

Renfrewshire Mental Health Directory 8th Edition



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Foreword

Welcome to this, the 8th edition of the Directory for Mental Health Services in Renfrewshire.

The Directory was written as a response to requests from the public and colleagues across the public sector, for a brief, accessible and straight forward guide to the range of mental health and associated services.

This year has brought with it the challenge of Covid-19 and because of this, services are having to constantly adapt to fit in with government guidelines and protect public health. With this in mind, the information in the book is subject to constant change and we recommend contacting the phone numbers given to for the latest information.

We remain convinced that understanding Mental Health and Wellbeing is essential in order to recognise and protect our own mental health and that of friends and loved ones.

Positive mental health, built on resilience and confidence, will bring a healthier lifestyle, improved relationships and greater satisfaction.

We welcome your thoughts and contributions on how we might make improvements to the way we present information. To do this please contact:

Stephen McLellan, Chief Executive of RAMH on 0141 847 8900 or via enquiries@ramh.org or go to www.ramh.org

Requesting a Service from Social Work (Adult) Renfrewshire Council

If you or someone you care for requires a service from social work, please contact the Adult Service Request Team (ASeRT). Please also contact ASeRT if you work for another agency and want to make a referral to social work. The team deal with all requests from anywhere in Renfrewshire for:

- **Reablement**
 - ⇒ Home Care (Eg home carers, community meals, overnight service, rapid response)
 - ⇒ Occupational Therapy (eg. Bathing assessment, toileting equipment)
- **Sensory impairment**
 - ⇒ Visual impairment (eg info & advice, pre-registration, new registration and rehabilitation assessments, skill training)
 - ⇒ Hearing impairment (eg. Communication support, info _& advice, hearing needs assessment)
- **Carers** (support & advice to those caring for a relative, friend or neighbour)
- **Physical disability day services** (promotes independent living skills for clients with a disability)
- **Day care, respite care, residential care, community alarm and home based respite**
- **Alzheimer's Scotland day care & home support**
- **Single point of access/rehabilitation & enablement service**
- **Renfrewshire learning disability services**
- **Adult protection**
- **Integrated Alcohol Team & Alcohol Problems Clinic**

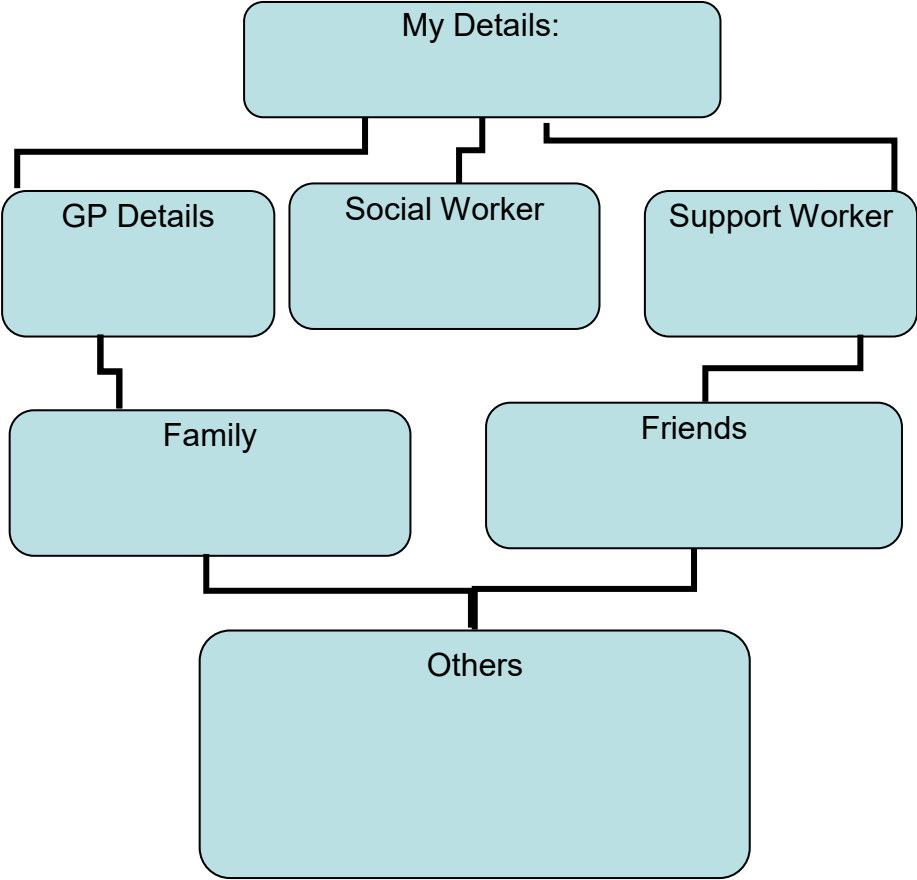
ASeRT can be contacted using the following methods and staff are always happy to help.

Phone number: 0300 300 1380

Mobile number: 07483374467

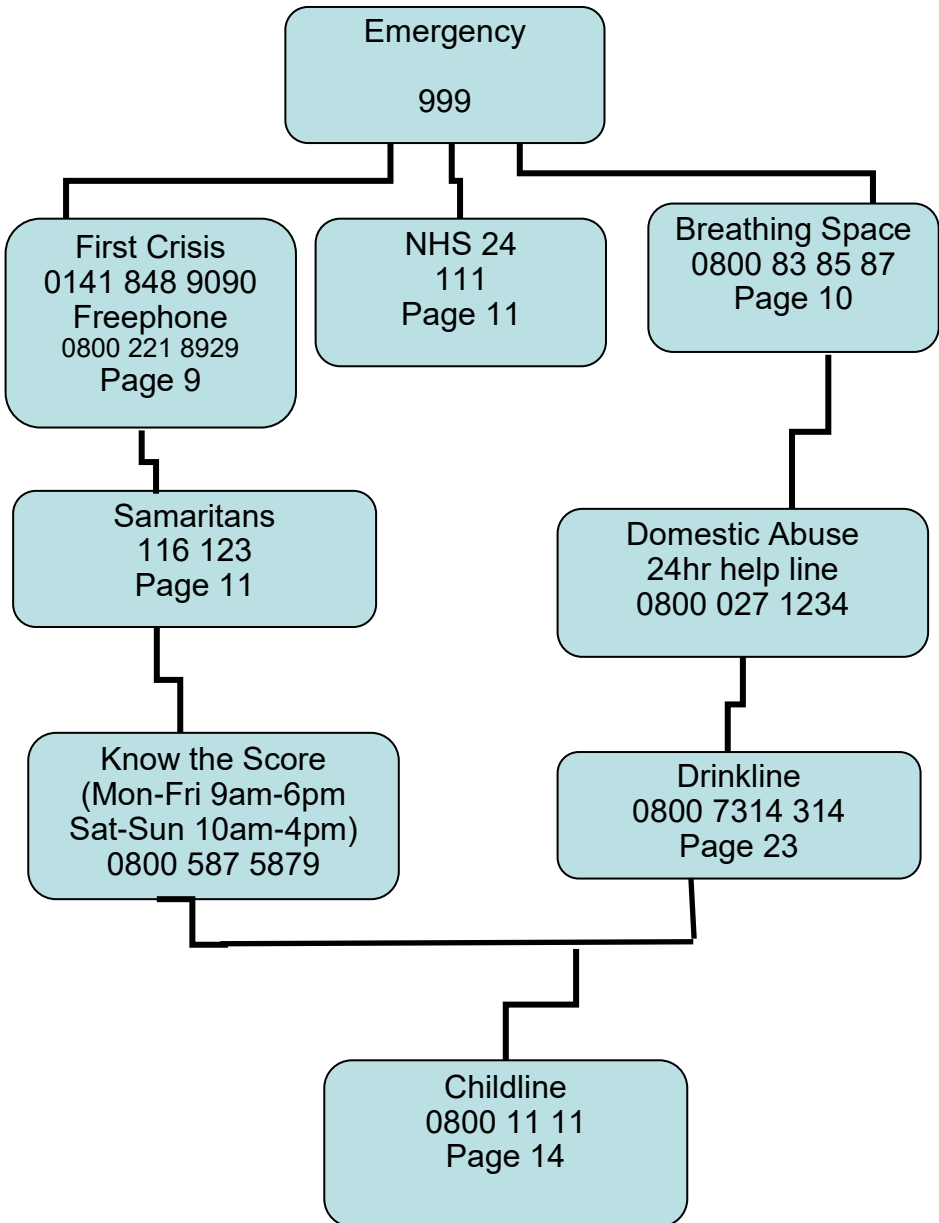
E-mail: adultservicereferral.sw@renfrewshire.gov.uk

My Personal Crisis Contacts



Please complete your own Personal Crisis Contacts here and then cut out this page and keep in a safe but accessible place (i.e. on your fridge door).

Crisis Contacts



**Health is a state of complete physical,
mental and social wellbeing and not
merely the absence of disease
or infirmity.**

(World Health Organisation)

Whilst the information contained in this Directory has been made available on a voluntary basis to the public by contributing agencies and groups, individuals using the information provided, or via linked web pages, do so at their own discretion.

The Directory Co-ordination Group assumes no responsibility for the accuracy, completeness or usefulness of any information, product or process disclosed in these examples.

The description of the functions and activities of the originators expressed therein do not necessarily reflect the views of the coordinating group or their parent organisations.

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 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.

RAMH FIRST Crisis Service

Tel: 0141 848 9090 or Freephone no 0800 221 8929

41 Blackstoun Road
Paisley
PA3 1LU

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 0800 221 8929 (Freephone).

Additional Information

The service is open 365 days a year. 9am – 8pm on weekdays, 9am – 5pm weekends and public holidays.

Help in a crisis

Breathing Space

Phone line and web based service

Tel: 0800 83 85 87

Email: info@breathingspacescotland.co.uk

Website: www.breathingspacescotland.co.uk

What do they do?

