CDRS pathway

Referral

Compassionate Distress Response Service, in collaboration with referrer, completes electronic telephone referral. Person in distress requires telephone contact?

yes

CDRS will contact the individual via phone within 1 hour of receipt of referral and carry out an assessment, agree support and develop a plan. Level of distress reduced?

yes

Service agrees outcome with individual. Referral left open for one month.

no

Due to level of risk person requires onward referral for additional support from appropriate statutory service?

yes

Service supports person until they are safely transferred to other service for ongoing assessment and support. Close referral.

no

Arrange next day follow-up and provide information on additional support services, review plan, liaise with other services and agree ongoing contact for up to one month. At end of contact has distress resolved?

yes

Service agrees outcome with individual. Close referral.

no

Discuss need for additional ongoing support from appropriate services; support the person to access these services. When contact with service established service withdraws.

Provide referrer with information about the support available for the individual that would best meet their needs.
The service

The aim of the Compassionate Distress Response Service (CDRS) is to support people who do not require a medical or specialist psychiatric assessment in their period of emotional distress.

In light of the current Pandemic we are offering telephone support only at this point as it can be provided within the safe restriction guidance of the current Covid-19 crisis. When able to we will add our face to face and outreach support.

Our team of Distress Response Workers and Coordinators will provide a listening ear to those referred into the service and support them to develop a plan of action to help alleviate their feelings of distress.

We will provide onward referral if required. If agreed with the individual we will follow up with a telephone call the next day. Case files will remain open for a month and longer depending on individual circumstances.

Referrals will be accepted from:

- Mental Health Assessment Units
- Out of Hours CPNs
- Police Scotland
- British Transport Police
- Scottish Ambulance Service
- GP Out of Hours
- NHS 24
- NHS GG&C Emergency Departments within the Queen Elizabeth University Hospital and Glasgow Royal Infirmary.
- Urgent Care Resource Hub

The service is available to adults over the age of 18, who at the time of their distress are currently within the geographical area of Glasgow City Health and Social Care Partnership.

First Responders will have determined that the person in distress does not require a clinical medical or mental health response. All individuals must be able to consent to and have capacity to engage with the service.

Operating Times and Contact Details

This service is available 7 days a week from 5pm to 2am in the morning.

Telephone line: 0141 406 0900
Email: cdrs@gamh.org.uk

Handover period between Out of Hours and follow up

The aim is to deliver a standard response time of within 1 hour from point of receipt of referral. If this is not achieved the reason for this will be recorded. Prioritisation of all referrals will be based on factors including; risk assessment, information gathering, current demand and activity within the service. We will arrange next day follow-up and agree ongoing contact for up to one month if required.

Contact Details for the Service

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