

# Penumbra Edinburgh Crisis Centre Annual Review 2019

Penumbra is one of Scotland's largest mental health charities: we support over 4000 adults and young people every year.

With over 400 staff across Scotland, we work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk' and to support people with mental health problems. Penumbra also campaigns to increase public awareness of mental health issues and to influence national and local government policy.

## Edinburgh Crisis Centre

The Crisis Centre offers telephone, text, email and 1-1 support from its base in Leith. The centre is community based and is accessible 24 hours a day, 365 days a year. It 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.

### **Edinburgh Crisis Centre**

Call **0808 801 0414**

Text **0797 442 9075**

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



## Our people

Our service currently employs 13 staff, some of whom have previous experiences of mental health issues.

The Service Manager had this to say about the service:

“The Edinburgh Crisis Centre has been providing quality emotional and practical support for 13 years. In the last few years the Centre has taken the lead role in the ongoing development of a Crisis Support Network, along with our partners in Health and Social Care. 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.

## Recovery Story

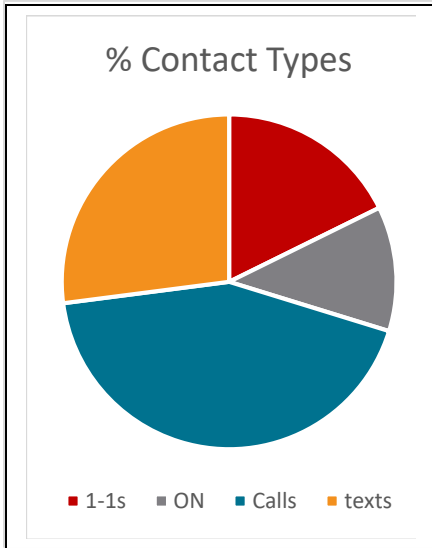
*The following is feedback provided by a centre user*

‘I have contacted the ECC via phone/text/email. I have to say I prefer the immediacy of phoning. In spite of the fact that even spitting out my name can be challenging. I personally find face to face contact the most meaningful and sincere form of support. I depend on ECC during a time of crisis due to its accessibility via self-referral and because of its location in town’

Penumbra is a charity (SC 010387) and a company limited by guarantee (SC 091542) registered in Scotland.

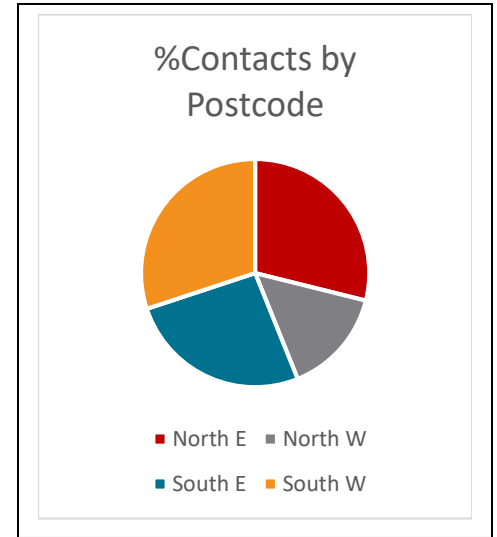
[penumbra.org.uk](http://penumbra.org.uk)

# The Service in Numbers



The number of people we supported this year.

Care Inspectorate - Quality Grades	
Care & Support	5
Environment	5
Staffing	5
Management & Leadership	5



## Feedback Questionnaire Responses

The feedback questionnaire is available for all centre contacts to complete. The first four questions are scored on a Richter scale regarding satisfaction where 1=high and 5=low. The last two request a yes(1) or no (2) response. The questions cover areas as follows. Q1=Crisis management Q2=Staff support Q3=Resources Q4=Environment Q5=Reduced Distress Q6=Improved mental health