We are a free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety. It is our belief and hope that by empowering people, they will have the resources to recover.

Who can access the service?

Anyone in Scotland over the age of 16.

How do people access the service?

There is a telephone helpline which can be accessed by phoning 0800 83 85 87.

Information is also available on the website:

<http://www.breathingspacescotland.co.uk>

Additional information

Breathing Space is free to phone from landlines and mobile networks Vodafone, Orange, Virgin and 3. The phone number won't show up in telephone bills. Other mobile networks will charge for calls to Breathing Space and calls will be listed in telephone bills.

Monday-Friday 6pm-2am

From 6pm on Friday until 6am on Monday—24 hrs

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: 116123

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 are free from mobiles and landlines.

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.

The channel, available through FreeSat, Sky and Virgin, and an app for iPhones, iPads and Android Smartphones is also available.

SANEline

Helpline: 0300 304 7000

Email: info@sane.org.uk

Website: www.sane.org.uk

The SANEline number above cannot operate at the moment. Instead of calling it - you can leave a message on 07984 967 708 giving your first name and a contact number, and one of our professionals or senior volunteers will call you back as soon as practicable. You can also contact us, as before, through our Support Forum, Textcare and other services.

What do they do? SANEline is a national out-of-hours (16:30 - 22:30) telephone helpline offering emotional support and information for people affected by mental health problems.

Who can access the service? Anyone who is worried about their own mental health, or have concerns about a family member, friend or acquaintance. Opening hours 16.30 - 22.30.

Additional Information No matter which part of the UK you are calling from, the cost from a landline is the same as a local call. The cost of calling from a mobile may vary and will depend on your network provider.

HOPE Line UK

Lineva House
28-32 Milner Street
Warrington, Cheshire
WA5 1AD

Tel: 0800 068 41 41

Text Service: 07786 0039967

Website: www.papyrus-uk.org

Email: pat@papyrus-uk.org

What do they do?

A HOPElineUK advisor will hear about the things that are happening in your life that are contributing to your thoughts of suicide and provide advice about how you can cope with your thoughts of suicide, or where you can access help. You can also speak to our HOPElineUK advisors to get advice about how to start a conversation about suicide with someone you are concerned about, and how to best support them.

HOPElineUK is a confidential support and advice service for: Young people **under the age of 35** who may be having thoughts of suicide.

Anyone concerned a young person may be having thoughts of suicide.

Calls to HOPElineUK are free.

Helpline opening times:

Mon-Fri 9am -10:00 pm.

Weekends 2:00 pm -10:00 pm.

Bank Holidays 2.00pm - 10:00pm

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.

ChildLine

Tel: 0800 11 11

Website: www.childline.org.uk

What do they do?

Childline - a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch. We're here for you online, on the phone, anytime.

Childline is free, confidential and available any time, day or night.

Who can access the service?

Childline is here to help anyone under 19 in the UK.

How do people access your service?

Call on 0800 11 11 - The quickest way to get through to a counsellor. Talk to Childline from any phone for free, without needing credit or it showing on the phone bill.

Log in for a 1 2 1 counsellor chat : Talk to a counsellor in a safe online chat. While waiting for a counsellor to be available you can look at other things that might help like videos and games.

Send an email - Use your ChildLine Locker to send an email to a counsellor. You'll get a reply within a day. And you can write again whenever you want.

Write to Sam – using the website, anyone can write to Sam with their problem.

You don't even need to sign up or tell us your name. It's completely anonymous. Just go to the Write a letter to Sam page on our site and start typing! Sam writes back to a few letters each week. You can also read advice to other people who have similar problems to you.

Message Boards - Want to say how you're feeling? Or ask a question? Here you can share your experiences, have fun and get support from other young people in similar situations.

Everyone is so supportive!

SHOUT

Text: 85258

Website: www.giveusashout.org

What they do?

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Since launch in May 2019, we've had more than 400,000 conversations with people who are anxious, stressed, depressed, suicidal or overwhelmed and who need immediate support.

Who can access the service?

Shout is a free, confidential, anonymous service for anyone in the UK.

How do people access the service?

Our trained volunteers are there for you 24/7 to listen and support you to get to a calmer and safe place. It won't appear on your phone bill. To start a conversation, text the word 'SHOUT' to 85258. If your life is at imminent risk, call the emergency services on 999.

Renfrewshire Foodbank

Westway
Porterfield Road
Renfrew
PA4 8DJ

Tel: 0300 102 2500

Email: info@renfrewshire.foodbank.org.uk

Website: <http://renfrewshire.foodbank.org.uk>

What do they do? Renfrewshire Foodbank offers three days supply of emergency food.

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

How do people access your service? Our foodbank works with a number of different agencies, such as Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold our vouchers and how you can get help, please contact us.

Throughout Covid-19 pandemic we will continue to provide food as follows:

Monday 2-4 - Paisley Central Baptist Church, 14 Lady Lane, Paisley

Wednesday and Friday 1.30-4.30 - Paisley Central Baptist Church, 14 Lady Lane, Paisley

Wednesday 10-12 - Johnstone St Paul's Church, Quarrelton Road, Johnstone

Thursday 10-12 - Renfrew Baptist Church, 77 Paisley Road, Renfrew

IT DOES NOT MATTER WHERE IN RENFREWSHIRE YOU LIVE. YOU ARE WELCOME TO ATTEND ANY OF OUR DISTRIBUTION CENTRES.

South Ward Adult Acute Admission Unit

South Ward
The Gleniffer Unit
Dykebar Hospital
Grahamstone Rd
Paisley
PA2 7DE
Tel: 0141 314 4070

What do they do? 15 mixed sex, single room, adult short stay mental health acute admission beds.

Who can access the service? 18-65 year olds.

How do people access your service? GP referral, referral via A&E DEPT, Out of Hours CPN service.

Additional Information

Ground floor, full disabled access, all rooms en-suite.

Ward 3B Leverndale (Formerly East Ward Dykebar)

Ward 3B Leverndale
510 Crookston Road
Glasgow
G53 7TU
Tel: 0141 211 6586/6490

What do they do? Acute admissions for adults with mental health problems.

Who can access the service? Adults living in Renfrewshire.

How do people access the service? Via GP/Out of hours initially.

Esteem South & Clyde

Ground Floor, Admin Building
Leverndale Hospital
510 Crookston Rd
Glasgow G53 7TU
Tel: 0141 211 6563
Website: Through NHSGG&C web pages

What do they do?

The Esteem team offer early intervention for individuals experiencing first episode psychosis. The aim is to work in partnership with the service user, families and friends to promote positive mental health and facilitate recovery by reducing the impact of symptoms on a daily basis.

Who can access the service?

Individuals experiencing a first episode psychosis aged between 16 to 35 years. The Esteem service can be utilised by service users residing within the NHS Greater Glasgow and Clyde Health Board area.

How do people access your service?

The Esteem team will accept referrals from all healthcare professionals and also statutory and non-statutory services, such as Housing, Social Work, or voluntary organisations. Esteem can also receive information from family and friends who may be concerned in relation to an individual's symptoms. In this instance, they would contact the individual's GP to discuss. Referral should be a telephone call.

Additional Information

The Esteem team will aim to respond by commencing an assessment within 5 working days, including meeting the family, if possible. The assessments may be carried out jointly with appropriate mental health services, if necessary. Esteem will aim to commence inpatient assessments within 2 working days. Esteem NHSGG&C operates on Monday to Friday from 9am to 5pm, excluding public holidays. Where appropriate, it may be that Esteem staff have contact out with these times with patients/families.

RCA Trust

RCA Trust
8 Incle Street
Paisley
PA1 1HP

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. Some of the services they offer include advice/support, accommodation, counselling, support for offenders and those with issues around gamblene.

Who can access the service?

Anyone who is struggling with addiction

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.

Renfrewshire Drugs Service

Back Sneddon Centre
20 Back Sneddon Street
PAISLEY
PA3 2 DJ

Tel: 0300 300 1380

What do they do?

Renfrewshire Drug Service (RDS) is a joint Social Work and NHS Greater Glasgow & Clyde resource. It provides a specialist service to drug users and their families within the Renfrewshire Council boundaries. We aim to provide an integrated and accessible service using a holistic evidence based approach. Services include individual casework, group work, family support, harm reduction services and access to substitute prescribing services.

The philosophy of Renfrewshire Drug Service is to maintain clients in the community to reduce physical, psychological, social and legal problems which are associated with drug dependency, assisting them in an individual recovery journey towards either abstinence from drugs or in controlling their drug use.

Who can access the service?

RDS accepts referrals from all sources, the main source being from the user themselves, GP's and Social Work. There is no age restriction. The project accepts referrals from users of all substances, apart from where alcohol is the primary drug. Under 16's can access a service from RADAR (Young Persons Team) which is based within RDS.

Opening times are 8.45am-4.45pm Monday to Thursday and 8.45am-3.55pm on a Friday.

For further information please contact the Centre or contact:

Ailsa Boyle (Project Leader) or Janice Bennet (Nurse Team Lead) on 0141 618 4351.

Renfrewshire Integrated Alcohol Service

Back Sneddon Centre
Paisley
PA3 2DJ

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 team provides a range of support to clients who wish to work towards recovery. We work closely with our colleagues at Torley unit and where appropriate the team can refer clients for day patient alcohol detoxification, commencement on protective medications and for a group work programme.

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 The Torley Unit (page 22) 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.

Torley Unit

Dykebar Hospital
Tel : 0141 314 4106
Fax: 0141 314 4085

What do they do?

The Torley Unit is the specialist addiction day service offering higher levels of support to clients in achieving abstinence. The service provides day patient detoxification from alcohol and also provides support to clients awaiting specialist in patient beds. Clients can also be considered for protective medications.

