

# Renfrewshire Mental Health Directory 2010/ 11



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# Foreword

Welcome to the 2<sup>nd</sup> edition of the Directory of Mental Health Services in Renfrewshire, for the period 2010 / 11.

The Directory remains a response to requests from the public for an assessable, straight forward guide to mental health services in Renfrewshire.

It was designed to provide key information on local - and National - resources as simply as possible.

Awareness of the importance of Mental Health and Wellbeing is essential in order to recognise and protect our own mental health and that of friends and loved ones. Good mental health can bring a healthier lifestyle, better relationships and greater satisfaction at work.

If you would like additional services included in a future edition, or if you would like to suggest an alternative way of presenting information, please contact:

Stephen McLellan, Chief Executive RAMH on 0141 847 8900 or [smcl@ramh.org](mailto:smcl@ramh.org)

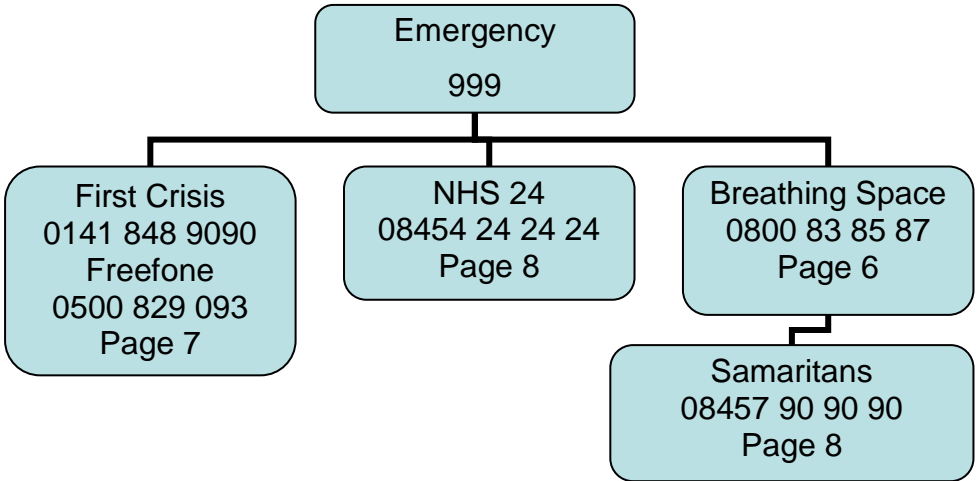
The Editorial group has consisted of:

Amy Anderson (Renfrewshire Carers Centre), Kathleen Gallagher (RAMH), Paul Kodur (Reid Kerr College), Shena Milroy (Acumen), Stephen McLellan (RAMH), Rosemary Mullen (Choose Life) and Mark Reilly (Community Development Service).

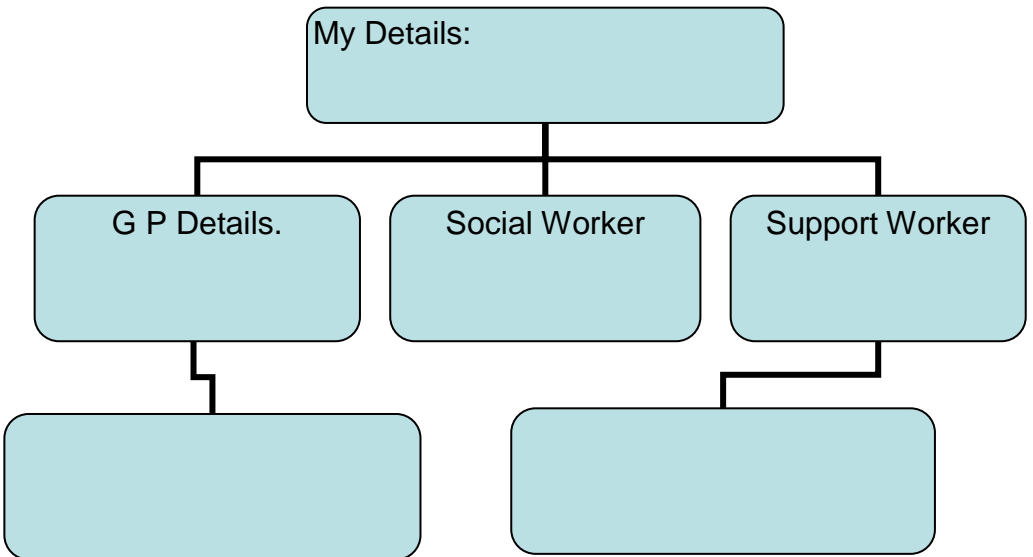
We would like to express our appreciation to:

**NHS Greater Glasgow and Clyde** and **'Providing for People in Paisley'** for their generous contribution towards printing costs and to **Reid Kerr College** for their support in producing this Directory.

# Crisis Contacts



# My Personal Crisis Contacts



# My Notes

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Whilst the information contained in this Directory has been made available on a voluntary basis to the public by contributing agencies and groups, individuals using the information provided - or via linked web pages - do so at their own discretion.

The Directory co-ordination group assumes no responsibility for the accuracy, completeness, or usefulness of any information, product or process disclosed in these examples.

The description of the functions and activities of the originators expressed therein do not necessarily reflect the views of the coordinating group or their parent organisations.

# Breathing Space

**Tel:** 0800 83 85 87

**Website:** [info@breathingspacescotland.co.uk](mailto:info@breathingspacescotland.co.uk)

## **What do they do?**

Breathing Space is a free, confidential phone line and web based service for people in Scotland who are experiencing low mood, anxiety or depression. The Breathing Space phone line is staffed by a team of trained specialist advisors who come from a range of mental health, counselling and social work backgrounds. Breathing Space advisors listen, offer advice and can signpost callers to agencies in their local area that can help with more specific problems.

## **Who can access the service?**

The service is available to people throughout Scotland and, in particular, is aimed at men. Suicide remains one of the most common causes of death amongst young men in Scotland. In 2007, there were 838 suicides and undetermined deaths in Scotland and around 75% of those were by men.

## **How do people access the service?**

People can call our advisers on 0800 83 85 87 or access information through our website. The service is available to the public every day of the year. It operates 24 hours at the weekend (6pm Friday to 6am Monday) and 6pm to 2am Monday to Thursday

## **Additional Information**

Breathing Space is completely confidential. It is free to call the phone number and it won't show up on telephone bills. Mobile phone users should check with their network as they may be charged for the call. Callers from Virgin, Orange or 3 networks will not be charged for the call.

# RAMH FIRST Crisis Service

**Tel:** 0141 848 90 90 or 0500 829 093

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Website:** [www.ramh.org](http://www.ramh.org)

## **What do they do?**

FIRST Crisis is an out of hours Crisis Service which provides a short term support to anyone (16 - 65 years old) experiencing a crisis in their mental health in Renfrewshire.

The crisis team provide a confidential support service specialising in mental health, and aim to support individuals through periods of crisis.

The service can help to maintain an individuals existing sources of support, and explore longer term support options. The service can also access and liaise with other services and supports on your behalf.

## **Who can access the service?**

Anyone in Renfrewshire aged 16 – 65 years, experiencing a crisis in their mental health

## **How do people access the service?**

Initially by telephone, either professional or self referral. Contact can be face to face by arrangement.

## **Additional Information**

The service is open 7 days a week, 365 days a year.

The service is open: Weekdays 9am – 10pm  
&  
Weekends 10am – 5.30pm

# Samaritans

Chris  
P.O. Box 9090  
Stirling  
FK8 2SA

**Tel:** 08457 90 90 90

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Website:** [www.samaritans.org](http://www.samaritans.org)

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Volunteers offer support by responding to phone calls, emails and letters. Alternatively people can drop in to a branch to have a face to face meeting.

## NHS 24

**Tel:** 08454 24 24 24

**Website:** [www.nhs24.com](http://www.nhs24.com)

If you are feeling ill now please contact your GP. If you're ill when your doctor's surgery is closed and you feel it can't wait until it re-opens, call NHS 24 on 08454 24 24 24. Calls are charged at local rate.

The website [www.nhs24.com](http://www.nhs24.com) provides comprehensive up-to-date health information and self care advice for people in Scotland

# SANEline

**Tel:** 0845 767 8000

**Website:** [www.sane.org.uk](http://www.sane.org.uk)

## **What do they do?**

SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems

## **Who can access the service?**

Anyone who is worried about their own mental health, or have concerns about a family member, friend or acquaintance.

## **How do people access the service?**

By calling 0845 767 8000

## **Additional Information**

No matter which part of the UK you are calling from, the cost from a landline is the same as a local call. The cost of calling from a mobile may vary and will depend on your network provider.

# HOPE Line UK

Lodge House Thompson Park  
Ormerod Road  
Burnley  
BB11 2RU

**Tel:** 0800 068 41 41

**Website:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

## **What do they do?**

The PAPYRUS national confidential helpline gives support and practical advice to young people worried about themselves and to anyone else concerned that a young person they know may be at risk of harming themselves.

Calls are free from BT landlines. Other networks and mobile rate may vary.

Helpline opening times:

Weekdays: 10am - 5pm & 7pm - 10pm

Weekends: 2pm - 5pm

The helpline is staffed by professionals who are experienced in working with suicidal young people, families or carers.

# ChildLine

**Tel:** 0800 11 11

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

You can contact ChildLine about anything - no problem is too big or too small.

If you are feeling scared or out of control or just want to talk to someone you can contact ChildLine. Some of the things that you might want to contact us about are feeling lonely or unloved, worries about the future, problems about school, bullying, drugs, pregnancy, physical and sexual abuse, running away and concerns about parents, brothers, sisters and friends, and crimes against you.

## What do I have to tell ChildLine when I get in touch?

- When you contact us you don't have to give your name or any details about yourself if you don't want to.
- You can contact us about anything, so think about how you feel and tell us about it. The more you tell us about what is happening and how it makes you feel, the more we can understand and help you.
- We might ask you some questions to try and understand how you are feeling or to help you talk about it. You don't have to answer them if you don't want to.
- You can get back in touch at anytime, even if you didn't tell us anything the first time you contacted us.

## Cactus

45 High Street  
Paisley  
PA1 2AH

**Tel:** 0141 889 3872

**Fax:** 0141 889 5904

### **What do they do?**

Project's aim is to reduce drug/alcohol use and offending behaviour. Assessment, allocated key-worker, structured programme, group-work, alternative therapies, access to treatment and appropriate services.

### **Who can access the service?**

Male or female 16 years +  
Resident in Renfrewshire  
Criminal Justice Link  
Addiction Issues

### **How do people access the service?**

Referrals through Social Work, Courts, Arrest Referral Scheme. Self-referrals accepted if criteria is met.

# RCA Trust Gambling Support

Mirren House,  
Back Sneddon Street  
Paisley  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

## **What do they do?**

RCA delivers support provided by GamCare Scotland. This service provides one to one support and group support for people with gambling issues.

## **Who can access the service?**

Anyone living in Renfrewshire.

## **How do people access the service?**

Self referral or referral via GP, hospitals, courts or social work departments.

## **Additional Information**

There is a waiting list for this service,

# RCA Trust Drink Driving Support

Mirren House,  
Back Sneddon Street  
Paisley  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

## **What do they do?**

This service offers support to those people who have been convicted of drink-driving offences. Referral to the service is part of a sentence and can result in sentence reduction/regaining a driving licence more quickly than would be the case without the service. The service focuses on looking at the impacts of drink driving on others.

