NHS Lothian

Community Mental Health Services in Edinburgh

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Introduction to the Community Mental Health Services

You have been referred to one of the community mental health services in Edinburgh, which are managed by Edinburgh Community Health Partnership (CHP). We have put together some information which we hope you will find useful.

Although this booklet is written for people using mental health services, we hope the information will also be useful for relatives and carers.

Our aim is to provide:

- a safe, high-quality, community-focused service
- well trained and highly-valued staff
- care, treatment and support based on evidence, in line with national standards.

When you use the community mental health services you can expect that we will:

- promote and support recovery and hope
- deliver an equal quality of service regardless of your age, disability, ethnicity/race, faith/belief, gender, political beliefs or sexual orientation
- listen to and respect your views about your care
- support you to maintain your safety, dignity and privacy
- give you information to allow you to make the best choices
- work with you to develop what you're good at, to improve your mental health
- support you to meet challenges and help you to increase your independence
- value the vital role of people who care about you, and involve them in your care if that is what you want
- value social relationships, leisure, work and education as important parts of your life
- work with other organisations involved with you, if this is what you want.

To get the best out of the service we expect that you will:

- turn up to your appointments on time or let us know that you can't come
- work with staff to do things you might find difficult or challenging in order to overcome your problems
- accept responsibility for your part in your own recovery.

Care pathways

We have developed integrated care pathways (ICPs) for mental health services. ICPs help staff to look at what is being provided for patients at each stage of their care and to compare it to what the Scottish Government says should be happening. They provide staff and patients with clear pathways to follow from referral into the service through to discharge. For example, an ICP says how long you should have to wait for assessment, treatment and review of care. It also helps staff to use the approach that has the best evidence for your condition.

ICPs are being developed for:

- depression
- schizophrenia
- dementia
- bipolar disorder
- personality disorder.

There is a generic (general) ICP that will be used for anyone who does not have one of these specific diagnoses. ICPs go together with matched or stepped care, which is about matching your level of care to your needs. It includes things like:

- lifestyle advice and information
- self-help materials
- book prescribing/recommended reading
- exercise referral scheme
- guided self-help.

If your care is to be delivered in line with an integrated care pathway, you will receive a copy of it. This will provide you with more information, and allow you to know what to expect from professionals at each stage of your treatment and care.

Care plans

Once your needs have been assessed, your team will work with you to develop a care plan that will set out how your care will be delivered, and by whom. This will be reviewed regularly with you, and changes made as needed. You will be given a copy of your care plan.

Who the teams are and what they do

The Community Mental Health Services are split into the following teams. The team that you are referred to will give you their own, more detailed, leaflet telling you how to get in touch with them.

The Primary Care Liaison Teams (often shortened to PCLTs)

These teams work with people who may be experiencing common mental health problems such as moderate to severe depression, anxiety or phobias. There are five teams in Edinburgh, one for each locality. They are

usually staffed by community mental health nurses, occupational therapists, psychiatrists and psychologists, and have strong links with GP surgeries. They usually provide psychological therapies, and work with people for up to a few months. Access into these teams comes from a GP referral.

The Community Mental Health Teams (CMHTs)

These teams work with individuals experiencing mental health problems such as bipolar disorder or schizophrenia. There are five teams in Edinburgh, one for each locality. They are usually staffed by community mental health nurses, occupational therapists, psychiatrists, support workers, psychologists and social workers. Some may employ sessional workers as therapists, such as art therapists, creative writers etc. The teams provide a variety of interventions, care and treatments, and can work with you for as long as required to meet your needs. Access into these teams comes by referral from a GP or a psychiatrist.

The Older People's Mental Health Teams

These teams work with people over the age of 65 years who experience a range of mental health problems including depression, schizophrenia and dementia. Each of the five localities in Edinburgh has one of these teams, which are largely staffed by community mental health nurses, dementia care co-ordinators and psychiatrists, although some teams have psychology and occupational therapy input. Access to these teams is by a GP referral or a psychiatrist.