Patients attend a six week recovery focused group work programme at the Torley Unit. Staff support clients in attending a recovery group based at The Lagoon Leisure Centre.

The unit is staffed by nursing and medical staff. There is support from Physiotherapy, Dietician, Advice Works, Smoking Cessation and other professionals.

Clients attending the unit will be allocated a named nurse to develop an individualised care plan. The unit works in partnership with their colleagues at IAT (Integrated Alcohol Team, page 21) and work closely with Renfrewshire Council on Alcohol.

Who can access the service?

We cover the Renfrewshire area and age range is from 18 years upwards.

How do people access your service?

Access to the service is by professional referral only with 'fast track' access for individuals involved with RCA trust and in accordance with patient needs.

ASERT referrals also taken

Additional Information

We have disabled access and work within HEAT targets.

Travelling expenses occurred will be refunded to patients on specific benefits and they should bring proof of benefit at their first appointment.

Drinkline

Helpline: 0300 123 1110

Call free from 9am to 8pm (11am – 4pm on weekends) to talk to someone in confidence about alcohol.

Website: www.drinkaware.co.uk

What do they do?

Drinkline is a free advice and information line for anyone who wants more information about alcohol, local services that can help or simply talk about drinking and alcohol issues.

Drinkline offers the following services:

- Information and self-help materials.
- Help to callers worried about their own drinking or someone else's 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 issues.

RAMH Renfrewshire Community Service - Counselling & Telephone Counselling Intervention

14 St James Street

Paisley

PA3 2HT

Tel: 0141 404 7788

Email: enquiries@ramh.org

Website: www.ramh.org

What do they do?

Counselling for individuals with mild to moderate depression, anxiety and life stressors (relationship, loss or other identified issues) offering a maximum of 6 sessions. This can be offered either as a face to face intervention or by telephone.

Practitioners can also offer a variety of group and where appropriate individual interventions around topics including anxiety or mindfulness.

Who can access the service?

Any adult living in Renfrewshire experiencing difficulties in their mental health which would benefit from counselling or related interventions.

How do people access the service?

A referral can be made by a supporting agency (i.e. GP) or the individual themselves, using the RAMH referral form or by calling and speaking to a member of staff.

Additional Information:

Counselling is offered free of charge and is subject to waiting lists. In general highest demand is for face to face counselling which has longer waiting times as a consequence. At assessment, options for other interventions may be discussed and offered where appropriate.

Coronavirus Information: Only telephone or video-call counselling offered at present.

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?

We provide a wide range of counselling services to those experiencing problems with emotional and mental health wellbeing. We also specialise in trauma, bereavement and children's services. On line service is delivered by arrangement with referring body.

Who can access the service?

We have no age or geographic boundaries and as holders of the 'Social Enterprise Mark' all income generated from our business activities are reinvested directly to our counselling services for the community.

How do people access the service?

Self referral or external referral agency by phone or email.

Additional Information

To those who self-refer, we charge a small fee **per session**;

- £15 for those in full-time employment (negotiable with counsellor if in financial difficulty)
- £5 for those on low income, unemployed and young people under 16
- £20 to see a Couples Counsellor
- £30 per hour for mediation services

Coronavirus update: Still taking referrals via telephone or video call.

The Spark Counselling Paisley

The Wynd Centre
6 School Wynd
Paisley
PA1 2DB

Tel: 0808 802 0050

Email: appointments@thespark.org.uk

Website: www.thespark.org.uk

What do they do?

The Spark Counselling Paisley specialises in couple counselling, marriage counselling, youth counselling and family counselling. We are here to help with mental health issues from addiction to stress, anxiety and relationship problems.

Who can access the service?

Our services are available to individuals, couples and families. We offer face-to-face, telephone and online appointments.

How do people access the service?

Accessing counselling from The Spark is easy. Freephone our counselling enquiry line on 0808 802 0050 or complete an enquiry form online at www.thespark.org.uk/contact-us/
The Spark welcomes GP referrals.

Additional Information

A charge is applicable for sessions however The Spark is committed to making counselling affordable to all.
Counselling enquires by telephone - opening times:

Monday to Wednesday: 9am-9pm
Thursday: 9am-8pm
Fridays: 9am-3pm
Saturday: 10am-1pm

The Relationship Helpline From The Spark Counselling

72 Waterloo Street
Glasgow
G2 7DA

Tel: 0808 802 2088

Email: info@thespark.org.uk

Website: www.thespark.org.uk

What do they do?

The Relationship Helpline is a free, confidential telephone and online service where you can be listened to and supported with life's relationship challenges.

Who can access the service?

The Relationship Helpline is open to anyone experiencing relationship issues with their partner, family, friends or at work/study. Calls to the helpline are free from landlines and all mobiles.

How do people access the service?

Freephone the Relationship helpline 0808 802 0050 or visit our website and use live web chat function.

Additional Information

Lines are open 9am-9pm Monday-Thursday and 9am-4pm on Fridays.

Check our website for updates on opening times.

Coronavirus update: Still operational throughout.

Wynd Counselling Service

Wynd Centre
6 School Wynd
Paisley
PA1 2DB

Tel: 0141 887 4647

Fax: 0141 848 5139

Email: info@thewynd.org.uk

What do they do?

We provide one-to-one counselling for anyone aged 16+

Who can access the service?

There are no age boundary restrictions in our adult service.

How do people access the service?

Clients are encouraged to telephone the above number to arrange an initial appointment.

Additional Information

Minimum £10 donation per session for one-to-one counselling.

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.

CURRENTLY CLOSED DUE TO COVID-19.

Amina (The Muslim Women's Resource Centre)

Citywall House
32 Eastwood Avenue
Glasgow
G41 3NS

Tel: 0141 212 8420

Email: info@mwrc.org.uk

Website: www.mwrc.org.uk

What do they do?

Scotland Wide Muslim Women's Helpline, Befriending, Refugee Support, Volunteering. Other projects include Employability project, Ending Violence Against Women, School projects.

Who can access the service?

Anyone, although these projects are mainly focused on supporting Muslim & Minority Ethnic women.

How do people access your service?

Word of mouth, self referral, helpline, GP referral.

Additional Information

There are no charges for our services.

Helpline:

0808 801 0301

The Helpline is a listening ear and signposting service for Muslim women across Scotland. We run the Helpline Monday to Friday – 10am – 4pm for any Muslim-identified women, and on Wednesdays from 6pm – 9pm for young Muslims women (ages 16-25). It is free from mobiles and landlines and will not appear on your phone bill. All calls are strictly confidential and non-judgemental; we always deal with clients in a faith and culturally -sensitive manner

Time 4U

West College Scotland

Paisley Campus	Greenock Campus	Clydebank Campus
Renfrew Road	Finnart St	Queens Quay
Paisley	Greenock	Clydebank
PA3 4DR	PA16 8HF	G81 1BF
0141 587 3378	01475 553119	0141 951 7456

Email: counselling@rwcs.ac.uk

What do they do?

Time 4U provide a free confidential one to one counselling service.

Who can access the service?

The service is available to all West College Scotland students.

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 student advisory service.

Additional Information

Time 4 U is free to all West College Scotland students.

Victim Support Renfrewshire

Tel: 0345 603 9213

Website: www.victimsupport.scot

What do they do?

Victim Support Renfrewshire offers emotional support & practical help to those who are victims of crime. Support can be provided even if the crime has not been reported. The service includes:

- Help with Criminal Justice procedures
- Support if your case goes to court
- Providing help with insurance & compensation claims
- Signposting to counselling services
- Helping people emotionally 'move on' after a crime
- Obtaining information on practical issues
- Referral to other agencies and services

Who can access the service? People in Renfrewshire who have been victims of crime.

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

Additional Information: There may be a waiting list for this service. The service is free.

Covid-19 Update: To minimise the spread of COVID-19 and protect people affected by crime, as well as volunteers and staff, our offices will unfortunately be temporarily closed to the public. We are keen to continue supporting you at this challenging time. You can still contact us through our:

- free helpline: 0800 160 1985 (8am-8pm, Mon-Fri)
- webchat service, which can be accessed on our website in the bottom right corner (8am-8pm, Mon-Fri)
- Self referral forms and online contact forms are available on the website.

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. Calls cost 5p per minute plus your phone company's access charge.

Opening hours:

10-8 Monday-Thursday and 10-4 on Fridays

Covid-19 Update: Only telephone support available at present.

NHS Living Life

Tel: 0800 328 9655

Website: <http://www.breathingspace.scot/living-life/>

What do they do?

Living Life is an appointment based telephone support.

Living Life is based on Cognitive Behavioural Therapy, a type of 'talking therapy'.

Talking therapies can help you to identify unhelpful ways of thinking and learn new ways of coping.

Through Living Life you will be offered a series of telephone appointments with a Self-Help Coach or Therapist, who will talk you through specific materials and workbooks.

These support sessions will help you react more positively to situations and boost your self-esteem and confidence.

Living Life will help you by:

Supporting you regularly and directly through a series of telephone appointments with a Self help Coach or Therapist over 4-9 sessions, assisting you with helpful resources, giving you additional coping skills, referring you on to other services where appropriate.

Who can access the service?

Living Life is available to anyone over the age of 16 experiencing: low mood, mild to moderate depression, symptoms of anxiety, or a combination of all these symptoms.

When you first phone Living Life you will be sent a short questionnaire to ensure the service is best suited to your needs.

Following an assessment appointment, you will be offered a series of telephone support sessions with a Self-help Coach or Therapist.

How do people access your service?

You can access Living Life either by: GP referral or by phoning our free confidential phone line on **0800 328 9655 (Mon-Fri 1pm to 9pm)**.

Trauma Counselling Line Scotland (TCLS)

Telephone Service

Freephone: 08088 020406

Email: contactus@health-in-mind.org.uk

Website: www.health-in-mind.org.uk/tcls

What do they do?