## **Who can access the service?**

People in Renfrewshire who have been convicted of drink-driving offences.

## **How do people access the service?**

Self referral or referral via GP, hospitals, courts or social work departments.

## **Additional Information**

There is a waiting list for this service. The service is free although donations are accepted

# RCA Employee Support

Mirren House,  
Back Sneddon Street  
Paisley  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

## **What do they do?**

This service offers support to those people with addiction issues and who are in employment. The support also includes employers who are employing a person with addiction issues

## **Who can access the service?**

Employers with employees who have addiction problems and employees with addiction problems

## **How do people access the service?**

Self referral or referral via GP, hospitals, courts or social work departments.

## **Additional Information**

There is a waiting list for this service. The service is free although donations are accepted

# RAMH Adult Counselling Service

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

**Fax:** 0141 889 3673

**Email:** enquiries@ramh.org

**Website:** www.ramh.org

## **What do they do?**

The service works with individuals who experience a wide range of emotional distress and difficulties. The counselling process supports people to improve their mental health, wellbeing and coping strategies, whilst building their autonomy to empower them towards recovery.

## **Who can access the service?**

Any adult (aged 16 -65) living in Renfrewshire and East Renfrewshire experiencing difficulties in their mental health.

## **How do people access the service?**

Either by professional or self referral.

## **Additional Information**

The counselling offered is free of charge.

We are a busy service and people should anticipate a wait between 6 – 12 weeks. We endeavour to shorten this waiting time.

# Crisis Counselling

Riverside House  
Old Ferry Road  
Erskine  
PA8 6AX

**Tel:** 0141 812 8474

**Fax:** 0141 812 8474

**Email:** [info@crisiscounselling.co.uk](mailto:info@crisiscounselling.co.uk)

**Website:** [www.crisiscounselling.co.uk](http://www.crisiscounselling.co.uk)

## **What do they do?**

Trauma and Generic Counselling services

## **Who can access the service?**

There are no age or geographic exclusions

## **How do people access the service?**

GP's, Social Work Departments, Education Link Workers,  
Employers, Family, Self Referral etc

## **Additional Information**

Crisis does not have a waiting list.

There is disabled access to both Erskine and Paisley premises

## **Fees**

£5 per session low income or unemployed

£15.00 per session for fully employed clients or parents of clients,

Couple Counselling

£35.00 per session.

Note It is within the discretion of each individual counsellor, or the agency to waive or reduce fees for client's experiencing financial difficulties which would prevent them accessing sessions.

# Cruse Bereavement Care Scotland

1<sup>st</sup> Floor, Central Chambers  
11 Bothwell Street  
Glasgow  
G2 6LY

**Tel:** 0845 600 2227

**Email:** [glasgow@crusescotland.org.uk](mailto:glasgow@crusescotland.org.uk)

**Website:** [www.crusescotland.org.uk](http://www.crusescotland.org.uk)

## **What do they do?**

There is a National Phone line for callers on 0845 600 2227 for emotional support and to access the Cruse service.

In Glasgow, Paisley, Inverclyde and Ayrshire; Cruse offers one to one therapeutic bereavement support for those experiencing prolonged grief; that is more than 6 months following a bereavement.

## **Who can access the service?**

Any bereaved person in Glasgow, Paisley, Inverclyde and Ayrshire. There is a service for children in Glasgow.

## **How do people access the service?**

The service is Self referral only through the National number 0845 600 2227

## **Additional Information**

There is a waiting list in all areas in the West of Scotland. At the present time the service is free however we encourage donations. There is disabled access at the Glasgow and Inverclyde premises while information regarding other venues would be given by the local team.

# RCA Trust Counselling

Mirren House,  
Back Sneddon Street  
Paisley  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

## **What do they do?**

The advice centre offers general counselling on addiction issues, primarily for people with issues with alcohol.

## **Who can access the service?**

People living in Renfrewshire plus Barrhead and Neilston

## **How do people access the service?**

Self referral or referral via GP, hospitals, courts or social work departments.

## **Additional Information**

There is a waiting list for this service. The service is free although donations are accepted

# Reid Kerr Time 4U

Reid Kerr College  
Renfrew Road  
Paisley  
PA3 4DR

**Tel:** 0141 587 3378

**Student Services:** 0800 052 7343

**Email:** [Time4U-counselling@reidkerr.ac.uk](mailto:Time4U-counselling@reidkerr.ac.uk)

**Website:** [www.reidkerr.net](http://www.reidkerr.net)

## **What do they do?**

Time4U provide a full time confidential one to one counselling service. The counsellors are available Monday – Friday 9am - 5pm.

## **Who can access the service?**

The service is available to all Reid Kerr college students. All full time, part time, evening class or outreach courses.

## **How do people access the service?**

Students can self refer, contacting the counsellors directly on the contact details above. Students can also arrange initial appointments via their lecturer or guidance tutor.

## **Additional Information**

Time 4 U is free to all Reid Kerr College students.

# Victim Support Renfrewshire

The Wynd Centre  
6 School Wynd  
Paisley  
PA1 2DB

**Tel:** 0141 887 0328

**Fax:** 0141 587 2464

**Email:** caroline\_vsrenfrewshire@yahoo.co.uk

**Website:** www.vssdirectory.org.uk

## What do they do?

Victim Support Renfrewshire offers emotional support & practical help to those who are victims of crime. Support can be provided even if the crime has not been reported. The service includes:

- ◇ Help with Criminal Justice procedures
- ◇ Support if your case goes to court
- ◇ Providing help with insurance & compensation claims
- ◇ Signposting to counselling services
- ◇ Helping people emotionally 'move on' after a crime
- ◇ Obtaining information on practical issues
- ◇ Referral to other agencies and services

## Who can access the service?

People in Renfrewshire who have been victims of crime.

## How do people access the service?

Self referral or referral via GP, hospitals, courts or social work departments.

## Additional Information

There may be a waiting list for this service. The service is free.

# Wynd Counselling Service

Wynd Centre  
6 School Wynd  
Paisley  
PA1 2DB

**Tel:** 0141 887 4647

**Fax:** 0141 848 5139

**Email:** [ann.m@thewynd.org.uk](mailto:ann.m@thewynd.org.uk)

## **What do they do?**

The Wynd Centre is a voluntary organisation which provides one to one counselling, and couples counselling . In addition from January 2010 the centre will provide counselling for young people aged 9-15 years.

## **Who can access the service?**

We accept referrals from G/P's covering postal code areas PA1-15, other organisations and self-referrals.

## **How do people access the service?**

Clients are encouraged to telephone the above number to arrange appointments. Initial triage appointment is given, followed by a placement on the waiting list, currently 4-6 weeks depending on client availability.

## **Additional Information**

Low cost counselling fee of 10 sessions costing £40.

There is no charge for children under 15years

# Scottish Marriage Care

50 Greenock Road  
Paisley  
PA3 2LE

**Tel:** 0141 889 6972

**Website:** [www.scottishmarriagecare.org](http://www.scottishmarriagecare.org)

## **What do they do?**

Scottish Marriage Care is a voluntary organisation that provides relationship counselling to couples and individuals all over Scotland. Scottish Marriage Care relationship counsellors initially contract with clients to provide six counselling sessions. This is then evaluated and more sessions will be contracted if necessary. During relationship counselling sessions clients are supported and challenged to set goals that will help them make changes in their life or situation.

## **Who can access the service?**

Adults of any age who require relationship counselling.

## **How do people access the service?**

You can make a referral by calling the Paisley office on the number above. Alternatively, you can complete the contact form on the website.

## **Additional Information**

The relationship counselling sessions are free of charge but clients who are able to do so are encouraged to contribute towards the cost.

# BTCV Renfrewshire Green Gym

Ferguslie Sports Centre  
100 Blackstoun Road  
Paisley  
PA3 1HH

**Tel:** 0141 842 1330 or 07917460495

**Fax:** 0141 842 1330

**Email:** [gg-renfrewshire@btcv.org.uk](mailto:gg-renfrewshire@btcv.org.uk)

**Website:** [www.btcv.org.uk](http://www.btcv.org.uk)

## **What do they do?**

Green Gyms provide outdoor opportunities for people to improve their physical and mental well being through environmental volunteering.

Typical tasks might include: tree planting, making raised beds, woodland management or cutting back overgrown vegetation. A Green Gym session is approximately 3 hours long and consists of a warm up, activity and finishes with a cool down.

## **Who can access the service?**

Anyone in Renfrewshire is welcome to join a Green Gym and participants do not have to know anything about the environment to join.

## **How do people access the service?**

Renfrewshire Green Gym operates an open referral process. Referrals can be made through other organisations or by self referral.

## **Additional Information**

The Green Gym is a free service. There is currently no waiting list. Some sites do not have wheelchair access / facilities please contact the Green Gym Co-ordinator for more information regarding wheelchair access.

# Time Out Scotland

c/o GCVS,  
The Albany Centre,  
44 Ashley Street,  
Glasgow  
G3 6DS

**Tel:** 0141 332 2444

## **What do they do?**

We are a self-help group for sufferers of depression or anxiety run by sufferers. We are an independent organisation and a registered Scottish Charity. We meet every Wednesday at 7.30pm at the Albany Centre to have a support group meeting, at which we divide into small discussion groups, each supported by a facilitator. Everyone is given the opportunity to share their experiences, problems or anything that is on their mind and other members provide support to them. The purpose is to help each other find a way to get better and then to keep well. We aim to supplement the assistance given by the various health services.

## **Who can access the service?**

Any sufferer living in Glasgow and surrounding areas. There is no restriction on area.

## **How do people access the service?**

Self-referral.

## **Additional Information**

We charge £2 for waged and £1.50 for unwaged to cover rental costs.

# Arts and Museums Service - StepUp

StepUp  
Paisley Town Hall  
Abbey Close  
Paisley  
PA1 1JF

**Tel:** 0141 847 6427

**Fax:** 0141 840 1779

**Email:** [karen.scott@renfrewshire.gov.uk](mailto:karen.scott@renfrewshire.gov.uk)

**Website:** [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

## **What do they do?**

StepUp is a programme of activities that use creative activities to support young people in Renfrewshire through the transition from Primary to Secondary education (P7-S1), and from Secondary school (S3/S4) into further education, training or employment. The project seeks to provide useful life skills and training through participation in arts based workshops.

## **Who can access the service?**

StepUp covers all of the Renfrewshire area. The target groups are P7, S1, S3 and S4. We work with vulnerable young people to support their transition from Primary School to Secondary and from Secondary School on to further education training or employment.

## **How do people access the service?**

Young people are referred to StepUp by their teachers, home link workers or key workers.

# Community Development Service

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Tel:** 0141 842 3400

## What do they do?

As part of the Community Mental Health Teams, the Community Development Service aim to help people make their next step in their recovery from mental ill health. We do this by providing:

- A community based group work programme in areas such as:
  - Physical activity
  - Self help
  - Social & recreational groups
  - A monthly carers group
- Psycho-education for all types of mental illness
- A robust sign posting service to additional mental health or main stream community supports
- A good entry point into 'informal' mental health services and we liaise and work in partnership with numerous community agencies to provide a comprehensive service
- A range of therapeutic activities to help individuals develop skills and boost confidence.

