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# Penumbra

- Scottish mental health charity established in 1985
- Employs 400+ people (20% peer workers)
- Turnover of £10+ million
- Works in 18 local authority areas
- Significant history of Innovation
- Support over 1800 adults and young people each week.
- Distress Brief Intervention Lead for Aberdeen

# Distress Brief Intervention (DBI)

- Distress Brief Intervention has been running as a pilot in 4 areas of Scotland (Aberdeen, Inverness, Lanarkshire, Scottish Borders) since 2017.
- Referrals pathways in 4 pilot areas are: Primary Care, Emergency Dept., Police Scotland and Scottish Ambulance Service.
- All referral pathways are DBI Level 1
- Referrals responded to within 24 hours by DBI Level 2 (third sector).
- Training provided for Level 1 and level 2.
- Support can be provided for up to 14 days from first contact.
- Since mid March 2020 all work has moved to telephone/online support only.
- There is a significant amount of data gathering at level 2 for monitoring and evaluation purposes.
- The DBI Programme Board has overall governance responsibility.
- DBI Central team provide programme management
- The pilot programme is currently funded until March 2021.

# DBI (Covid19 Response)

- The Scottish Government has commissioned a DBI response to Covid 19. Funded for one year to cover all of Scotland.
- This will be delivered by NHS24 (Level 1) and third sector providers (Level 2)
- All referrals for the DBI-covid 19 service will only come from NHS24 Mental Health Hub
- Currently NHS24 report receiving between 100-150 calls per day to the MH Hub.
- All Level 2 support provided by telephone/video.
- Secure nhs.net email provided for safe transfer of referrals.

# DBI + Near Me

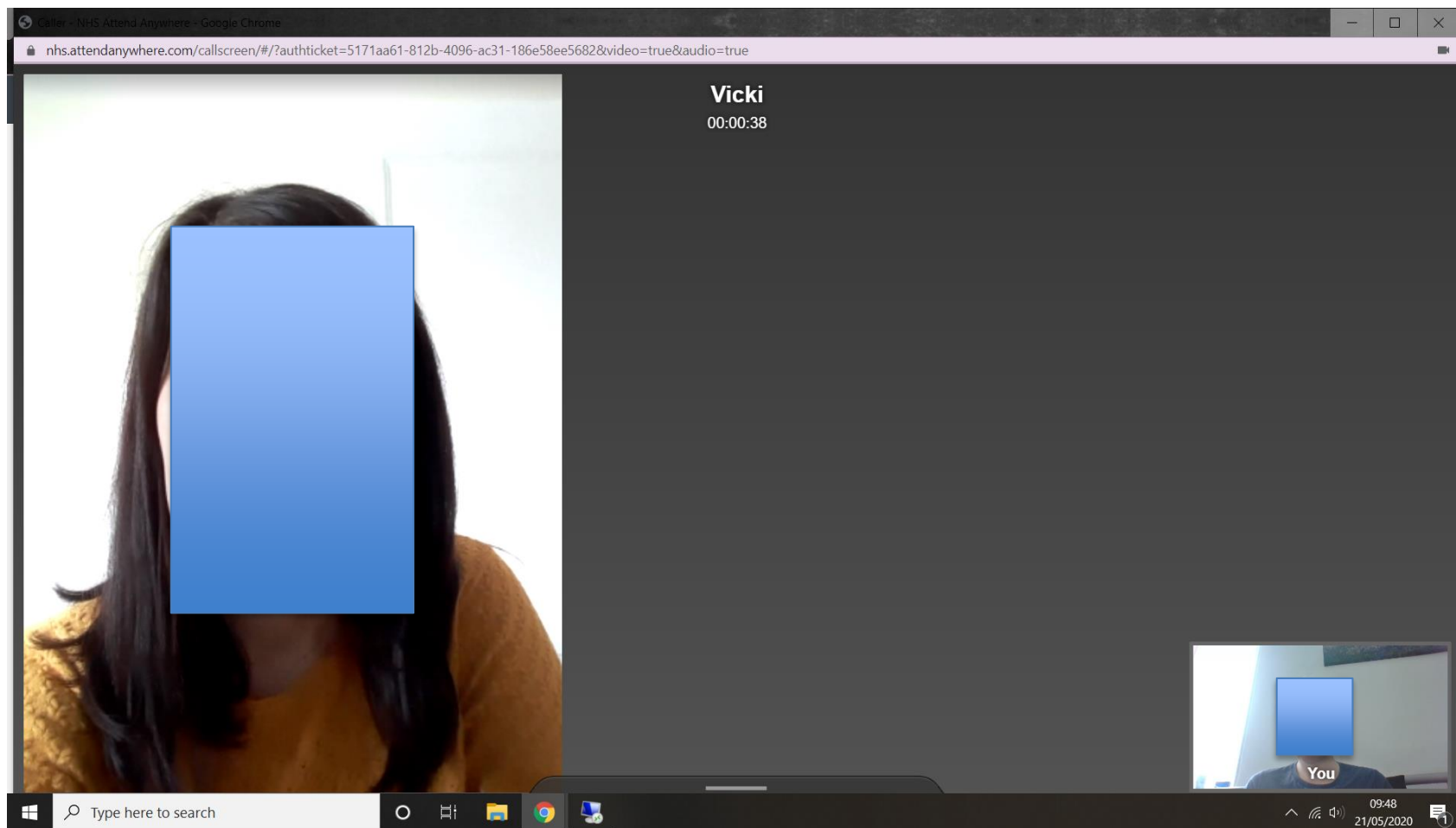
- Increasing uptake in Aberdeen/Moray since 'lockdown' and withdrawal of face to face support.
- Provides a secure, confidential and safe platform.
- Allows more interaction than telephone calls.
- Easy to access.

