

Distress Brief Intervention (DBI) Fife

1.0 Introduction & Background

- 1.1 The overarching aim of the DBI programme is to provide a framework for improved inter-agency co-ordination, collaboration and co-operation across a wide range of care settings, interventions and community supports, towards the shared goal of providing a compassionate and effective response to people in distress, enabling them to be more able to manage current and future distress.
- 1.2 The Scottish Government 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 Scottish Government established the DBI programme in 2016, which is hosted and led by NHS Lanarkshire, via a DBI Central Team and has been tested, developed and continuously improved in Aberdeen, Inverness, North and South Lanarkshire and Scottish Borders.
- 1.3 During 2019 the programme was extended by the Scottish Government to include;
 - The DBI Associate Programme to support the careful expansion of DBI across Scotland, enabling the DBI Central Team and DBI community to form new partnerships to work and learn with DBI, to benefit from the knowledge, resources, training, tools and infrastructure.
 - The expansion of DBI to include 16 and 17 year olds amongst those offered DBI support.
- 1.4 The First Minister announced on 14th April 2020, the expansion and development of the Distress Brief Intervention (DBI) programme into a nationwide response for people presenting in distress during the COVID 19 pandemic period. This built on the strong foundations created through the DBI programme, which has seen over 26,000 people receive DBI support (April 2022). The expansion offers NHS24 Mental Health Hub staff the additional DBI pathway to person centred support, for those who contact them in distress and do not require a clinical response.
- 1.5 The Scottish Governments 'Protecting Scotland, Renewing Scotland, the Governments Programme for Scotland, 2020-21' (published September 2020) committed to "extend the DBI programme across Scotland, for a transitional period to 2024, at which point we expect it to be fully embedded by Boards."
- 1.6 Participation in the associate programme and the related seed funding is Fife's vehicle to embed DBI by March 2024 in line with the above commitment.
- 1.7 In addition, the Scottish Governments Mental Health – Scotland's Transition and Recover Plan (published October 2020) committed to "embed, develop and evaluate the move to a national, physically distanced approach to the Distress Brief Intervention programme. We will work with partners to develop a blended

model of face-to-face, telephonic and digital contact that efficiently provides a person centred response.

1.8 The DBI programme's vision is of connected compassionate support, through a large and far reaching national and regional distress collaboration between NHS24, health and social care, emergency services, and the third sector. This will include providing early intervention, improving outcomes and experience for people experiencing distress and those providing support and leading to systemic change in responding to distress compassionately and effectively. 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.

1.9 The DBI 'ask once get help fast' approach has two levels:

- DBI Level 1 is provided by trained front line staff (NHS24, Emergency Departments (ED), Police Scotland (PS), Primary Care and Scottish Ambulance Services (SAS)) and involves a compassionate response, signposting and offer of referral, seamlessly with confidence and clarity to a DBI Level 2 service.
- DBI Level 2 is provided by commissioned and trained third sector staff who contact the person within 24 hours of referral and provide compassionate community-based problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days.

The Fife DBI Implementation Partnership Group wish to commission an organisation to

1. Deliver DBI Level 2 support in Fife.
2. Work in partnership with relevant stakeholders including Fife Health and Social Care Partnership to achieve systemic change in responding to distress compassionately and effectively across Fife.
3. Promote, develop and support DBI Level 1 practice across Fife, through awareness raising, training and other related activities.

2.0 Service Model

2.1 Key features of the model must include but are not limited to:

- To deliver connected, compassionate support to people experiencing distress, helping people to manage their current episode of distress and prevent and manage future episodes and in turn improving outcomes and experiences for those experiencing distress and front-line services.
- To deliver support, provided by commissioned and trained third sector staff who contact the person within 24-hours of referral and provide compassionate community-based problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days.