## Who can access the service?

Anyone living in Renfrewshire aged between 16 – 65 years who is recovering from mental ill-health. *However*, if the person receives support from another area of the Community Mental Health Team i.e. has CPN, occupational therapy support etc. they will be able to access our service regardless of age.

## How do people access the service?

A simple Referral Form needs to be completed before using our services. You can be referred by your GP, CPN, psychiatrist or by anyone else who supports you.

# The Star Project

12-14 Wallace St  
Paisley  
PA3 2BU

**Tel:** 0141 889 5850

**Email:** [thestarproject@hotmail.com](mailto:thestarproject@hotmail.com)

## **What do they do?**

Drop In, Group work and individual support for adults, families and children and young people. This is a generic service for people in the North End which is open to people with mental health difficulties.

## **Who can access the service?**

People in the North End of Paisley

## **How do people access the service?**

Self-referral, friend's referral or referral from other agencies.

# RAMH ACTIVE Project

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Tel:** 0141 842 3400

**Fax:** 0141 842 3425

**Email:** [pbh@ramh.org](mailto:pbh@ramh.org)

**Website:** [www.ramh.org](http://www.ramh.org)

## **What do they do?**

“ACTIVE/RAMH” offers a variety of social supports to adults dealing with mental health difficulties in the Renfrewshire Area. From informal drop-ins and Link Clubs to short term information based groups such as anxiety management we provide these groups both at the Charleston Centre and in various community venues. Activities currently include; walking, gardening & football groups.

## **Who can access the service?**

Adults in Renfrewshire dealing with mental health problems.

## **How do people access the service?**

Professional and self referral is available using the standard RAMH referral form.

## **Additional Information**

All services are free to adults in Renfrewshire dealing with mental health problems appropriate to our services. Some services/groups are time limited and others may involve a waiting list. Health & safety guidelines mean that some groups will have a maximum number of participants.

# Renfrewshire Community Health Initiative (RCHI)

1 Lyon Road  
Foxbar  
Paisley  
PA2 0NA

Tel: 01505 815943  
Fax: 01505 813349  
Email: [info@rchi.org.uk](mailto:info@rchi.org.uk)  
Website: [www.rchi.org.uk](http://www.rchi.org.uk)

## **What do they do?**

RCHI promotes good mental and physical health by providing information and support to individuals and groups. We organise programmes to support healthy lifestyle activities such as healthy diet, exercise, smoking cessation and alcohol awareness.

Our 'Time for you' programme is tailored according to each particular groups' requirements and can include a focus on personal development as well as the issues detailed above.

## **Who can access the service?**

People who live in Renfrewshire, particularly those who do not currently access services or engage in activities which improve health.

## **How do people access the service?**

People can access our service directly through self-referral or via a partner agency.

## **Additional Information**

The service is free and there are no waiting lists. However, we may sometimes ask people to wait whilst programmes are being organised.

# Contact the Elderly

c/o Caroline Learmonth  
West of Scotland Development Officer  
72 Mains Hill  
Erskine  
PA8 7JD

Tel: 0141 812 5744

Fax: 0141 812 5744

Email: [caroline.learmonth@contact-the-elderly.org.uk](mailto:caroline.learmonth@contact-the-elderly.org.uk)

Website: [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

## **What do they do?**

Contact the Elderly is a UK charity which was established in 1965 to alleviate the acute loneliness and isolation of very elderly people.

One Sunday afternoon a month small groups of volunteer drivers each pick up 1 or 2 elderly people from their own homes and take them to an afternoon tea in a volunteer host's home, where they enjoy tea, cake and companionship. Our hosts take it in turn to welcome the small group of older people and volunteer drivers into their home for a few hours. These afternoon tea parties provide a life line of friendship, bringing older people and volunteers together for an afternoon of stories, laughter and conversation.

## **Who can access the service?**

People aged 75yrs and upwards who; live alone, are socially isolated and who are unable to get out without assistance.

## **How do people access the service?**

We accept referrals from individuals, families of older people, medical and social work professionals.

## **Additional Information**

Our service is free of charge and not bound to geographical areas. Due to the fact that our service is provided in people's homes, disabled access cannot be guaranteed. All volunteers are subject to enhanced Disclosure Scotland checks.

# Adult Literacies Renfrewshire

Studio 204  
Embroidery Mill  
Abbey Mill Business Centre  
Paisley  
PA1 1TJ

**Tel:** 0808 144 5050

**Fax:** 0141 889 7708

**Email:** buddies.learning@renfrewshire.gov.uk

## **What do they do?**

This service support any adult within Renfrewshire to access free learning support to assist them to improve their reading, writing or numbers.

Learning sessions are available in venues across Renfrewshire, during the day and in the evening.

There are no tests and you choose what you want to work on. You might want to learn how to fill in forms, improve your spelling, write letters, do banking and budgeting, or get help with a college course.

You have your own tutor, but sessions are friendly and informal, and learners and tutors help each other and have a laugh, while learning.

## **Who can access the service?**

Anyone 16 or over, who lives or works in Renfrewshire.

## **How do people access the service?**

Phone the Freephone number 0808 144 5050 for more information, and to arrange an initial meeting. (Self referral, or supported self-referral)

# Live Active!

The Lagoon Centre  
11 Christie Street  
Paisley  
PA1 1NB

**Tel:** 0141 889 4000

**Fax:** 0141 848 0078

**Email:** [mags.cairney@renfrewshire.gov.uk](mailto:mags.cairney@renfrewshire.gov.uk)

**Website:** [www.renfrewshireleisure.com](http://www.renfrewshireleisure.com)

## **What do they do?**

The service provides health checks, goal setting and concessions for fitness services in sports centres in Linwood, Erskine, Johnstone, Renfrew and Paisley for a twelve month period. The project also offers drop in on a monthly basis to provide support and fitness advice to participants.

## **Who can access the service?**

Adults in Renfrewshire.

## **How do people access the service?**

Via GPs. Referrals are assessed for minimum fitness levels before coming onto the project i.e. so it is safe for clients to pursue exercise.

## **Additional Information**

There can be waiting lists to for assessments for up to 3 weeks.

# Adult Literacies Volunteer Tutors

Studio 204  
Embroidery Mill  
Abbey Mill Business Centre  
Paisley  
PA1 1TJ

**Tel:** 0808 144 5050

**Fax:** 0141 889 7708

**Email:** buddies.learning@renfrewshire.gov.uk

## **What do they do?**

We support any adult within Renfrewshire to access free learning support to assist them to improve their reading, writing or numbers.

Within the Buddies for Learning community-based delivery, volunteers are trained to deliver one-to-one support for adults wishing to improve their everyday literacy practices, such as filling in forms, using shopping lists, writing letters, banking and budgeting.

After completing training, volunteers are matched with a learner and then meet and work together at a Buddies Learning session for 2½ hours each week. The sessions are group sessions. Other tutors and learners will be there with you to help and support you while you are tutoring.

The work is challenging, but rewarding.

## **Who can access the service?**

Any adult who is interested in helping others to improve their reading, writing or numbers. You do not have to be a teacher or have any teaching experience. What you do need is the ability to learn alongside your learner, respect confidentiality and have a sense of humour

## **How do people access the service?**

Phone the Freephone number 0808 144 5050 to arrange for more information to be sent to you.

# Survivors of Bereavement by Suicide Renfrewshire Support Group

C/O Choose Life Service Coordinator  
Studio 1001 – 1011  
Milend Mill  
12 Seedhill Rd  
Paisley  
PA1 1JS

**National Helpline:** 0844 561 6855

**Website:** [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

## **What do they do?**

We exist to meet the needs and break the isolation of those bereaved by suicide of a close relative or friend. Many of those helping have themselves been bereaved by suicide. We offer emotional support, help and information in a number of ways. Our aim is to provide a safe, confidential environment, in which bereaved people can share their experiences and feelings, thus giving and gaining support from each other. We also strive to improve public awareness and maintain contacts with many other statutory and voluntary organisations. Suicide recognises no social, ethnic or cultural boundaries – neither do we.

The Renfrewshire Support Group meets on the **last** Tuesday of every month from 7pm – 9pm at the Charleston Centre, 49 Neilston Rd, Paisley and is open to all survivors of bereavement by suicide aged 18 and over.

## **Who can access the service?**

Anyone over the age of 18 who has been bereaved by suicide.

## **How do people access the service?**

Access is by self referral – you can contact the support group on the details above if you wish or simply call in on the last Tuesday of every month. If you wish, you are welcome to call in earlier to meet the team from 6.30pm onwards.

# Key Enterprises

3/11 Fulbar Road  
Paisley  
PA2 9AW

**Tel:** 0141 889 4127

**Fax:** 0141 887 6754

**Email:** [theresa.gilchrist@key-enterprises.com](mailto:theresa.gilchrist@key-enterprises.com)

## What do they do?

The service provides vocational and rehabilitation training services for people with a mental health diagnosis.

Key Enterprises has various departments;

- Vocational
  - ◇ Business Administration (Word Processing to ECDL level)
  - ◇ Woodwork
  - ◇ Catering
  - ◇ Soft Furnishing
- Non Vocational
  - ◇ Print Finishing
  - ◇ Upholstery
  - ◇ Arts & Crafts
  - ◇ Picture Framing
  - ◇ Tiling

Vocational departments have input from Cardonald College tutors. Whilst there is no college input for the non-vocational departments, the supervisors are highly qualified and experienced in their individual departments.

## Who can access the service?

Adults aged 16 - 65 yrs who have a mental health diagnosis.

## How do people access the service?

Referral through their psychiatrist, GP, CPN, support workers, social worker, occupational therapist, job centre advisor etc.

## Additional Information

You will receive an attendance allowance at Key Enterprises which does not affect your other benefits.

# Gardening Leave

The Erskine Home  
Bishopton  
Renfrewshire  
PA7 5PU

**Tel:** 0141 814 4506

**Email:** [ht2@gardeningleave.org](mailto:ht2@gardeningleave.org)

**Website:** [www.gardeningleave.org](http://www.gardeningleave.org)

## **What do they do?**

Gardening Leave is a National Organisation which aims to provide Horticultural Therapy in walled gardens.

We offer structure, exercise and relaxation with the opportunity to develop social and practical skills in a variety of indoor/outdoor garden related activities and mix with like-minded people who understand military life in a safe and relaxed environment, which promotes recovery and well-being.

We offer full and half day sessions Monday-Friday with a maximum group size of 8

## **Who can access the service?**

Ex-Service Personnel /Veterans only. From any area.

## **How do people access the service?**

Referrals are welcome from all Health and Social care professionals, Military, NHS, and community based agencies. Self referrals are also welcome. All referral are subject to assessment by The Veterans Assessment Team.

To make a Referral please contact 01292 521444 or email [admin@gardeningleave.org](mailto:admin@gardeningleave.org)

## **Additional Information**

Refreshments are provided. Lunch and transport from Bishopton Station are provided with prior arrangement. Gardening Leave services are free although donations are accepted.

## Pathways to Work NHS Condition Management Programme

14 James Street  
Paisley  
PA3 2HT

**Tel:** 0141 887 3129

### **What do they do?**

The Condition Management Programme (CMP) is a short programme (approx. 4-16 sessions in length) aimed at helping participants to understand and manage their health condition or disability.