Dementia care co-ordinators see people of all ages with dementia – not just those over the age of 65 years.

The Mental Health Assessment Service (MHAS)

This is a team of mental health nurses who offer an emergency assessment service for those experiencing mental health problems. They have two bases: one at the Royal Edinburgh Hospital and one at the Royal Infirmary. The team offer a 24-hour service over seven days, and in an emergency will assess your mental health needs. They will make decisions with you about what care and treatment is required. This is the only team within the mental health services in Edinburgh to which you can refer yourself.

The Intensive Home Treatment Teams (IHTTs)

There are two teams – one for the south of the city and one for the north. They provide care and treatment for some individuals who may otherwise have been admitted to hospital in the past. They work with people to help them remain at home in times of distress, when it is safe to do so. The teams are

staffed by community mental health nurses, psychiatrists, support workers, occupational therapists, social workers and psychologists. The teams only work with individuals for short periods of time – up to six weeks – and they will arrange suitable follow-up care should this be needed. You cannot self-refer to this team. Referral to this team can come from a GP, a psychiatrist, an inpatient ward, the Edinburgh Crisis Centre or the Mental Health Assessment Service.

Hospital admission

For some people, admission to hospital may be required for treatment or to ensure their safety. In this case, hospital staff will work closely with you, your family and community services to ensure that your stay in hospital is as short as possible. The majority of people will not need hospital admission.

Specialist services

These include services like psychotherapy, forensic services, the Cullen Centre, Edinburgh Trauma Centre, Child & Adolescent Mental Health Services, the Deaf Community Mental Health Team, the Alcohol Problem Service, and the Community Drug Problem Service. At present most of these services are provided from the Royal Edinburgh Hospital site and require specialist assessment before a referral can take place.

People you might meet

The teams described above are multi-disciplinary teams, which means that they are made up of a number of different types of staff.

Within your team, you will have a keyworker who will be a nurse, occupational therapist or social worker. Your keyworker is responsible for assessing your needs, planning your care and giving you advice and support. Your keyworker can give you the medication you have been prescribed and check to see that it is working. They may also work with you on psychological therapies (talking therapies such as cognitive behavioural therapy).

The following is a list of some of the people you might meet, and what they do:

Community mental health nurse/ community psychiatric nurse (CPN)

Your CPN will get to know you and understand your needs. They offer advice and support. They will work closely with you, your carers and other members of the team to plan your care. Their training covers the whole range of mental health issues, and across all ages. They can help you to set goals and plan for the future, and may be trained in a psychological therapy. They are also trained to assist you to manage medication.

Psychiatrist

A psychiatrist is a doctor who specialises in mental health. A consultant is the most senior psychiatrist and has overall responsibility for your care. In order to assess your mental health, they will ask you about your background and previous treatment, as well as your situation at the moment. They will discuss the results of your assessment and diagnosis with you. They will discuss with you what tests or treatments you might need, and can prescribe medication if you need it. They may also want to meet with you again to review the effects of any treatments.

Responsible medical officer (RMO)

If you are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003, you will have a responsible medical officer. This is the doctor in charge of your treatment. Your consultant psychiatrist will normally be your RMO.

Psychologist

Psychologists are trained to understand how people think, feel and behave. They have knowledge and experience of a range of psychological therapies. The role of the psychologist is to help you to improve your mental health, wellbeing and quality of life. If you are referred to a psychologist, they will talk with you about your feelings, thoughts and behaviour. They will help you to understand the problems you are experiencing, and work with you to identify ways you can deal with these problems. A psychologist does not prescribe medication.

Occupational therapist (OT)

An occupational therapist will help you to overcome physical and psychological barriers, enabling you to carry out daily activities and tasks that maintain health and wellbeing. This might include preparing meals, visiting the shops, or continuing with a favourite leisure activity. An OT can assist you with learning new skills to help you to get the most from life.

