# MENTAL HEALTH AND WELLBEING SUPPORT SERVICES

**This booklet includes information about where to find help and support for yourself and or family/friends who may be experiencing mental health difficulties and some tips for positive mental health and wellbeing.**

THE BROOMHOUSE CENTRE
Education, Welfare and Recreation

Health All Round
Your Community Health Project

The Health Agency

SOUTH WEST
NEIGHBOURHOOD
PARTNERSHIP

NHS
Lothian

## 1) City-wide services – including urgent help* and support

| Access Practice | Hours and contact details |
|---|---|
| The Edinburgh Access Practice is a confidential healthcare service for people who are having trouble registering with a GP because they are in temporary accommodation, have no accommodation or have additional support needs that may be because of drug and/or alcohol problems.<br><br>Services include:<br>GP and nurse surgery; Dental and podiatry clinics; Mental Health Nursing; Substance Misuse | The Access Point,<br>23 Leith Street, EH1 3AP.<br>Tel: 0131 240 2810<br>The Cowgate Clinic,<br>20 Cowgate, EH1 1JX.<br>Tel: 0131 240 2810<br><br>Monday to Friday<br>9am - 12:45pm<br>and 1:45pm - 5pm |

| Advocard | Hours and contact details |
|---|---|
| Advocard provides independent advocacy for Edinburgh's mental health service users who live in the community and face compulsory treatment. It is independent from the local authority (social work), the health board (psychiatric services) and the Scottish Government (tribunals).<br><br>It can advocate for you regarding the Mental Health Act if you:<br><br>• have mental health issues and;<br>• live in the community in Edinburgh and<br>• face compulsory care and treatment under the Act (being detained or forced to take treatment by law) or;<br>• want to use the safeguards within the Act (rules and services to protect you in law and practice). | 332 Leith Walk<br>Edinburgh, EH6 5BR<br><br>Tel: 0131 554 5307<br>Text: 07920 207 564<br><br>advocacy@advocard.org.uk<br>www.advocard.org.uk/<br><br>Office open Monday – Friday:<br>10am – 4pm |

| Breathing Space* | Hours and contact details |
|---|---|
| Breathing Space is a free, confidential phone and web-based service for people in Scotland experiencing low mood, depression or anxiety.<br><br>It provides a safe and supportive space by listening and offering advice and information. | Tel: 0800 83 85 87<br><br>The phoneline is open 24 hours at weekends (6pm Friday - 6am Monday) and from 6pm to 2am on week days<br>(Monday - Thursday). |

| Child and Adolescent Mental Health Service (CAMHS) | Hours and contact details |
|---|---|
| CAMHS provides psychological, medical and psychosocial assessment and treatment for children and young people with mental health problems. CAMHS aims to promote health and wellbeing and to prevent relapse by offering a range of individual, family, and group approaches. CAMHS teams also offer professional consultation services.<br><br>Referrals will be considered across a range of priority according to the following criteria:<br><br>• Evidence of mental health problem<br>• Risk assessment - risk of self harm/life-threatening behaviour<br>• Symptom severity<br>• Degree of psychosocial impairment. | CAMHS, South Edinburgh<br>3 Rillbank Terrace<br>Morningside<br>Edinburgh, EH9 1LL<br><br>Tel: 0131 536 0534<br><br>In an emergency, you should contact your GP or NHS 24 on 111.<br><br>http://www.nhslothian.scot.nhs.uk/Services/A-Z/CAMHS/Pages/default.aspx |

| City of Edinburgh Council Social Care – Out of hours support* | Hours and contact details |
|---|---|
| The out-of-hours service provides advice, support and help to ensure that vulnerable people are not left at risk.<br><br>You may want to contact the out-of-hours service about:<br><br>• an adult or child at risk of harm<br>• someone who needs help to look after themselves or their home<br>• someone who looks after another person needing care and support. | For help in a crisis outwith office hours or on public holidays, call free on 0800 731 6969<br><br>Outwith office hours is:<br><br>Monday to Thursday<br>5pm - 8.30am<br><br>Friday 3.55pm - Monday 8.30am<br><br>Within office hours call:<br>• For adults - 0131 200 2324<br>• For children - 0131 200 2327 |

| Drink Line* | Hours and contact details |
|---|---|
| Provides free 24-hour telephone support for people who are concerned about their own drinking or who are worried about a friend or family member. | The Canon Mill<br>1-3 Canon Street<br>Edinburgh, EH3 5HE<br><br>Tel: 0131 270 6087<br><br>✉ infoedinburghcarerscouncil.co.uk<br>www.edinburghcarerscouncil.co.uk<br><br>Staff are available Monday to Friday. |