There are a number of 1-to-1 and group courses available, although content depends on the individuals own needs. Examples may be:

- Cognitive Behavioural approaches
- Physical health and exercise programmes
- Stress and anxiety management
- Relaxation techniques
- Positive thinking about health and work

The Condition Management team is made up of health care professionals including Nurses, Occupational Therapists, Physiotherapists and Speech and Language Therapists.

### **Who can access the service?**

The Programme is available to anyone claiming Incapacity Benefit or Income Support (because of a health condition)

### **How do people access the service?**

Referral via persons advisor.

# Open Futures

Enable Scotland  
22 Lawn Street  
Paisley  
PA1 1HF

**Tel:** 0141 848 9122

**Fax:** 0141 889 9361

**Email:** paisley.open@enable.org.uk

## **What do they do?**

Open Futures is joint service between Enable Scotland, Renfrewshire Association For Mental Health and Apex Scotland. The service supports Renfrewshire Workforce Plus participants by providing employment opportunities as well as providing help with; job matching and providing support once people are in work.

## **Who can access the service?**

Residents in Renfrewshire.

## **How do people access the service?**

Open Futures operates an open referral system, including self referral.

## **Additional Information**

Open Futures is an integrated partnership service between Enable Scotland, Renfrewshire Association For Mental Health and Apex Scotland and provides specialist employment assistance and guidance support to employers to identify and provide employment opportunities for RWF+ participants.

# Health & Employability Renfrewshire Workforce Plus

c/o PPRC  
10 Falcon Crescent  
Paisley  
PA3 1NS

**Tel:** 0141 848 9638

## **What do they do?**

This service offers individual or group sessions for people who are unable to work due to a health condition or those who perceive themselves to have a health-barrier to work.

They offer a personally tailored programme aimed at getting people on to the employability pathway and to progress as far as they wish to go.

The service also offers training to health care staff who would like to explore employability options with their clients/ patients/ service users.

## **Who can access the service?**

People in Renfrewshire who are unable to work due to a health condition including those who perceive themselves to have a health-barrier to work.

## **How do people access the service?**

The service operates an open referral process and accept self referrals.

## **Additional Information**

Currently, there is no waiting list. We aim to contact individuals within 3 working days of receiving the referral and meeting with them within 2 weeks after this, at a time and place that is mutually convenient.

# Doing Well - NHS Employability

Studio 1001 – 1011  
Mile End Mill  
12 Seedhill Road  
PAISLEY  
PA1 1JS

**Tel:** 0141 849 2201

**Fax:** 0141 849 2254

**Email:** [nicol.rhodes@ggc.scot.nhs.uk](mailto:nicol.rhodes@ggc.scot.nhs.uk)

**Website:** [www.doingwell.org.uk](http://www.doingwell.org.uk)

## **What do they do?**

The aim of the project is to provide early intervention to people in employment who are suffering from mental health issues. The objective is to prevent clients falling into unemployment, becoming isolated from society and empowering them to lead a fulfilling life.

## **Who can access the service?**

Anyone who is currently in employment or on sick leave and are suffering from work related stress, low mood, anxiety or other mental health condition. NHS Employability covers the whole of Renfrewshire and West Dumbartonshire.

## **How do people access the service?**

All agencies are welcome to refer clients into this service as long as they meet the criteria of being employed and on sick leave and can be referred by their GP to Doing Well.

## **Additional Information**

The service will also support and educate employers to deliver in-work support for staff with mental health issues.

There is no charge for this service and we aim to see new clients within 10 days, subject to the demands of the service.

## **RAMH Welfare Rights**

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

**Fax:** 0141 889 3673

**Email:** amanda@ramh.org

**Website:** www.ramh.org

### **What do they do?**

Supporting people with mental health difficulties to claim state benefits.

Representing at benefit appeals.

### **Who can access the service?**

Anyone suffering from mental illness in Renfrewshire.

### **How do people access the service?**

Self Referral by Tel, RAMH Referral form, from CMHT, Hospital.

### **Additional Information**

No charge. Appointment waiting time normally 2-3 weeks  
Home visits offered to people with mobility/difficulties leaving home.

# Advice Works

8 Collier Street  
Johnstone  
PA5 8AR

**Tel:** 01505 382 328

**Fax:** 01505 381 051

**Website:** [www.renfrewshire.gov.uk/adviceworks](http://www.renfrewshire.gov.uk/adviceworks)

## **What do they do?**

The service offers advice on; welfare rights, money matters, form filling, debts and also tribunal representation.

## **Who can access the service?**

Anyone who lives or works in Renfrewshire.

## **How do people access the service?**

Anyone can refer themselves by telephone, e-mail or by dropping in to the office. Referrals will also be accepted from other organisations with the permission of the individual.

## **Additional Information**

The service is free and confidential. There is a drop in service which is offered in Renfrewshire Council's Customer Service Centre every afternoon from 1pm.

**Please Note:** Our Paisley and Renfrew offices are no longer open. For alternative venues, please call the number above or visit the website.

For advice on debt and benefits please call: 01505 381 055

# You First Advocacy

47 Causeyside Street  
Paisley  
PA1 1YN

**Tel:** 0141 849 1229

**Fax:** 0141 887 5971

**Email:** [advocacy@ramh.org](mailto:advocacy@ramh.org)

## **What do they do?**

The service provides advocacy support to vulnerable individuals in the community and in Dykebar Hospital. Advocacy seeks to ensure that these individuals are being listened to while they engage with services and that their rights are being upheld. Working in the main part with mental health, the service also supports learning difficulties, dementia and personality disorder. Advocacy also supports individuals subject to legislation and Mental Health Tribunals. You First advocacy will work with clients until their issues are resolved in terms of their legal rights, their desired outcomes or agreement through negotiation.

## **Who can access the service?**

The service covers Renfrewshire but not East Renfrewshire. Target groups as above.

## **How do people access the service?**

Self referral, social work, GP and carers or other relevant services.

## **Additional Information**

No charge. Waiting list is prioritised depending upon issue presented. Maximum 8 to 10 weeks. There is disabled access to office premises.

# Renfrewshire Carers Centre Independent Advocacy for Carers

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [maureenf@renfrewshirecarers.co.uk](mailto:maureenf@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

This service allows carers to be given a voice in accessing services from education, health and social work. Carers' views are listened to and they are informed of their rights. The advocate can attend meetings with the carer, take complaints forward, access social work services and help with a carers assessment.

## **Who can access the service?**

Anyone who is an unpaid carer living in Renfrewshire who is assessed as needing the service

## **How do people access the service?**

Via GPs, RAH, RAH Information Worker, Social Work, District Nurses, schools/colleges and self referral

## **Additional Information**

The service is free of charge although there is usually a waiting list. The carers centre is accessible to wheelchair users and home visits are possible.

# Partners in Advocacy

Pentagon Centre  
36 Washington Street  
Glasgow  
G3 8AZ

**Tel:** 0141 847 0036 / 0141 847 0660

**Email:** [glasgow@partnersinadvocacy.org.uk](mailto:glasgow@partnersinadvocacy.org.uk)

**Website:** [www.partnersinadvocacy.org.uk](http://www.partnersinadvocacy.org.uk)

## **What do they do?**

We can support people with issues like helping with housing issues, speaking to schools and teachers, transitions and looking for activities and support within their local community.

## **Who can access the service?**

Young people aged 0- 25 in Greater Glasgow and Clyde area with mental health issues (mental health issues can include diagnosed mental health issues, depression, anxiety, self harm etc)

## **How do people access the service?**

Referrals welcome from any source, especially self-referrals.

## **Additional Information**

We are a free and confidential service, we try to be as accessible as possible and are able to do home visits. No waiting list at the moment.

# RAMH Housing & Support Services

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

**Email:** janis@ramh.org

**Website:** www.ramh.org

## **What do they do?**

The service offers Housing Support to individuals within their own homes to maintain their tenancy and to live as independently as possible within their own community. Support is provided either within our 24 hour supported service, for individuals who may require more intense support and assistance, or on an outreach basis for an allocated amount of hours per week from the persons own home. Assistance can be provided with practical tasks associated with managing a tenancy including:- setting up a tenancy, developing domestic skills, dealing with correspondence, managing a household budget, accessing other relevant services. The service aims to assist people in developing skills and abilities which will lead to a greater sense of hope and achievement and promote recovery from mental ill health.

## **Who can access the service?**

The service is open to adults from across Renfrewshire, with mental health difficulties, who are having difficulty managing to sustain their tenancy.

## **How do people access the service?**

Referrals can come from a range of sources; Mental Health Professional, GP, Homeless, service worker, Social Worker, self or other RAMH Service.

## **Additional Information**

Currently we have a waiting list for the Outreach aspect of our Service, of approximately 4 weeks.

# RAMH Respite Housing & Support

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

**Email:** [janis@ramh.org](mailto:janis@ramh.org)

**Website:** [www.ramh.org](http://www.ramh.org)

## **What do they do?**

Our newly developed Respite Service provides the opportunity for Carers to receive a break from their caring role knowing that their cared for is being supported by experienced and trained staff. Support can be provided from the individuals own home, for short periods of time, at a planned regular time that suits the individual and the Carer or within our 1 bedroom flat for longer planned breaks such as Carers holidays or hospital admission.

## **Who can access the service?**

The service is available to individuals from across Renfrewshire who have involvement from the Community Mental Health Team and who would benefit from their Carer having a break.

## **How do people access the service?**

Referrals are required to be made by the Community Mental Health Team.

## **Additional Information**

There may be a charge for the service, dependant on your financial circumstances.

Unfortunately, the Respite flat is not suitable for individuals with mobility issues, due to being situated on the first floor of a block of flats with no lift access.

# Turnaround Residential

219 Glennifer Road  
Paisley  
PA2 8UL

**Tel:** 01505 810 800

**Website:** [www.turningpointscotland.com](http://www.turningpointscotland.com)

## **What do they do?**

We provide a residential service for males between ages of 18 and 30 who are currently involved in the criminal justice system. We offer a six week stay to men with chaotic lifestyles, engaging in high volume low tariff offending in the community and who have issues with substance misuse. We operate an intensive programme of group work, one to ones and have a health team on board with the aim to stabilise individuals so that they can go back into the community and better engage with services there.

## **Who can access the service?**

Men aged 18 – 30 currently offending and involved in criminal justice system. We accept referrals from 10 local authority areas including Renfrewshire.

## **How do people access the service?**

They must be referred by their care manager (e.g social worker, addiction worker etc) or directly by the court.

## **Additional Information**

There is disabled access.

# Practical Support Team

Abbey Mill Business Centre  
Studio 1010  
12 Seedhill Road  
Paisley  
PA1 1JS

**Tel:** 0141 849 2202

## **What do they do?**

Practical Support Team is a housing support service specifically for clients with mental health issues and their carers. Housing support covers a wide range of support tasks to maintain independent living in the community and can provide support with; setting up and maintaining your home, meal preparation, home decoration, paying bills etc.

## **Who can access the service?**

The service can be accessed by anyone living in Renfrewshire with a mental illness.

## **How do people access the service?**

Access to the service is by referral from an appropriate professional involved in your care. You must also have involvement from another part of the Community Mental Health Team.