Social worker

A social worker will find out what your welfare needs are and tell you how they can help. For example, you may be entitled to benefits or support. If you are considering accommodation with support, such as a registered care home, you will have to be assessed by a social worker. They will be able to arrange for any financial assessment that can show you what charges might be made for services. They can give you and your family the information and support that you may need to deal with a range of issues such as housing, benefits, education, child care and respite care.

Mental health officer (MHO)

A mental health officer is a specially trained social worker who supports people with mental health problems. If you are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003, an MHO must tell you about your rights. They can also help you with all the other things that social workers usually do.

Support worker

A support worker can help you to learn and develop the day-to-day skills you need. They can help you to plan activities and to identify what works for you. They may support you to participate in groups. They are there to support you, your carers, family and friends.

The following people are not part of your team but may be involved in your care:

Peer support worker

Peer support workers are trained in recovery and have personal experience of mental health challenges. Their role is to share their experience of recovery with others in a supportive and equal way.

Physiotherapist

Physiotherapists aim to promote physical and mental wellbeing. If you are referred to a physiotherapist, they will assess your needs and work with you to improve your physical abilities.

Community pharmacist

Your community pharmacist can give you the medications that you have been prescribed by your doctor. They can give you information about your medications and answer any questions you may have. Their advice should be sought before buying any over-the-counter remedies, to ensure they don't interfere with your prescribed medicines.

Community mental health chaplain

Community mental health chaplains provide spiritual care to people experiencing mental health problems, and their carers. It may help to talk to a chaplain if you are trying to cope with feelings of anxiety, loneliness, despair, sadness, anger or guilt. You can meet a chaplain at a drop-in session (where there is also peer support) or individually. A chaplain can help you to make contact with a faith community or church or with other sources of support in the community. Details of how to contact a community mental health chaplain are provided in the **Useful resources** section of this booklet.

You can get details of how to contact each of these services from your keyworker or another team member.

Advocacy

Advocacy workers support you to represent your interests. They will help you to exercise your rights, express your views and explore and make informed choices. This can be done through collective advocacy if the issue affects more than one person, or individually if it is a personal issue. Advocates do not work for the NHS or mental health service providers; they are independent. Anyone with a mental disorder has the right to speak to an advocate, including people who are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003. Carers can also access advocacy services for themselves in their role as a carer and/or named person.

Ethnic minority services

The minority ethnic link worker or advocate provides cultural support to help ensure your needs are properly understood and met. If English is not your first language, staff can arrange access to interpreting services to enable you to be involved in decisions about your care.

The Mental Health Act

The law that says how mental health services in Scotland should be delivered is the Mental Health (Care and Treatment) (Scotland) Act 2003. The Act allows for compulsory treatment in the community or in hospital. Most users of mental health services will never need to be treated under this Act. There are two important things that you should know about:

Advance statements

An advance statement is made by you while you are well. It sets out what care and treatment you would or would not like to receive if you got seriously ill at some time in the future. It can include your wishes about medications, therapies and particular treatments. It will only be used if you become too unwell to make decisions about your treatment, or if you are receiving compulsory treatment under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Doctors and other people involved in your care have a duty to take into account your wishes about how you would like to be treated. **However, the advance statement is not legally binding, and you can be given treatment that is not what you said you wanted. If this happens, the person who gives you the treatment has to write down why they did not do what you said**

you wanted. They must give a copy of these reasons to you, your named person and the Mental Welfare Commission.

Named person
A named person is someone you can choose to be involved in decisions about your care if you are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003. They must act in what they believe to be your best interests. They have the right to be given some information about you. They also have the right to do certain things such as applying to the Mental Health Tribunal to appeal against short-term detention orders. They only have these rights while you are being treated under the Act. It is important to know that the named person doesn't always have to do or say what you want them to. They can do what they think is best for you, without your agreement. They do not get paid to be a named person.

For the most-up-to date information about the Mental Health (Care and Treatment) (Scotland) Act 2003, contact the Mental Welfare Commission. An independent advocate or your keyworker can give you more information and advice about advance statements and named persons. An advocate can help you to write an advance statement.

