



INFORMATION AND FEEDBACK

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

www.edinburghcrisiscentre.org.uk

or call the Freephone number

All your thoughts and ideas about the Crisis Centre are important. Let us know what you think in person, via email:

comments@edinburghcrisiscentre.org.uk

or there is also an anonymous feedback form on the website.

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

Information is available in large print, in Braille and on tape.

تتوفر هذه المنشورة عن مركز الأزمات في إنجليزية باللغة العربية.
الرجاء الاتصال على رقم الهاتف 0808 801 0414 وذكر الإشارة رقم 06221

‘এডিনবরা ক্রাইসিস সেন্টার’ বাংলা ভাষায় পাওয়া সম্ভব সেটা এই পুস্তিকায় বর্ণনা করা আছে।
অনুগ্রহ করে 0808 801 0414 নম্বরে যোগাযোগ করে রেফারেন্স নম্বর 06221 উল্লেখ করুন।

這份有關愛丁堡危機中心的小冊子有中文譯本可提供，請打電話
0808 801 0414 並說出參考編號 06221。

Ulotka z informacją na temat Edinburgh Crisis Centre jest dostępna w języku polskim.
Proszę zadzwonić pod numer tel. 0808 801 0414 i podać numer referencyjny (ang.reference number) 06221.

Edinburgh Kriz Merkezi ile ilgili bu broşürü Türkçe olarak elde edebilirsiniz. 0808 801 0414 numaraya telefon açıp 06221 nolu broşürü isteyiniz.

ایڈنبراکر اسیس سینٹر کے متعلق یہ معلوماتی کتابچہ اردو زبان میں دستیاب ہے۔
برائے مہربانی اس نمبر پر رابطہ کریں 0808 801 0414 اور حوالہ نمبر 06221 کا ذکر کریں۔

Penumbra
Mental Health

Edinburgh
Crisis Centre
Users



Edinburgh Health and
Social Care Partnership

Edinburgh Carers Council is a charity in Scotland SC028469
Penumbra Mental Health is a charity in Scotland SC010387

24/7

Edinburgh Crisis Centre

0808 801 0414 (freephone)

07974 429 075 (text service)

Crisis@EdinburghCrisisCentre.org.uk

EdinburghCrisisCentre.org.uk (website)

[@TheEdinburghCrisisCentre](https://www.facebook.com/TheEdinburghCrisisCentre) (Facebook)

BEFORE A CRISIS

The Centre does not define a crisis and we will be guided by what this means to you.

You can find out more about the centre by attending one of our open days. These are held once a month, see our website for details on how to arrange this or phone **0131 561 0082**.

Outwith those dates you can call the **Freephone** and arrange an informal visit to meet the staff. They will be happy to show you around and help you to find out about the Crisis Centre's services.

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.



IN A CRISIS

Phone the free phone number or use our text service (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 this will be arranged on the same day) and the option for further support in the building.

The Edinburgh Crisis Centre has both paid and voluntary staff who will answer the phone. All staff have received training specifically to support you with your crisis.

Staff can also help you to look at your experience and develop strategies to deal with a crisis, including planning for the support you may need and identify who can be of assistance.



SHARING INFORMATION

You will be asked for personal information, if you agree, a file will be made logging your contacts with the Centre to aid in any future support to you. You can view and add some information yourself when you are at the Centre.

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.