

Annual Review
2017-2018

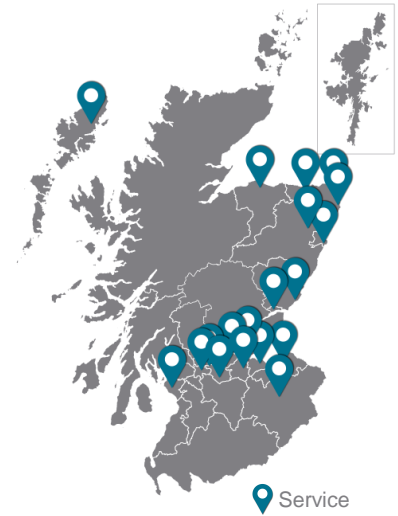


penumbra
your way to a brighter future

Edinburgh Crisis
Centre

About Penumbra

Penumbra is one of Scotland's largest mental health charities, supporting around 1000 adults and young people each week. Founded over 30 years ago, we provide a variety of innovative services across Scotland:



- [ARBD](#) | Recovery focused support for people with Alcohol Related Brain Damage (ARBD)
- [Crisis Support](#) | Short term support for people experiencing a mental health crisis
- [Employment Support](#) | Helping people who are working towards employment or need support in employment
- [Homelessness Services](#) | Practical and emotional support for people who are homeless or at risk of homelessness
- [Nova Projects](#) | Wellbeing projects that promote recovery, social inclusion and self-management
- [Plan2Change](#) | Peer support services
- [POWWOWS](#) | Penumbra workshops on wellbeing
- [Self Harm Projects](#) | Community based projects for both adults and young people who self-harm
- [Short Breaks](#) | Supportive breaks for people to focus on their recovery
- [Supported Housing](#) | A variety of supported accommodation and tenancy projects
- [Supported Living](#) | Offering practical and emotional support to meet people's needs in their own home
- [Wellness Centre](#) | Access a range of services in the community which are designed to promote positive mental health and support people to recover from mental ill health
- [Young People's Projects](#) | Services for young people

Our values

The Penumbra Strategic Plan 2016-2020 sets out four core values which inform our work:

- [Recovery](#) | People can and do recover from mental ill health
- [Human rights](#) | People have equal human value regardless of their situation or ability and have the right to dignity, respect, privacy and choice
- [Control](#) | People should be enabled to exercise control over their lives by means of real choice and participation and should be free from stigma and discrimination
- [Person centred](#) | Penumbra's services should provide person centred support on an ordinary and inclusive basis wherever possible

Our vision for Scotland

We envisage a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential. To achieve this vision our Strategic Plan sets out our mission, and five aims which describe how we will realise it.

<p>Our vision</p> <p>Penumbra envisages a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential.</p> <p><i>Strategic Plan 2016-2020</i></p>	<p>Our mission</p> <p>Penumbra will provide, support and influence services and activities that improve the mental health and wellbeing of people.</p> <p><i>Strategic Plan 2016-2020</i></p>
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Penumbra's five aims are summarised as the acronym RPIII:

- **Recovery** | To ensure that all mental health services and activities are hopeful, personalised and recovery focused
- **People** | To ensure a highly valued, skilled and involved workforce
- **Innovation** | To develop, support and provide innovative responses that promote recovery, social inclusion and citizenship for people with mental health problems
- **Influence** | To promote mental health and wellbeing in communities by influencing; policy makers, funders and others
- **Improvement** | To ensure quality and continuous improvement in all business processes to achieve our mission

Why we produce Annual Reviews

Our Strategic Aims (RPIII) are supported by objectives and an annual results and monitoring framework. As part of this monitoring framework, every year Penumbra services compile an Annual Review. The review summarises the work the service has undertaken that year to meet our five key aims, to achieve our mission, and to realise our vision for society.

This Annual Review is based around the RPIII structure, with sections for Recovery, People, Innovation, Influence, and Improvement.

Service overview

The Crisis Centre offers telephone, text, email and 1-1 support from its base in Leith. The centre is managed on a daily basis by Penumbra and by a representative group involving service user representation (supported by Advocard), NHS Lothian, City of Edinburgh Council, Edinburgh Carers Council, Police Scotland, Penumbra and other third sector mental health services as part of an ongoing Public Social Partnership.