# Near Me waiting area

The screenshot shows a web browser window with the URL `nhs.attendanywhere.com/waiting-area/view-one/4867`. The page title is "Waiting Areas". The main content area displays "DBI Aberdeen Waiting Area" with the subtitle "Distress Brief Intervention Programme". A "Back to Waiting Areas" link is visible. Below this is a table with columns for "Status", "Caller", and "Telephone". The table shows one entry: "Waiting (0 min)" for caller "Vicki" with 1 participant. A context menu is open over the entry, showing options: "Join Call", "Notify...", "Call Activity...", and "Participants". On the right side, there is a settings panel for "DBI Distress Brief Intervention Connected Compassionate Support". It includes a "New caller alerts off" toggle, "Calls begin with my microphone" (ON), and "Calls begin with my camera" (ON). Below this is the "Waiting Area hours" section, listing "12:00 AM to 12:00 AM" for Monday through Sunday, and "London (Europe) (UTC +1)". There is also a "Test my equipment" section with a "Test My Equipment" button. At the bottom, the "URL to give people" is `https://nhsattend.vc/DBIAberdeen`. The Windows taskbar at the bottom shows the search bar, task view, and system tray with the time 09:46 on 21/05/2020.

Status	Caller	Telephone
Waiting (0 min)	Vicki	1

# During call



# Sharing screen

The screenshot shows a Zoom meeting interface. At the top, the browser address bar displays 'nhs.attendanywhere.com/callscreen/#/?authticket=5171aa61-812b-4096-ac31-186e58ee5682&video=true&audio=true'. The Zoom window title is 'You' with a timer at '00:04:49'. The screen share content is a Microsoft Word document titled 'D-MaP - Word'. The document content includes:

**My Distress Management Plan**

This is your Distress Management Plan. It belongs to you.

You may wish to add information or make changes at different points. Please sign below to show that you understand this is your plan and that it may change over time.

Your signature \_\_\_\_\_ Date \_\_\_\_\_

DBI Practitioner's signature : Date \_\_\_\_\_

**DBI Service use:**  
Has the person given you consent to develop/update D-MaP on their behalf?  
Yes No

*Please update each time D-MaP is worked on/updated/revised*

Version	Date	Version	Date
1	_____	7	_____
2	_____	8	_____
3	_____	9	_____
4	_____	10	_____
5	_____		_____

At the bottom of the Zoom window, there are controls for Chat, Mic, Camera, Stop Sharing, and Invite. The Windows taskbar at the very bottom shows the search bar, task view, and system tray with the time '09:53 21/05/2020'. Two video thumbnails are visible on the right: one for 'Vicki' and one for 'You'.



# Feedback

- User friendly interface - staff have found it very easy to navigate
- Feedback from supported person: "it is good to put a face to a name" - great to establish rapport
- The "patient" leaflet provided simple and clear instructions for a person to access the virtual waiting room
- It allows 'virtual' face to face support in the current situation with Covid but also for the future for anyone who lives in more rural areas etc.
- It makes it easier to use self management resources during support (the screen sharing option is great for this)

# Feedback cont/

- Easy to set up once we gained access to our Waiting Area (i.e. to personalise our waiting room message etc.).
- Knowing it is 'NHS' gives confidence.
- Some staff concerns about being interrupted at home when using (e.g. if child comes into room/shot).
- Digital exclusion is an issue for some.
- Works best on PC/tablet/laptop (particularly for screen sharing).

***'Thanks for listening'***



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