## **Additional Information**

There could be some financial cost to accessing Practical Support Team services, in accordance with Renfrewshire Councils Home Care Charging Policy. However this is means tested and we will carry out a financial assessment before the service is delivered.

# RCA Trust Accommodation Support

Mirren House,  
Back Sneddon Street  
Paisely  
PA3 2AF

**Tel:** 0141 887 0880

**Helpline:** 0845 230 0038

**Fax:** 0141 887 8063

**Email:** [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

## **What do they do?**

This service provides accommodation to those with addiction problems. Trained workers visit people in their homes and offer support.

## **Who can access the service?**

People living in Renfrewshire To use this service, users must attend support sessions and commit to be alcohol free for a number of weeks.

## **How do people access the service?**

Self referral or referral via GP, hospitals, courts or social work departments

## **Additional Information**

There is a waiting list for this service. The service is free although donations are accepted

# Blue Triangle Housing Association

43 - 45 Dundonald Rd  
Gallowhill  
Paisley  
PA3 4NB

**Tel:** 0141 8877524

**Fax:** 0141 887 8381

**Email:** pm paisley @btha.org.uk

**Website:** www.btha.org.uk

## **What do they do?**

Residential housing support service for young people aged from 16-24 years.

The service is staffed 24hours per day and provides accommodation in single flats with housing support.

Staff will provide general support in areas such as budgeting; health ; employment and tenancy sustainment based on individual support plan. Group work is also undertaken within the project.

## **Who can access the service?**

Anyone aged between 16 - 24 years in Renfrewshire. Young people who have presented to the local authority as homeless or threatened by homelessness may be referred to the project.

## **How do people access the service?**

Referrals are made thorough Local Authority Homeless Person's Section. Informal enquiries may be made directly to the Project.

## **Additional Information**

Individuals make contribution to electricity charge.

# Barnardos Threads

4 Lochfield Road  
Paisley  
PA2 7RG

**Tel:** 0141 884 6696

**Fax:** 0141 884 1733

**Email:** paisley.threads@barnardos.org.uk

## **What do they do?**

Provide support to young parents and young people who are experiencing difficulties in accessing or sustaining accommodation.

The service offers both emotional and practical support, this includes; help with benefits, housing issues, substance misuse and help to access or sustain employment and education.

We also provide a group work programme which includes pre-natal and new baby groups for young parents and a tenancy support group.

## **Who can access the service?**

Young people aged under 21 years who live in Renfrewshire.

## **How do people access the service?**

Self referral or referral by a professional referral from agencies such as; health visitor, midwife, housing officer, social worker

## **Additional Information**

The service operates on an outreach basis from Monday - Friday 9 - 5pm. There is also a duty system for anyone who urgently needs to see a support worker for housing support. Duty appointments are available Monday, Tuesday and Thursday afternoons.

# Loretto Care

## Renfrewshire Homelessness Services

Abercorn Service Flat 1/5  
17 Abercorn St.  
Paisley  
PA3 4AA

Lilybank Wynd Service  
12 Lilybank Wynd  
Johnstone  
PA5 8EF

**Tel:** Paisley: 0141 848 0859  
**Fax:** 0141 848 7694

Johnstone: 01505 325 797

### **What do they do?**

Loretto Care's Renfrewshire Supported Living Service is registered with the Care Commission as a housing support service and support service.

We can offer support with:

- General counselling and support.
- Safe and secure home.
- Maintaining the home.
- Accessing community resources.
- Benefits and budgeting.
- Moving onto other accommodation.
- Shopping and general errands.
- Relationships with others e.g. neighbours.

### **Who can access the service?**

The service provides 24 hour support (excluding Lilybank Wynd) to individuals who have experienced homelessness and/or alcohol/substance issues, or who have mild to moderate mental health problems. The Abercorn St. site operates a sleepover provision for emergencies.

### **How do people access the service?**

The Renfrewshire Supported Living service supports individuals within the age range of 16 years and above.

# Rowan Wynd

## The Richmond Fellowship Scotland

Suite 3001  
Mile End Mill  
Abbeymill Business Centre  
12 Seedhill Road  
Paisley  
PA1 1 JS

**Tel:** 0141 848 9774

### **What do they do?**

Rowan Wynd offers supported living service for 12 individuals. The service offers a combination of modern accommodation and high quality support to people with mental health difficulties and learning disabilities. Each person has a tenancy agreement and receives 1-1 support to enable them to become more independent and make progress towards their life goals.

### **Who can access the service?**

The service is open to all adults, there is no upper age limit. The service is available to people with mental health difficulties and learning disabilities.

### **How do people access the service?**

Referral is usually made through Social Work Services, however we are happy for you to contact us directly for more information.

### **Additional Information**

Social Work Services will carry out a financial assessment to see if there will be any charges to individuals using the service.

# Johnstone Services

## The Richmond Fellowship Scotland

Suites 2-3  
9 William Street  
Johnstone  
PA5 8DP

**Tel:** 01505 336 477

**Fax:** 01505 329 766

**Email:** sbarclay@trfs.org.uk

**Website:** www.trfs.org.uk

### **What do they do?**

From our base in Johnstone we offer a range of support services in Johnstone, Renfrew and Paisley. Our services offer person centred support to adults with mental health difficulties, learning disabilities, autism, sensory impairment, forensic histories, communication difficulties and physical disability.

Most individuals live in their own homes, with self contained accommodation, although we do have some shared tenancies available. We provide housing support, personal care and community based support dependent on each person's needs.

### **Who can access the service?**

All adult age groups can access the service and we work throughout Renfrewshire.

### **How do people access the service?**

Referrals usually come through Social Work Services, but we are happy for you to contact us directly for more information.

### **Additional Information**

Social Work Service will carry out a financial assessment to determine whether there is any charge to be made to the individual.

# Queen Street

## The Richmond Fellowship Scotland

20 Queen Street,  
Paisley  
PA1 2TU

**Tel:** 0141 849 1769

**Fax:** 0141 848 9782

**Website:** [www.trfs.org.uk](http://www.trfs.org.uk)

### **What do they do?**

Our Queen Street service offers support to adults with mental health difficulties, learning disabilities, autism and alcohol related brain damage. We support people to develop their independent living skills, to be active in their community and to achieve their life goals.

Each person lives in their own home in Paisley and receives support that meets their needs from a few hours a week to intensive daily support. Our experienced team enables people who have not lived independently before to make real progress in their life.

### **Who can access the service?**

Our service works with any adult age group, throughout the Paisley area.

### **How do people access the service?**

Referrals usually come through Social Work Services, but we are happy for you to contact us directly for more information.

### **Additional Information**

Social Work Service will carry out a financial assessment to determine whether there is any charge to be made to the individual.

# Renfrewshire Carers Centre Young Carers Project

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [Pauline@renfrewshirecarers.co.uk](mailto:Pauline@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

This service provides support to those under 18 who have caring responsibilities. The project runs a number of age group specific groups who meet weekly for recreational and skills developing activities. Personal support is also available informally.

## **Who can access the service?**

Young people in Renfrewshire who are assessed as needing our support.

## **How do people access the service?**

Via Home Link Workers, Social Work schools/colleges. No self referrals.

## **Additional Information**

The service is free of charge although there is usually a waiting list to join any of the groups. The carers centre is accessible to wheelchair users and home visits are possible.

# Renfrewshire Cares Centre Carers Relaxation Services

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [tracy@renfrewshirecarers.co.uk](mailto:tracy@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

The centre provides weekly relaxation sessions (massage, reflexology aromatherapy) and stress management to carers that are carried out by qualified professionals. There is also a relaxation group which meets monthly.

## **Who can access the service?**

Any adult carer who is an unpaid carer living in Renfrewshire. Priority is given to those carers with greatest need and to those who have just suffered bereavement.

## **How do people access the service?**

This service operates an open referral process. You can be referred by anyone such as your GP, Nurse, Social Worker etc. or you can simply self refer.

## **Additional Information**

The service is free of charge although there is usually a waiting list for individual therapies and the therapy group. The carers centre is accessible to wheelchair users.

# Renfrewshire Carers Centre

## Carers Information Service

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** amy@renfrewshirecarers.co.uk

**Website:** www.renfrewshirecarers.com

### **What do they do?**

The centre provides information via our website and our newsletter that is published 4 times a year. There is also information and advice provision at the centre for carers with queries about health conditions, welfare rights and local services.

### **Who can access the service?**

Anyone who is an unpaid carer living in Renfrewshire, or professionals working on behalf of carers

### **How do people access the service?**

Via GPs, RAH, the RAH Information Worker, Social Work, District Nurses, schools/colleges and self referral.

### **Additional Information**

The service is free of charge and there is not usually a waiting list. The carers centre is wheelchair accessible and home visits can be arranged.

# Renfrewshire Carers Centre Carers Respite Sitting Services

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [maureen@renfrewshirecarers.co.uk](mailto:maureen@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

This project offers respite for a carer by putting in a paid sessional worker for up to 4 hours a fortnight, to allow the carer a break away from the home.

## **Who can access the service?**

Anyone who is an unpaid carer living in Renfrewshire who is assessed as needing the service. Carers of those with dementia are not covered by this service as Alzheimer's Scotland provide this service to this user group

## **How do people access the service?**

Via GPs, RAH, Social Work, District Nurses, schools/colleges and self referral. An assessment is carried out before the service is provided

## **Additional Information**

The service is free of charge although there is usually a waiting list. The carers centre is accessible to wheelchair users and home visits are possible.

# Renfrewshire Carers Centre Volunteer Befriending Project

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [marie@renfrewshirecarers.co.uk](mailto:marie@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

This project offers regular befriending for a cared for person or a carer to provide companionship and reduce isolation.

## **Who can access the service?**

Anyone who is an unpaid carer living in Renfrewshire who is assessed as needing the service, including those with moderate dementia.

## **How do people access the service?**

Via GPs, RAH, Social Work, District Nurses, schools/colleges and self referral. An assessment is carried out before the service is provided

## **Additional Information**

The service is free of charge although if possible, the carer can pay for expenses incurred by the cared for person. There is usually a waiting list to ensure an appropriate match up. The carers centre is accessible to wheelchair users and home visits are possible.

# Mental Health Carers Support Group

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Tel:** 0141 842 3400

**Email:** mark.reilly@renfrewshire.gov.uk  
elle@renfrewshirecarers.co.uk

## **What do they do?**

The carers group meets on the first Tuesday of every month at 7pm in The Charleston Centre. The group offers the chance to meet other carers in the area and to share experiences. We also have a range of speakers and offer a wide range of training to enable you to learn new skills and find out more about caring issues.

## **Who can access the service?**

This service is open to anyone in Renfrewshire who supports someone who is recovering from mental ill health, whether it be a husband, wife, partner, mum, dad, child, brother, sister or a friend.

## **How do people access the service?**

Carers are encouraged to come along on the evening. Alternatively, you can call the Charleston Centre to arrange an appointment ahead of the group.

## **Additional Information**

The Mental Health Carers Support Group is supported by the Community Development Service, Renfrewshire Carers Centre and RAMH.