| Edinburgh Crisis Centre* | Hours and contact details |
|---|---|
| Provides community-based emotional and practical support at times of crisis. It is a service for people who are aged 16 and over who are using or have used mental health services and are resident in the City of Edinburgh when they are facing a crisis. This includes people who identify themselves as having a mental health issue, including:<br><br>Feeling suicidal, actively self-harming, having psychotic experiences, reacting to extreme stress such as physical or sexual abuse, disturbed sleep patterns, financial worries, and relationship problems, i.e. with family, friends or neighbours. | The Crisis Centre is open 24 hours a day, 365 days of the year.<br><br>Free phone: 0808 801 0414<br>Text: 07974 429 075<br><br>crisis@edinburghcrisiscentre.org.uk<br>www.edinburghcrisiscentre.org.uk |

| Edinburgh & Lothian Council on Alcohol (ELCA) | Hours and contact details |
|---|---|
| ELCA offers a range of free services for people over the age of 18 living in the Lothians:<br><br>• Advice and information<br>• Drop-In Services<br>• Assessment<br>• One to one counselling<br>• Women's Alcohol Recovery Group.<br><br>You can arrange an appointment yourself, or be referred by statutory agencies such as Primary Healthcare, GP, etc. | 6 Clifton Terrace<br>Edinburgh, EH12 5DR<br><br>Tel: 0131 337 8188<br>Fax: 0131 337 9825<br><br>www.elcaalcohol.co.uk/<br><br>Open Monday to Thursday 9am – 9pm, Friday 9am – 4pm and Saturday 9am – 2pm |

| Health In Mind | Hours and contact details |
|---|---|
| Health in Mind is a charity promoting positive mental health and wellbeing in Scotland. Services include:<br><br>• Befriending<br>• Counselling<br>• Guided self help<br>• Information services<br>• Support, accommodation and respite service<br>• Trauma services<br>• Orchard Centre services<br><br>Health in Mind also offers stress control classes. This six-week evening class focuses on understanding what stress is, how it affects us and how we can manage it. The course is free to attend. Each session is includes with a summary hand-out and relaxation materials. | 40 Shandwick Place<br>Edinburgh, EH2 4RT<br><br>Tel: 0131 225 8508<br>Fax: 0131 220 0028<br><br>contactus@health-in-mind.org.uk<br>www.health-in-mind.org.uk/<br><br>See contact details above for more information on start dates, venues and booking a place. |

| Mental Health Assessment Service* | Hours and contact details |
|---|---|
| MHAS is an emergency mental health assessment service. It is a nurse-led team, based at the Royal Edinburgh Hospital, available 24 hours a day, seven days a week.<br><br>They also provides a service at the Royal Infirmary from 5pm – 8am Monday to Thursday and from 5pm Friday to 8am Monday.<br><br>MHAS is available for:<br><br>• People experiencing a mental health crisis<br>• People who need an emergency mental health assessment<br>• People who have been referred by a GP or other healthcare professional. | 24 hours a day<br><br>Tel: 0131 537 6000.<br><br>You can be seen at our 24-hour service at the Royal Edinburgh Hospital. |

| Minority Ethnic Health Inclusion Service (MEHIS) | Hours and contact details |
|---|---|
| Provides free, confidential advice, information and support to black, minority ethnic and refugee communities. | Located at: Craigmillar Medical Group<br><br>106 Niddrie Mains Road<br>Edinburgh, EH16 4DT<br><br>Tel: 0131 536 9544 |

| Outlook Project | Hours and contact details |
|---|---|
| Outlook Project is an adult education project for people using mental health services and living in Edinburgh.<br><br>It provides information, arranges guidance and offers educational support whilst you access its services.<br><br>It also offers a range of free adult education courses, providing a space for you to regain your confidence and acquire skills to access wider options. | South Bridge Resource Centre<br>Infirmary Street<br>Edinburgh, EH1 1LT<br><br>Tel: 0131 652 3715<br><br>CLD.OP@edinburgh.gov.uk |

| Plan 2 Change | Hours and contact details |
|---|---|
| Plan 2 Change is a pioneering peer support project, employing people with personal experience of mental ill health to act as "recovery guides" for others. Normally the team will work with people for up to 12 months, supporting them to achieve their goals and move on in their life. | Edinburgh Area Office:<br>5 Leamington Terrace<br>Edinburgh, EH10 4JW<br><br>Tel: 0131 228 1335.<br><br>edin.admin@penumbra.org.uk |