The centre is community based and is accessible 24 hours a day, 365 days a year. Information about the service is available across Edinburgh, in GP surgeries, student halls, Community Mental Health Teams, counselling services and Police stations. The Mental Health Assessment Service and Emergency Duty Social Work Team also signpost people to the centre.

Service aims

The Crisis Centre is open to all Edinburgh residents aged 16 years or over who are experiencing a mental health crisis, or a carer for someone who is. Centre staff support people to manage their immediate crisis or to prevent further crises occurring or escalating.

Types of support provided

People initially contact the service by email, text or a free, confidential, telephone helpline. Crisis Centre staff work with people to support them through their distress. Where safety is an issue for people in distress, suicidal thoughts and feelings are openly discussed and staff support people to make safe plans.

Depending on the outcome of the discussion and review, a person may be offered the opportunity to visit the centre for a 1-1 session. Appointments for 1-1 meetings are made as quickly as possible – sometimes immediately and usually within the same day. As with telecommunications support, Crisis Centre staff work with visitors to support them through their distress and if appropriate make safe plans.

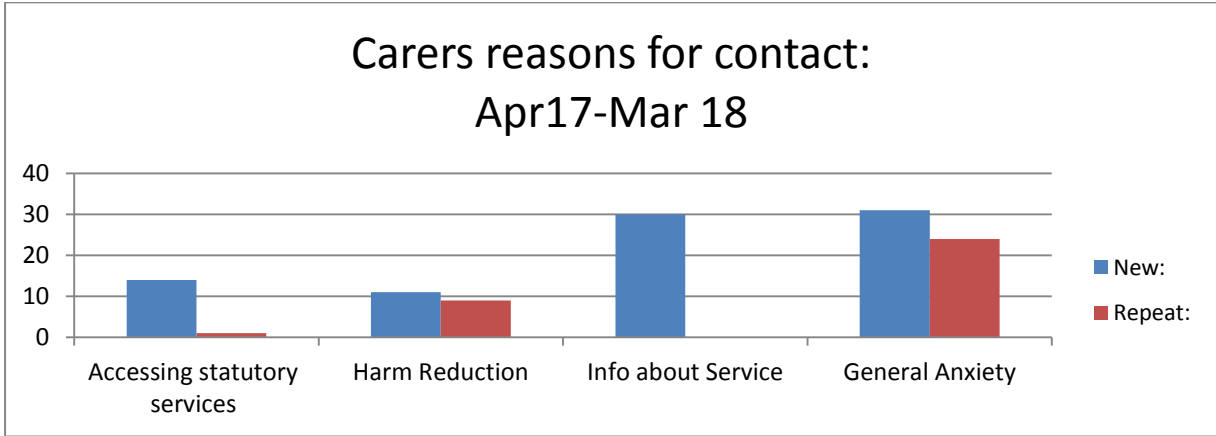
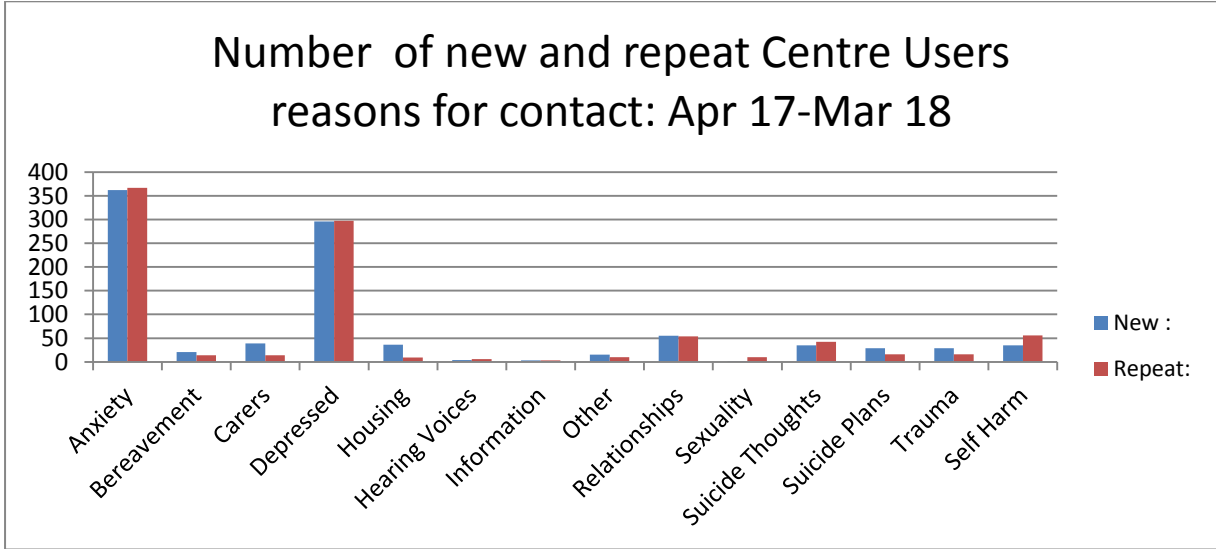
In addition to the above and depending on the outcome of the discussion and review at the 1-1, a person may also be offered an extended or overnight stay at the centre. Up to four people can stay at the centre after their 1-1 session with staff. Length of stay at the centre is discussed with individuals on an on-going basis during their support; however the maximum stay is seven days. The average stay for most centre users is two or three days. This period of time has been shown to be effective in allowing centre users to address their immediate anxieties and plan for on-going support post their stay at the ECC, which can include, if required, follow up 1-1 and telephone support.