Sharing information and giving consent

So that you get the best service, the team member who sees you will ask for information about your current difficulties. To help you further they may share some of this with others, like your GP or other members of the team. Information can be shared with carers with your consent.

The law says that anyone receiving your information has to keep it confidential (private) unless:

- there is a serious risk to you, others, children or other vulnerable people
- there are serious legal issues that require access to your information.

Here are some questions you might ask about sharing information:

Why do we need to share information about you?

- so that you don't have to repeat yourself to different staff members
- so that you get the right services
- so that professionals who need to know are up-to-date with your care.

Who will see this information?
Anyone who may be directly involved in your care, who has a genuine need for it and who is going to use it in your best interest.
This could be:

- your GP
- staff within the clinical team
- in the case of an emergency, the Mental Health Assessment Service.

Sometimes we may need your written consent to share information, for example when applying for benefits. You can talk to the people involved in your care about what information might be shared.

If there is anything about the sharing of information that you don't understand or that you would like to discuss, you can ask your keyworker or another team member, or call NHS Lothian's data protection officer on 0131 537 6090. **For more information, see the leaflet included in your information pack 'Protecting Personal Health Information: A guide for patients'.**

Confidentiality and information sharing for carers

Who is a carer?

For the purpose of information sharing, a carer is someone who provides a substantial amount of care and support regularly to a person, whether or not they live with them. They are not paid or voluntary workers.

Why do carers need information?

Carers need clear, sound information to help them to continue to carry out their caring role and provide the most effective support for the person they care for. It also helps carers to maintain their own health and wellbeing.

General information

This includes information already available to the public on mental health issues, conditions, treatments available and local services. Workers should give all carers general information. Carers may have questions about a specific diagnosis and treatment, which the person being cared for may not give consent to be shared. This should not stop a carer having their concerns addressed by a worker in a more general way that does not break confidentiality. For example, this could be by helping a carer to understand things like specific behaviour that they see as being an issue, and how to cope with it.

Personal information

This is specific information about the type of medication, diagnosis, and what care is planned for someone, and they decide what information can be shared with a carer. For example, they may allow information on medication and care to be given, but not allow sensitive information like previous sexual or emotional abuse to be shared. Or they may give consent to all information being shared. The level of information shared should be revisited on a regular basis by staff. If consent is not given, a carer can still get general information to help address their concerns.

Communication with staff

If needed, or requested by a carer, a worker can speak to a carer on their own to listen to their concerns and to help them with information that does not break confidentiality. This could be through a phone call or personal meeting. It could include giving information such as warning signs and how to respond, and help in dealing with behaviour. This need not identify a person's diagnosis. It could include the effects of certain medication groups, without giving the specific medication prescribed to the service user.

This would also allow the professional to listen to the carer's views about planning for discharge, and care planning. For example, what care a carer is willing or able to provide after discharge, and levels of ongoing support that the carer can provide in the community etc. If there is a possibility that information given by the carer will be shared, the carer should be advised of this before the discussion.

Being a named person

Service users are able to choose a named person to support them and to protect their interests if they have to be treated under the Mental Health Act, e.g. at a mental health tribunal. If no-one is chosen by the service user, then their primary carer will automatically become their named person. If there is no primary carer, the service user's nearest relative will be their named person.

If there are no carers or relatives willing or able to be the named person, the mental health officer can apply to the tribunal to have someone appointed as the named person. Anyone else who has an interest in the service user's welfare can also apply to the tribunal asking them to appoint someone to be the named person.

The named person has a number of rights under the Act including:

- To be told when a short-term detention or an application for a compulsory treatment order (CTO) is being considered

- To be given copies of records or information, including the record made if treatment has been given which conflicts with the service user's advance statement
- To make applications or appeals to the Mental Health Tribunal for Scotland and to speak and give evidence at a hearing, and other important matters
- the right to refuse to be a named person.

Information and advocacy support for carers can be accessed at Edinburgh Carers Council.

