This is for you Crisis Card
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Feeling low?

Speak to a caring professional, ask for your **crisis card** and get help to make a safe plan for times of need.

**NHS 24**
A 24 hour health service
**Freephone 111**

**Breathing Space**
A confidential phone line you can call if you’re feeling down
**0800 83 85 87**
6pm - 2am Mon-Thurs
6pm Friday - 6am Monday (24hrs)

**Samaritans**
Need to talk? We’ll listen 24 hours a day
Call **08457 90 90 90**
Text **07725 90 90 90**
Email [jo@samaritans.org](mailto:jo@samaritans.org)
Chris, PO Box 9090, Stirling FK8 2SA
or meet us in person

**Know the Score**
Info and Advice on DRUGS
**0800 587 5879**

**Drinkline Scotland**
Alcohol Advice and Support
**0800 7 314 314**

**Domestic Abuse**
24hr helpline
**0800 027 1234**

**Childline**
18 years and under
**0800 11 11**

**Your Local Crisis Numbers**
First Crisis **0141 848 9090**
Friend **0990 000 000**

---

**This is for you…**

**chooselife**
A national strategy and action plan to prevent suicide in Scotland
[www.chooselife.net](http://www.chooselife.net)
in partnership with www.ramh.org

“Like you, I struggle with life events that sometimes leave me feeling suicidal. I have had strong feelings and thoughts about taking my own life…

I realised that I couldn’t cope and finally I picked up the phone.

Now I feel less frightened sharing my thoughts and worries.

**Trust me… Try it….”**

**Advice and tips from me…**
- Find ways to relax
- Try to find things you enjoy
- Push yourself to get out more
- Try walking/swimming
- Play music
- Talk

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The website provides practical information and techniques on how to respond helpfully to children and young people's troubling behaviour, build up their self-esteem and promote their positive mental wellbeing.

YouTube is a video sharing website on which users can view, share or upload videos. Searching for “mental health resources” produces a multitude of useful, informative videos regarding mental health issues and mental health wellbeing.

**Helpline Numbers**

- **Dementia Helpline** 0808 808 3000 24hrs a day
- **Child Line** 0800 11 11 24hrs a day
- **Domestic Abuse Helpline** 0800 027 1234 24hrs a day
- **National Missing Persons Helpline** 0800 700 740 24hrs a day
- **Rape Crisis Scotland** 08088 010 302 24hrs a day
- **National Drink Line Scotland** 0800 7314 314
  (8am-11pm 7 days per week)
- **Hopeline UK** 0800 6841 41
  (Young people’s suicide prevention)
  Weekdays 10am - 5pm & 7pm - 10pm. Weekends 2pm - 5pm
- **The Line** 0800 88 444
  (for young people living away from home)
- **The Relationship Helpline** 0808 802 2088
  9am-8pm Monday to Thursday and 9am-5pm on Friday
- **Women’s Self Injury Helpline** 0808 800 8088
  Wednesday 7-9pm & Thursday 3-5pm
- **TESS national text and email support for girls and young women who self injure**
  Monday - Friday 7-9pm  Text:07800472908
  Email use link on website www.selfinjurysupport.org.uk
Crisis Contacts

Emergency
999

First Crisis
0141 848 9090
Freephone
0500 829 093
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Samaritans
08457 90 90 90
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Know the Score
(8am-11pm)
0800 587 5879

CPN out of hours service
0845 650 1730
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NHS 24
111
Page 10

Breathing Space
0800 83 85 87
Page 9

Domestic Abuse
24hr help line
0800 027 1234

Drinkline
0800 917 8282
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Childline
0800 11 11
Page 13
Websites and Other Resources

Online CBT Sessions
www.livinglifetothefull.com
Offers free life skills training based on a CBT model for people with anxiety and depression.
www.moodgym.anu.edu.au
A free self help program to teach cognitive behaviour therapy skills to people vulnerable to depression and anxiety.
www.glasgowsteps.com
This site will tell you all about common stress problems and give you some ideas on how best to tackle them.
www.counselling-directory.org.uk
A database UK counsellors and psychotherapists, with information on their training and experience, areas of counselling covered, fees and contact details.

Eating Disorders
www.b-eat.co.uk
This UK charity (formerly EDA UK) offers information and advice on eating disorders. Their website has a well-used and well-moderated discussion forum for people experiencing difficulties. They also run separate telephone helplines for adults and young people, a recorded information line and an SMS text information service.

Self Harm
www.nshn.co.uk
Offers support to individuals who self harm to reduce emotional distress and to improve their quality of life. It also supports and provides information for family and carers of individuals who self harm.
www.selfharm.co.uk
This site is a key information resource for young people who self-harm, their friends and families, and professionals working with them.
www.lifelink.org.uk
Crisis intervention service working in the North Glasgow area with people who self harm and at risk of suicide.
10 Tips for Wellbeing

1. **Eat a balanced diet and drink sensibly:** Improving your diet can protect against feelings of anxiety and depression.

2. **Maintain friendships:** Just listening and talking to friends who are feeling down can make a huge difference. So make sure you devote time to maintaining your friendships both for their sake and your own.

3. **Maintain close relationships:** Close relationships affect how we feel - so nurture them and if there is a problem within a relationship, try and resolve it.

4. **Take exercise:** The effects of exercise on mood are immediate. Whether it is a workout in the gym or a simple walk or bike ride, it can be uplifting. Exercise can also be great fun socially.

5. **Sleep:** Sleep has both physical and mental health benefits. Physically it is the time when the body can renew its energy store but sleep also helps us to rebuild our mental energy.

6. **Laugh:** A good laugh does wonders for the mind and soul.

7. **Cry:** It is good to cry. Even though it may feel terrible at the time, a good cry can release pent up feelings, and people often feel better afterwards.

8. **Ask for help when you need it:** The longer you leave a problem the worse it will get. Don’t be scared to ask for help from a family member, friend or professional.

9. **Make time for you:** Do you sometimes feel like you have no time for yourself? Make time for your hobbies and interests.