- Fife Health and Social Care Partnership will define the geographical area, first level responders, settings, referral routes and pathways once agreed and defined. Core elements of the service, such as access to Level 1 and Level 2 DBI will operate across all of Fife, but specific aspects may be piloted and developed in more limited geographical areas.
- The Lead Agency, as commissioned by Fife Health and Social Care Partnership, will lead the development of a programme implementation plan specific to the partnership area, in line with the overall associate programme, DBI model, SOPs, ensuring that the programme remains focused, is delivered on time and against the objectives or is revised timeously.
- The programme will be delivered by the Lead Agency who will recruit, manage and support any posts or services related to DBI, ensure the staff participate in the relevant training and ensure delivery of DBI consistent with the agreed and defined model.

2.2 Outputs will include:

- Formal launch of Fife DBI Service by 3 months' following award of grant.
- At launch, local Level 2 DBI response available across Fife.
- At launch, Level 1 DBI response is available from trained front line staff (NHS24, Emergency Departments (ED), Police Scotland (PS), Primary Care and Scottish Ambulance Services (SAS) in at least one Locality area within Fife. The priority Locality area(s) will be identified by the Fife DBI Implementation Partnership Group and notified to the service provider at the point that award of grant is made.
- Further activity levels will be constructed incrementally. This recognises the input of other local services and partners.

2.3 Outcomes:

- DBI level 2 practitioners have the skills and competencies to deliver a DBI level 2 intervention.
- DBI level 2 services have trained and supervised DBI level 2 practitioners to respond to referrals for a DBI level 2 intervention within 24hrs for a period of up to 14 days (sometimes beyond 14 days on a person centred needs basis).
- People referred for a DBI level 2 intervention take up the offer and engage with the DBI level 2 provider for up to 14 days (sometimes beyond 14 days on a person centred needs basis), including developing a distress management plan.
- People receiving a DBI level 2 intervention who require other supports are signposted and connected to services appropriate for their needs.
- People who receive a DBI level 2 feel less distressed and more able to manage their distress over time.
- The DBI programme contributes to improved integrated working, improved staff experience and local service improvement.
- People receive a compassionate support and work towards their own goals.
- The DBI programme contributes to a more compassionate response across the public sector to people presenting in distress.

- The DBI programme contributes to a reduction in the stigma associated with experiencing and seeking help with distress.
- The DBI programme contributes to improved population well-being, including ability to appropriately manage distress.

3.0 Eligibility of Service Users

3.1 Adults aged 16 years and over presenting in distress. For the purpose of the DBI programme distress is defined as: “An emotional pain which led the person to seek help and which does not require further emergency service involvement”

This includes people who may not directly seek help themselves, but who are referred for assistance by others because of their perceived distress

3.2 Scoping work is underway to confirm if young people 15 and under should also be included.

4.0 Networking and Communication

4.1 A key aspect of the service will be to link with existing and appropriate local services.

5.0 Continuity of Care

5.1 The service provider will be expected to provide consistency of staffing, particularly through periods of absence, sickness and holidays. The service will share their organisation’s comprehensive recruitment, induction and workforce development programme for staff members of this service. This should evidence capacity building with the staff team to use effective evidenced based interventions for the specified groups.

5.1 Training will be mandatory for all parts of the workforce delivering DBI.

5.2 Arrangements will be in place to ensure a strong local DBI collaborative and supportive infrastructure for DBI workforce.

6.0 Risk Management

6.1 For each service user, identify all situations which involve elements of risk to themselves or others, and evidence the planned response which attempts to reduce and control the risk/s.