Home visits

Some of the teams will routinely visit people in their own homes. This can be very helpful as it lets staff see how you manage at home and what you might need some help with. Please remember that NHS Lothian needs to make sure that its staff are protected while they are at work. If, for example, you smoke or you have an unfriendly pet, staff may prefer to arrange to see you somewhere else. If you would prefer not to be visited at home, you can discuss this with a team member.

Welfare issues

People who receive certain benefits can claim back bus fares for attendance at clinic appointments. Please ask at reception for details about this. Staff on reception are used to these requests and will deal with your enquiry in a sensitive manner.

There are currently no crèche facilities available within the mental health services in Edinburgh. If you have young children or babies, please discuss options with your keyworker – there may be local services that can be used for appointments.

The **Useful resources** section at the back of this booklet has a list of people you can contact for more advice and information on welfare matters such as benefits, respite care and counselling services.

Smoking policy in NHS Lothian

NHS Lothian has a no smoking policy in line with the Scottish Government's legal requirements. There is a leaflet in your information pack which tells you what this means for visits to NHS Lothian buildings and also for staff visiting your home.

Students

NHS Lothian's mental health services provide clinical experience for students of all disciplines. We encourage users of the service to allow students to observe or participate in their care. Students are the next generation of health care professionals and the experience they gain makes them better practitioners. We do accept that this may be difficult for you. The team member will ask you if it's alright for a student to be present. You have the right to say no.

Having your say: making a suggestion, complaint or compliment

NHS Lothian encourages patients to make suggestions, complaints or pass on compliments. You can get more information about making a suggestion, complaint or compliment from the Independent Advice and Support Service (IASS) which is part of Citizens' Advice Scotland; their contact details are included in the **Useful resources** section at the back of this booklet.

Patient-to-patient tips

These are some tips that previous and current users of the community mental health service would like to pass on:

- Advocacy is about having someone to help you be heard; it is about having a greater say in decisions being made about you and your treatment. Staff should tell you about advocacy services
- There is a service called Pet Care Network. They have volunteers who can help you to look after your pets if you are unwell or have to go into hospital. Their contact details are in the **Useful resources** section of this booklet.

Carer-to-carer tips

These are some tips that previous and current carers would like to pass on:

- Let service providers know how much support you give, and are willing to give, to the person you care for
- Make sure you have contact phone numbers for emergencies – especially at weekends
- Find out who is the keyworker, and contact them regularly for an update
- Make sure you are aware of the care plan for the person you are caring for
- Try to get another family carer or advocate to go with you to meetings for support
- Carers are entitled to an assessment of their own needs. Ask a member of social work staff or fill in a self-assessment available at http://www.edinburgh.gov.uk/internet/social_care/CEC_carers_and_support

Glossary

Here we have explained some words and terms that you might not be familiar with. If there are still things you don't understand, ask your keyworker or another team member.

Assessment: an assessment is when a member of the multi-disciplinary team works closely with you to identify any needs that you have. They gather information by looking at your medical records and talking to you and your carers. They may also talk to other people involved in your care. This information is used to plan your care.

Audit: this is when information is used to help improve the health service. For example, we may count how many people have a certain condition or take a certain medicine. This lets us plan how many staff and how much medicine we will need in future.

Carer: a carer is someone who helps and supports you on a regular basis. They may be a friend or family member.

CHP: community health partnership. CHPs are organisations that provide a range of health services delivered in the community in homes, health centres and clinics. In Lothian, there are three CHPs and one community health care partnership (CHCP), which is in West Lothian. You have been referred to the Edinburgh CHP.

CMHS: community mental health services. These are mental health services delivered in the community (that is, outside of hospital). The roles of the different services have been explained in this booklet.

Diagnosis: when your doctor has done an assessment, they will tell you what they think is causing your problems. This is called a diagnosis. Different types of diagnosis need different types of treatment.

Disability living allowance (DLA): disability living allowance is a benefit for people with disabilities, including mental health problems. It is for people who need help looking after themselves and people who find it difficult to walk or get around. Ask your keyworker or social worker whether you might qualify for DLA.