10. **Remember, work isn’t everything:** Ninety one million working days a year are lost to mental ill-health in the UK so maintain a balance between work and other interests.
Fibromyalgia Paisley & Inverclyde Network (Fibro PaIN)

Studio 3007
Mile End Mill
12 Seedhill Road
Paisley PA1 1JS

Tel: 0844 887 2369
Email: fibroinfo@paisleyfm.org
Website: www.paisleyfm.org

What do they do?
Fibro PaIN is a local support group for people with fibromyalgia. Anyone with fibromyalgia or affected by the condition is welcome to attend. The group provides support, information and advice through groups in Paisley and Greenock. Fibro PaIN works with FMA UK to raise awareness of fibromyalgia.

Who can access the service?
Anyone with fibromyalgia, their families, carers, friends. We also welcome health professionals with an interest in fibromyalgia.

How do people access your service?
Self-referral.

Additional Information
Paisley Group meets on the 3rd Monday of each month at 1.00pm in St Mirins Cathedral Parish Halls, Incle Street, Paisley. Inverclyde Group meets on the 3rd Thursday of each month at 11.00am in Your Voice, 12 Clyde Square, Greenock.
RAMH FIRST Crisis Service

**Tel:** 0141 848 90 90 or 0500 829 093

The Charleston Centre
49 Neilston Road
Paisley
PA2 6LY

**Website:** www.ramh.org

**What do they do?**
RAMH First Crisis is a Mental Health Crisis Service which provides a short term support to anyone in Renfrewshire aged 16 or over, who is experiencing a crisis in their mental health.

The team provide a confidential support service specialising in mental health, and aims to support individuals through periods of crisis.

The service can help to maintain an individual’s existing support network and explore longer term support options. The service can also access and liaise with a range of other services and supports on your behalf.

**Who can access the service?**
Anyone in Renfrewshire aged 16 or over, experiencing a crisis in their mental health.

**How do people access the service?**
Initially by telephone, self referral or professional referral. Face to face contact by arrangement.

Telephone 0141 848 9090 or 0500 829 093 (free from landline)

**Additional Information**
The service is open 365 days a year. 9am – 8pm on weekdays, 9am – 5pm weekends and public holidays.
Adult Mental Health Services

Dykebar Hospital - North, East and Arran and Bute Wards

Tel: 0141 884 5122
Website: http://www.nhsggc.org.uk

What do they do?
The service provides care and treatment for adults over the age of 18 with ongoing mental health issues where they cannot be managed in the community.

Out of Hours CPN Service

Tel: 0845 650 1730
Website: http://www.nhsggc.org.uk

What do they do?
Community Psychiatric CPN out of hours service provides crisis intervention, assessment and management of adults experiencing mental health issues.
Samaritans

Write to: Chris
P.O. Box 9090
Stirling
FK8 2SA

Visit our office in Glasgow:
210 West George Street
Glasgow
G2 2PQ
(9am-10pm)

Tel: 08457 90 90 90
Text: 07725 909090
Email: jo@samaritans.org
Website: www.samaritans.org

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Volunteers offer support by responding to phone calls, emails, texts and letters. Alternatively people can drop in to a branch to have a face to face meeting.

NHS 24

Tel: 111
Website: www.nhs24.com

If you are feeling ill now please contact your GP. If you’re ill when your doctor’s surgery is closed and you feel it can’t wait until it re-opens, call NHS 24 on 111. Calls to NHS 24 should cost no more than the price of a local telephone call from a BT landline. Calls from mobiles and other networks may vary.

This service is open to people living or visiting Scotland who have concerns about their health, including their mental health, when their GP’s surgery is closed.

The telephone helpline is accessed by phoning 111. To improve patients’ access to health information and advice, NHS 24 is also accessible through a digital TV channel.
Waverley Care

12 Queens Crescent
St George’s Cross
Glasgow
G49 AS

Tel: 0141 332 2520
Email: hepcglasgow@waverleycare.org
Website: www.waverleycare.org

What do they do?
Waverley Care (formerly C-Level) is a support and advice service for people who may be at risk of contracting hepatitis or for friends and family who require information. The service has a drop-in service every day between 10am - 12 noon. We have a support group every Wednesday between 2pm - 4pm as well as providing one to one sessions, pre and post test discussions as well as a buddy service.

Waverley Care also provide basic hepatitis C awareness sessions in community sessions for individuals at risk as well as for staff.

Waverley Care operate a drop in, once a month at the CACTUS project in Paisley. (See page 16 of this directory)

Who can access the service?
Anyone who lives in the NHS Greater Glasgow and Clyde area.

How do people access the service?
Waverley Care operates an open referral system and accepts referrals from a variety of sources including, self referrals.

Additional Information
Services are free to anyone in the Greater Glasgow and Clyde area.
What do they do?
The PAPYRUS national confidential helpline gives support and practical advice to young people worried about themselves and to anyone else concerned that a young person they know may be at risk of harming themselves.

Calls are free from BT landlines. Other networks and mobile rate may vary.

Helpline opening times:

Mon-Fri 10:00 am to 10:00 pm
Weekends 2:00 pm to 5:00 pm.

The service is confidential unless a life is at risk.

The helpline is staffed by professionals who are experienced in working with suicidal young people, families or carers.
Intensive Home Treatment Team (IHTT)

Charleston Centre
49 Neilston Road
Paisley
PA2 6LY
Tel: 0141 618 3333

What do they do?
The service is for all adults over the age of 18 years with mental health problems who are experiencing a psychiatric crisis and/or relapse of such severity that without the involvement of the IHTT would be at risk of being admitted to hospital.

The service is not appropriate for individuals with the following needs:
◊ A primary diagnosis of alcohol or other substance misuse
◊ A primary diagnosis of learning disabilities
◊ Current involvement with the Forensic Community Mental Health Team/services

Who can access the service?
◊ People who live within Renfrewshire CHP Area
◊ 16-18 year olds not in full time education
◊ People in hospital where an early supported discharge can be facilitated.

