

Distress Brief Intervention (DBI) service

The Distress Brief Intervention service provides support to people who are experiencing distress and feeling overwhelmed emotionally. This service provides a quick response which listens and supports with a sensitive, caring and non-judgemental approach. The focus will be on your individual needs.

Who is this service for?

You may have attended an Emergency Department, GP, social work, police or called an ambulance looking for help. These services may have suggested that a Distress Brief Intervention may be the service that is needed to help you with managing your distress. All of these services can refer you to receive support from the Distress Brief Intervention service.

You'll need to provide us with some basic personal information, including your most up to date contact details so we can contact you within 24 hours.

What can I expect from Distress Brief Intervention?

The Distress Brief Intervention service will contact you within 24 hours of your referral and will support you for the next 14 days, working with you to address some of the difficulties you may be experiencing. You will work together to identify ways of preventing and managing any future distress.

We just ask that you make yourself available for the call. When you're contacted the next steps will be discussed and arrangements made to see you at a suitable time and place to start the support process. Together a plan will be created to help you manage your distress and look after your wellbeing now and in the future. Information about other services and organisations that may help will be provided and you'll be supported to access these.

The Distress Brief Intervention service really wants to support you. If you don't manage to answer the phone in the first 24hrs, following two phone calls, a voice and text message will be left asking you to call back. If you don't call back, you will be called again in the days following initial call. If the DBI service doesn't manage to speak to you after five contact attempts a letter will be sent asking you to make contact within seven days. If the Distress Brief Intervention service still doesn't hear from you, the DBI service will notify your GP that you have been referred but you weren't contactable. Where the DBI service successfully makes contact with you, they will inform your GP and other relevant services involved in your care will be informed by the DBI service that you have been referred to the service and will let them know what your plans are for managing your distress.

Getting in contact

Remember, the Distress Brief Intervention service will contact you within 24 hours, any day of the week. If you have been referred to the service, and you wish to call, the telephone number is: **Local Inverness: 01463 710963.**

To speak to someone urgently at other times you can also call:



Your GP or a health or social care worker if you are in contact with one. If your surgery is closed or you need to speak to someone urgently you should contact NHS 24, who are available 24 hours a day, 365 days a year. **Tel: 111**

Samaritans are available 24 hours a day. Samaritans provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide. **Tel: 116 123**
www.samaritans.org.uk



Breathing Space is a free and confidential phone line service for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to. The phonenumber is open 24 hours at weekends (6pm Friday - 6am Monday) and from 6pm to 2am on weekdays (Monday - Thursday).
Tel: 0800 83 85 87 / www.breathingspace.scot

If you think your life or someone's life is in danger you should visit an emergency department or call an ambulance by dialling 999.

Your information and the Distress Brief Intervention Programme

The Distress Brief Intervention (DBI) Programme is a collaboration which consists of NHS Health Boards' Accident & Emergency Departments; Police Scotland; Scottish Ambulance Service; Primary Care including out of hours (e.g. your GP and NHS 24); Social Work and for analytical and statistical purposes Public Health Scotland. All of these bodies will collect your personal information and be responsible for how it's taken care of. In addition to the above and with your agreement, your information will be passed to the agencies that will help support you further, such as Penumbra and Support in Mind. More information on how these organisations and agencies process your information can be found here www.dbi.scot.

Your personal data will be shared with a small number of staff involved in the Programme. These staff work for Public Health Scotland and the DBI Programme. All staff have a legal duty to keep your data safe and private. Your data will be shared securely and will be used for statistical purposes to support the monitoring of the Programme and to deliver a better service. We will use your data to see how the programme is improving services, including linking to other NHS data sources, such as A&E and Unscheduled Care data. Some summary information may also be used by independent researchers for the evaluation of the programme. **You will not be able to be identified from any of these summaries.**

The legal basis for processing this information is that it is necessary for the performance of a task carried out in the public interest and for the management of health and social care systems and services. We will keep your personal data for minimum of five years, or as long as it is needed for these purposes. The other organisations and agencies will hold your personal information in accordance with their own policies and purposes.

Data protection law governs the use of personal information and you can find out how we, in Public Health Scotland, use this type of information and how you can exercise your information rights from our privacy notice: <https://www.publichealthscotland.scot/our-privacy-notice/>. However, there may be some circumstances in which we may be unable to agree to a request on the basis of compelling reasons in relation to our public task. If you cannot access the privacy notice, please ask and we'll provide you with a copy.

For personal information held by other organisations or agencies, please contact them directly.