

To speak to someone urgently you can 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

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 phone line 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.

Getting in contact

The Distress Brief Intervention service will contact you within 24 hours of referral, any day of the week. If you have been referred to the service, and you wish to contact them, email:

SAMH.DBIWestDunbartonshire@nhs.scot

you can use this area to write any notes

Scottish Health Award Winner 2019



Distress Brief Intervention
Connected Compassionate Support

West Dunbartonshire Distress Brief Intervention Service Information Leaflet for 16+ year olds

The Distress Brief Intervention (DBI) 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 gone to A&E, your GP, social work, the police, or called an ambulance because you were **feeling distressed and needed help**. One of these services may have referred you to the Distress Brief Intervention (DBI) service to support you. Any of these services can refer you to DBI.

You will be asked to share some basic personal details, including your current phone number, so we can contact you within 24 hours.

What can I expect from the service?

The DBI service will **contact you within 24 hours** of receiving the referral. Support usually lasts up to **14 days**.

During this time, we will work with you to:

- Talk about what is **causing your distress**
- Find ways to **cope and manage** difficult feelings
- Help **prevent future distress**
- Support your wellbeing **now and in the future**

Please try to be available for the call.

When we speak to you, we will agree the next steps and arrange support at a time and place that suits you.

Together, we will create a **simple plan to help you manage distress**.

We can also tell you about **other services** that may help, and **support you to access** them.

If we cannot reach you

We really want to support you. If we cannot reach you:

- We will try to call you up to five times
- We may leave a voicemail and send a text asking you to call us back
- If we still cannot reach you, we will send a letter asking you to contact us within seven days

If we do not hear from you, we will let your GP know that a referral was made but we could not contact you.

If we do speak to you, we will inform your GP and any other relevant services that you are receiving DBI support and share your plan for managing distress.

Your information

The Distress Brief Intervention (DBI) service is provided by NHS services, GPs (including NHS 24), the ambulance service, police, social work and Public Health Scotland.

These organisations collect and protect your personal information. With your agreement, your information may be shared with other support services to help you.

Your information is only seen by staff involved in DBI and is kept secure. It may also be used in an anonymous way to monitor and improve the service. You will not be identified.

Your information is used because DBI is a public service and is kept only as long as needed.

For more information about how your data is used and your rights, visit <https://www.dbi.scot/service-user-data-protection-information/> or www.publichealthscotland.scot/our-privacy-notice/. If you cannot access this, ask for a copy.