TCLS is a specialist telephone counselling service for adult survivors of child abuse who are living in Renfrewshire and have a mental health condition. This can include sexual, emotional, physical, psychological, spiritual abuse or neglect.

Counselling is free to callers and they are allocated the same counsellor for every session, so there is no need to re-tell their story each time.

The service is funded by Survivor Scotland and run by Health in Mind, an Edinburgh based mental health and wellbeing charity. Counsellors are available from a range of backgrounds and they can communicate in a number of languages including Polish, Urdu, Punjabi, French and English.

Who can access the service?

This is open to people living or visiting Scotland.

How do people access your service?

This is a telephone service accessed by calling Freephone 08088 020406. Calls are free from landlines and most mobile networks.

Functional Family Therapy

St James Centre,
10 St James Street,
Paisley, PA3 2HT

Website: <https://www.actionforchildren.org.uk/in-your-area/services/early-years-and-family-support/family-support/functional-family-therapy/>

Tel: 0141 618 6859

What do they do?

Functional Family Therapy (FFT) is a specialist family service team based within Renfrewshire Council. The service is run by the Council in partnership with Action for Children.

Who can access the service? FFT represents a short term intervention working, with parent(s) /carers or others who are important to the young person, for a typical 5 month period. Most of the work is done with all the key people in the home at the same time, with your therapist meeting up with supervisors weekly to help tailor the programme and ensure your family achieves its goals. The first step is for your therapist to get to know your family and understand how they get along. The therapist will work with family strengths to overcome difficulties. Once the therapist gets to know a family, the next few sessions introduce changes to overcome some of the problems between family members. This often involves practising different ways of doing things, or communicating differently with one another. In the last few sessions, the therapist will help you to apply agreed changes across a number of different situations and work with you to identify what other services could help.

How do people access the service? Your social worker will discuss a referral to FFT. If this service is right for your family, you will be discussed to agree a plan of action that best meets your needs. Once agreed, a visit will be arranged between the social worker and FFT supervisor to introduce your family to the FFT service and arrange the best time for family sessions to start.

Active Communities

2A Quarry Street

Johnstone

PA5 8DZ

Tel: 01505 228 643

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 various venues in Renfrewshire with over 500 people participating. We offer a range of classes including: Walking, Jogging, Buggy Buddies, Parkour, Girls On the Run, Active Families, Clubbercise and Ballroom Fitness.
- 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.

Coronavirus update: Services are being altered to ensure compliance with government guidance.

Buddy Beat

Johnstone High Parish Church Halls
Ludovic Square
Johnstone
PA5 8EE

Tel: Tom Chalmers 07963 348566

Email: tom.thebuddybeat@sky.com

Website: www.thebuddybeat.com

Twitter: Follow/Tweet@thebuddybeat

Facebook: Renfrewshire's The Buddy Beat

What do they do?

Buddy Beat is a drumming group, led by community musician,

Dr Jane Bentley, based in the Johnstone High Parish Church Halls in Ludovic Square, Johnstone, for adults who have mental health issues and was born from a musical social inclusion project at Dykebar Hospital.

Who can access the service?

Buddy Beat is predominantly available to people experiencing mental health issues but also community events which are open to all throughout the year.

How do people access the service?

This is a drop-in service and is available to all.

Additional Information

Buddy Beat also have a monthly workshop at the Charleston Centre on the last Wednesday of every month. Please contact Reuben Millward on 0141 404 7788 for further information.

Please check Facebook page for any changes to dates or venue.

Buddy beat are continuing to operate throughout Covid—although are altering delivery as per government guidance. Check social media or call for updates.

Roar - Connections for Life

59 Glasgow Rd

Paisley

Tel: 0141 889 7481

Email: info@roarforlife.org

Website: www.roarforlife.org

What do they do?

Roar-Connections for Life is a charity providing low level services and opportunities for older adults throughout Renfrewshire.

We have a menu of services including health and wellbeing clubs which provide lunch and activity, phone and one to one befriending, a variety of other projects including a cinema group, craft café, strengthening and balance exercise classes, IT training, men's group and other organised outings and events. Staff and volunteers are also trained to provide toe nail cutting in various clinics throughout Renfrewshire. New projects and possibilities are always being looked at.

We offer a variety of volunteering opportunities for people aged over 16 and there is no upper age limit. Training and travelling expenses are provided.

Who can access the service?

The majority of our services are aimed at older adults over the age of 65 who live in Renfrewshire.

How do people access your service?

People can access the service by completing a self referral form or they can be referred by a practitioner eg social worker, GP. The referral process and application can be found on our website www.roarforlife.org or email or call the office - see details above.

Additional Information

Some of our services are by assessment only and some are at capacity but we will always make people aware of this and try to offer alternatives. All services are priced individually on application with some services being offered free of charge, though donations are always welcome. All of the venues we use have disabled access.

Coronavirus update: Still offering services—although altered due to Covid to meet government guidance.

Star Project

12-14 Wallace Street

Paisley

PA3 2BU

Tel: 0141 889 5850

Email: enquiries@star-project.org.uk

Website: www.star-project.org.uk

What do they do?

The Star Project is an award winning community organisation, based in the multiply deprived area of Paisley North End, which aims to deliver sustainable and positive social outcomes. It was established in 1999 and has grown into an organisation that delivers group support and individual support, inline with a number of national and local strategies, to build safer, more connected and resilient families and communities.

Support: 1-1 supports including counselling, longer and shorter term befriending, plus *in the moment* crisis support, advice and signposting.

Equip: Group work and programmed opportunities that energise, build confidence and develop skills to move successfully through life challenges and strive to reach potential.

Include: Actively connecting to our wider community through our peer led programming and cultural events and activities. Using our collective voice to share expertise in consultation, particularly around welfare reform, stigma, social justice and genuine inclusion.

Who can access the service?

Anyone within Renfrewshire. Male or Female. Aged 16+.

How do people access the service?

Self-referral or referral from other agencies.

Coronavirus update: Still operating and providing support—however alterations are being made to ensure adherence to government guidelines.

RAMH Renfrewshire Community Service

14 St James Street
Paisley
PA3 2HT

Tel 0141 404 7788

Email; enquiries@ramh.org

Website www.ramh.org

What do they do?

We work in partnership to provide a range of support, mainly short term, to help develop coping strategies to improve mental and physical wellbeing, including: **Self management** groups, to help you **Control Your Stress** and support you to develop Mindfulness and Self-Esteem. **Employability**: offering individual and group supports focusing on skills development, volunteering and work. **Physical Activity**: supporting people to use physical activity as a way to manage their wellbeing. Includes 1:1 supports as well as groupwork. **Social Connectedness** opportunities through social support groups as well as opportunities for peer Support and a range of **Volunteering**. We also provide **Counselling** support and an **Education & Information** service.

Who can access the service? Anyone (16 and over) who is experiencing mental health issues in Renfrewshire.

How do people access your service? A referral can be made by a supporting agency (i.e. GP) or the individual themselves, using the RAMH referral form or by calling and speaking to a member of staff.

Additional Information

All services are free to adults in Renfrewshire, living with mental health problems appropriate to our services. Groups may be time limited and others may be subject to a waiting list. Health & Safety guidelines require some groups to have a maximum number of participants.

Coronavirus update: RAMH are still operating and providing support—however alterations are being made to ensure adherence to government guidelines.

Live Active!

The Lagoon Centre
11 Christie Street
Paisley
PA1 1NB

Tel: 0141 618 (4947) Paisley
(4948) Johnstone/Linwood
(4949) Renfrew/Erskine

Website: www.renfrewshireleisure.com

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.

Survivors of Bereavement by Suicide Renfrewshire Support Group

C/O Choose Life Service Coordinator
Studio 1001 – 1011
Mile End Mill
12 Seedhill Rd
Paisley
PA1 1JS

National Helpline: 0300 111 5065

Website: www.uk-sobs.org.uk

What do they do?

We exist to meet the needs and break the isolation of those bereaved by suicide of a close relative or friend. Many of those helping have themselves been bereaved by suicide.

We offer emotional support, help and information in a number of ways. Our aim is to provide a safe, confidential environment, in which bereaved people can share their experiences and feelings, thus giving and gaining support from each other. We also strive to improve public awareness and maintain contacts with many other statutory and voluntary organisations. Suicide recognises no social, ethnic or cultural boundaries – neither do we.

Who can access the service?

Anyone over the age of 18 who has been bereaved by suicide.

How do people access the service?

Access is by self referral – you can contact the support group on the details above if you wish or simply come to the group on the last Wednesday of the month.

Mile End Mill office—currently closed due to Covid19. The national helpline is still available.

RAMH Renfrewshire Community Service – Employability Intervention

14 St James Street
Paisley
PA3 2HT

Tel 0141 404 7788
Email: enquiries@ramh.org

Website: www.ramh.org

What do they do?

RAMH Employability provides a service to individuals who require specialist support in anticipation of engaging in employment, volunteering or further education.

The programme consists of workshops, courses and 1:1 support to provide “life to work” preparations.

Who can access the service?

Adults in Renfrewshire dealing with mental health and employability issues.

How do people access the service?

A referral can be made by a supporting agency or the individuals themselves, using the RAMH referral form or by calling and speaking to a member of staff.

Additional Information

This service is free of charge.

Coronavirus update: RAMH are still operating and providing support—however alterations are being made to ensure adherence to government guidelines.

Invest in Renfrewshire Youth Employability Team

Youth Employability Hub
Assurance House
17-19 Gauze Street
Paisley PA1 1ES

Russell Institute
30 Causeyside Street
Paisley PA1 1UJ

Tel: 0300 300 1180

Email: employability@renfrewshire.gov.uk

What do they do?

The Invest in Renfrewshire Youth Employability Service provides local young people aged 16-25 with access to a range of employability focussed activities including:

- Training
- Personal Development Courses
- Money Advice
- Counselling
- CV Workshops
- Interview Skills
- Wide range of job opportunities

Who can access the service?

