

Edinburgh
Crisis
Centre

Information for visitors

www.edinburghcrisiscentre.org.uk

Welcome to the Edinburgh Crisis Centre

We hope that you can find your stay at the Centre calming and respectful.

As a staff team we understand that difficult circumstances have resulted in your short stay here. We are committed to working with you to help resolve the issues which brought you here.

This information booklet outlines what you can expect of staff and how they will support you during your stay.

It also contains the Centre's standards and guidelines– which we expect you to follow whilst staying here. Please read these and talk to a member of staff if you are unsure.

Contents

Philosophy and Team Approach	4
How We Can Help You	6
Housekeeping	8
Centre Facilities	9
Nearby Facilities	13
Standards and Guidance	14
Confidentiality	15
Medication	15
Drugs and Alcohol	15
Harassment	16
Visitors	16
Fire	16
Computer Use	17
Complaints	18

Philosophy and Team Approach

The centre does not define what a crisis is. We understand that each person will recognise when they cannot manage and need support.

The Edinburgh Crisis Centre is a short term service, staff aim to provide you with emotional support during difficult periods in your life.

We realise that 'crisis' affects individuals differently, so we would encourage you to help us understand how your current circumstances are impacting on your mental health.

We are also able to support Carers in their caring role, or if they are experiencing a crisis themselves.

Team Approach

Staff work as a team to provide you with emotional and practical support. To do this we handover information to each other verbally and through written notes. This allows us to be aware of what is happening for you, so that even if you see different members of staff during your stay, you don't have to 'start from the beginning'.

We do not allocate you a specific member of staff, this means that you can access our support 24/7 and we'll all be 'up to speed'. However, staff may ask for clarification or encourage you to summarise things in your own words.

The team consists of paid staff members, volunteers, admin and cleaning staff, all of whom you may come across while visiting the building.

The Aim

The aim of the service is to support you to find ways to manage your crisis, which you can then use at home and in the longer term.

Staff work in a recovery focused and person centred way and believe that you are the best person to decide how to cope with or manage the source of your distress.

The Centre is not an advice or medical service, but staff can support you to explore what options are available to you.

How We Can Help You

After you contact the Centre

After you contact the Centre you may be offered a one-to-one session with a member of the team. You may also be offered an extended stay at the Centre or an overnight stay in one of the Support Rooms.

Crisis Planning

While at the Centre, staff can look at crisis planning to help you manage your current situation, if you wish.

If you do not already have a crisis plan, there is a simple four question sheet that can help you tease out what is causing your crisis, what you think needs to happen to help things change and how you can move towards this.

Safe Planning

If you have let staff know that you currently feel at risk to yourself in any way, they can look at creating a Safe Plan with you. This is similar to the Crisis Plan.

The Safe Plan questions look at how you feel unsafe, and how you can manage this and identify other sources for support.

Whilst staying at the Centre, you are expected to commit to staying safe. Let staff know if you feel this is becoming difficult.

Staff can support you to safe plan for your stay at the Centre but also safe plan for when you leave.

Emotional support

While at the centre you are encouraged to seek out staff if you are feeling distressed, need to talk or just need some distraction to help

you feel more at ease. Staff are usually available to meet in private.

When discussing issues affecting you, staff will encourage you to think about the 'here and now' and what may be of immediate benefit to you in terms of managing your distress and wellbeing.

There are games and puzzles if you feel the need to switch off and the Centre also has a selection of self-help books available to borrow during your stay.

Signposting

There are many resources here at the Centre that can provide you with information on local and national support services.

Staff can help you to identify what you feel you need and support you to explore what options are out there for your immediate crisis and also for the longer term.

Housekeeping

The following are some simple housekeeping rules which help to maintain a clean, fresh and safe environment for all.

Tips for cleanliness

- Please ensure that you tidy and clean up after yourself at all times
- Bins are provided for your convenience, please use them appropriately
- Please note a sanitary disposal unit is available in the basement bathroom
- Please do not eat meals in the Crisis Centre sitting room
- Please ensure that you wash, dry and put away any cups, utensils or crockery you use
- Staff appreciate your help in maintaining a green environment. Please ask a member of staff if you need advice on re-cycling

Centre Facilities

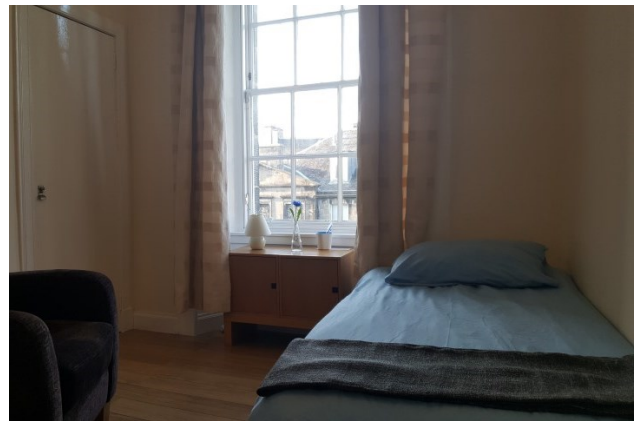


Resource Room

Situated opposite the reception room on the ground level this is a room where you can use computer facilities (see page 17 for guidance) and a telephone (personal calls are not permitted).

