

## CDRS Referrals Criteria and Pathway

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. 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. If agreed with the individual we will follow up with a telephone calls or face to face support. Individuals can be supported for up to a month and longer depending on individual circumstances. We will provide onward referral if required. Individuals will be contacted within **24 hrs** if referred during the day and **1 hr** if referred to our OOHs service.

### Referral criteria

- Person aged 16+
- Individual is currently within Glasgow City HSCP area
- Individual cannot be supported within your setting
- Individual does not require immediate medical attention
- Individual gives consent for CDRS to be contacted

### Primary Care Pathway

**16+**

GPs and their multi-disciplinary teams can refer people aged 16+. This is via SCI Gateway or telephone, 9am to 5pm Monday to Friday. Referrals made out with these times will be processed the next working day. CDRS Distress Response Workers will respond to individuals referred within 24 hours.

9am to 5pm Monday to Friday

### Out of Hours Pathway

**16 +**

First responders<sup>1</sup>, Mental Health Assessment Units, Urgent Care Resource Hub, Out of Hours GP services, Emergency Departments at QUEH and GRI and Glasgow and Partners Emergency Social Work Services can refer people aged 16+, Monday to Sunday, 5pm to 2am via telephone or email.

5pm to 2am Monday to Sunday

### Young People's Pathway

**16-25**

GPs and their multi-disciplinary teams, First Responders, Mental Health Assessment Units, CAMHS, Sandyford Sexual Health Service, Youth Health Service, agreed contacts in secondary schools, further education and higher education institutions, Social Work Services staff **and third sector organisations\*** can refer 16-25 year olds, Monday to Friday from 9am to 2am and Saturday and Sunday from 5pm to 2am.

9am to 2am Monday to Friday  
5pm to 2am Saturday and Sunday