Young people aged between 16 and 25 living in the Renfrewshire area.

How do people access the service?

To access the service, call 0300 300 1180 to be given an appointment with an Employability Advisor.

Additional Information

There are no waiting lists.

Access is free and available as required.

The Youth Hub is easily accessible in Central Paisley with disabled access.

Advice Works

Tel: 0300 300 1238

Fax: 0141 618 6311

Website: www.renfrewshire.gov.uk/adviceworks

What do they do?

The service offers advice on; welfare rights, money matters, form filling, debts and also tribunal representation.

Who can access the service?

Anyone who lives or works in Renfrewshire.

How do people access the service?

Anyone can refer themselves by telephone, e-mail or by dropping in at the above venues. Referrals will also be accepted from other organisations with the permission of the individual.

Currently we are still telephone by default and working from home. We are covering our helpline with increased staff and we are continuing to provide support for both our Money Advice and Welfare Rights service (including form completion and support with appeals) via the helpline, and telephone appointments. The Helpline can be contacted on 0300 300 1238 Monday to Thursdays, 8.45 to 4.45 and Friday 8.45- 3.55.

You First Advocacy

47 Causeyside Street
Paisley
PA1 1YN

Tel: 0141 849 1229

Email: dennis@youfirstadvocacy.org

What do they do?

The service provides advocacy support to vulnerable individuals in the community and in Dykebar Hospital, ward 3B Leverndale 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.

Women & Children First

- **Support and Advocacy Service**
- **Reconnections**
- **Rape Crisis**
- **Children 1st**

Mile End Centre
30 Seedhill Road
Paisley
PA1 1SA

Tel: 0300 300 0345

Email: woman.sw@renfrewshire.gov.uk

What do they do?

Women and Children First provide practical and emotional support to women and children who have experienced or been affected by domestic abuse (including physical and emotional abuse), rape, sexual assault, and/or child sexual abuse.

- Support workers are able to offer one to one therapeutic support, advocacy with Court, Police, Benefits Agency etc. and a range of group work.
- Reconnections offer the Cedar programme, a 10 week group programme to mothers and their children affected by domestic abuse.
- Rape Crisis are able to provide 1:1 therapeutic support as well as support with police and the legal system.
- Children 1st provide 1:1 therapeutic support for children affected by domestic or sexual abuse.

Who can access the service?

All women and children resident in the Renfrewshire area.

How do people access your service?

By telephone - to make a referral or have someone else make a referral on your behalf please call the number shown above.

Offices are closed at present but the service is still operational.

Partners in Advocacy

Suite 2/3 The Galleries
151 Broad Street
Glasgow
G40 2QR

Tel: 0141 847 0660

Email: glasgow@partnersinadvocacy.org.uk

Website: www.partnersinadvocacy.org.uk

What do they do?

Partners in Advocacy provides independent advocacy to children and young people (up to and including age 18) **with mental health issues** throughout the **Greater Glasgow & Clyde Health Board** area.

We also provide independent advocacy to children and young people (up to and including age 19) with **additional support needs in Glasgow City**.

And Independent advocacy to **vulnerable children and young people in East Renfrewshire** (including those with additional needs).

Who can access the service?

Children and young people with mental health issues residing in Greater Glasgow and Clyde, i.e. Glasgow, Renfrewshire, East Dunbartonshire, West Dunbartonshire, Inverclyde and East Renfrewshire.

How do people access the service?

Referrals for people living in Renfrewshire can only be taken from hospital wards at present.

Additional Information

We often have a waiting list for our additional needs project. Our Glasgow office does not have disabled access as we operate an outreach service and meet with children and young people in their homes, schools, youth clubs cafes etc.

Our services are completely free and confidential.

Follow us on Facebook @ Partners in Advocacy Children.

Families First

Ferguslie Area

Gallowhill Area

Linwood Area

Foxbar Area

Johnstone Area

Ferguslie Area

c/o Glencoats Primary School Falcon Crescent
Paisley, PA3 1NS
Tel: 0141 889 2697

Gallowhill Area

c/o Gallowhill Primary School
Netherhill Road
Paisley, PA3 4SF
Tel: 0141 889 3450

Linwood Area

c/o Woodlands Primary School
Abernethy Drive
Linwood, PA3 3EX
Tel: 01505 328144

Foxbar Area

c/o Heriot Primary School
Heriot Avenue
Paisley, PA2 0DS
Tel: 01505 812914

Johnstone Area

c/o Auchenlodment Primary School
Aspen Place
Johnstone, PA5 9QQ
Tel: 01505 335006

Email: els@renfrewhire.gov.uk

Website: <http://www.renfrewshire.gov.uk/familiesfirst>

What do they do?

Families First is a free service to help families give their children the best start in life. From time to time families can run into difficulties, emotionally, financially or even physically, stopping them from doing even the simplest of things. Whatever the issue, big or small, our team offers support at home, in school, can help with attending classes or just be there for a friendly chat.

The Coordinator of the team would be happy to talk to you about how they can support you and your family.

Who can access the service?

Parents, grandparents and carers of children aged 0-8 years, living in the relevant area.

How do people access your service?

Families can self-refer by phoning the team directly or just drop in to the bases as above. Referral can also be made by partner agencies such as Health, Social Work, schools and pre-5 establishments in the relevant area.

Alternatively, please email : [**els@renfrewhire.gov.uk**](mailto:els@renfrewhire.gov.uk) for any of the services.

Additional Information

Families First is a free service. We try to meet with families shortly after initial contact is made with the team.

Deafblind Scotland

21 Alexandra Avenue,
Lenzie,
East Dunbartonshire,
G665BG

Tel: 0141 777 6111

Fax: 0141 775 3311

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.

Still offering support while adhering to government guidance RE Covid-19.

RAMH Housing Support

41 Blackstoun Road

Paisley

PA3 1LU

Tel: 0141 847 8900

Email: enquiries@ramh.org

Website: www.ramh.org

What do they do?

This service provides support to individual's in their own homes within Renfrewshire to maintain their tenancy and to live as independently as possible within their own community – whether within the 24 hour housing support service or in an individuals' own home. The service works towards outcomes based around developing skills and abilities which will lead to an improved quality of life and support individuals work towards their personal aspirations.

The service is tailored to each person's individual needs, with support hours provided based on assessed need. Housing & Support covers a range of activities designed to help people to maintain their accommodation; to meet their responsibilities as a tenant and to become more involved in their local community.

Our staff provide support in areas such as:

- Help in setting up a tenancy (gas/electricity/telephone connection etc.)
- Help/advice on safety and security
- Developing domestic/budgeting/life skills
- General motivational and emotional support
- Support in dealing with correspondence
- Support in dealing with social/leisure activities
- Support in making/keeping appointments
- Support to access other services

Who can access the service?

The service is open to adults from across Renfrewshire, with mental health issues, who require support and assistance to manage and maintain their tenancy.

How do people access the service?

Referrals can come from a range of sources; Mental Health Professional, GP, Homeless, Service Worker, Social Worker, self or other RAMH Service.

RAMH Respite Housing & Support

41 Blackstoun Road
Paisley
PA3 1LU

Tel: 0141 847 8900

Email: enquiries@ramh.org

Website: www.ramh.org

What do they do?

The Respite Service provides accommodation and/or home support to individual's 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 individual's 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 individual's 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 individual's health and well being.

Who can access the service?

The service is available to individuals from across Renfrewshire who have involvement from the Community Services.

How do people access the service?

Referrals are required to be made by Community Services.

Additional Information

There may be a charge for the service, dependant on your financial circumstances.

Unfortunately the Respite flat is not suitable for individuals with mobility issues due to being situated on the first floor of a block of flats with no lift access.

Turnaround Residential

219 Glennifer Road
Paisley
PA2 8UL

Tel: 01505 810 800

Website: www.turningpointscotland.com

What do they do?

We provide a residential service for males aged of 18 and over who are currently involved in the criminal justice system. We offer a six week stay to men with chaotic lifestyles, engaging in high volume low tariff offending in the community and who have issues with substance misuse. We operate an intensive programme of group work, one to ones and have a health team on board with the aim to stabilise individuals so that they can go back into the community and better engage with services there.

Who can access the service?

Men aged 18 and over currently offending and involved in the criminal justice system. We accept referrals from 10 local authority areas including Renfrewshire and East Renfrewshire.

How do people access the service?

They must be referred by their care manager (e.g. social worker, addiction worker etc.) or directly by the court.

Additional Information

There is disabled access.

RAMH Re-Store

34 Causeyside Street (previously Mothercare), Paisley

The RAMH REstore is a Revolve-accredited social enterprise which collects, recycles, upcycles and sells donated goods. All profits go straight back into mental health services for local people.

The RAMH REstore delivers important services in the local community:

- We provide good quality pre-loved goods at affordable prices
- We generate income for RAMH mental health services
- We upskill volunteers & support employability
- We provide a tenancy support service
 - We prevent more than 32 tonnes of unnecessary landfill every year

Blue Triangle Housing Association

Bruce Court
43 - 45 Dundonald Rd
Gallowhill
Paisley
PA3 4NB

Tel: 0141 8877524

Fax: 0141 887 8381

Email: paisleyhs@btha.org.uk (Dundonald Road Project)

Website: www.btha.org.uk

What do they do?

Residential housing support service for young people aged from 16-24 years.

The service is staffed 24 hours per day and provides accommodation in single flats with housing support.

Staff will provide general support in areas such as budgeting, health, employment and tenancy sustainment based on individual support plan. Group work is also undertaken within the project.

Who can access the service?

Anyone aged between 16 - 24 years in Renfrewshire. Young people who have presented to the local authority as homeless or threatened by homelessness may be referred to the project.

How do people access the service?

Referrals are made thorough Local Authority Homeless Person's Section. Informal enquiries may be made directly to the Project.