# Older Carers Emergency & Future Planning Project

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** emma@renfrewshirecarers.co.uk  
martine@renfrewshirecarers.co.uk

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

The Future Planning Project is a brand new service that will support carers over the age of 50yrs to create emergency and future care plans. We will provide carers with information about services to help them cope and make positive changes, link carers to appropriate care services and identify future areas of need. Specialised support will enable carers to plan for the future as we understand that this may be a difficult and emotional journey.

## **Who can access the service?**

Carers over the age of 50 living within the Renfrewshire area.

## **How do people access the service?**

Self referral or referral by a health or social care professional.

## **Additional Information**

The Carers Centre is accessible to wheelchair users.

# Mental Health Consultation Group

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [elle@renfrewshirecarers.co.uk](mailto:elle@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

A new consultation group designed to provide a direct link for carers of those with mental health problems to the mental health Joint Planning Performance and Implementation Group (JPPIG) of Renfrewshire Council, Renfrewshire Health Partnership and others. The group will also provide a forum where carers can raise their concerns on services with the JPPIG.

## **Who can access the service?**

Carers of adults with a mental health problem in Renfrewshire.

## **How do people access the service?**

Self referral via phone or email or just come along to the next group.

## **Additional Information**

The group will meet monthly at Renfrewshire Carers Centre. Please call or email for details of the next group.

# Renfrewshire Carers Centre Training for Carers

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [louise@renfrewshirecarers.co.uk](mailto:louise@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

## **What do they do?**

The project provides short training courses on various topics for carers to improve their caring skills and knowledge and offers opportunities for carers to learn from each other. The aim of the training is to enable carers to feel more comfortable and confident in their caring role. All training is free for carers.

## **Who can access the service?**

Carers over the age of 18 who are looking after a family member, friend or relative who has an illness or disability. Where appropriate, courses may be limited to carers looking after someone with a diagnosis of a particular illness or condition.

## **How do people access the service?**

Self referral or referral by a health or social care professional.

To obtain a copy of the latest training programme, Please contact Louise Anderson on 0141 847 1933

## **Additional Information**

The Carers Centre is accessible to wheelchair users. Respite can normally be arranged to enable carers to attend training courses.

# Renfrewshire Carers Centre

## Kinship Carers Project

Renfrewshire Carers Centre  
Unit 55 Abbey Mill Business Centre  
The Embroidery Mill  
Seedhill  
Paisley  
PA1 1TJ

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

**Email:** [marlene@renfrewshirecarers.co.uk](mailto:marlene@renfrewshirecarers.co.uk)

**Website:** [www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

### **What do they do?**

The Kinship Carers Project offers support to family members who have been left with the care of children whose parents are ill, disabled or have addiction issues and can no longer look after them. The project offers one to one support, training, information and advice, respite and days out. The project also has a support group that meets on the last Tuesday of the month.

### **Who can access the service?**

Family members across Renfrewshire who are caring for children whose parents are ill, disabled or have addiction issues and can no longer look after them.

### **How do people access the service?**

Self referral or referral by a health or social care professional.

### **Additional Information**

The Carers Centre is accessible to wheelchair users.

## ACUMEN

Room 2015 Mile End Mill  
12 Seedhill Road  
Paisley  
PA1 1JS

**Tel:** 0141 887 9103

**Fax:** 0141 887 9103

**Email:** [enquiries@acumennetwork.org](mailto:enquiries@acumennetwork.org)

**Website:** [www.acumennetwork.org](http://www.acumennetwork.org)

### **What do they do?**

ACUMEN is a networking organisation for people in the West of Scotland affected by mental and emotional problems. It works in partnership with five local authorities and both NHS Greater Glasgow & Clyde and Highland Health Boards to improve service delivery and the quality of life for people with significant mental health challenges.

We support the monthly meetings of Recovery Renfrewshire. This is a group of service users and carers who come together for support and the promotion of good mental health. Recovery Renfrewshire meet on the last Thursday of every month between 11 am and 1.00 pm at The Wynd Centre, Paisley. New members are very welcome. For further information regarding the group, contact the ACUMEN office.

### **Who can access the service?**

Anyone with an interest in mental health. Full membership is open to service users and carers who are residents of Argyll & Bute, East Renfrewshire, Inverclyde, Renfrewshire or West Dunbartonshire. Associate membership is open to any individual or company wishing to be associated with the organisation.

### **How do people access the service?**

Self referral to office by telephone, email or by post.

# Renfrewshire CVS

Airlink Business Centre  
24 Clark St  
Paisley  
PA3 1RB

**Tel:** 0141 587 2487

**Fax:** 0141 889 3974

**Email:** [info@rcvsweb.co.uk](mailto:info@rcvsweb.co.uk)

**Website:** [www.rcvs.synthasite.com](http://www.rcvs.synthasite.com)

## **What do they do?**

Third Sector “infrastructure” organisation offering help and support to the local Renfrewshire (charity) voluntary and community sector. From new start up to project and business development, quality standards, accessing funding and all sorts of issues in between we can help you make progress. We seek to achieve a thriving and connected third sector in Renfrewshire.

## **Who can access the service?**

Third Sector organisations in Renfrewshire and individuals wishing to start up a new charity.

## **How do people access the service?**

Self referral or via other public sector or public funded organisations.

## **Additional Information**

There is a small membership fee and some charges for some activities. We are “not for profit” and try to keep charges to a minimum.

# WRVS Information Centre & Community Cafe

Unit 37  
Paisley Centre  
20 Causeyside Street  
Paisley  
PA1 1UN

**Tel:** 0141 889 7645

**Fax:** 0141 889 7645

**Email:** [avril.mclean@wrvs.org.uk](mailto:avril.mclean@wrvs.org.uk)

## **What do they do?**

A community café in Paisley that welcomes all users. The Café holds information and community notices and also holds drop in surgeries from a range of local services, providing services such as health checks, financial information and benefits checks.

## **Who can access the service?**

The centre covers all of Renfrewshire and is mainly aimed at older people, their cares and their families but all services are available to the general public.

## **Additional Information**

The centre is fully accessible with baby changing facilities and is located in the heart of Paisley.

# Renfrewshire Law Centre

65/71 George Street  
Paisley  
PA1 2JY

**Tel:** 0141 561 7266

## **What do they do?**

Legal advice and representation:

Housing Law

Evictions

Social Security

Debt

Employment Law

Children's Law

NB we do not currently provide representation at Mental Health Tribunals.

## **Who can access the service?**

Residents of Renfrewshire.

## **How do people access the service?**

Self/agency referral

## **Additional Information**

Services are usually free

# Citizens Advice Bureau Renfrewshire

45 George Street  
Paisley  
PA1 2JY

**Tel:** 0141 889 2121

**Fax:** 0141 849 7116

**Website:** [www.cas.org.uk](http://www.cas.org.uk)

## **What do they do?**

Citizens Advice Bureau Renfrewshire provides advice to members of the public on a wide range of issues, from housing advice, welfare rights advice, debt advice as well as consumer and legal issues and family issues.

## **Who can access the service?**

Anyone in Renfrewshire.

## **How do people access the service?**

Self referral. The George Street centre offers a drop in service from Monday to Thursday between 10am and 3.30pm. You will be seen on the same day although waiting times to see an adviser can be an hour or more

Outreach services are by appointment only. For an appointment call: 0141 840 6026.

## **Additional Information**

The service is free, impartial and confidential. Waiting lists for Outreach services may be in operation.

# NHS Inform

**Website:** [www.nhsinform.co.uk](http://www.nhsinform.co.uk)

**Tel:** 0800 22 44 88

## **What do they do?**

NHS inform is a new health information service designed to give you access to the information you need, when you need it.

We can provide:

- General information on medical conditions.
- Answers to commonly asked health questions.
- Information on health and welfare topics.
- A behind the headlines feature – looking at the health issues making the news.
- Links to local information across NHS Scotland.
- Information on your rights.

## **Who can access the service?**

This service is open to everyone in Scotland who requires any sort of health related information.

## **How do people access the service?**

You can access it online at [www.nhsinform.co.uk](http://www.nhsinform.co.uk) or over the phone on 0800 22 44 88 8am -10pm 7 days per week.

## **Additional Information**

If you have any comments or questions or would like more information about how NHS inform is developing, please email: [nhs.inform@nhs24.scot.nhs.uk](mailto:nhs.inform@nhs24.scot.nhs.uk)

For health information in other languages please visit [www.healthinmylanguage.com](http://www.healthinmylanguage.com)

# Gleniffer Outreach Support Centre

77 Renfrew Road  
Paisley  
PA3 4DS

**Tel:** 0141 887 1141

**Fax:** 0141 889 3586

**Email:** [sharlene.slattery@accord.org.uk](mailto:sharlene.slattery@accord.org.uk)

**Website:** [www.accordhospice.org.uk](http://www.accordhospice.org.uk)

## **What do they do?**

We are the ACCORD Hospice support centre, located in Paisley (Mon - Fri 9am - 5pm) We offer information to anyone affected by a life limiting illness. People can telephone with queries or drop in to access information and support.

Our services include patient and family support, bereavement support and complementary therapies. We can also arrange benefits advice. All of these services require an appointment to be made.

In addition we can offer supportive programmes such as a 'living with Cancer' programme for patients and carers.

## **Who can access the service?**

The services are available to patients and families who have palliative care needs in Renfrewshire or East Renfrewshire.

## **How do people access the service?**

Referrals can be arranged by our team at Accord Hospice. We also welcome people to drop in to access information and advice, however, access to some services may require a referral.

## **Additional Information**

The service is free, and waiting times vary depending on service demands. The centre has a number of disabled parking spaces, however, there are a number of stairs to climb to the entrance from the car park. Please contact the centre for more information.

# Parents Enquiry Scotland

**Tel:** 0131 556 6047 (Admin)

**Email:** parentsenquiry@hotmail.com

**Website:** www.parentsenquiryscotland.org

## **What do they do?**

Parents Enquiry Scotland offers support to parents of gay, lesbian, bisexual and transgender people across Scotland.

Confidential helplines are operated by parents. We are not counsellors but have been through the experience of learning to understand and support our own gay children. Telephone calls are welcome at any reasonable time, but as our helplines are operated from our own homes, please leave a message or try again if you don't get through to us first time.

One of the main problems faced by families of LGBT people is a sense of isolation, so we are happy to meet people; this is usually one-to-one, but sometimes we arrange for groups to meet. We also provide speakers to talk to interested organisations and have a comprehensive book list and leaflets available.

## **Who can access the service?**

Anyone in Scotland who feels they need the support.

## **How do people access the service?**

By telephone. By calling the central line above, you will then be directed to the relevant area line.

## **Additional Information**

The service is free, and waiting times vary depending on service demands. The centre has a number of disabled parking spaces, however, there are a number of stairs to climb to the entrance to the car park. Please contact the centre for more information.

# Renfrewshire Woman's Aid

Violet House,  
3 Violet Street  
Paisley  
PA1 1AD

**Tel:** 0141 561 7030

**Fax:** 0141 561 7029

**Email:** [info@renfrewshirewomensaid.co.uk](mailto:info@renfrewshirewomensaid.co.uk)

## **What do they do?**

Renfrewshire Women's Aid offers emotional support, advocacy and confidential secure accommodation for women, and their children, who are experiencing domestic abuse.

## **Who can access the service?**

Any woman who is affected by or who are experiencing domestic abuse.