People who use our services

People who have contacted the service

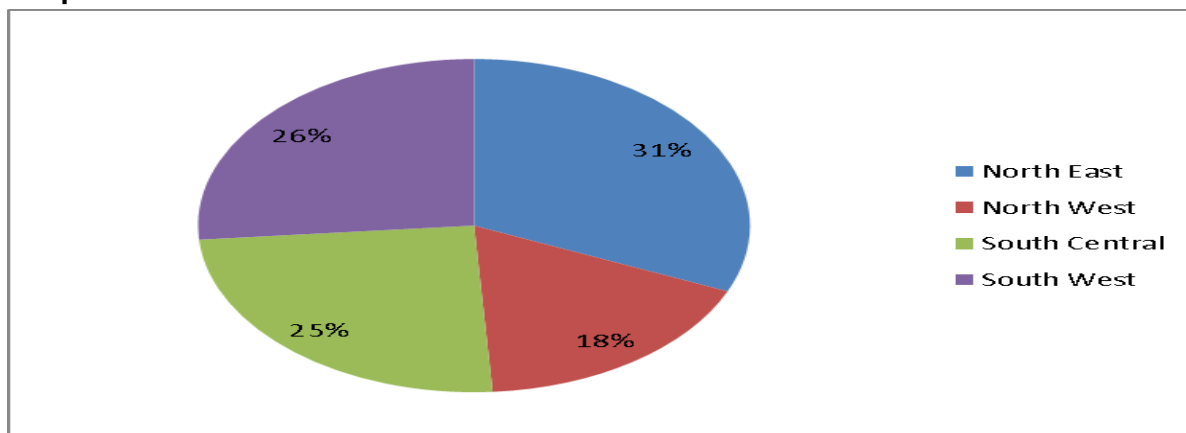
Between April 2017 and March 2018 1,963 people contacted the service, up from 1637 in 2016/17. Approximately 46 % of the contacts in 2017/18 came from people who had not contacted the service before. Following contact, 504 1-1 support sessions were organised and 147 individuals stayed overnight at the centre for a total of 306 nights.

