

How to get support

The team can be contacted immediately, without a referral, and is available for telephone based support, or in person if appropriate.

Other people can also get in touch with FIRST on your behalf. This could be your GP, psychiatric nurse, social worker, family, friend or any other supportive agency.

Please phone us if you have any questions.

Suggestions & Complaints

RAMH is keen to hear the views, positive and negative, of people who use our services regarding the quality of the service they have received. All complaints, concerns and suggestions, which are shared with us help us to continue to improve our services. Suggestions and complaints may be lodged with:

Chief Executive
RAMH
41 Blackstoun Road
Paisley PA3 1LU
Tel: 0141 847 8900

Care Commission
Central West Region
4th Floor, 1 Smithhill Street
Paisley PA1 1EB
Tel: 0141 843 4230

East Renfrewshire Council
Freepost SCO 1740
Rouken Glen Road,
Giffnock,
Glasgow
G46 6WZ
Tel: 0141 577 3001

Mental Health
Commission for Scotland
Floor K Argyle House
3 Lady Lawson Street
Edinburgh EH3 9SH
Tel: 0131 222 6111

Complaints Officer, Renfrewshire Council
Social Work HQ, 4th Floor, North Building
Cotton Street, Paisley PA1 1TZ
Tel: 0141 842 5000

Renfrewshire

ACTIVE Community mental health support	You First Advocacy Helping you to have a voice and be heard
Employability Pre - employment support	Welfare Rights Financial management advice
Renfrewshire Housing & Support Services Supporting individuals in their own homes and to live as independently as possible	

FIRST Crisis Out Of Hours Crisis Support

0500 829 093 / 0141 848 9090

East Renfrewshire

Causeway Community mental health support 0141 557 5557	Life Skills Support to carry out small domestic DIY jobs 0141 881 8811
Springboard Pre - employment Support 0141 881 8811	Wellspring Therapies for 5 - 11 yr olds 0141 577 2612
Youth Counselling Counselling service for 11 - 18 yr olds	

East Renfrewshire Housing & Support Services
Supporting individuals in their own homes and to live as independently as possible
0141 847 8900

Renfrewshire & East Renfrewshire

Adult Counselling For individual, couples and families 0141 847 8900	Education & Information Mental health promotion and information service 0141 842 3421 or 0141 577
---	--

Renfrewshire Association for Mental Health

RAMH
Helping to make the pieces fit....

RAMH FIRST Crisis Service

Out of hours
crisis support



Who are we?

Renfrewshire Association for Mental Health was founded in 1978 by a group of service users, carers and workers who individually and collectively had taken a keen interest in highlighting the needs of people experiencing mental health difficulties.

The Association has developed since then, but retains as a founding principle, the desire to increase awareness and understanding of mental ill health throughout the community.

Value Statement

Our vision is to deliver services to individuals and their families in their local community, to enable recovery from mental ill health and promote well-being.

Helping to make the pieces fit ...

We can help you to get the support you need to make sure your mental health improves, so that you can enjoy your home, work, family, friends or hobbies again.

Renfrewshire Association for Mental Health is a charity registered in Scotland No SC010430 and also a company Limited by guarantee No 141458

What is FIRST Crisis?

F.I.R.S.T. Crisis is an out of hours Crisis Service which provides a short term support to anyone (16 - 65 years old) experiencing a crisis in their mental health, in Renfrewshire.

Team members are trained in a range of mental health issues, and have thorough knowledge of services in Renfrewshire.

**Flexible
Intervention
Response &
Support
Team**

When are we available?

**7 days a week
365 days a year**

Monday — Friday 9am — 10pm
Weekends 10am-530pm

Telephone
0141 848 9090

Freephone (from landlines)
0500 829 093

What do we do?

The Crisis Team provide a confidential support service specialising on mental health, and our aim is to support individuals through periods of crisis.

We can help to maintain an individual's existing sources of support, and explore longer term support options. We can access and liaise with other services and supports on your behalf.

Contact RAMH

You can find us at:
RAMH Head Office
41 Blackstoun Road
Paisley
PA3 1LU

You can contact us on:
Tel: 0141 847 8900
Fax: 0141 889 3673

You can email us on:
enquiries@ramh.org

Or you can visit our website at:
www.ramh.org

Please call us on 0141 847 8900 if you would like this leaflet in large print, Braille, on audio tape or on audio CD. If you need this information in a different language please get in touch and we can look at how we can help you with this.