Discharge: this is when it is agreed that you no longer need to be cared for by the Community Mental Health Services. This may be because you have got better or because you are being cared for by a different service.

Mental Welfare Commission (MWC): the MWC is an independent organisation. It works to safeguard the rights of everyone with a mental illness, learning disability or other mental disorder. They sometimes visit people to check the care and treatment they are getting and to hear how people feel about their care. This lets them know whether services are being provided in line with the law, policy and best practice.

Multi-disciplinary team: this is a team made up of a number of different professionals such as doctors, nurses, occupational therapists and support workers. Some of their roles have been explained in this booklet.

Psychological: to do with the mind and how you think, feel and behave.

Recovery: recovery is about working towards getting well and feeling in control. The recovery journey is different for every individual. If you are interested in finding out more about recovery, you can contact the Lothian Recovery Network. Their contact details are included in the **Useful resources** section of this booklet.

Referral: this is when a professional such as a nurse or doctor thinks that it would be good for you to see another professional who they think would be able to help you. They will send a letter asking that person to see you.

Service evaluation: this is when information is used to check how well the health service is meeting your needs and to see if things can be done better.

Sessional workers: these are people who are not members of your healthcare team but who may do specific work with you when they are needed.

Treatment: when you have been given a diagnosis, you will be told about the types of treatment you may need. This might include medication, counselling or therapy. You will be given more information on any treatment you are going to have.

Tribunal: the Mental Health Tribunal looks at the cases of people being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003. It considers care plans, decides on compulsory treatment orders and carries out reviews.

Useful resources

Here we have included the contact details of the organisations that we have mentioned. If you want more information about the support and services that are available, you can look at the Edspace website, contact the Health in Mind Resource Centre or ask your keyworker.

Mental health information

Edspace: an information website where you can find out about mental health, treatment and care and services in Edinburgh. It provides a good list of support groups and other resources: www.edspace.org.uk

Health in Mind Information Resource Centre: a centre with friendly staff who can help you to access the Edspace website or provide you with information leaflets on a wide range of mental health problems and support and services available in the community.

Address: 40 Shandwick Place
Edinburgh
EH2 4RT
Website: www.health-in-mind.co.uk
Email: information@health-in-mind.org.uk
Phone: 0131 243 0106

Open Monday – Friday, 10am – 4pm (answer machine also available).

The Mental Welfare Commission for Scotland: an independent organisation working to safeguard the rights and welfare of everyone with a mental illness, learning disability or other mental disorder.

Address: Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE
Website: www.mwcscot.org.uk
Email: enquiries@mwcscot.org.uk
Advice Line: 0800 389 6809

Scottish Recovery Network: a network of organisations and individuals, from varied backgrounds, who all share an interest in efforts to promote recovery.

Address: Baltic Chambers 320-321
50 Wellington Street
Glasgow
G2 6HJ
Website: www.scottishrecovery.net
Email: info@scottishrecovery.net
Phone: 0141 240 7790

Lothian Recovery Network: aims to promote and support recovery within Lothian. They offer training, education, information and awareness raising. The network also runs a number of inspirational events, including an annual conference every December.

Website: http://www.nhslothian.scot.nhs.uk/ourservices/mentalhealth/recovery
Email: LH_LRN@nhslothian.scot.nhs.uk
Phone: 0131 536 9411

Advocacy and support services

CAPS Advocacy: provides collective advocacy in Edinburgh and supports Edinburgh User's Forum.

Address: 5 Cadzow Place
Edinburgh
EH7 5SN
Website: www.capsadvocacy.org
EUF: www.edinburghusersforum.org
Email: contact@capsadvocacy.org
EUF: info@edinburghusersforum.org
Phone: 0131 538 7177

Advocard: provides individual advocacy in Edinburgh.

Address: 332 Leith Walk
Edinburgh
EH6 5BR
Website: www.advocard.org.uk
Email: advocacy@advocard.org.uk
Phone: 0131 554 5307

EARS Community Advocacy Project: provides advocacy to people who have dementia and live in their own homes in the city of Edinburgh.

