire: John Truesdale, DBI Co-ordinator: John.Truesdale@lanarkshire.scot.nhs.uk
Support in Mind Scotland: Bruce Armstrong, Area Manager:BArmstrong@supportinmindscotland.org.uk

DBI COVID-19 Response Level 2 Provider Areas

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

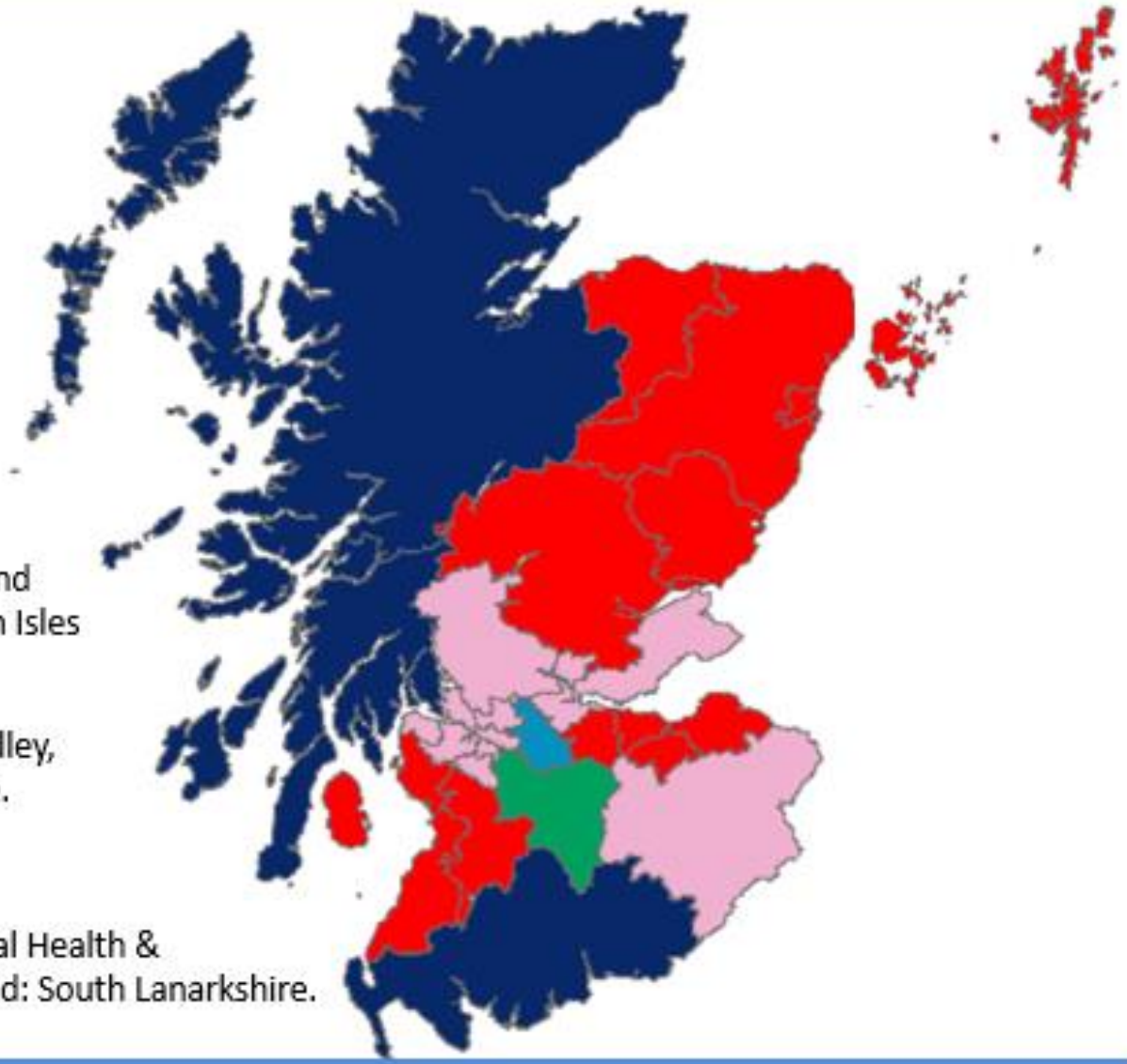
Penumbra: Grampian, Orkney, Shetland, Tayside, Lothian and Ayrshire & Arran.

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

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

Lifelink: North Lanarkshire.

Lanarkshire Association for Mental Health & The Richmond Fellowship Scotland: South Lanarkshire.



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