Additional Information

Individuals make contribution to electricity charge.

Barnardos Threads

4 Lochfield Road
Paisley
PA2 7RG

Tel: 0141 884 6696

Fax: 0141 884 1733

Email: paisley.threads@barnardos.org.uk

What do they do?

Barnardo's Threads offers housing and parenting support to young people in Renfrewshire up to age 25.

Threads can provide support to young parents and young people who are experiencing difficulties in accessing or sustaining accommodation and parenting issues.

The services offers both emotional and practical support, this includes; help with benefits, housing issues, substance misuse.

We also provide a group work programme which includes prenatal and new baby groups for young parents. Threads also provides a domestic abuse service.

Who can access the service?

Young people living in Renfrewshire aged up to 25.

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 is open Monday - Friday 9-5pm. There is also a duty system for anyone who urgently needs to see a support worker for housing, parenting or financial issues.

Rowan Wynd

The Richmond Fellowship Scotland

9 Rowan Wynd
Paisley
PA2 6FH

Tel: 0141 848 9774
Email: bcraig@trfs.org.uk

What do they do?

Rowan Wynd offers support to adults with complex needs. We support individuals with Learning Disabilities and Mental Health difficulties. We also provide accommodation in the form of 11 luxury flats and each tenant has their own tenancy. We have an outcome focused approach and we are flexible in adapting to individuals support needs.

Who can access the service?

Individuals with the support needs within the Renfrewshire area.

How do people access the service?

Individuals can self refer but typically contact is made through Renfrewshire Learning Disability Service in Renfrew.

Johnstone Services

The Richmond Fellowship Scotland

Suites 2-3
9 William Street
Johnstone
PA5 8DP

Tel: 01505 336 477

Fax: 01505 329 766

Email: rdickie@trfs.org.uk

Website: www.trfs.org.uk

What do they do?

From our base in Johnstone we offer a range of support services in Johnstone, Renfrew and Paisley. Our services offer person centred support to adults with mental health difficulties, learning disabilities, autism, sensory impairment, forensic histories, communication difficulties and physical disability.

Most individuals live in their own homes, with self contained accommodation, although we do have some shared tenancies available. We provide housing support, personal care and community based support dependent on each person's needs.

Who can access the service?

All adult age groups can access the service and we work throughout Renfrewshire.

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.

Additional Information

Social Work Service will carry out a financial assessment to determine whether there is any charge to be made to the individual.

Queen Street Service The Richmond Fellowship

20 Queen Street
Paisley
PA1 2TU

Tel: 0141 849 1769

Fax: 0141 848 9782

Website: www.trfs.org.uk

Email: tmcghie@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.

Erskine Housing Support Service The Richmond Fellowship

Erskine Housing Support Service (RAC)
Ceva Logistics Building, Erskine Harbour
Erskine
PA8 6PA

Tel/Fax: 0141 812 2594
Email: tmcghie@trfs.org.uk

What do they do?

Our Erskine service offers support to adults in their home and community who experience a range of different support needs including Mental Health, Learning Disability, Drug/Alcohol issues, physical disabilities and behaviours that challenge.

Our aim is to support people to develop their individual living skills, assist with many different daily tasks, be an active part in the local and wider community, while always promoting a service tailored to the unique individual needs/preferences of each person supported. Our experienced team enable people who have not lived independently before to make real progress and achieve the same opportunities everyone should have. We support people from a few hours a week to more intensive daily support with a core aim to provide a service that empowers the individual to have real choice in their support, holistically meeting their needs.

Who can access the service?

Our service works with any adult and some child services throughout Erskine and surrounding areas.

How do people access your service?

Referrals are usually made through social work, self referral using direct payments or self directed support, we are also happy to be contacted directly for further information.

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.

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.

Who can access the service?

Anyone who is an unpaid carer living in Renfrewshire who is assessed as needing the service. Carers of those with dementia are not covered by this service as Alzheimer's Scotland provide this service to this user group.

How do people access the service?

Via GPs, RAH, Social Work, District Nurses, schools/colleges and self referral. An assessment is carried out before the service is provided.

Additional Information

The service is free of charge although there is usually a waiting list. The carers centre is accessible to wheelchair users and home visits are possible.

Volunteer Befriending Project

What do they do?

This project offers regular befriending for a cared for person or a carer to provide companionship and reduce isolation.

Who can access the service?

Anyone who is an unpaid carer living in Renfrewshire who is assessed as needing the service, including those with moderate dementia.

How do people access the service?

Via GPs, RAH, Social Work, District Nurses, schools/colleges and self referral. An assessment is carried out before the service is provided.

Additional Information

The service is free of charge although if possible, the carer can pay for expenses incurred by the cared for person. There is usually a waiting list to ensure an appropriate match up. The carers centre is accessible to wheelchair users and home visits are possible.

Renfrewshire Carers Centre

Scottish Registered Charity no SC23986

Unit 55 Embroidery Mill
Abbey Mill Business Centre
Paisley PA1 1TJ

Tel: 0141 887 3643

Email: enquiries@renfrewshireCarers.org.uk

Services:

We offer free, confidential support and advice to Carers in Renfrewshire. ***A Carer is someone who is unpaid and looking after a friend or family member due to illness, disability, a mental health problem or an addiction.***

Recognising you are a Carer and getting information early can make all the difference. Below are the services we provide; you can self-refer or ask a social care professional to refer you to us.

When you are referred to the Centre you will be given the opportunity to discuss matters with one of our **Adult Support Workers** and they put you on the right path.

Getting A Break—The centre offers various types of respite for Carers to allow them a break from their caring role, such as Home Based Respite Care at Home (chargeable service) Befriending Support Groups Access to Grants to fund a break.

Emergency & Future Planning—An emergency and future care plan will give you peace of mind by ensuring the person you look after will receive help in an emergency.

Advocacy Services—One to One based Advocacy support to express your views, we can attend meetings, provide support with housing issues, education and help you to access other health and social care services.

Emotional Support—caring can be very stressful so we offer support in a number of ways:-

Stress Management	Drop in Café	Social Activities
Training for Carers	Out of Hours Telephone Helpline	
Counselling Service	One to One support	

Have Your Say—We have a Carers Forum where Carers are given the opportunity to influence local services. The forum brings together Carers looking after people with varying illnesses and disabilities. Carers have the opportunity to comment on the changes to legislation, local plans for services and to discuss ways that services can be improved.

Training— We provide a range of training opportunities for Carers such as basic first aid and condition specific courses such as Caring for someone with Dementia. See our website for course and book a place.

Volunteer Project—The centre relies on volunteers to increase the range of services it can offer. There is a wide range of activities you can become involved in such as:-

Befriending

Board Members

Identifying Hidden Carers

Have Fun

Help with Support groups

Telephone Contact

Fundraising

Make friends

Young Adult Carers—Renfrewshire Young Adult carers aims to support young people aged 18-24 years within, who look after someone.

Young Carers—Renfrewshire Young Carers project works with and on behalf of Young Carers throughout Renfrewshire.

Who Can Access the service?

Anyone who is an unpaid Carer living in Renfrewshire.

How do people access your service?

You can refer yourself by contacting the Centre on 0141 887 3643 or email equiries@renfrewshirecarers.org.uk

Professionals such as your GP or Social Care provider can also refer to us on your behalf.

More information regarding our services is available on our website www.refrewshirecarers.org.uk

Additional Information

Disabled access.

Renfrewshire Carers' Centre are still fully operational—although altering services to fit government guidelines.

ACUMEN

41 Blackstoun Road
Paisley
PA3 1LU

Tel: 0141 847 8900

Email: enquiries@acumennetwork.org

Website: www.acumennetwork.org

What do they do?

We use the lived experience of people with mental health issues to influence and improve mental health services, raise awareness of mental health and promote recovery and wellbeing. It is our belief that service users and carer involvement improves services and the quality of life for the individual. Membership is a means of keeping well informed about developments in mental health, having a voice in the development of services and sharing in our informal network.

We work across Clyde and Argyll and Bute.

Who can access the service?

Anyone who has lived experience of mental health issues or is a carer of someone with mental health issues. We have informal local groups, held monthly including one in Paisley and one in Barrhead. Health care professionals are also invited to join our mailing list and may be asked to give presentations at groups and events.

How do people access the service?

Self referral to office by telephone, email or by post.

Acumen are still operational and adhering to government guidelines.

Engage Renfrewshire

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.

Engage Renfrewshire are still operational and adhering to government guidelines.

Advice Works

Tel: 0300 300 1238

Fax: 0141 618 6311

Website: www.renfrewshire.gov.uk/adviceworks

What do they do?

The service offers advice on; welfare rights, money matters, form filling, debts and also tribunal representation.

Who can access the service?

Anyone who lives or works in Renfrewshire.

How do people access the service?

Anyone can refer themselves by telephone, e-mail or by dropping in at the above venues. Referrals will also be accepted from other organisations with the permission of the individual.

Currently we are still telephone by default and working from home. We are covering our helpline with increased staff and we are continuing to provide support for both our Money Advice and Welfare Rights service (including form completion and support with appeals) via the helpline, and telephone appointments. The Helpline can be contacted on 0300 300 1238 Monday to Thursdays, 8.45 to 4.45 and Friday 8.45- 3.55.

Citizens Advice Bureau Renfrewshire

7 Glasgow Road
Paisley
PA1 3QS

Tel: 0141 889 2121

Fax: 0141 849 7116

Website: www.renfrewshirecab.org.uk

Email: bureau@paisleycab.casonline.org.uk

Online Booking: <http://www.refrewshirecab.org.uk>

What do they do?

Provides advice to members of the public on issues such as Benefits, Work, Debt & Money, Consumer, Housing, Family, Tax, Law and Rights.

Who can access the service?

Renfrewshire Residents.

How do people access the service?