How do people access the service?
Referrals are considered strictly against service criteria. Telephone referrals will be accepted from the following health or social care professionals:
◊ GP’s and other primary care practitioners
◊ All Mental Health Professionals
◊ A & E Departments
◊ NHS 24
◊ Emergency Duty Services
◊ Health & Social Care Community Teams
◊ Police & emergency services
Renfrewshire Foodbank

31 Broomlands Street
PAISLEY
PA1 2NG

Tel: 0141 889 7999
Email: info@renfrewshire.foodbank.org.uk
Website: http://renfrewshire.foodbank.org.uk

What do they do?
Renfrewshire Foodbank is the third busiest Foodbank in Scotland with distribution centres in Paisley, Johnstone and Erskine. Over 60 local volunteers enabled us in the year 2103/14 to feed 4,590 clients (3,563 adults and 1,027 children) with the assistance of 35 partner distribution agencies. With the most deprived area in Scotland (Ferguslie Park) here in Renfrewshire and with 25% of our datazones included in Scotland’s most income deprived areas and with unemployment and alcohol and drug related dependencies consistently above the national average we see in this current year a growing demand for emergency food aid.

Who can access the service?
Anyone who presents with a food voucher or qualifies for a food voucher.

How do people access your service?
Professionals from statutory and voluntary organisations such as health visitors, social workers, Citizens Advice Bureau staff, welfare officers, the police and probation officers, identify people in crisis and issue them with a foodbank voucher. Clients bring their voucher to a foodbank distribution centre where it can be exchanged for three days supply of emergency food.
What do they do?
National UK charity working to prevent suicide in young people (35 years and under)

The PAPYRUS national confidential helpline - HOPElineUK 0800 068 4141—gives support and practical advice to young people worried about themselves and to anyone else concerned that a young person they know may be at risk of harming themselves.

Who can access the service?
All

How do people access the service
Helpline opening times: weekdays 10am-5pm, 7pm-10pm, weekends 2pm-5pm. A call back service is in operation.

The helpline is staffed by professionals experienced in working with suicidal young people, families and carers.

Additional Information
Calls are free from BT landlines. Other networks and mobile rates may vary.
RCA Employee Support

Mirren House,
Back Sneddon Street
Paisley
PA3 2AF

Tel: 0141 887 0880
Helpline: 0845 230 0038
Fax: 0141 887 8063
Email: info@rcatrust.org.uk

What do they do?
This service offers support to those people with addiction issues and who are in employment. The support also includes employers who are employing a person with addiction issues.

Who can access the service?
Employers with employees who have addiction problems and employees with addiction problems

How do people access the service?
Self referral or referral via GP, hospitals, courts or social work departments.

Additional Information
There is a waiting list for this service. The service is free although donations are accepted.
Support in Mind Scotland

Unit 6 Newington Business Centre
Dalkeith Road Mews
Edinburgh
EH16 5GA

Tel: 0131 662 4359
Fax: 0131 662 2289
Email: info@supportinmindscotland.org.uk
Website: www.supportinmindscotland.org.uk

What do they do?
Support in Mind Scotland provides direct services in some parts of Scotland but not in Renfrewshire.

We do however provide an information service from our National Office in Edinburgh and can provide information on a variety of matters relating to mental illness. The information service is usually available weekdays between 9.30am and 4.30pm.

We are also a membership organisation. Most of our members are individuals affected by mental illness either as service users or as carers/family members.

There is no fixed membership fee and membership entitlements include receipt of our twice yearly Newsletter and other correspondence/Annual Reports etc. as well as opportunities to contribute to our national policy influencing role.

Who can access the service?
Anyone in Scotland, or supporting someone living in Scotland, who has an interest in or has concern about issues for people affected by schizophrenia and other mental illnesses.

How do people access the service?
Please contact the projects listed on our website for further information.
Renfrewshire Integrated Alcohol Service

Back Sneddon Centre
Paisley
PA3 2DJ

**Contact:** Lynn MacDonald (Team Leader)
**Tel:** 0300 300 1199
**Fax:** 0141 618 5267

**What do they do?**
IAT is an integrated team which means staff from Social Work and NHS work together to support clients. IAT provides support and information for anyone in Renfrewshire aged 18 or over who care for people with alcohol problems.

The IAT provides services to clients who are unwilling or unable to attend APC yet still require a service at Tier 3 level.

The team consists of nursing and social work staff as well as a Psychologist, Occupational Therapist and an admin worker. The team provides a range of interventions, including assertive outreach, motivational sessions, harm reduction, community detox, relapse prevention and health promotion.

We work with people who are abstinent or continue to drink and offer support at home for those that require it. We work closely with Alcohol Problems Clinic and Liaison services as well as Renfrewshire Drugs Service, RCS Trust and Mental Health Services among others.

**How do people access the service?**
People can self refer through ASeRT on 0141 207 7878 or be referred by their GP. Other professionals can refer through ASeRT, or internal referral to Medical Records, Dykebar Hospital.
VOX (Voices of Experience)

c/o Mental Health Foundation
5th Floor Merchants House
30 George Square
Glasgow
G2 1EG

Tel: 0141 572 1663
Email: info@voxscotland.org.uk
Website: www.voxscotland.org.uk

What do they do?
We are a national mental health service user led organisation and work in partnership with mental health and related services to ensure that service users get every opportunity to contribute positively to changes in the services that serve them.

Who can access the service?
Membership of VOX is open to individuals who have or have had mental health problems, mental health groups can also become members.

How do people access the service?
By calling the number above.

Additional Information
There are no fees at present for membership of VOX.
Drinkline

**Helpline:** 0800 7314 314.

Call free from 9am to 8pm to talk to someone in confidence about alcohol.

**Website:** www.drinksmarter.org

**What do they do?**

Drinkline is an advice and information line for anyone who wants more information about alcohol, local services than can help or simply talk about drinking and alcohol issues. Drinkline offers the following services:

- Information and self-help materials
- Signposting to support in Scotland.
- Help to callers worried about their own drinking
- Support to the family and friends of people who are drinking
- Advice to callers on where to go for help.