6.2 To manage risks effectively the service must have policies and procedures on the following:

- Operational policy reflecting equalities legislation
- Staff absence and management policy
- Safer recruitment policies and procedures
- Procedure for lone working and working in service users' homes
- Use of volunteers
- Risk assessment and management
- Dealing with accident and incidents
- Handling challenging behaviour
- Protection of vulnerable groups including both an Adult and Child Protection policy
- Confidentiality policy
- Training and staff development
- Job descriptions and details of duties
- References and enhanced disclosure check for staff
- Procedures for the supervision, appraisal and disciplinary of staff
- Whistleblowing policy
- Complaints policy
- GDPR

7.0 Recording and Monitoring

- 7.1 All partners will collect information and data via the national DBI dataset which is supported via the national DBI Principle Information Analyst, ensuring compliance with duties related to confidentiality and consent.
- 7.2 The Lead Agency will report locally to Fife DBI Implementation Group and Fife Health and Social Care Partnership.
- 7.3 The Lead Agency will report (in collaboration with Fife Health and Social Care Partnership) nationally to the National DBI Central Team & National Programme Board via BRAG reports every two months and six monthly progress reports.
- 7.4 Information regarding the overall service provided may be requested by Fife Health and Social Care Partnership at any time for example, how many hours have been worked, the type of contact that took place, the work involved, changes to service plans/interventions, complaints, successful/unsuccessful outcomes and the reasons for these.
- 7.5 Records kept should ensure that information on the outcomes for the service can be collected for evaluation and analytical purposes.
- 7.6 An Agreement Monitoring Meeting will be held every quarter and a report submitted to the meeting by the service. Fife DBI Implementation Group require six monthly update reports. These will follow the format of the progress reports required by the National Programme Board with any additional data regarding local developments agreed with the provider.

- 7.7 The grant will be monitored via Fife Council's Monitoring and Evaluation Framework.
- 7.8 The partners agree to obtain, use and share information, in line with national and local legislation, policies and procedures.

8.0 Service Support and Development

- 8.1 A Fife DBI Implementation Partnership Group has been established to oversee the effective implementation of the DBI in their respective site.
- 8.2 The Service Manager, or agreed delegate, will be a member of the Fife DBI Implementation Partnership Group.
- 8.3 The partnership will build, maintain and nurture the local DBI partnership infrastructure, securing explicit commitment from all partners essential to the delivery of the DBI programme. This includes strategic planning partners and those responsible for participation in training and implementation of DBI.
- 8.4 In support of the expansion of the DBI programme, the Scottish Government have established a DBI Associate Programme for regions of Scotland who wish to become part of the DBI programme and embed the principles of DBI within local services. As associate members, regions and partners will be invited to become part of the DBI learning community with full access to the DBI package including the supportive infrastructure, DBI distress and person centred planning and delivery tools, DBI training and learning resources, standard operating procedures, information sharing agreements, secure electronic referral transfer, data capture and outcome tools (supported via PHS) and access to the range of gatherings and forums created to facilitate the continuous improvement of support to people in distress.
- 8.5 Associate members will have the full support of the DBI Central Team and the DBI Programme Board.
- 8.6 Associate members will be equal members with the opportunity to learn and benefit from all that has been created through programme to date but also influence and help support the continuous improvement of DBI.
- 8.7 Fife Health and Social Care Partnership will identify an appropriate Officer to link with the service provider in relation to ongoing support and development of provision.

9.0 Complaints Procedure

As part of Fife Health and Social Care Partnership annual monitoring complaints will be scrutinised in terms of the following:

- The number of complaints the service provider has had during the previous year, by type of complaint.
- The number of complaints in respect of service provision funded by Fife Health and Social Care Partnership.
- The outcome of the service providers investigation.
- The number of complaints which were upheld and details on complainants who were satisfied/unsatisfied with the outcome.
- General changes to the service providers policies and procedures as a result of complaints and progress with implementing any changes.
- The service provider will be required to co-operate in any investigation of a complaint as requested by Fife Health and Social Care Partnership and to remedy any concerns that the Fife Health and Social Care Partnership has regarding the provision of the service.
- The service provider must report significant incidents and events requiring immediate action especially if these pertain to adult and child protection.

10.0 Budget

Funding will be for one year initially at a level of £180,000. This funding will continue for a second year subject to the satisfactory outcome of the monitoring and evaluation during year one. Year two will have available funding of £180,000.