| Saheliya | Hours and contact details |
|---|---|
| Saheliya is a black and minority ethnic Women's Mental Health organisation.<br><br>It aims to provide a safe and confidential service that supports the mental health and wellbeing of black and minority ethnic women in Edinburgh.<br><br>To maintain and support the mental wellbeing of black and minority ethnic women, Saheliya offers a range of services for both prevention and support. These services include counselling, group support and befriending. | 125 McDonald Road<br>Edinburgh, EH7 4NW<br><br>Tel: 0131 556 9302<br><br>info@saheliya.co.uk |

| Samaritans* | Hours and contact details |
|---|---|
| Samaritans are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide. | Telephone helpline: 24 hours a day<br><br>Tel: 0131 221 9999<br><br>Samaritans drop-in service runs from<br>25 Torphicen Street<br>Edinburgh, EH3 8HX<br>9am - 10pm, 7 days a week.<br><br>Wheelchair accessible |

| Scottish Domestic Abuse Helpline* | Hours and contact details |
|---|---|
| Information and support for those affected by domestic abuse. Calls are answered by women who have been trained in all issues relating to domestic abuse. Crisis support and a listening ear. | 24-hour Freephone on<br>0800 027 1234<br><br>contactsdahelpline@yahoo.co.uk<br><br>www.scottishdomesticabuse helpline.org.uk/ |

| Shakti Women's Aid | Hours and contact details |
|---|---|
| Shakti Women's Aid has been working since 1986 to offer support, advocacy and information to all black/minority ethnic women, children and young people experiencing and/or fleeing domestic abuse from:<br>• partners/husbands<br>• ex-partners<br>• other family members. | If you think you or someone you know might be suffering from domestic abuse, you can contact us on 0131 475 2399.<br>Email: info@shaktiedinburgh.co.uk<br>www.shaktiedinburgh.co.uk |

| Simpson House | Hours and contact details |
|---|---|
| Simpson House provides counselling for people affected by their own or another's drug use, support for people in recovery (SMART Recovery) and works with children and young people affected by parental substance use (Sunflower Garden). | 52 Queen Street<br>Edinburgh, EH2 3NS<br>Tel: 0131 225 1054<br>0131 225 6028<br>For counselling contact:<br>counselling@simpson-house.org<br>www.simpson-house.org/home.htm |

## 2) Local help and support services

| Broomhouse Health Strategy Group (BHSG) | Hours and contact details |
|---|---|
| Broomhouse Health Strategy Group in partnership with the Community Health Hub supports the communities of Broomhouse, Sighthill and Parkhead to improve their health and wellbeing by providing a variety of social health activities.<br>It provides a range of free services, including:<br>• Health drop-in service<br>• Volunteering opportunities<br>• Broomhouse and Sighthill Timebank<br>• Fruit and veg shop with a home delivery services<br>• Cookery sessions<br>• Physical activities – including exercise classes and a walking group | 1 Broomhouse Market,<br>Edinburgh, EH11 3UU<br>Tel: 0131 467 7678<br>Email: info@healthstrategygroup.org.uk<br>www.healthstrategygroup.org.uk<br>Shop opening hours:<br>Monday to Friday 9am – 12.30pm |

| Broomhouse Centre | Hours and contact details |
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| The Broomhouse Centre provides personal, social and community development opportunities for vulnerable young people and adults with regards to health and social care in South West Neighbourhood Partnership Area.<br><br>Support services include:<br>• Education/training<br>• Volunteering and learning opportunities<br>• Literacy and numeracy<br>• Self-help groups<br>• Cognitive Behavioural Therapy<br>• Adult Carers – group and individual support<br>• Carers Clinic – one-to-one support in the form of alternative therapy<br>• Young Carers (16-24) – employability support group<br>• Elderly Befriending – one-to-one support at home for people over 60<br>• Community Health Hub – provides health drop-ins, exercise, cookery classes and walking<br>• Dementia Day Care<br>• Employability support for a wide range of people with special needs through the Café Training Scheme. | The Broomhouse Centre<br>79/89 Broomhouse Crescent<br>Edinburgh, EH11 3RH<br><br>Tel: 0131 455 7731<br><br>Email: admin@broomhousecentre.org.uk<br><br>www.broomhousecentre.org.uk<br><br>Open Mon to Thurs<br>8.30am – 9pm and<br>Fri 8.30am – 4pm |