**Who can access the service?**

Anyone wanting help or information on drinking and alcohol and issues.
Choose Life Renfrewshire

Studio 1001 -1011
Milend Mill
12 Seedhill Road
Paisley
PA1 1JS

**Tel:** 0141 849 2200  
**Fax:** 0141849 2254  
**Email:** Douglas.Johnston@renfrewshire.gcsx.gov.uk  
Rosemary.Mullan@renfrewshire.gcsx.gov.uk  
Elizabeth.Aitken@renfrewshire.gcsx.gov.uk  
**Website:** www.chooselife.net

**What do they do?**
Choose Life provide advice, information, guidance and training to staff, carers and the community to help them support those who are suicidal and or self harming. We can offer advice on appropriate responses and interventions as well as signposting on to specific services. Our training programmes includes STORM (Skills Based Training on Risk Management), ASIST (Applied Suicide Intervention Skills Training), SafeTALK and Self Harm Awareness and Skills. We will tailor training to suit the needs of individual organisations and provide short presentations to teams or community groups seeking to learn more about suicide prevention and self harm interventions. We also support the annual Memorial Tree Ceremony at Renfrewshire House in January and the annual ‘No Substitute for Life’ Memorial Football tournament in June.

**Who can access the service?**
Anyone living or working in Renfrewshire

**How do people access the service?**
Contact the service directly

**Additional Information**
No charge for training etc
Crisis Counselling

Riverside House
Old Ferry Road
Erskine
PA8 6AX

Tel: 0141 812 8474
Fax: 0141 812 8474
Email: info@crisiscounselling.co.uk
Website: www.crisiscounselling.co.uk

What do they do?
A comprehensive counselling service open to all ages, training an Employee Assistance Programme services. Trauma we are a social Enterprise and all of our contract work funds our service to the community. We will be delivering increased services via skype from 2014.

Who can access the service?
We have no geographic or age barriers.

How do people access the service?
Telephone, email, via web, self referral or external referral agency

Additional Information
Our charges are £5 per session for children and those on low income/unemployed and £15 per session for fully employed.

We have disabled access.
Scottish Recovery Network

Suites 320-323
Baltic Chambers
50 Wellington Street
Glasgow
G2 6HJ

Tel: 0141 240 7790
Email: info@scottishrecovery.net
Website: www.scottishrecovery.net
Twitter: @SRN_Tweet

What do they do?
The Scottish Recovery Network (SRN) is a non-profit organisation working to achieve ‘A Scotland where mental health recovery is a reality for all’. We know people can and do recover from even the most serious mental health problems. We want to see more
- Knowledge and understanding of recovery
- Empowerment for people affected by mental health problems
- Recovery focused policy and practice

Knowledge
- We raise awareness of recovery through social media, multi-media, resources and events.
- We commission and participate in research to build up a robust evidence base in support of recovery.

Empowerment
- We promote recovery rights like participation in decision making, choice and control.
- We encourage peer support working and self-management including Wellness Recovery Action Planning (WRAP).
- We support story sharing through the Write to Recovery website.

Practice
- We work to ensure that mental health policy-makers and professionals are recovery focused.
- We developed the online SRI 2 tool and support professional training and learning.
- We promote recovery policy in health and wider sectors across Scotland
What do they do?
Our relationship counselling services provide you with the support you need wherever you are in Scotland. The benefits for you will depend on your specific situation, but at The Spark we know that people who take the step into counselling experience tangible improvements.

Who can access the service?
Whether you are a couple, part of a couple, or are looking for support individually, we have services for you. We have 17 regional centres from which we can provide you with local face-to-face support. Telephone and online counselling are also available for individuals.

How do people access the service?
By telephone or online—please contact our Appointments Team on 0845 271 2711 to find the best arrangement for you.

Additional Information
There is a charge for sessions but we keep this as affordable as possible.

Appointments Telephone Service is available 9am—8pm Monday to Thursday and 9am-5pm on Fridays. Waiting lists may vary from centre to centre.
Renfrewshire Child Protection Committee

It's everyone's job to make sure children in the Renfrewshire area are safe.

If you see behaviour which concerns you, or if a child or young person tells you something, you need to take them seriously, do something about it and speak to someone.

Raise your concerns with a teacher, a doctor, a health visitor, a social worker, a Police Officer, or nursery staff.

Help Lines are available if you are worried or know of a child who could be at risk of abuse or neglect. Please speak to a member of staff at one of the following numbers:

Your call will be treated in the strictest confidence.

◊ Childline: 0800 11 11
◊ Social Work Services 0300 300 1199
◊ Police Scotland 101

For more information on the Child Protection Committee please visit the website at www.renfrewshire.gov.uk
What do they do?
Time4U provide a full time confidential one to one counselling service. The counsellors are available Monday-Friday 9am - 5pm.

Who can access the service?
The service is available to all West College Scotland (formerly Reid Kerr) college students. All full time, part time, evening class or outreach courses.

How do people access the service?
Students can self refer, contacting the counsellors directly on the contact details above. Students can also arrange initial appointments via their lecturer or guidance tutor.

Additional Information
Time 4 U is free to all West College Scotland students.
ParentLine Scotland
(Children 1st)

**Helpline:** 0800 028 2233
**Website:** www.parentlinescotland.org.uk

**What do they do?**
ParentLine Scotland help parents deal with problems no matter how big or small. The helpline is free and confidential for anyone caring for a child in Scotland.

The helpline is open from 9am to 10pm from Monday to Friday and from 12pm to 8pm at the weekend.

**Who can access the service?**
Anyone caring for a child in Scotland or anyone who has a concern about a child, whatever the circumstances.

**Additional Information**
ParentLine Scotland is a confidential service. We don't pass on information to anyone unless you agree, or a child is in danger or at risk of serious harm. Your telephone number does not show up and you do not have to give your name or address. Just tell us as much about yourself as you're comfortable with. Sometimes for reasons of quality control, a supervisor will listen to calls.

ParentLine Scotland also runs:
- The national Kinship Care Helpline for thousands of kinship carers across Scotland.
- A dedicated Abuse Support Line on 0800 345 7457
Wynd Counselling Service

Wynd Centre
6 School Wynd
Paisley
PAI 2DB

**Tel:** 0300 500 0471 or 0141 887 4647
**Fax:** 0141 848 5139
**Email:** karen.m@thewynd.org.uk

**What do they do?**
We provide one-to-one counselling and couple counselling. We also have a Youth Counselling Service for young people aged 11-15 years.

**Who can access the service?**
There are no age boundary restrictions in our adult service. Youth counselling is from 11 years of age.

**How do people access the service?**
Clients are encouraged to telephone the above number to arrange an initial appointment.

**Additional Information**
Minimum £5 donation per session for one-to-one counselling. Couple counselling is £25 per session. Youth counselling is free.