Please inform a staff member if you want to use these facilities. Centre users are ordinarily accompanied by a staff member when using the computer or phone.

The resource room, if available, can also be used as a quiet space if you wish to speak to a member of staff in privacy.



Support rooms

When allocated a support room, you will be given your room keys.

It is essential that if you leave the centre for any reason, you return your keys to a staff member.

Please ensure that all prescribed medications and valuables are securely stored in the locker in your room.

We discourage self-harm implements being brought into the Centre.

However, should you decide to bring such items into the Centre, please speak to a member of staff and complete a Safe Plan around it.

Please keep sharp or dangerous implements securely stored in your locker, or dispose of them in the 'sharps box' provided.

Keep your room locked while elsewhere in the centre. Staff have a master key, but will only enter your room when invited by you or in exceptional circumstances.

A bath towel and hand towel are provided for your use, as well as shower gel, shampoo and a disposable toothbrush.

If you need any of these items but have not received them or would like extra pillows please speak to a member of staff.

We hope that you find your support room peaceful and tranquil.

However, staff are available to support you - sometimes being with others is better for you than being alone.



Sitting room

The sitting room is available for all to use at any time.

There is a TV, DVD and Radio / CD player available and a range of DVDs and CDs. Games and light reading materials are also available. Where possible a member of staff will be available in this room.

When leaving the sitting room, please ensure electrical equipment is switched off if not in use.

Shower, bathing and toilet facilities

There is a wet room and toilet available at basement level, a shower and toilet on the first floor, and a bath and toilet on the second floor.

Cleaning materials are stored in a locked cupboard. Please ask a member of staff if you require these.



Kitchen

The Crisis Centre has a kitchen which visitors are encouraged to use. Staff can show you where kitchen items are stored, including utensils and consumables such as tea, coffee, sugar, milk, butter and bread.

You are welcome to cook and prepare your own meals or beverages in the Centre.

Frozen meals are available to you for free. It is hoped that you will eat and drink when you feel the need, but staff do not ordinarily serve cooked meals or beverages to you.

If you need help to operate the microwave or other equipment, please ask a member of staff.

If you choose to store items in the fridge please ensure they are clearly marked with your name and the date of storage.

Laundry

The Centre has facilities for laundry if you wish to wash or dry items of clothing for use during your stay.

If you require help, please ask a member of staff.

Lift

There is an external lift available for centre users who wish to access the building, and are having difficulty with stairs. There is also an internal lift which accesses all floors.



Please ask a member of staff if you need help to use the lifts.

Smoking

Smoking, including vaping (e-cigarettes) is not permitted within the centre.



If you wish to smoke, please ask a member of staff to direct you to the designated smoking area in the garden.



At the end of your stay

On leaving the centre, we ask that you return your keys and strip your bed, placing items in the laundry basket provided.



Nearby facilities

Supermarkets

Scotmid

207 Leith Walk – open from 6am till midnight. Direction: Come out of the Centre and turn left onto Leith Walk.

Tesco

76 Duke Street – open from 6am till midnight, except Sunday (8pm). Come out of the centre and turn right onto Leith Walk (approx. 10 min walk).

Food outlets and cafes

There are a number of fast food outlets situated along Leith Walk.

Chemists

Lindsay and Gilmour

257 Leith Walk – opening hours 9am – 6pm Monday to Saturday. Come out of centre, turn left onto Leith Walk.

Boots

42 Newkirkgate - opening hours 8.45am - 6pm Monday to Saturday. Come out of centre, turn right towards foot of the walk (approx. 10 min walk).

Cash machines

There is an ATM situated outside Scotmid (as above) and there are others located in various positions up and down Leith Walk.

Others

Post office

Situated in Scotmid.

Standards and Guidelines

During your face to face appointment a member of staff is likely to have mentioned the Centre's standards and guidelines.

They are not intended to be restrictive, but designed to provide an environment which is safe and conducive for all.

These guidelines are now summarised. For a detailed copy please ask a member of staff.