| CHAI – Community Help and Advice Initiative | Hours and contact details |
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| CHAI supports people living across Edinburgh and the Lothians.<br><br>Services include:<br>• Advice<br>• Furniture recycling<br>• Housing support<br>• Substance Misuse Service<br>• Support for vulnerable families<br>• Youth and community development<br>• Employability support | ELS House<br>555 Gorgie Road<br>Edinburgh, EH11 3LE<br><br>Tel: 0131 442 2100<br><br>Email: chai@mail.wh1.org.uk<br><br>www.chaiedinburgh.org.uk/<br><br>Advice Service: 0131 442 1009 |

| Health All Round | Hours and contact details |
|---|---|
| Health All Round supports people living in Gorgie Dalry, Saughton, Stenhouse and surrounding areas of Edinburgh to live longer, healthier lives.<br><br>Services include:<br><br>• Counselling and life coaching<br>• Hypnotherapy<br>• Physical fitness/walking groups<br>• Anxiety Management and Confidence-Building<br>• Self-management and recovery training (SMART)- supporting people to maintain abstinence from alcohol and drugs<br>• Parenting classes | 24 Westfield Avenue<br>Edinburgh, EH11 2QH<br><br>Tel: 0131 3371376<br><br>Email: info@healthallround.org.uk<br><br>www.healthallround.org.uk<br><br>Open for registration/drop-in: Mondays 10-12, Wednesdays 10am – 2pm and Thursdays 12pm – 2pm |

| SCOREscotland | Hours and contact details |
|---|---|
| SCOREscotland is a voluntary organisation serving the minority ethnic communities of West Edinburgh. The organisation strives to eliminate racism in our society by working for and with those who are affected by racial discrimination. Services offered:<br><br>• One-to-one advice and information<br>• Youth & group work<br>• Awareness raising<br>• Community engagement<br>• Programme of events and activities. | WHALE Arts Centre<br>30 Westburn Grove<br>Edinburgh, EH14 2SA<br>Tel: 0131 442 2341<br><br>Monday to Friday (9am – 5pm)<br><br>Email: info@scorescotland.org.uk<br><br>www.scorescotland.org.uk/ |

| South West Recovery Hub | Hours and contact details |
|---|---|
| This service provides a one-stop service for people affected by their own or someone else's alcohol or drug use. This is a partnership between NHS Lothian, City of Edinburgh Council and CHAI.<br><br>Initial support is accessed by attending a drop in assessment session with the duty hub worker who then allocates to City of Edinburgh Council (Drug Referral Team/Alcohol Referral Team), NHS Lothian Substance Misuse Directorate (SMD) or CHAI Substance Misuse Service (SMS).<br><br>No prescriptions can be obtained or amended at the drop in. | Mon and Fri (10am – 4pm) at CHAI, ELS House, 1st Floor 555 Gorgie Road, EH11 3LE<br><br>Tues, Weds and Thurs (10am – 4pm) at Wester Hailes Healthy Living Centre<br>Green Reception<br>30 Harvester's Way, EH14 3JF<br><br>NHS SMD Tel: 0131 453 9448<br>CHAI SMS Tel: 0131 453 9406<br>Main<br>CHAI Tel (other CHAI services): 0131 442 2100 |

| Westerhaven, Macmillan Cancer Information and Support Centre | Hours and contact details |
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| Provides benefits advice for anyone affected by cancer, including families and carers. Can assist with benefit checks, completing benefit forms and can help with appeals including representing at Tribunals. Can also help with applications for Macmillan Grants and other trust funds.<br><br>Appointments can be arranged for a wide range of locations city-wide and we can also visit you in hospital or at home. Telephone advice is also available. | 1 Hailesland Road<br>Wester Hailes<br>Edinburgh, EH14 2QS<br><br>Tel: 0131 442 3126<br><br>Tuesdays only: 10am – 1pm |

| Wester Hailes Health Agency | Hours and contact details |
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| The Wester Hailes Health Agency is a community-led holistic health project providing a range of services, groups and activities for South West Edinburgh.<br><br>Services include:<br>Counselling, cognitive behavioural therapy, one-to-one support, anxiety management groups, physical activities, women's group, carer's group, budget cookery and nutritional groups, gardening groups, complementary therapies, drop-in service and substance misuse services (including Smart Recovery). | Wester Hailes Healthy Living Centre (WHHLC)<br>30 Harvesters Way<br>Edinburgh, EH14 3JF<br><br>Tel: 0131 453 9100<br><br>www.whhealthagency.co.uk |