Fees can be reduced or waived completely depending on financial circumstances.

Disabled access.

We offer appointments Monday to Friday 9am-8pm and Saturdays 9am-4pm
What do they do?
Parents Enquiry Scotland offers support to parents of gay, lesbian, bisexual and transgender people across Scotland.

Confidential help lines are operated by parents. We are not counsellors but have been through the experience of learning to understand and support our own gay children. Telephone calls are welcome at any reasonable time, but as our help lines are operated from our own homes, please either leave a message or call again if you don't manage to get through to us first time.

One of the main problems faced by families of LGBT people is a sense of isolation, so we are happy to meet people; this is usually one-to-one, but sometimes we arrange for groups to meet. We also provide speakers to talk to interested organisations and have a comprehensive book list and leaflets available.

Who can access the service?
Anyone in Scotland who feels they need the support.

How do people access the service?
By telephone. By email.

Additional Information
The service is free. Please contact the centre for more information at contacts above.
Cruse Bereavement Care Scotland
West of Scotland Region

c/o The Spark
3rd Floor
Waterloo Street
Glasgow
G2 7DA

Tel: National Phone line 0845 600 2227
Email: glasgow@crusescotland.org.uk
Website: www.crusescotland.org.uk

What do they do?
Bereavement support (individual and group)

Who can access the service?
Anyone resident in the Glasgow, Inverclyde and Ayrshire areas

How do people access the service?
By contacting our National Phone line 0845 600 2227
NHS Inform Mental Health & Wellbeing Zone

Web based service

**Website:** http://www.nhsinform.co.uk/mentalhealth

**What do they do?**
The Mental Health and Wellbeing Zone can help you to improve your mental health and wellbeing by providing high quality, trustworthy information on different aspects of mental health and wellbeing.

The Mental Health and Wellbeing Zone also provides information regarding:

- Common mental health problems, including symptoms, diagnosis, treatment and more.
- Mental wellbeing including managing stressful situations, having a positive mental outlook.
- Accessing help when dealing with mental health problems.
- Advice on what to do if you are worried about someone’s mental health and wellbeing.

It also provides links to:

- Breathing Space
- Living Life
- The choice and medication portlet which has information on medication used to treat mental health conditions.

**Who can access the service?**
This is open to people living or visiting Scotland.

**How do people access the service?**
This is a web service and is accessed at:

http://www.nhsinform.co.uk/mentalhealth
NHS Living Life

Telephone service
Tel: 0800 328 9655 (Mon-Fri 1pm to 9pm)
Website: http://www.nhs24.com/UsefulResources/LivingLife

What do they do?
Living Life is a free Cognitive Behavioural Therapy (CBT) telephone service for people over 16 who are suffering from low mood, mild to moderate depression and/or anxiety.

Who can access the service?
Two types of telephone intervention and support are provided:
- Living Life Guided Self Help (CBT with a self-help coach) which is available to anyone over the age of 16 in Scotland who is suffering from low mood, mild to moderate depression and/or anxiety.
- Living Life Cognitive Behavioural Therapy (CBT with a therapist). This type of intervention (for people over the age of 16) is only available in NHS Greater Glasgow and Clyde (West Dunbartonshire), Lothian, Borders, Western Isles, Shetland, Orkney and NHS Highland.

How do people access the service?
Living Life can be accessed either by:
- GP referral, or
- Phoning the free, confidential phone line on 0800 328 9655 (Mon-Fri 1pm to 9pm). You will be asked to provide some details and then an assessment appointment will be arranged to discuss the service and how help can be provided to you.

If you would like to contact the team by mail, the address is:
NHS Living Life
5th Floor
Golden Jubilee National Hospital
Beardmore Street
Clydebank G81 4HX

Additional Information
Living Life is free from telephone land lines.
Web based service

**Website:** www.nhsinform.co.uk/easy-info

**What do they do?**
The Easy Info Zone contains accessible information for people with a learning disability about
- Health conditions
- Wellbeing
- Tests and treatment

**Who can access the service?**
The Easy Info Zone is open to people living or visiting Scotland.

**How do people access the service?**
This is a web service and is accessed at:

http://www.nhsinform.co.uk/easy-info

**Additional Information**
Information within the Zone is in Easy Read. Easy Read is information for people with a learning disability that uses words and images together. It is also available in audio and video.
Active Communities

41 Blackstoun Road
Paisley
PA3 1LU

Tel: 0141 258 9923
Email: info@activecommunities.co.uk
Website: www.activecommunities.co.uk

What do they do?
Active Communities provide a range of programmes aimed at:

◊ Increasing physical activity- weekly sessions take place at 24 venues in Renfrewshire with over 500 people participating. We offer a range of classes including: walking, jogging, buggy buddies, Mums On The Run, Walk-n-Tone, Girls On The Run, Active Families, physical activity for older adults and Hearty Lives for young people.
◊ Improving social and emotional health & well being, promoting citizenship through offering personal development sessions, health issues in the community and British Heart Foundation Healthy Heart training as part of our classes or stand alone sessions.
◊ Recruitment, training & supporting local people through our education and training programme for volunteers & staff, enabling local people to become “active community” champions for their area.
◊ Improving community consultation through a range of fun and innovative events including family fun days, development days for volunteers/staff & team building events.
◊ Harnessing the energy and commitment of partner agencies to work with us through the Renfrewshire Intergenerational network and community led health and wellbeing network.
◊ Bespoke programmes / events can be developed for groups and partners.
◊ A range of physical activity classes (walking/jogging, buggy buddies, cycling, ballroom fitness) and health & well being courses. Classes are aimed at all ages and abilities. Courses can be designed for groups.

Who can access the service?
Most classes are open to all ages and abilities. Renfrewshire wide.

How do people access the service?
Self referral

Additional Information
Small charges may apply to some classes.
Citizens Advice Bureau Renfrewshire

45 George Street
Paisley
PA1 2JY

Tel: 0141 889 2121
Fax: 0141 849 7116
Website: www.cas.org.uk

What do they do?
Citizens Advice Bureau Renfrewshire provides advice to members of the public on a wide range of issues, from housing advice, welfare rights advice, debt advice as well as consumer and legal issues and family issues.

Who can access the service?
Anyone in Renfrewshire.