Address: EARS Advocacy Service
Forecort Business Centre
Ashley Place
Edinburgh
EH6 5PX
Website: www.ears-advocacy.org.uk
Email: info@ears-advocacy.org.uk
Phone: 0845 607 0129

Minority Ethnic Health Inclusion Project (MEHIP): provides free, confidential advice, information and support to Black, minority ethnic and refugee communities.

Address: Springwell House
Ardmillan Terrace
Edinburgh
EH11 2JL
Phone: 0131 537 7565

Edinburgh Carers Council: an organisation specifically for those supporting people who use mental health services. They can provide information and training for carers and an individual advocacy service to support you in your role as carer and/or named person.

Address: The Canon Mill
1-3 Canon Street
Edinburgh
EH3 5HE
Website: www.edinburghcarerscouncil.co.uk
Email: info@edinburghcarerscouncil.co.uk
Phone: 0131 270 6087

Community mental health chaplains: provide spiritual care to people experiencing mental health problems and their carers.

Address: Augustine United Church
41 George IV Bridge
Edinburgh
EH1 1EL
Phone: 0131 220 5150 or
0131 537 6516

Crisis support

Edinburgh Crisis Centre: a 24-hour service providing community-based emotional and practical support to people over 18 who are using or have used mental health services in Edinburgh – and their carers – when they are facing a crisis. The centre provides a free telephone helpline as well as face-to-face support.

Address: PO Box 23768
Edinburgh
EH7 5XE
Website: www.edinburghcrisiscentre.org.uk
Email: info@edinburghcrisiscentre.org.uk or crisis@edinburghcrisiscentre.org.uk
Helpline: Freephone 0808 801 0414

Breathing Space: a free and confidential helpline for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to. The phoneline is open 24 hours at weekends (6pm Friday – 6am Monday) and from 6pm to 2am Monday – Thursday. Call **0800 83 85 87**.

Mental Health Assessment Service: a team of mental health nurses providing a 24-hour service, who will assess your mental health needs in an emergency.
Phone **0131 537 6000**

The Samaritans: confidential, non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. The service is offered by phone, email, or face to face.

Address: 25 Torphichen Street
Edinburgh
EH3 8HX
Website: www.samaritans.org
Email: jo@samaritans.org
Phone: Helpline 08457 90 90 90

General advice and information

NHS helpline: for information on the Scottish health services and health matters, or on social care services in your area. Freephone **0800 22 44 88** (8am-10pm).

NHS 24: an online and telephone-based service with staff who can answer questions about your health and offer advice.
Website: www.nhs24.com
Phone: 08454 24 24 24

Citizen's Advice Bureau: offers advice on a range of subjects including employment, housing, money and welfare benefits. Citizens' Advice Scotland also runs the Independent Advice and Support Service.

Address: Edinburgh Central Citizens Advice
58 Dundas Street
Edinburgh
EH3 6QZ
Website: www.citizensadviceedinburgh.co.uk
Phone: Advice only: 0131 557 1500
Appointments: 0131 558 3681

Other offices:
Gorgie/Dalry: 0131 474 8080
Leith: 0131 554 8144
Pilton: 0131 332 9434
Portobello: 0131 669 7138

The Advice Shop: offers information and advice on welfare benefits and rights, money and debt.

Address: 83-87 South Bridge
Edinburgh
EH1 1HN
Email: advice.shop@edinburgh.gov.uk
Phone: 0131 225 1255

Pet Care Network: can help you to look after your pets if you are unwell or need to go to hospital.

Address: PO Box 29417
Edinburgh
EH4 7YG
Website: www.petcarenetwork.co.uk
Phone: 0131 476 0022

These are some of the services you might use.

NHS
Lothian

This booklet was produced in cooperation with Royal Edinburgh Hospital Patients' Council, Edinburgh Carers' Council, CAPS and Edinburgh Users' Forum.

Every effort has been made to ensure that the information in this booklet was accurate at the time of going to print: October 2009.

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