



### Information and Feedback

If you would like further information about the centre then please visit our website:

[www.edinburghcrisiscentre.org.uk](http://www.edinburghcrisiscentre.org.uk)

All your thoughts and ideas about the Crisis Centre are important. Let us know what you think in person, via email, or there is an anonymous feedback form on the website.

[comments@edinburghcrisiscentre.org.uk](mailto:comments@edinburghcrisiscentre.org.uk)

Any compliments, complaints or concerns should be directed to the centre manager by phone on

0131 561 0084

Alternatively you can email:

[manager@edinburghcrisiscentre.org.uk](mailto:manager@edinburghcrisiscentre.org.uk)

### CARERS SAY

“Carers can be in crisis in their own right, not necessarily depending on the person they care being in crisis”

“I need support when the person I care about is about to be discharged from hospital, that’s when I feel most stressed.”

“The Centre gives me information when I need it and I can find help to access ways of planning ahead to help with my own health and well-being.”

“The person I support often refuses to use mental health services offered and the Crisis Centre is there for me to talk things through at these difficult times”



# Edinburgh Crisis Centre

**Freephone 0808 801 0414**

[crisis@edinburghcrisiscentre.org.uk](mailto:crisis@edinburghcrisiscentre.org.uk)

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## WHAT TO EXPECT

The Edinburgh Crisis Centre provides a service for carers of people with mental health difficulties living in Edinburgh. A carer can define their own crisis and contact the Crisis Centre regardless of whether the person they care for is using the services themselves.

The Crisis Centre provides carers in crisis with a free phone helpline, face to face support and the option for further support in the building.

The Centre does not define what a crisis is and staff are guided by what the crisis means to you. Staff will listen to you, offering emotional support and talk over the available options including how you can build support around you to prevent a situation becoming worse.

The centre has a small fund to arrange transport for people who are in distress and unable to access public or private transport. Staff must always organise this.



Edinburgh Carers Council can provide advocacy to support you in accessing services or contacting the Crisis Centre. Please note however that the Edinburgh Carers Council is not a crisis service themselves.

You can contact them on 0131 322 8480 or email [info@edinburghcarerscouncil.co.uk](mailto:info@edinburghcarerscouncil.co.uk) for more information



## GETTING SUPPORT

Phone the Freephone number (you can remain anonymous if you wish). Following your initial contact we can discuss further options for support. This could include a face to face meeting (usually those will be arranged on the same day) and the option for further support in the building. All staff have received training specifically to support you with your crisis.

The Edinburgh Crisis Centre has both paid and voluntary staff who will answer the phone.



## Sharing Information

All your contacts with the Crisis Centre will be treated confidentially. Staff will only share information with others with your permission or if they think there is an immediate risk to you, a child or vulnerable adult. They will try to discuss this with you wherever possible.

Please note, should you text or email the centre your mobile number / email address will be visible to centre staff.

Speak with staff if you have further questions or would like further information about confidentially. Your individual record will always be kept separate from the record of the person you care for.