How do people access the service?
Self referral. The George Street centre offers a drop in service from Monday to Thursday between 10.00am and 3.30pm. You will be seen on the same day although waiting times to see an adviser can be an hour or more

Outreach services are by appointment only. For an appointment call: 0141 840 6026.

Additional Information
The service is free, impartial and confidential. Waiting lists for Outreach services may be in operation.
Roar– Connections For Life

West End Community Centre
5A Underwood Lane
Paisley PA1 2SL
Tel: 0141 889 7481
Email: info@roarforlife.org

What do they do?
Roar Connections for Life is a charity providing low level services to older adults throughout the Renfrewshire area. Our services are delivered by volunteers and co-ordinated by Roar staff.

We aim to:
Work in partnership with older people and with local communities to build community capacity, improve health and wellbeing, maximise independence and reduce the impact of social isolation. Roar has been co-designed, developed and funded by Renfrewshire Council and Renfrewshire CHP.

Roar Health & Wellbeing Clubs for Older Adults Aged over 65.
Roar Clubs offer a healthy meal, a tailored health and wellbeing programme, information and an opportunity to socialise.

Currently Roar operates 13 clubs in 11 venues in Renfrewshire. The clubs operate on different days in various venues throughout Renfrewshire. Transport to clubs is subject to the availability of volunteers.

Roar Clubs provide a healthy lunch at a cost of £2.90 per person (tea/coffee is extra). Full details for each club are given on application. All clubs start at approximately 12 noon. Some extended activity programmes may also have a small charge.
Engage

10 Falcon Crescent
Paisley
PA3 1NS

Tel: 0141 887 7707
Fax: 0141 887 8808
Email: info@engagerenfrewshire.com
Website: www.engagerenfrewshire.com

What do they do?
Engage Renfrewshire is the local third sector interface, providing help and support to voluntary organisations and charities across Renfrewshire.

Whether you are just thinking about setting up an organisation in your community, or you are already established and need help to develop, we can help you. We provide advice and training across a wide range of areas, including setting up a group, raising funding and organising events.

We can also help people to find volunteering opportunities that build their confidence and skills and benefit local communities at the same time.

Who can access the service?
Voluntary organisations and charities in Renfrewshire, and people who are thinking about starting up new organisations.

How do people access the service?
You contact Engage directly or through other public sector or public funded organisations that you may be working with, such as the council or a community council.
What do they do?
As part of the Community Mental Health Teams, the Community Development Service aim to help people make their next step in their recovery from mental ill health. We do this by providing:

A community based group work programme in areas such as:
- Physical activity
- Self help
- Social & recreational groups
- A monthly carers group
- Psycho-education for all types of mental illness
- A robust sign posting service to additional mental health or main stream community supports
- A good entry point into ‘informal’ mental health services and we liaise and work in partnership with numerous community agencies to provide a comprehensive service
- A range of therapeutic activities to help individuals develop skills and boost confidence.

Who can access the service?
Anyone living in Renfrewshire aged between 16 – 65 years who is recovering from mental ill-health. However, if the person receives support from another area of the Community Mental Health Team i.e. has CPN, occupational therapy support etc. they will be able to access our service regardless of age.

How do people access the service?
A simple Referral Form needs to be completed before using our services. You can be referred by your GP, CPN, psychiatrist or by anyone else who supports you.
What do they do?

ACT is a support group for those who live with or look after someone who has problematic alcohol use. The group offers peer support, stress & anxiety management and up to date information and education on alcohol.

Who can access the service?
The group is open to all those who live in Renfrewshire, living with alcohol misuse.

How do people access your service?
Self referral, referral from other agencies.
RAMH ACTIVE Project

The Charleston Centre
49 Neilston Road
Paisley
PA2 6LY

Tel: 0141 618 5600
Email: pbh@ramh.org
Website: www.ramh.org

What do they do?
“ACTIVE/RAMH” offers a variety of social supports to adults dealing with mental health difficulties in the Renfrewshire Area. From informal drop-ins and Link Clubs to short term information based groups such as anxiety management we provide these groups both at the Charleston Centre and in various community venues. Activities currently include walking, gardening & football groups.

Who can access the service?
Adults in Renfrewshire dealing with mental health problems.

How do people access the service?
Professional and self referral is available using the standard RAMH referral form.

Additional Information
All services are free to adults in Renfrewshire dealing with mental health problems appropriate to our services. Some services/groups are time limited and others may involve a waiting list. Health & safety guidelines mean that some groups will have a maximum number of participants.
Renfrewshire Carers Centre
Young Adult Carers Project

What do they do?
This service provides support for young people aged 18-24 who have caring responsibilities.

Renfrewshire Carers Centre
Carers

What do they do?
Please contact the carers centre for further information.

Who can access the service?
Any adult carer who is an unpaid carer living in Renfrewshire. Priority is given to those carers with greatest need and to those who have just suffered bereavement.

How do people access the service?
This service operates an open referral process. You can be referred by anyone such as your GP, Nurse, Social Worker etc. or you can simply self refer.

Additional Information
The service is free of charge although there is usually a waiting list for individual therapies and the therapy group.
What do they do?
The Live Active Referral Scheme is a service for those who are currently inactive and would benefit from increasing their physical activity and/or for people who would like to address their eating habits. The scheme aims to provide support, over a 12 month period, in order for participants to gain the skills, knowledge and confidence necessary in leading an independent, healthier lifestyle.

Who can access the service?
Anyone over the age of 16 who is inactive and requires more advice around activity and a healthy lifestyle.

How do people access the service?
It is a referral service. GP’s, Practice Nurses and Physiotherapists generally refer. The referrer should have full access to medical records so they can fill the referral form out accurately which will give the Live Active advisors information to assess suitability.

Additional Information
The meetings and ongoing support with the advisors are free however should the client wish to access the centre to use the facilities then they would pay the appropriate rate depending on their circumstances. This is something that would be discussed at the baseline appointment.

Normally there is a 3-4 week waiting list before your first appointment.
Renfrewshire Carers Centre
Kinship Carers Project

What do they do?
The Kinship Carers Project offers support to family members who have been left with the care of children whose parents are ill, disabled or have addiction issues and can no longer look after them. The project offers one to one support, training, information and advice, respite and days out. The project also has a support group that meets on the last Tuesday of the month.