## 3) NHS services

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| **Action on Depression**<br>Self-referral | Provides information on local support, support groups, and computerised self-help CBT courses. Information service Tel 0808 802 2020 (free from mobiles). Action on Depression, Thorn House, 5 Rose Street, Edinburgh, EH2 2PR. Visit www.actionondepression.org |
| **Computerised CBT**<br>Self-referral | This free website is supported by the NHS and offers a basic CBT programme as well as giving much general information about anxiety and depression. It also offers online support. Visit www.livinglifetothefull.com |
| **Counselling**<br>Self-referral | This is generally a one-to-one therapeutic relationship which may involve a variety of different psychological approaches. Further information about local counselling services is available at the Edspace mental health information directory: Tel 0131 225 8508 Visit www.edspace.org.uk |
| **Exercise referral scheme**<br>GP referral | This involves an initial one-to-one consultation with a specialist exercise worker to establish a 12-week exercise plan, for people with mild to moderate depression or anxiety who are not active, but might benefit from regular exercise. Referral via your GP. |
| **Guided self help**<br>GP referral | This involves one-to-one guidance on self-help CBT materials, given usually over 3 – 4 sessions, for those with mild depression or anxiety.<br><br>Via GP referral to Guided Self Help Team, Health in Mind, 40 Shandwick Place, EH2 4RT. Tel 0131 225 8508 |
| **Intensive Home Treatment Team (IHTT)**<br>NHS Lothian | For IHTT, Tel 0131 536 9274 or 0131 537 4588 |
| **NHS 24** (general medical helpline) | Tel 111 or visit www.nhs24.com |

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|---|---|
| **PCMHT (Primary Care Mental Health Team) S/W Edinburgh**<br>NHS Lothian | Usually a referral from a GP to the team. Patients will receive a letter asking them to opt in to the service. The initial appointment will include an assessment. Then a care plan will be initiated between the nurse and patient. Patients can access help from CPNs, OTs and counselling in S/W Edinburgh.<br>5 Cambridge Street, EH1 2DY<br><br>Tel 0131 537 8650 |
| **Home Intensive Team (HIT)**<br>Wester Hailes Mental Health Project<br><br>**PCMHT**<br>Wester Hailes Health Centre<br>NHS Lothian | Patients can be referred by their GP, Health Visitor or another health professional, e.g. midwife, or patients can self-refer. There is no waiting time and an assessment will be done along with a care plan. This service is for patients who have co-morbid substance misuse, social problems or a chaotic lifestyle. Patients can dip in and out of the service.<br><br>For the HIT Team, contact the Community Mental Health Nurse, Wester Hailes Health Centre, 7 Murrayburn Gate Edinburgh EH14 2SS. Tel 0131 537 7070 |
| **Positive Mental Training**<br>CDs available from GPs (no cost) | This is a 12-week programme using relaxation self-hypnosis and CBT techniques, delivered by listening to a CD track on a daily basis. It is useful for people with mild to moderate depression with an interest in self-help. For further information: www.positiverewards.com |
| **Self-help information booklets** | Cover a wide range of mental health difficulties including low mood and depression, anxiety, panic, sleeplessness, controlling anger and bereavement issues. They vary in content from giving basic information to using simple self-help techniques to improve mental health. Electronic versions can be downloaded free from the Edspace mental health directory: www.edspace.org.uk or by telephoning the Edspace team: Tel 0131 225 8508. |

## 4) What can I do to help myself?

Mental health and wellbeing is about how we think and feel and our ability to manage day-to-day activities- this changes from time to time and can be affected by many things around us including housing and general environment, jobs, our caring responsibilities, being stressed (at work and or home), relationships, feeling isolated/ lonely, friendships, money and other worries, illness and disability, alcohol or drugs, and past experiences, such as abuse.

Research has shown that there are five main ways to boost our mental health and wellbeing:

- **Connect and Link** - keep in touch with friends and family, colleagues and wider community
- **Be Active** - being active helps reduce mental and physical stress and helps us feel better and doesn't need to be an actual sport as such
- **Take Notice** - taking time to notice and appreciate things around us, and savouring the moment can boost mental wellbeing
- **Keep Learning**- as well as being fun, trying something new and learning new things and skills helps build self-confidence and is a good way to meet new people and improve our life skills at any age
- **Give** – giving of yourself, by volunteering, joining a community group and simply sharing a chat or a smile with others, is also good for mental wellbeing and can reduce isolation.

For more information on activities, courses and classes in your local community go to: **www.joininedinburgh.org**

Remember, **you are not alone** and as this booklet shows, there are many services – as well as your GP Practice - who can provide help and advice.

**Developed by the South West Neighbourhood Partnership Health Inequalities Group (with thanks to the Forth Neighbourhood Partnership Health Group), November 2015.**