Reasons for contacting the service

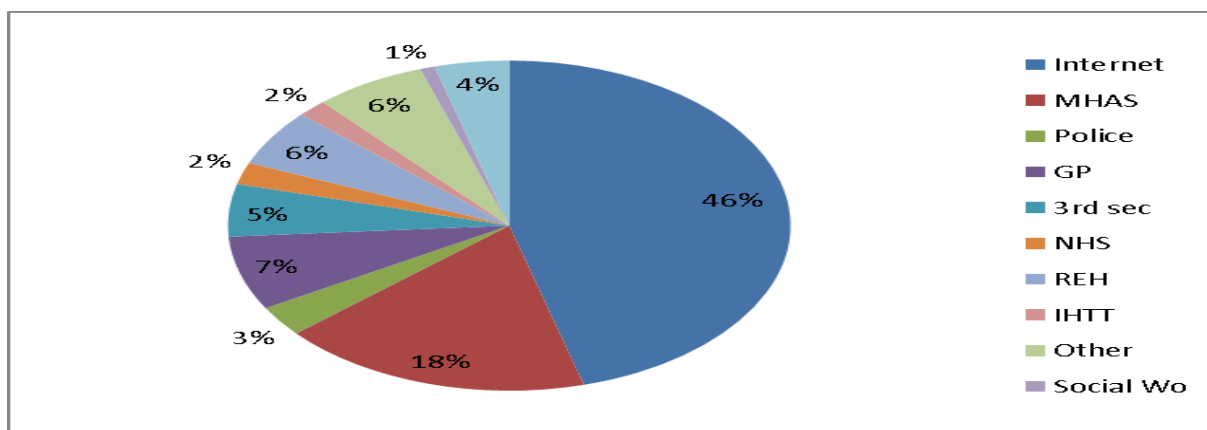


The vast majority of people who contacted the service said they did so because of anxiety, which was the same as in 2016/17. Depression and suicidal thoughts were also common reasons for contacting the service. People may contact the centre for a variety of reasons, and some have attributed their distress for example to housing problems, hearing voices, relationship problems, sexuality, trauma and self harm

People who visited the centre



The majority of people who visited the centre came from the North East (Portobello, Leith, Meadowbank) followed by South West (Wester Hailes, Morningside, Broomhouse, Tollcross, Sighthill) and South East and Central Edinburgh (City Centre, Gilmerton, Canongate) with North West (Muirhouse, Granton, Craigroyston and Corstorphine) having the least visitors.



During support people are asked where they heard about the service. The above graph shows where people were signposted to the service, when specific signposting information was given by a contact. 229, of a total of 912 individual contacts provided this information. The Mental Health Assessment Service (MHAS) in Edinburgh signposted the largest number by individual type of service, followed by GPs.

Recovery

People who have used the service

The service helps people from all backgrounds manage a mental health crisis. Staff members support people to manage their immediate crisis and to prevent further crises occurring or escalating. Following support, 97% of people surveyed said they felt better prepared to deal with the issues that led to their crisis. 87% said the service was an alternative to a hospital admission.

Recovery story

Thomas who used the centre for the first time this year kindly gave us the following feedback:

Now that some time has passed, looking back how do you feel the Crisis Centre helped your situation?

When I arrived at the Crisis Centre I was lost, lonely and miserable. It wasn't until I spoke to the staff at the Centre that I felt someone listened to and actually understood the stress I was dealing with. Having someone there to talk to and help me organise my life was a great feeling, I didn't feel so miserable or lonely after making small steps to improve my situation and by seeing the quick improvement of my frame of mind, mood and overall perception of life I could finally see a way forward. Just being made to feel welcome and listened to was exactly the help I needed to pull me out of my depression.

How did you find the staff and facilities at the Crisis Centre?

I got along with all the staff, I was worried at the start that some of the things I was telling them regarding how I felt and why, would sound strange or not something to worry about but once I did I quickly realised there was nothing to worry about. They were kind, compassionate and very understanding. The facilities were all you needed, meals if you were hungry, a lounge, computer and resource room (arts and crafts materials) a nice garden to sit and smoke and the rooms were very practical (better than most B & B's) the toilet facilities were clean and well kept as well.

Do you think the Crisis Centre helped improve your mental health?

I believe that if I did not go to the Crisis Centre that day I would have been suffering from even worse mental health issues just now. I was suffering from Anxiety and Depression and although I still have my bad days I'm much quicker to recognise when I am feeling depressed and managing the emotions. Knowing that the Edinburgh Crisis Centre is there for me if I ever need them again is reassuring and after the help I received I have made major improvements in every aspect of my life.

People

Staff

The service has 13 members of staff: a Service Manager, Assistant Support Manager, 6 Recovery Practitioners and 5 Recovery Workers.

Helpline Volunteers regularly provide helpline cover in the evenings and at weekends. Working alongside members of the staff team, they help us to ensure callers to the helpline are responded to promptly, even at times when the Centre is busy. New helpline Volunteers will be recruited and trained this summer which will be followed by an induction period.