Who can access the service?
Family members across Renfrewshire who are caring for children whose parents are ill, disabled or have addiction issues and can no longer look after them.

How do people access the service?
Self referral or referral by a health or social care professional.

Additional Information
The Carers Centre is accessible to wheelchair users.

Emergency & Future Planning Project

What do they do?
The Future Planning Project is a brand new service that will support carers to create emergency and future care plans. We will provide carers with information about services to help them cope and make positive changes, link carers to appropriate care services and identify future areas of need. Specialised support will enable carers to plan for the future as we understand that this may be a difficult and emotional journey.

Who can access the service?
Carers over the age of 50 living within the Renfrewshire area.
RAMH - Employability

41 Blackstoun Road
Paisley
PA3 1LU

Tel: 0141 847 8900
Fax: 0141 849 3673
Email: enquiries@ramh.org
Website: www.ramh.org

What do they do?
RAMH provides a service to individuals who are clients of Ingeus / Working Links and who require specialist support in anticipation of engaging in employment, volunteering or further education. The programme consists of several workshops, which aim to provide ‘Life to Work’ preparation.

Who can access the service?
Adults in Renfrewshire.

How do people access the service?
By referral via Ingeus / Working Links.
Renfrewshire Carers Centre
Carers Information Service

Tel: 0141 887 3643
Fax: 0141 887 3643
Email: info@renfrewshirecarers.org.uk
Website: www.renfrewshirecarers.org.uk

What do they do?
The centre provides information via our website and our newsletter that is published 4 times a year. There is also information and advice provision at the centre for carers with queries about health conditions, welfare rights and services.

Who can access the service?
Anyone who is an unpaid carer living in Renfrewshire, or professionals working on behalf of carers

How do people access the service?
Via GPs, RAH, the RAH Information Worker, Social Work, District Nurses, schools/colleges and self referral.

Additional Information
The service is free of charge and there is not usually a waiting list. The carers centre is wheelchair accessible and home visits can be arranged.

Renfrewshire Carers Centre
Carers Respite Sitting Services

What do they do?
This project offers respite for a carer by putting in a paid sessional worker for up to 4 hours a fortnight, to allow the carer a break away from the home.
The NetWork Service

Unit 2003, 2nd Floor
Mile End Mill
12 Seedhill Road
Paisley PA1 1JS

Tel: 0141 849 2297
Email: Debbie.Lessels@ggc.scot.nhs.uk

What do they do?
The NetWork Services is a vocational rehabilitation service with 3 key activity areas:

Meaningful Day / Positive Activity
Facilitate individual’s to identify, achieve and maintain their vocational goals.
Supporting people into educational / training / volunteering opportunities.
Supporting people to connect in their community.
Supporting people to engage in meaningful day activities.
Assistance to access other specialist agencies.

Supporting people into employment
Providing an IPS (Individualised Placement & Support) Approach in finding paid work.
Employment Work Placements.
Assistance with C.V., job search, application forms and interviews.
Analysis of skills and support to find the right job.
Job Carving and Employer Engagement.

Job Retention
Supporting individuals who are struggling to retain their job during a mental health / addiction challenge.
Return to work co-ordination, working with employee, employer, Occupational Health and HR.
Ongoing in work support for employees
Education and support for employers eg mental health conditions, Equality Act 2010.
Negotiating reasonable adjustments within the workplace.

Who can access the service?
People in Secondary Mental Health Services and People in addictions services who are stable and in recovery. Clients must have an allocated Keyworker as NetWork staff work in collaboration with Keyworker.

How do people access the service?
By referral from the allocated key worker within secondary care mental health or addiction services.
Queen Street
The Richmond Fellowship Scotland

20 Queen Street,
Paisley
PA1 2TU

Tel: 0141 849 1769
Fax: 0141 848 9782
Website: www.trfs.org.uk

What do they do?
Our Queen Street service offers support to adults with mental health difficulties, learning disabilities, autism and alcohol related brain damage. We support people to develop their independent living skills, to be active in their community and to achieve their life goals.

Each person lives in their own home in Paisley and receives support that meets their needs from a few hours a week to intensive daily support. Our experienced team enables people who have not lived independently before to make real progress in their life.

Who can access the service?
Our service works with any adult age group, throughout the Paisley area.

How do people access the service?
Referrals usually come through Social Work Services, but we are happy for you to contact us directly for more information.
You First Advocacy

47 Causeyside Street
Paisley
PA1 1YN

Tel: 0141 849 1229
Fax: 0141 887 5971
Email: dennis@youfirstadvocacy.org

What do they do?
The service provides advocacy support to vulnerable individuals in the community and in Dykebar Hospital. Advocacy seeks to ensure that these individuals are being listened to while they engage with services and that their rights are being upheld. Working in the main part with mental health, the service also supports learning difficulties, physical disabilities and older people. Advocacy also supports people who are detained under the Mental Health Act at mental health Tribunals. You First advocacy will work with clients until their issues are resolved in terms of their legal rights, their desired outcomes or agreement through negotiation.

Who can access the service?
The service covers Renfrewshire but not East Renfrewshire. Target groups as above.

How do people access the service?
Self referral, social work, GP and carers or other relevant services.

Additional Information
No charge. Waiting list is prioritised depending upon issue presented. Maximum 8 to 10 weeks. There is disabled access to office premises.
Rowan Wynd
The Richmond Fellowship Scotland

9 Rowan Wynd
Paisley
PA2 6FH

Tel: 0141 848 9774

What do they do?
Rowan Wynd offers supported living service for 12 individuals. The service offers a combination of modern accommodation and high quality support to people with mental health difficulties and learning disabilities. Each person has a tenancy agreement and receives 1-1 support to enable them to become more independent and make progress towards their life goals.

Who can access the service?
The service is open to all adults, there is no upper age limit. The service is available to people with mental health difficulties and learning disabilities.

How do people access the service?
Referral is usually made through Social Work Services, however we are happy for you to contact us directly for more information.