The Glasgow Road Centre offers the following services:

Mon-10-1 (Enquiries/appts) 1-3.30 (Appts only) & 5-7 (Appts only) **Tues -Thurs** 10-1 (Enquiries & appts) 1-3.30 (Appts only)

Friday 9.00-3.30 (Appts only).

To book an appt for Glasgow Rd or Outreach Services.

Telephone - 0141 889 2121

Online - <http://www.renfrewshirecab.org.uk/>

Email - bureau@paisleycab.casonline.org.uk

Additional Information

The Service is free, impartial and confidential.

Important Notice

There are eight steps leading up to our premises. If you have mobility issues please telephone on 0141 889 2121 to make alternative arrangements.

NHS 24

Telephone Service

Tel: 0800 22 44 88 (8am to 10pm, 7 days)

Website: <https://www.nhsinform.scot/>

Email: nhs.inform@nhs24.scot.nhs.uk

What do they do?

This helpline is currently dedicated to the ongoing coronavirus pandemic.

If you think you have coronavirus and would like to assess your symptoms, phone 0800 22 44 88. You will be asked to answer questions through an automated service.

This helpline is open 24/7 during this time.

The service is also available on line:

<http://www.nhsinform.co.uk>

Who can access the service?

This is open to people living or visiting Scotland.

How do people access the service?

This is a telephone helpline and is accessed by phoning 0800 22 44 88.

Additional Information

Calls should cost no more than the price of a local telephone call from a BT landline. Calls from mobiles and other networks may vary.

NHS Inform

Web based service

Website: <https://www.nhsinform.scot/>

What do they do?

NHS inform website provides people with information about illnesses and conditions, symptoms and self help, tests and treatments and care, supports and rights. It also contains a Service Directory for Scotland which provides details of dentists, opticians, pharmacies and other health and care services in your area.

Who can access the service?

This service is available to anyone with access to the internet.

How do people access the service?

Visit the website detailed.

This is a web service and is accessed at:

<http://www.nhsinform.scot>

Gleniffer Outreach Support Centre

Gleniffer Outreach
Accord Hospice Information & Support Centre
Corsebar Road
Paisley
PA2 9PN

Tel: 0141 887 5968

Open Monday to Friday 9-5pm

Email: amy.crawford@accord.org.uk
tracey.johnstone@accord.org.uk

Website: www.accordhospice.org.uk

Visit our Facebook page - Gleniffer Outreach

What do they do?

Gleniffer Outreach is ACCORD Hospice information and support centre for patients and families living with or affected by a life limiting illness.

The service provides information, professional/personal support & signposting to other suitable agencies. Group work and workshops on a variety of topics are undertaken, up to date information on this group work can be found via our website above or on our Facebook page.

Who can access the service?

The services are available to patients and families who have palliative care needs / life limiting illnesses in Renfrewshire and East Renfrewshire.

How do people access the service?

By dropping in or telephone enquires - onward referral to other services or groups will then be discussed with individuals, if appropriate.

Additional Information

There are a few parking spaces and wheelchair access is available.

Gennifer Outreach Support Centre is not operational at present due to Covid-19.

Parents Enquiry Scotland

Tel: 0131 556 6047 (Admin)

Email: parentsenquiry@hotmail.com

Website: www.parentsenquiryscotland.org

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.

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.

Renfrewshire Women's Aid

Violet House
3 Violet Street
Paisley
PA1 1PA

Tel: 0141 561 7030

Email: info@renfrewshirewomensaid.co.uk

Website: <http://www.renfrewshirewomensaid.co.uk/>

What do they do?

Renfrewshire Women's Aid offers emotional support, advocacy and confidential secure accommodation for women, and their children, who are experiencing domestic abuse.

Who can access the service?

Any woman who is affected by or who are experiencing domestic abuse.

How do people access the service?

Women can self refer and we accept referrals from other agencies.

Additional Information

Support offered via advice centre at Violet House during office hours. Offers of accommodation subject to assessment of needs.

Opening hours are 9.00am-4.00pm Monday to Friday.

Women's Aid drop-ins are not operating at present but they are still seeing people by appointment (carrying out a Covid risk assessment prior to visit).

ParentLine Scotland (Children 1st)

Helpline: 0800 028 2233

Website: www.parentlinescotland.org.uk

Email: parentlinescotland@children1st.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 9pm from Monday to Friday and from 9am to noon at the weekend.

They also have a webchat facility on their website.

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 (9am-10pm Mon-Fri and Noon-8pm Sat-Sun).

Renfrewshire Reconnection

Mile End Centre
30 Seedhill Road
Paisley
PA1 1SA

Tel: 0300 300 0345

Email: woman.sw@renfrewshire.gov.uk

Website: <https://www.cedarnetwork.org.uk/renfrewshire-reconnection/>

What do they do?

Renfrewshire Reconnection is a project hosted by Renfrewshire Council, funded by the Lottery, providing predominantly group-based services for women and children who have experienced domestic abuse.

The Cedar (Children Experiencing Domestic Abuse Recovery) Project forms the first of these group services to be developed.

Cedar is a 12 week therapeutic group work programme for children affected by domestic abuse. The programme helps children to:

- Better understand and come to terms with their experiences of domestic abuse
- Develop safety plans and problem solving skills
- Feel able to express and understand their feelings
- Rebuild the relationship between mother and child

A concurrent group work programme for mothers runs alongside the children's programme.

Who can access the service?

Children aged 4-16 years old from the Renfrewshire area who have experienced domestic abuse and where the perpetrator is no longer living with mother and child/children.

Alternative therapeutic support is also available for those children and/or mothers not suitable for Cedar or who have additional needs.

How do people access the service?

Anyone can refer to the service.

Additional Information

A waiting list is in place. Children are placed in groups with a two year age gap. Siblings attend different groups.

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

RAMH Community Link Workers

41 Blackstoun Road
Paisley
PA3 1LU

Tel: 0141 847 8900

FAX: 0141 889 3673

Email: enquires@ramh.org

Website: www.ramh.org

What do they do?

There is a Community Link Worker attached to every GP practice across Renfrewshire and East Renfrewshire.

Following assessment and discussion, the worker will LINK individuals to activities and resources in their community that they will benefit from. It's about connecting people to non-medical sources of support.

There is increased evidence to support the use of Social interventions for people experiencing a range of common mental health issues.

The workers will allocate sufficient time to explore what *each person* feels will help them.

Who can access the service?

The service operates within the GP practices as described above and is restricted to people registered as patients at each practice.

How do people access your service?

Anyone registered at the practice can be supported. Referrals may come from GP's, associated practice staff or from the individual directly.

Additional Information

People are generally seen in their GP practice.

RAMH Hear for You Helpline

41 Blacstoun Rd
Paisley
PA3 1LU

Tel: 0800 221 8904

What do they do?

This is a free phonenumber to support people during the pandemic. Renfrewshire Health and Social Care Partnership (HSCP) and RAMH (recovery across mental health) have created a direct access free telephone support line to help people talk about how they are feeling during the Coronavirus pandemic. This is an additional support measure, adding to the collaborative ongoing localised support already available for those who might need it.

Who can access the service? Anyone living in the Renfrewshire area.

How do people access the service? By calling 0800 221 8904 between 9am and 5pm Monday-Friday.

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

Who can access the service?

SRN is a national organisation working around Scotland. We are not a service provider. Instead, we raise awareness and increase understanding of mental health recovery. Anyone is welcome to access our information either through our website or by contacting our office.

How do people access the service?

Please note that SRN is not a service provider and cannot offer direct support to individuals in relation to their mental health or recovery.

For information about mental health recovery and our work, please contact the SRN office by phone or email, visit our website or engage with us on Twitter.

Mental Welfare Commission for Scotland

Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE

Tel: 0131 313 8777 (For professional use)
0800 389 6809 (For personal use)

Email: enquiries@mwscot.org.uk

Website: www.mwscot.org.uk

What do they do?

The Mental Welfare Commission for Scotland protects and promotes the human rights of people with mental health problems, learning difficulties, dementia and related conditions. We do this by visiting people who use mental health and learning disability services; providing advice, guidance and information; promoting best practice in applying mental health and incapacity law; and influencing legislation, policy and service development.

Who can access the service?

Anyone can contact the Mental Welfare Commission for advice or to record a concern.

How do people access the service?

People can contact us for advice and information about care and treatment rights. We also visit services and individuals.

Additional Information

No facilities at our main office for public access.

Phone lines are operating for limited hours at present (10am-noon and 2pm-4pm)

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.

See Me

Brunswick House
51 Wilson Street
Glasgow
G1 1UZ

Tel: 0141 530 1111

Email: info@seemescotland.org

Website: www.seemescotland.org

What do they do?

‘See Me’ is Scotland’s national programme to end the stigma and discrimination associated with mental ill-health. We work with a number of partners at both local and national level. A key component of our work is a programme of events and local and national initiatives across the country that aim to change people’s attitudes about mental ill-health, and influence their behaviour to be more supportive and positive towards people with mental health problems. We work closely with the media in order to change the way in which mental health issues are portrayed. We also involve a lot of social marketing approaches in our work.

Who can access the service?

‘See Me’ does not provide direct services to individuals or groups. We work with a number of organisations and people across Scotland, often by being involved in already existing partnerships.

Support in Mind Scotland

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

Tel: 0131 662 4359

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 concerns 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.

Bipolar Scotland

Studio 1015, Mile End Mill,
Abbeymill Business Centre,
Seedhill Road

Paisley
PA1 1TJ

Tel: 0141 560 2050

Email: info@bipolarscotland.org.uk

Website: www.bipolarscotland.org.uk

What do they do?

- A national network of self-help groups
- Training in self-management of bipolar disorder
- Talks on bipolar disorder to statutory and voluntary groups
- Provide information on bipolar disorder through website, publications, leaflets etc.

Who can access the service? We cover the whole of Scotland. Target group are people diagnosed with bipolar disorder, their carers and other supporters.