## **How do people access the service?**

Women can self refer and we accept referrals from other agencies.

## **Additional Information**

Support offered via advice centre at Violet House during office hours. Offers of accommodation subject to assessment of needs.

# ParentLine Scotland

**Helpline:** 0808 800 2222

**Website:** [www.parentlinescotland.org.uk](http://www.parentlinescotland.org.uk)

## **What do they do?**

ParentLine Scotland help parents deal with problems no matter how big or small. The helpline is free and confidential for anyone caring for a child in Scotland.

The helpline is open Monday, Wednesday & Friday 9am - 5pm and Tuesday & Thursday 9am - 9pm

## **Who can access the service?**

Anyone caring for a child in Scotland.

## **Additional Information**

ParentLine Scotland is a confidential service. We don't pass on information to anyone unless you agree, or a child is in danger or at risk of serious harm. Your telephone number does not show up and you do not have to give your name or address. Just tell us as much about yourself as you're comfortable with. Sometimes for reasons of quality control, a supervisor will listen to calls.

# Scottish Recovery Network

Suites 320-323  
50 Wellington Street  
Glasgow  
G2 6HJ

**Tel:** 0141 240 7790

**Fax:** 0141 221 7947

**Email:** [info@scottishrecovery.net](mailto:info@scottishrecovery.net)

**Website:** [www.scottishrecovery.net](http://www.scottishrecovery.net)

## **What do they do?**

The Scottish Recovery Network (SRN) is an initiative designed to raise awareness of recovery from mental health problems.

Our aims are:

- ◇ To raise awareness of recovery from mental health problems, in particular longer term problems.
- ◇ To learn more about the recovery experience, and the factors which help and hinder it, and to share that learning.
- ◇ Share ideas and encourage and support action
- ◇ nationally and locally for the promotion of recovery.

## **Who can access the service?**

SRN is a national organisation. We aim to engage with anyone who has an interest in recovery. Anyone can contact SRN for information about our work or recovery.

## **How do people access the service?**

SRN does not provide a front line service, there is no referral process. People can contact SRN direct for information about our work or recovery.

## **Additional Information**

SRN does not provide direct support or advice.

# Depression Alliance Scotland

11 Alva Street  
Edinburgh  
EH2 4PH

**Tel:** 0845 123 23 20 / 0131 467 3050

**Fax:** 0131 226 7854

**Email:** [info@dascot.org](mailto:info@dascot.org)                      **or**    [ask@lookokfeelcrap.org](mailto:ask@lookokfeelcrap.org)

**Website:** [www.dascot.org](http://www.dascot.org)                      **&**    [www.lookokfeelcrap.org](http://www.lookokfeelcrap.org)

## **What do they do?**

We provide information and support for people affected by depression in Scotland. We have a phone line open from 10am to 2pm Monday, Tuesday, Thursday and Friday; we are also glad to offer support through emails and letters.

Quarterly newsletters, regular email bulletins and various fact sheets are available freely to individuals. We have some self help support groups and offer more structured self help through Living Life to the Full courses in some areas.

DAS also campaigns at a national and local level to improve care and services for people affected by depression.

## **Additional Information**

Depression Alliance does not provide direct support or advice.

# Choose Life Renfrewshire

Studio 1001 -1011  
Mile End Mill  
12 Seedhill Road  
Paisley  
PA1 1JS

**Tel:** 0141 849 2200

**Fax:** 01418492254

**Email:** Rosemary.Mullan@renfrewshire.gov.uk

**Website:** www.chooselife.net

## **What do they do?**

Choose Life provide advice, information, guidance and training to staff, carers and the community to help them support those who are suicidal and or self harming. We can offer advice on appropriate responses and interventions as well as signposting on to specific services. Our training programmes includes STORM (Skills Based Training on Risk Management), ASIST (Applied Suicide Intervention Skills Training), SafeTALK and Self Harm Awareness and Skills. We will tailor training to suit the needs of individual organisations and provide short presentations to teams or community groups seeking to learn more about suicide prevention and self harm interventions.

## **Who can access the service?**

Anyone living or working in Renfrewshire.

## **How do people access the service?**

Contact the service directly

## **Additional Information**

No charge for training etc.

# Inclusion Scotland

5a Sir James Clark Building  
Abbey Mill Business Centre  
Paisley  
PA1 1TJ

**Tel:** 0141 887 7058

**Fax:** 0141 848 7551

**Email:** [information@inclusionScotland.org](mailto:information@inclusionScotland.org)

**Website:** [www.inclusionScotland.org](http://www.inclusionScotland.org)

## **What do they do?**

Inclusion Scotland (IS) is a consortium of disability organisations, individual disabled people and social partners who share our aims. We work towards eradicating the barriers – physical, economic, cultural and attitudinal – which prevent disabled people being fully included in society.

Our role is to enable meaningful communication and consultation between disabled people in Scotland and policy makers at local and national government levels and with bodies such as the NHS, all of whose decisions and policies can profoundly affect us. We want to reverse, through civil dialogue, partnerships, capacity building, education, persuasion, training and advocacy, the current social exclusion experienced by disabled people.

In IS we share the ethos of the social model of disability as opposed to the medical model, which expects disabled people to regard their impairment as their problem and adapt to fit into the world as it is. The social model of disability, however, recognises everyone as equal and looks beyond a person's impairment at all the relevant factors including the barriers that affect their ability to be a full and equal participant in society.

## **Who can access the service?**

Disabled people and their organisations and people with an interest in disability and equality issues.

## **How do people access the service?**

By telephoning us to find out more or logging on to the website.

# PAPYRUS Prevention of Young Suicide

Lodge House  
Thompson Park  
Burnley  
BB11 2RU

**Tel:** Admin: 01282 432555

**Fax:** 01282 432777

**Email:** [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org)

## **What do they do?**

PAPYRUS Prevention of Young Suicide is a national UK registered Charity working to raise awareness of the risk of suicide amongst young people and campaigning for better access to mental health services. We provide suicide prevention literature and other resources to individuals and organisations.

The PAPYRUS confidential helpline HOPELineUK 0800 068 41 41 gives free support, information and practical advice to young people themselves and to anyone concerned that a young person they know may be at risk of harming themselves.

Calls are free from BT landlines. Other networks and mobile charges may vary.

## **Who can access the service?**

The helpline HOPELineUK 0800 068 41 41 is available to young people, their friends, family, teachers, carers and anyone who is worried that a young person they know may be at risk of harming themselves. UK wide service.

## **How do people access the service?**

By calling the HOPELineUK helpline.

## **Additional Information**

Requests for free suicide prevention literature and resources or more information about PAPYRUS can be made to the admin office as above by telephone, e-mail or letter.

# Mental Welfare Commission for Scotland

Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

**Tel:** 0131 313 8777 or 0800 389 6809

**Fax:** 0131 313 8778

**Email:** [enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk)

**Website:** [www.mwscot.org.uk](http://www.mwscot.org.uk)

## **What do they do?**

The Mental Welfare Commission works to safeguard the rights and welfare of people with a mental illness, learning disability or other mental disorder. We do this by; visiting people who use services, conducting investigations, providing advice and information and by promoting the principles of mental health law.

## **Who can access the service?**

Anyone can contact the Mental Welfare Commission for advice or to record a concern.

## **How do people access the service?**

People can contact us for advice and information about care and treatment rights. We also visit services and individuals. You can contact us on the number above to request a visit.

## **Additional Information**

No facilities at our main office for public access.

# VOX (Voices of Experience)

c/o Mental Health Foundation  
5<sup>th</sup> Floor Merchants House  
30 George Square  
Glasgow  
G2 1EG

**Tel:** 0141 572 1663

**Fax:** 0141 572 0246

**Email:** voxscotland@yahoo.co.uk

**Website:** www.voxscotland.org.uk

## **What do they do?**

We are a national mental health service user led organisation and work in partnership with mental health and related services to ensure that service users get every opportunity to contribute positively to changes in the services that serve them.

## **Who can access the service?**

Membership of VOX is open to individuals who have or have had mental health problems, mental health groups can also become members.

## **How do people access the service?**

By calling the number above.

## **Additional Information**

There are no fees at present for membership of VOX.

# See Me

1/3 Great Michael House  
14 Links Place  
Edinburgh  
EH6 7EZ

**Tel:** 0131 554 0218

**Fax:** 0131 553 3217

**Email:** [info@seemescotland.org](mailto:info@seemescotland.org)

**Website:** [www.seemescotland.org](http://www.seemescotland.org)

## **What do they do?**

'see me' is Scotland's national campaign to end the stigma and discrimination associated with mental ill-health. We work with a number of partners at both local and national level. A key component of our work is a programme of events and local and national initiatives across the country that aim to change people's attitudes about mental ill-health, and influence their behaviour to be more supportive and positive towards people with mental health problems. We work closely with the media in order to change the way in which mental health issues are portrayed. We also involve a lot of social marketing approaches in our work.

## **Who can access the service?**

'see me' does not provide direct services to individuals or groups. We work with a number of organisations and people across Scotland, often by being involved in already existing partnerships.

# NSF (Scotland)

Unit 6 Newington Business Centre  
Dalkeith Road Mews  
Edinburgh  
EH16 5GA

**Tel:** 0131 662 4359

**Fax:** 0131 662 2289

**Email:** [info@nsfscot.org.uk](mailto:info@nsfscot.org.uk)

**Website:** [www.nsfscot.org.uk](http://www.nsfscot.org.uk)

## **What do they do?**

NSF (Scotland) provides direct services in some parts of Scotland but not in Renfrewshire.

We do, however, provide an Information service from our National Office in Edinburgh and can provide information on a variety of matters that relate particularly to those affected by schizophrenia and other mental illnesses. The Information service is usually available Tuesday – Thursday between 9.30 and 4.30 by phone, e-mail or letter.

We are also a membership organisation. Most of our members are individuals affected by mental illness either as service users or as carers/family members.

There is no fixed membership fee and membership entitlements include receipt of our twice yearly Newsletter and other correspondence/Annual Reports etc as well as opportunities to contribute to our national policy influencing role.

## **Who can access the service?**

Anyone in Scotland, or supporting someone living in Scotland, who has an interest in or has concern about issues for people affected by schizophrenia and other mental illnesses.

# Bipolar Scotland

Studio 1015, Mile End Mill,  
Abbeymill Business Centre,  
Seedhill Road  
Paisley  
PA1 1TJ

**Tel:** 0141 560 2050

**Email:** [info@bipolarscotland.org.uk](mailto:info@bipolarscotland.org.uk)

**Website:** [www.bipolarscotland.org.uk](http://www.bipolarscotland.org.uk)

## What do they do?

- ◇ A national network of self-help groups
- ◇ Training in self-management of bipolar disorder
- ◇ Talks on bipolar disorder to statutory and voluntary groups
- ◇ Provide information on bipolar disorder through website, publications, leaflets etc.

## Who can access the service?

Cover the whole of Scotland. Target group are people diagnosed with bipolar disorder, their carers and other supporters.

## How do people access the service

For self-help groups you can self refer. Self-Management training is open to people with the diagnosis and who are members of Bipolar Scotland.

## Additional Information

Please note that we do not currently have a self-help group meeting in Paisley. Nearest groups will be in Glasgow and East Renfrewshire.