Training

In March we held two team Development days focusing on Team Building and Leadership Skills. These were two very productive and enjoyable days and these two themes will be further developed over the next twelve months.



In addition, team members have been attending refresher training of ASIST (Suicide Prevention) and Adult Support and Protection, Motivational Interviewing, WRAP, Inclusive Practice and Training for Trainers amongst other Learning and Development activities.

SSSC registration

The Service Manager is currently registered with the SSSC as the registered person for the Edinburgh Crisis Centre within its status as Adult Support Services (not care at home).

Innovation

Public Social Partnership

In the last two years the Crisis Centre has been actively involved in a Public Social Partnership with other Mental Health and Wellbeing providers across the City of Edinburgh City. This process is aimed at improving the way that all of these providers deliver services and work together for the benefit of those needing support across the city and on a locality basis. Penumbra's Edinburgh Crisis Centre is taking the lead role in the ongoing development of a Crisis Support Network, along with our partners in Health, with the Crisis Centre being the main provider of crisis support in Edinburgh.

Mobile Applications

Utilising fundraised monies, the centre purchased an electronic tablet which we use to show examples of mobile applications to visitors to the centre. These are recommended applications designed to provide additional support to aid recovery and which centre staff can display and explain to visitors for them to use in the centre or download on to their own mobile device to use in the comfort and privacy of their own home.

Influence

Edinburgh Crisis Centre Fundraising Quiz night

The centre held a quiz night on 25th August 2017 at the Leith Ex-Servicemen's Club. The venue was donated free and all prizes for the quiz and raffle were also by kind donation of staff and supporters of the centre. The event was a great success with over 70 people attending and raised more than £1,000 on the night.

Other events

Staff and centre users were attending and promoting the centre at Edinburgh Film House (Suicide Prevention Week) Leith Academy Career Night, Leith Academy Diversity Night, Edinburgh Art College Wellbeing Week, Edinburgh University Department Head Presentation, The Action Group, Ingeus Employment Support and Lothian Bi-Polar Support Group.

Visits

In recent months we have hosted visits from Maureen Watt, the Scottish Minister for Mental Health, Jenny Marra MSP and Miles Briggs MSP. We also received visits from Autism Initiative, Equality Fit, DTTO (Criminal Justice), Stafford Centre and Veterans First Point. The centre continues to offer monthly open days (see the centre website for information) and continues to receive a range of visitors from Health & Social Care staff at all levels and voluntary sector services as well as students and the general public.

Improvement

Care Inspectorate

The Centre's last inspection was in February 2016. Registered as a Support Service under the National Care Standards, we received positive feedback about the quality of provision in each of these areas:

- Quality of care and support 5 Very Good
- Quality of environment 5 Very Good
- Quality of staffing 5 Very Good
- Quality of management and leadership 5 Very Good

Quality Assessment Framework (QAF)

The centre has been actively working on a Development Plan following recommendations from Penumbra's internal audit. The audit highlighted the centre's strengths in involving centre users in their support and the centre itself and in receiving and responding positively to feedback from all stakeholders. Over the next year we will be continuing to increase our use of digital communications and recording, and the further development of relaxation and creative groups, yoga, art and writing.

Feedback

The centre receives regular feedback from contacts both in person and via correspondence or email. When surveyed, 88% of people said contact with the service had improved their mental health and wellbeing, 90% said the service was very good or excellent at helping them to manage a crisis, and 98% of people who stayed overnight at the centre rated the facilities as either very good or excellent.

We regularly review feedback and identify ways the service can improve. Some examples of where we have responded directly to feedback were further improvements to the building and its outside environment, and the development of group activities in response to what people were telling us. Through fundraising and donations we have put in place improvements to the communal kitchen and with assistance from Lloyds TSB Volunteers, we re-decorated communal and living areas in the building. There has been ongoing maintenance to the rear and front garden to keep them looking welcoming and calming as well as materials purchased for a 'quiet place' area and an art group which will begin from June 2018.

Donations

We would like to thank all those who have made donations to help us improve the centre, or who have raised funds on our on behalf. The list is too long to include everyone but amongst others, special thanks should be given to Lloyds TSB and Castle Terrace Restaurant Edinburgh.

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