How do people access the service? For self-help groups you can self refer. Self-Management training is open to people with the diagnosis and who are members of Bipolar Scotland.

Additional Information Our Paisley Self-Help Group meets on the forth Monday of every month (7-9pm) in the back room of Saporito's Coffee Shop, 27 Gauze St, Paisley PA1 1ES. This event is free, you don't need a referral and you don't have to be a Bipolar Scotland member—come along if you want to meet other people who live with bipolar and share ideas on how to improve your quality of life. Friends, family and carers very welcome.

Coronavirus update: Our Paisley Group meets online through zoom fortnightly on Mondays at 6pm. anyone interested in joining the group should contact graemeb@bipolarscotland.org.uk. As always, the Group welcomes people with a bipolar diagnosis and their friends, family, cares, partners etc.

PAPYRUS Prevention of Young Suicide

67 Bewsey Street
Warrington
Cheshire
WA2 7JW

Tel: 01925 572444

Text Service: 07786 209 697

Email: pat@papyrus-uk.org

Website: www.papyrus-uk.org

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.

Community Mental Health Teams

Paisley CMHT
The Charleston Centre
49 Neilston Road
Paisley
PA2 6LY

Renfrewshire CMHT
Studio 1001 - 1011
Mile End Mill
12 Seedhill Road
Paisley
PA1 1JS

Tel: 0141 618 5600

Tel: 0141 849 2200

What do they do?

The Community Mental Health Teams (CMHT) provide a comprehensive service to people recovering from mental health problems in the Renfrewshire area. This is a joint initiative involving both NHS Greater Glasgow & Clyde and Renfrewshire Council Social work. The teams have a mix of skills from all disciplines allowing them to offer a comprehensive package to those in need. The teams include: Community Nurses, Occupational Therapists, Psychiatrists, Psychologists, Social Workers, Group Workers, Home Care Workers, Support Workers and Administration Staff.

How do people access the service?

If your GP thinks you will benefit from CMHT input then he/she will make a referral. If the service thinks it can help, they will then make an appointment to see you. This initial contact let's them find out about the difficulties you may be experiencing and helps to identify together whether the service would be best to meet your needs.

Additional Information

The Community Mental Health Teams are arranged into two area teams - Paisley and the remaining area of Renfrewshire, from Lochwinnoch to Renfrew. People can be seen in their homes or at a number of community buildings.

At present, the office at Mile End Mill is closed—please contact The Charleston Centre for CMHT.

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. We also provide weekend cover for liaison psychiatry in the RAH for patients who have been admitted due to self harming.

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 HSCP Area
- 18 year olds and over
- 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

Sandyford Renfrewshire

8 New Sneddon Street
Paisley
PA3 2AD

Tel: 0141 211 8130

What do they do?

Sexual and reproductive health clinic for everyone in Renfrewshire regardless of age, gender or sexuality. The service operates 5 days per week. We operate a Drop-in every morning (Mon, Wed, Thurs, Fri, am) between 9.15am - 11.30 am and have booked appointments in the afternoon.

We also have 3 youth clinics per week on a Wednesday, Thursday and Friday between 3.30pm - 4.30pm.

Who can access the service?

Anyone in Renfrewshire.

How do people access the service?

Self referral.

Additional Information

Appointments are required for specialist clinics such as gynaecology, menopause, termination of pregnancy etc.

Coronavirus update: Essential services only at present. Visit www.sandyford.org for a list of these services.

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.

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.

Older Peoples In-Patient Services

Wards 37 & 39, Royal Alexandra Hospital
North Ward & East Ward, Dykebar Hospital

Tel: 0141 884 5122

Website: <http://www.nhsggc.org.uk>

What do they do?

Ward 37 RAH offers Acute Admissions for Organic Disorders

Ward 39 RAH offers Acute Admissions for Functional Disorders

North & East wards in Dykebar Hospital accommodate elderly patients for Older Peoples Mental Health, continuing NHS assessment, rehabilitation and interim care.

Who can access the service?

For the acute admissions of older adults from Renfrewshire & East Renfrewshire and for the continuing care of older adults from Renfrewshire.

How do people access the service?

Referral from GP's services.

Additional Information

All wards fully compliant with disability access.

Adult Mental Health In-Patient Services

Dykebar Hospital - Grahamston Road, Paisley, PA2 7DE

Fax: 0141 314 4298

Website: <http://www.nhs.gov.uk>

What do they do?

Mental Health In-Patient Services in Renfrewshire provide individualised care for people over the age of 16 with a mental health diagnosis. The wards are split into Adult and Older Adult care, with the Adult wards generally caring for people aged 16-65 and older Adults wards generally caring for people aged over 65. However, where appropriate a person may be treated in a ward not generally for their age group, if their condition is better managed in another ward area. All patients care is person centred and is delivered by a highly skilled multidisciplinary team consisting of medical staff, nurses, psychologists, physiotherapists, occupational therapists, dieticians and other allied health professional staff.

Dykebar Hospital

South Ward—Adult Acute Admissions

North & East Ward—Older Adult Continuing Care

Rehab & Recovery wards-Hospital based Rehabilitation & Adult Continuing Care

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.

Child and Adolescent Mental Health Services (CAMHS)

Arran Thru Centre
103 Paisley Rd
Renfrew
PA4 8LH

Tel: 0141 886 5921

Email: lorraine.mclellan2@ggc.scott.nhs.uk

What do they do?

CAMHS offers a service to children and adolescents (up to the age of 18) with emotional and behavioural difficulties (including anxiety and mental health issues) as well as those on the autistic spectrum. Assessment and therapeutic work is available for users and practical advice for parents and families is also provided.

Who can access the services?

Children and adolescents in Renfrewshire who are assessed as needing the service.

How do people access the service?

Via GP, social work departments and consultant psychiatrist.

Additional Information

There may be a waiting list for this service. The service is free.

‘Doing Well’ Renfrewshire Primary Care Mental Health Team

Abbey Mill Business Centre
Mile End Mill
Suite 1001
12 Seedhill Road
Paisley PA1 1JS
Tel: 0141 849 2208

What do they do?

Doing Well is a brief psychologically minded service for people experiencing common mental health problems i.e. Anxiety, Depression, first presentations of OCD, Eating problems, PTSD. Assessments can be offered either face to face or by telephone. Clients who are assessed as suitable will be offered 6-8 sessions lasting approx. 45 mins, 1:1 with a clinician, either at their GP practice or another local community venue.

Who can access the service?

Aged 18+ living in the Renfrewshire area.

How do people access your service?

Referrals are accepted by phone direct from clients (Self Referral), GP's and other professionals.

Additional Information

No Charges.

Websites and Other Resources

Online CBT Sessions

www.lttf.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.wellbeing-glasgow.org.uk

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

This is a forum that 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.

Substance Misuse

www.knowthescore.info

Clear, up-to-date information and advice on all kinds of drugs and drug-related problems.

www.talktofrank.com

Talk to Frank provides confidential and honest information on drugs. They operate a 24 hour phone line and email service 365 days of the year.

www.al-anonuk.org.uk

Al-Anon Family Groups provide understanding, strength and hope to anyone whose life is, or has been, affected by someone else's drinking.

www.alcohol-focus-scotland.org.uk

A national voluntary organisation for alcohol issues. Alcohol Focus Scotland is committed to improving the quality of people's lives by changing Scotland's drinking culture – promoting responsible drinking behaviour and discouraging drinking to excess.

www.alcoholics-anonymous.org

A national organisation offering help and support to people who are trying to overcome their drinking problems. Local groups throughout the country meet regularly to offer practical advice and fellowship.

www.release.org.uk

Provides a range of advice and information services in response to people requiring assistance with matters to do with drugs and the law.

Young People

www.childline.org.uk

ChildLine is the free helpline for children and young people in the UK. Children and young people can call ChildLine to talk about any problem. Call them free on 0800 11 11 (Open 24 hours a day every day of the year).

www.handsonscotland.co.uk

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.

www.youtube.com

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 People Helpline	0800 700 740	24hrs a day
Rape Crisis Scotland	08088 010 302	24hrs a day
National Drink Line Scotland	0800 7314 314	9am– 8pm Mon-Fri and 11am-4pm weekends
Hopeline UK (Young people's suicide prevention)	0800 6841 41	Weekdays 10am - 10pm & Weekends 2pm - 10pm. Bank holidays 2pm - 5pm
The Relationship Helpline	0808 802 0050	Monday Wednesday and Thursday 11am-2pm
Self Injury Helpline	0808 800 8088	Tuesday Wednesday & Thursday 7pm-10pm
TESS national text and email support for girls and young women who self injure .		
Sunday - Thursday 7-9pm Text:07800472908		
Email use link on website www.selfinjurysupport.org.uk		

Useful Apps

For anxiety/stress:

Headspace



What's Up



Clear Fear



Worry Tree



For support with issues around self harm:

Calm Harm



For a variety of mental health issues:

Don't Panic



If you require this Directory to be translated into another language, please contact Stephen McLellan on 0141 847 8900.

我們可提供本文檔的繁體中文拷貝。若需此拷貝，請致電0141 847 8900 與首席執行官辦公室的 Stephen McLellan 聯繫。

Istnieje możliwość otrzymania egzemplarza tego dokumentu w tym języku. W celu uzyskania takowego, proszę skontaktować się z Stephen McLellan pod numerem 0141 847 8900.

"اگر آپ اس ڈائریکٹری کو کسی مختلف زبان میں پسند کرتے ہوں تو براہ کرم آراے ایم ایچ میں اسٹیفن میک لیلن کے ساتھ اس فون پر رابطہ کریں 0141 847 8900"

"Dacă doriți acest director în altă limbă vă rugăm să-l contactați pe Stephen McLellan de la RAMH, la telefon 0141 847 8900".



Renfrewshire
Health & Social Care
Partnership