Confidentiality

All Crisis Centre staff are required to maintain confidentiality of the information pertaining to people who use the services.

Where enquiries are made to the Centre regarding a centre user, staff will not provide any information without your permission. With your agreement staff can pass a message on from a friend or family member.

We encourage you to give us permission to contact a friend or family member - someone that you are comfortable for us to speak to about your support - should the need arise.

If there is a reasonable risk concern towards a child or vulnerable adult, or where there is a possibility that an individual is at risk of significant harm, the requirement to report this risk to a relevant authority will always override confidentiality responsibilities of Crisis Centre staff.

Penumbra recognises the rights of individuals to privacy and will ensure that all data is collected, used and stored in line with the Data Protection Act 1998 and all other relevant legislation.

Medication

While at the Edinburgh Crisis Centre you are expected to manage your own prescribed medication. We ask that you securely store medication in the locked in your support room

If you require advice about your medication, or you run out of your prescription during your stay at the centre, staff can support you to contact your GP, NHS24 or a local pharmacy.

Please alert staff as soon as possible if you have any issues with your medication during your stay.

Drugs and Alcohol

The centre operates a zero tolerance

approach to drug and alcohol use within the centre. Therefore you should not bring alcohol, illegal drugs or 'legal highs' into the building.

If you are experiencing withdrawal symptoms from such substances, please let a staff member know so they can support you to obtain the medical advice or attention that you need to keep safe. We are a non-medical service, so our staff cannot advise you on such matters.

If you are found to be using such substances while at the Centre, you will be asked to leave.

Harassment

Centre staff, volunteers and centre users have a right to a safe environment. Staff are committed to offering centre users the respect and dignity that they are due. In return, staff expect the same consideration.

Disrespectful behaviour towards

anyone will not be tolerated, and may result in you being asked to leave the centre.

Visitors

Due to space constraints and privacy concerns, visitors to the centre are discouraged. This includes friends and family as well as professionals who support you.

Centre users are encouraged to make arrangements to meet with people away from the Centre.

If you wish to be accompanied to your initial appointment by a friend or family member please arrange this with staff prior to the appointment.

Fire

There are two fire exits at basement level - one leading to the back garden and one leading to the main street. The main door on the ground floor is also a fire exit.

If the fire alarm sounds, and it is not a test, leave the building by the nearest fire exit. If you leave via the front of the building, please make your way to Leith Walk. If you exit into the back garden, please stand away from the building until fire personnel can reach you.

If you are unable to use the stairs, please wait in the first or second floor landing until fire personnel can reach you.

In the event of a fire alarm please do not use the centre lift.

Computer Use

Users of the computing equipment at the Crisis Centre should always obtain permission from staff prior to accessing a computer. Users can expect staff to enquire about the use of the computer and question the relevance of computer usage.

What can I use a computer for?

- To look up resources that may assist you in your support i.e. long-term services etc.
- To access podcasts or other wellbeing resources i.e. moodjuice etc.
- To check emails or other forms of communication that may be relevant to your time at the centre.
- To print relevant forms or documents that aid in your support or access to longer-term services.

What can I not use a computer for?

- To access social media sites i.e. Facebook, Twitter etc.
- To stream media i.e. film, TV or music.
- To access inappropriate materials i.e. pornography etc.
- To download files or access personal storage disks.

This is not an exhaustive list and there may be other uses of a computer that are deemed unacceptable.

Users should always be aware that they access sites at their own risk and assume responsibility for inputting personal details into sites i.e. internet banking.

Users should also be aware that staff may monitor computer usage if appropriate and can make decisions on what can be accessed and when users can access a computer.

Feedback

If you want to tell us about any aspect of the service, to give positive feedback, make suggestions, or to complain, then please speak either to a member of staff or contact a centre manager on 0131 561 0086 or email manager@edinburghcrisiscentre.org.uk.

You can also ask for information on the centre complaints policy which the staff will provide for you.

Care Inspectorate

The service is registered with the Care Inspectorate. You can contact them directly at:

Care Inspectorate
Stuart House
Eskmills
Musselburgh
EH21 7PB

0131 653 4100

enquiries@careinspectorate.com

Edinburgh Crisis Centre

4 Smith's Place

Edinburgh

EH6 8NT

Free Phone: 0808 801 0414

Text: 07974429075

Email: crisis@edinburghcrisiscentre.org.uk

Website: www.edinburghcrisiscentre.org.uk

The Edinburgh Crisis Centre is a partnership between Penumbra, NHS Lothian, City of Edinburgh Council, Edinburgh Carers Council and Edinburgh Crisis Centre Users.