## Community Mental Health Teams

Paisley CMHT  
The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

Renfrewshire CMHT  
Studio 1001 - 1011  
Mile End Mill  
12 Seedhill Road  
Paisley  
PA1 1JS

**Tel:** 0141 842 3400

### **What do they do?**

The Community Mental Health Teams (CMHT) provide a comprehensive service to people recovering from mental health problems in the Renfrewshire area. This is a joint initiative involving both NHS Greater Glasgow & Clyde and Renfrewshire Council Social work.

The teams have a mix of skills from all disciplines allowing them to offer a comprehensive package to those in need. The teams include: Community Nurses, Occupational Therapists, Psychiatrists, Psychologists, Social Workers, Group Workers, Home Care Workers, Support Workers and Administration Staff

### **How do people access the service?**

If your GP thinks you will benefit from CMHT input then he/she will make a referral. If the service thinks it can help, they will then make an appointment to see you. This initial contact lets them find out about the difficulties you may be experiencing and helps to identify together whether the service would be best to meet your needs.

### **Additional Information**

The Community Mental Health Teams are arranged into two area teams - Paisley and the remaining area of Renfrewshire, from Lochwinnoch to Renfrew.

People can be seen in their homes or at a number of community buildings.

# Intensive Home Treatment Team (IHTT)

Ward 3, Dykebar Hospital  
Grahamston Road  
Paisley  
PA2 7DE

Tel: 0141 314 4489

## What do they do?

The service is for adults over the age of 18 and under the age of 65 years with mental health problems who are experiencing a psychiatric crisis and/or relapse of such severity that without the involvement of the IHTT would be at risk of being admitted to hospital.

The service is not appropriate for individuals with the following needs:

- ◇ A primary diagnosis of alcohol or other substance misuse
- ◇ A primary diagnosis of learning disabilities
- ◇ Current involvement with the Forensic Community mental Health Team/services

## Who can access the service?

- ◇ People who live within Renfrewshire CHP Area
- ◇ 16-18 year olds not in full time education
- ◇ Over 65 years olds already known to adult mental health services
- ◇ People in hospital where an early supported discharge can be facilitated

## How do people access the service?

Referrals are considered strictly against service criteria.

Telephone referrals will be accepted from the following health or social care professionals:

- ◇ GP's and other primary care practitioners
- ◇ All Mental Health Professionals
- ◇ A & E Departments
- ◇ NHS 24
- ◇ Emergency Duty Services
- ◇ Health & Social Care Community Teams
- ◇ Police & emergency services

# Sandyford Renfrewshire

Russell Institute  
Causeyside Street  
Paisley  
PA1 1UR

**Tel:** 0141 314 0726

## **What do they do?**

Sexual and reproductive health clinic for everyone in Renfrewshire regardless of age, gender or sexuality. The service operates 5 days per week. We operate a Drop-in every morning (Monday to Friday) between 9am - 11am and have booked appointments in the afternoon.

We have 3 youth clinics per week on a Monday, Wednesday and Thursday 3.30pm - 5.30pm and two evening family planning clinics on a Wednesday and Thursday between 6pm - 7pm.

## **Who can access the service?**

Anyone in Renfrewshire.

## **How do people access the service?**

Via GPs, or self referral.

## **Additional Information**

Appointments are required for specialist clinics such as, gynaecology, menopause, termination of pregnancy etc.

## C - Level

11 Queens Crescent  
St Georges Cross  
Glasgow  
G49 AS

**Tel:** 0141 332 2520

**Email:** whamilton@c-level.org.uk

**Website:** www.c-level.org.uk

### **What do they do?**

C-level is a support and advice service for people who may be at risk of contracting hepatitis or for friends and family who require information. The service has a drop-in service every day between 10am - 12 noon. We have a support group every Wednesday between 2pm - 4pm as well as providing one to one sessions, pre and post test discussions as well as a buddy service.

C-level also provide basic hepatitis C awareness sessions in community sessions for individuals at risk as well as for staff.

C-level operate a drop in, once a month at the CACTUS project in Paisley. (See page 10 of this directory)

### **Who can access the service?**

Anyone who lives in the NHS Greater Glasgow and Clyde area.

### **How do people access the service?**

C-level operates an open referral system and accepts referrals from a variety of sources including, self referrals.

### **Additional Information**

C-levels services are free to anyone in the Greater Glasgow and Clyde area.

# Child and Adolescent Mental Health Services (CAMHS)

Johnstone Hospital  
Bridge of Weir Road  
Linwood  
PA5 8YX

**Tel:** 01505 821 530

## **What do they do?**

CAMHS offers a service to children and adolescents (up to the age of 18) with emotional and behavioural difficulties (including anxiety and mental health issues) as well as those on the autistic spectrum. Assessment and therapeutic work is available for users and practical advice for parents and families is also provided.

## **Who can access the service?**

Children and adolescents in Renfrewshire who are assessed as needing the service.

## **How do people access the service?**

Via GP, social work departments and consultant psychiatrist.

## **Additional Information**

There may be a waiting list for this service. The service is free.

# Older Adults Community Mental Health Team

Abbeymill Business Centre  
Unit 3006 Mile End Mill  
12 Seedhill Rd  
Paisley  
PA1 1JS

**Tel:** 0141 840 5740 / 5750

**Fax:** 0141 840 8743

**Website:** [www.chps.org.uk/renfrewshire](http://www.chps.org.uk/renfrewshire)

## **What do they do?**

The Older Adults Community Mental Health Team (OACMHT) is an integrated health and social care service, delivered by a multidisciplinary co-located team. The role of the service is:

- ◇ To offer home based specialist assessment
- ◇ To provide a programme of care based on individual need
- ◇ To support older people with mental health problems in the community, preventing hospital admission where possible
- ◇ To facilitate a timely discharge from hospital

## **Who can access the service?**

People over the age of 65 living within Renfrewshire, who have complex mental health needs and require specialist home based support

## **How do people access the service?**

Referrals can be directed to the Single Point Of Access (SPOA) as part of the planned Rehabilitation and Enablement (RES) service. The service is planned to fully commence end 2010 at which point the OACMHT will integrate to become an element within the RES service.

Referrals are accepted from all professional groups.

Referrals to SPOA can be made by the following routes:

- \* Telephone 0141 889-3575 Fax 0141 889 9874
- \* SCI Gateway - For GP referrals
- \* Letter from Consultants/GP

# Doing Well Team

Studio 1001 – 1011  
Mile End Mill  
12 Seedhill Road  
PAISLEY  
PA1 1JS

**Tel:** 0141 849 2201

**Email:** [doingwell@nhs.net](mailto:doingwell@nhs.net)

**Website:** [www.doingwell.org.uk](http://www.doingwell.org.uk)

## **What do they do?**

The service offers brief psychological therapy for individuals experiencing difficulties with low mood & mild, moderate & severe depression and soon the service will also include treatment of individuals experiencing anxiety problems.

## **Who can access the service?**

Referral by a GP is required as there are specific referral criteria.

## **Additional Information**

Doing Well is part of all GP Surgeries in Johnstone, Houston, Bridge of Weir, Erskine & Renfrew. The service currently works in half of GP Surgeries in Paisley and by the end of the year, the service will be available in all GP surgeries in Renfrewshire.

# Websites and Other Resources

## **Online CBT Sessions**

[www.livinglifetothefull.com](http://www.livinglifetothefull.com)

Offers free life skills training based on a CBT model for people with anxiety and depression.

[www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

A free self help program to teach cognitive behaviour therapy skills to people vulnerable to depression and anxiety.

[www.glasgowsteps.com](http://www.glasgowsteps.com)

This site will tell you all about common stress problems and give you some ideas on how best to tackle them.

[www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

A database UK counsellors and psychotherapists, with information on their training and experience, areas of counselling covered, fees and contact details.

## **Eating Disorders**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

This UK charity (formerly EDA UK) offers information and advice on eating disorders. Their website has a well-used and well-moderated discussion forum for people experiencing difficulties. They also run separate telephone helplines for adults and young people, a recorded information line and an SMS text information service .

## **Self Harm**

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

This site is a key information resource for young people who self-harm, their friends and families, and professionals working with them

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

Crisis intervention service working in the North Glasgow area with people who self harm and at risk of suicide.

## **Substance Misuse**

[www.knowthescore.info](http://www.knowthescore.info)

Clear, up-to-date information and advice on all kinds of drugs and drug-related problems.

[www.talktofrank.com](http://www.talktofrank.com)

Talk to Frank provides confidential and honest information on drugs. They operate a 24 hour phonenumber and email service 365 days of the year.

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Al-Anon Family Groups provide understanding, strength and hope to anyone whose life is, or has been, affected by someone else's drinking.

[www.alcohol-focus-scotland.org.uk](http://www.alcohol-focus-scotland.org.uk)

A national voluntary organisation for alcohol issues. Alcohol Focus Scotland is committed to improving the quality of people's lives by changing Scotland's drinking culture – promoting responsible drinking behaviour and discouraging drinking to excess.

[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)

A national organisation offering help and support to people who are trying to overcome their drinking problems. Local groups throughout the country meet regularly to offer practical advice and fellowship.

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

Provides a range of advice and information services in response to people requiring assistance with matters to do with drugs and the law.

## **Young People**

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

ChildLine is the free helpline for children and young people in the UK. Children and young people can call ChildLine to talk about any problem. Call them free on 0800 11 11 (Open 24 hours a day every day of the year).

[www.headsupscotland.com](http://www.headsupscotland.com)

HeadsUpScotland contributes to the activity already underway in Scotland to improve the mental health and well-being of children and young people.

[www.talking2ourselves.com](http://www.talking2ourselves.com)

This site is to provide help and information on mental health issues to young people who are either having difficulties themselves, or are worried about a friend or relative or just want to know more about mental well being.

[www.handsonscotland.co.uk](http://www.handsonscotland.co.uk)

The website provides practical information and techniques on how to respond helpfully to children and young people's troubling behaviour, build up their self-esteem and promote their positive mental wellbeing.

## Helpline Numbers

Dementia Helpline	0808 808 3000	24hrs a day
Child Line	0800 11 11	24hrs a day
Domestic Abuse Helpline	0800 027 1234	24hrs a day
National Drink Line	0800 917 8282	24hrs a day
National Missing Persons Helpline	0800 700 740	24hrs a day
Rape Crisis Scotland	08088 010 302	24hrs a day
Hopeline UK (Young people's suicide prevention)	0800 6841 41	Mon - Fri 10am - 5pm & 7pm - 10pm. Weekends 2pm - 5pm
The Line (for young people living away from home)	0800 88 444	

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我們可提供本文檔的繁體中文拷貝。若需此拷貝，請致電0141 847 8900 與首席執行官辦公室的 Stephen McLellan 聯繫。

Istnieje możliwość otrzymania egzemplarza tego dokumentu w tym języku. W celu uzyskania takowego, proszę skontaktować się z Stephen McLellan pod numerem 0141 847 8900.

"Dacă doriți acest director în altă limbă vă rugăm să-l contactați pe Stephen McLellan de la RAMH, la telefon 0141 847 8900".

This directory can be downloaded electronically from;

[www.renfrewshirecarers.com](http://www.renfrewshirecarers.com)

[www.ramh.org](http://www.ramh.org)

[www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

[www.acumennetwork.org](http://www.acumennetwork.org)