Additional Information
Social Work Services will carry out a financial assessment to see if there will be any charges to individuals using the service.
Renfrewshire Carers Centre
Independent Advocacy for Carers

Renfrewshire Carers Centre
Unit 55 Abbey Mill Business Centre
The Embroidery Mill
Seedhill, Paisley
PA1 1TJ

Tel: 0141 887 3643
Fax: 0141 889 4085
Email: maureenf@renfrewshirecarers.org.uk
Website: www.renfrewshirecarers.org.uk

What do they do?
Advocacy means supporting someone to express their views about their situation. Carers often find that they spend so much time in their caring role that they do not have any time left for themselves. Often carers find it difficult to have their voice heard by others and this can leave them in a situation where their needs are not taken into account. An advocate can assist by being an extra voice for carers or provide extra support that allows carers to speak out for themselves.

An advocate can assist carers by:
- Attending meetings/reviews.
- Help write letters & make telephone calls on behalf of carers.
- Help access social work & other carer support services.
- Support with housing issues.
- Support with transition from home to long term care.
- Help with education issues (nursery to higher education).
- Help to access legal advice.

ADVOCACY ALLOWS PEOPLE TO BE HEARD.

Who can access the service?
Any carer over 18 living in the Renfrewshire area.

How do people access the service?
To find out more or to make a referral contact us by telephoning, emailing or calling into the Carers Centre.

Additional Information
The service is free to all carers living in Renfrewshire.
What do they do?
Provide support to young parents and young people who are experiencing difficulties in accessing or sustaining accommodation.

The service offers both emotional and practical support, this includes; help with benefits, housing issues, substance misuse and help to access or sustain employment and education.

We also provide a group work programme which includes pre-natal and new baby groups for young parents and a tenancy support group.

Who can access the service?
Young people aged under 21 years who live in Renfrewshire.

How do people access the service?
Self referral or referral by a professional referral from agencies such as; health visitor, midwife, housing officer, social worker.

Additional Information
The service operates on an outreach basis from Monday - Friday 9 - 5pm. There is also a duty system for anyone who urgently needs to see a support worker for housing support. Duty appointments are available on Tuesdays, Wednesdays and Thursdays between 10-3pm.
Deafblind Scotland

21 Alexandra Avenue,
Lenzie,
East Dunbartonshire,
G665BG

0141 777 6111

Fax: 0141 7753311
Email: info@deafblindscotland.org.uk
Website: www.deafblindscotland.org.uk

What do they do?
Deafblind Scotland's Guide/Communicator service is available in most parts of Scotland and can be tailored to an individual's needs. It changes lives by enabling people with a severe dual sensory impairment to remain involved in their own community by:

- Ensuring equal access for individuals living with dual sensory impairment - deafblindness.
- Promoting independence
- Providing stimulation
- Encouraging integration into the community

Who can access the service?
Deafblind adults living in Scotland.

How do people access your service?
Self Referral.
RCA Trust Accommodation Support

Mirren House,
Back Sneddon Street
Paisley
PA3 2AF

Tel: 0141 887 0880
Helpline: 0845 230 0038
Fax: 0141 887 8063
Email: info@rcatrust.org.uk

What do they do?
This service provides accommodation to those with addiction problems. Trained workers visit people in their homes and offer support.

Who can access the service?
People living in Renfrewshire. To use this service, users must attend support sessions and commit to be alcohol free for a number of weeks.

How do people access the service?
Self referral or referral via GP, hospitals, courts or social work departments

Additional Information
There is a waiting list for this service. The service is free, but donations are accepted.
What do they do?
The Respite Service provides accommodation and support to individuals requiring a short time away from their existing tenancy. This may be due to:

- Issues around adult protection
- Assessment of need to be carried out
- To provide more intensive support, due to a breakdown in the individuals mental health.

If a service user has a Carer, The Respite Service also provides the opportunity for Carers to receive a break from their caring role knowing that their cared for is being supported by experienced and trained staff. Support can be provided from the individuals own home, for short periods of time, at a planned regular time that suits the individual and the Carer or within our 1 bedroom flat for longer planned breaks such as Carers holidays or hospital admission.

Support can be provided with all aspects of managing the tenancy and supporting an individuals health and well being.

Who can access the service?
The service is available to individuals from across Renfrewshire who have involvement from the Community Mental Health Team.

How do people access the service?
Referrals are required to be made by the Community Mental Health Team.

Additional Information
There may be a charge for the service, dependant on your financial circumstances.
Practical Support Team

Community Mental Health Services
Mile End Mill
Studio 1001-1011
12 Seedhill Road
Paisley
PA1 1JS
Tel: 0141 849 2200

What do they do?
The Practical Support Team, as part of The Community Mental Health Teams, support individuals recovering from mental health problems to maximise and maintain their independent living skills within their own tenancy and the community. The team will offer support and guidance, allowing the individual to develop skills and complete practical tasks independently. The team will support the individual to attend appointments, access local resources and promote social inclusion.

The Practical Support Team also provide a free support service to the carers of individuals with mental ill health, offering emotional and social support, support to access carer’s resources and educational materials.

Who can access the service?
The service is available to individuals currently involved with the Community Mental Health Teams within the Renfrewshire area.

How do people access your service?
Access to the service is by referral from a professional from the Community Mental Health Team involved in the individual’s care.

Additional Information
The Practical Support Team is a chargeable service in line with Renfrewshire Council’s care at home charging policy. The service charge is individually assessed by completing a financial assessment.
What do they do?

Lifeskills Tenancy Support is a handyman service that provides practical support and assistance with small repairs and DIY tasks around the home, such as:

- simple joinery, such as putting up a shelf or curtain rail
- basic repair work to furniture or kitchen units
- flat pack assembly
- Small removals and disposal of redundant furniture and white goods.
- minor electrical safety jobs such as replacing plugs, fuses and light bulbs
- Securing carpets and door bars, to remove trip hazards

Lifeskills Reuse supplies good quality donated furniture, household goods and electrical items, for low cost to individuals and families in need of assistance setting up or maintaining their home.

Items that we uplift and redistribute to our service users include most of the essential items that you would expect if you were setting up home from scratch!

- Furniture
- Sofas and suites *(with fire label)*
- Beds and bed linen
- Kitchen white goods, washing machine, fridge/freezer and electric cooker *(in working order)*
- Electrical appliances *(in working order)*
- Soft furnishings
- Kitchenware
- Household goods