

# Renfrewshire Mental Health Directory 7th Edition



# Contents

Foreword	3
Help in a Crisis	9
Addictions	19
Counselling	24
Positive Activity	37
Employability	48
Advocacy Services	52
Housing Support	58
Carers Support	71
Information & Advice	76
National Organisations	92
Health Services	101
Websites & Other Resources	110
Index	113

# Foreword

Welcome to this, the 7<sup>th</sup> edition of the Directory for Mental Health Services in Renfrewshire.

The Directory was written as a response to requests from the public and colleagues across the public sector, for a brief, accessible and straight forward guide to the range of mental health and associated services.

The editorial group realise that technology and methods of accessing information are constantly changing: Web based resources and Social Media come immediately to mind. However, not everyone has access to such resources and we hope that this Directory can provide a bridge for anyone to begin to seek information and support.

We remain convinced that understanding Mental Health and Wellbeing is essential in order to recognise and protect our own mental health and that of friends and loved ones.

Positive mental health, built on resilience and confidence, will bring a healthier lifestyle, improved relationships and greater satisfaction.

We welcome your thoughts and contributions on how we might make improvements to the way we present information. To do this please contact:

Stephen McLellan, Chief Executive of RAMH on 0141 847 8900 or via [enquiries@ramh.org](mailto:enquiries@ramh.org) or go to [www.ramh.org](http://www.ramh.org)

Thanks go to the editorial group which consisted of:

Lisa Aitken, Rosemary Mullan and Douglas Johnston (Choose Life), Helen McQuade, Fiona Baird, Rona McGreevy, Reuben Milward and Tom McAuley (RAMH), Audrey Hall (HSCP)

# Feeling low?

Speak to a caring professional,  
ask for your **crisis card** and get help to  
make a safe plan for times of need.

This is for you...

chooselife

**chooselife**

A national strategy and action plan  
to prevent suicide in Scotland

[www.chooselife.net](http://www.chooselife.net)  
in partnership with [www.ramh.org](http://www.ramh.org)

"Like you, I struggle with life events  
that sometimes leave me feeling  
suicidal. I have had strong feelings  
and thoughts about taking my  
own life ..."

I realised that I couldn't cope and  
finally I picked up the phone.

Now I feel less frightened sharing  
my thoughts and worries.

Trust me..... Try it....."

**Advice and tips from me...**

- Find ways to relax
- Try to find things you enjoy
- Push yourself to get out more
- Try walking/swimming
- Play music
- Talk

**NHS**  
Greater Glasgow  
and Clyde

**RAMH**  
recovery across mental health

**NHS 24**  
A 24 hour  
health service  
**Freephone  
111**  
[www.nhs24.com](http://www.nhs24.com)

My GP: \_\_\_\_\_

**Overnight  
Psychiatric  
Crisis Service**  
**0845  
650 1730**  
Monday to Friday  
8pm to 9am  
Sat, Sun & Public  
Holidays 5pm-9am

**Breathing Space**

A confidential phone line you can call if  
you're feeling down

**0800 83 85 87**

6pm - 2am Mon-Thurs

6pm Friday - 6am Monday (24hrs)

**Samaritans**

Need to talk? We'll listen 24 hours a day

Call **116 123** (FREEPHONE)

08457 90 91 92

Text **07725 90 90 90**

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

Chris, PO Box 9090, Stirling FK8 2SA  
or meet us in person

**Know the Score**

Info and Advice on DRUGS

**0800 587 5879**

**Drinkline Scotland**

Alcohol Advice and Support

**0800 7 314 314**

**Domestic Abuse**

24hr helpline

**0800 027 1234**

**Childline**

18 years and under

**0800 11 11**

**Your Local Crisis Numbers**

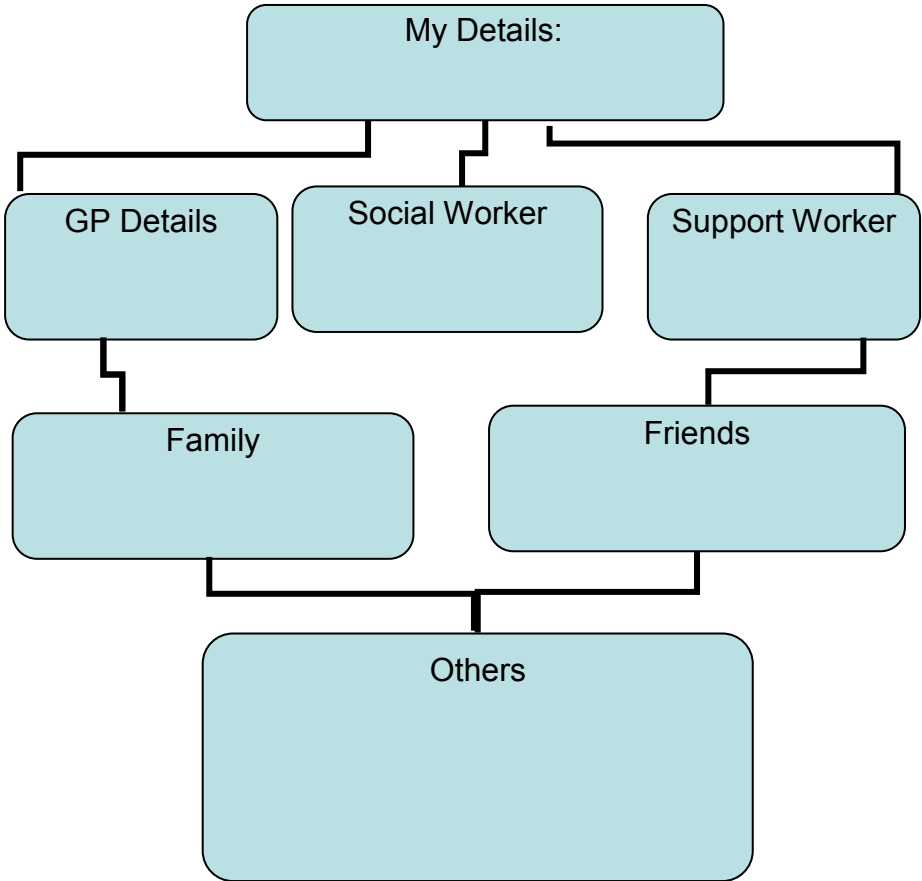
First Crisis **0141 848 9090**

Friend **07910 000 000**

see our  
video

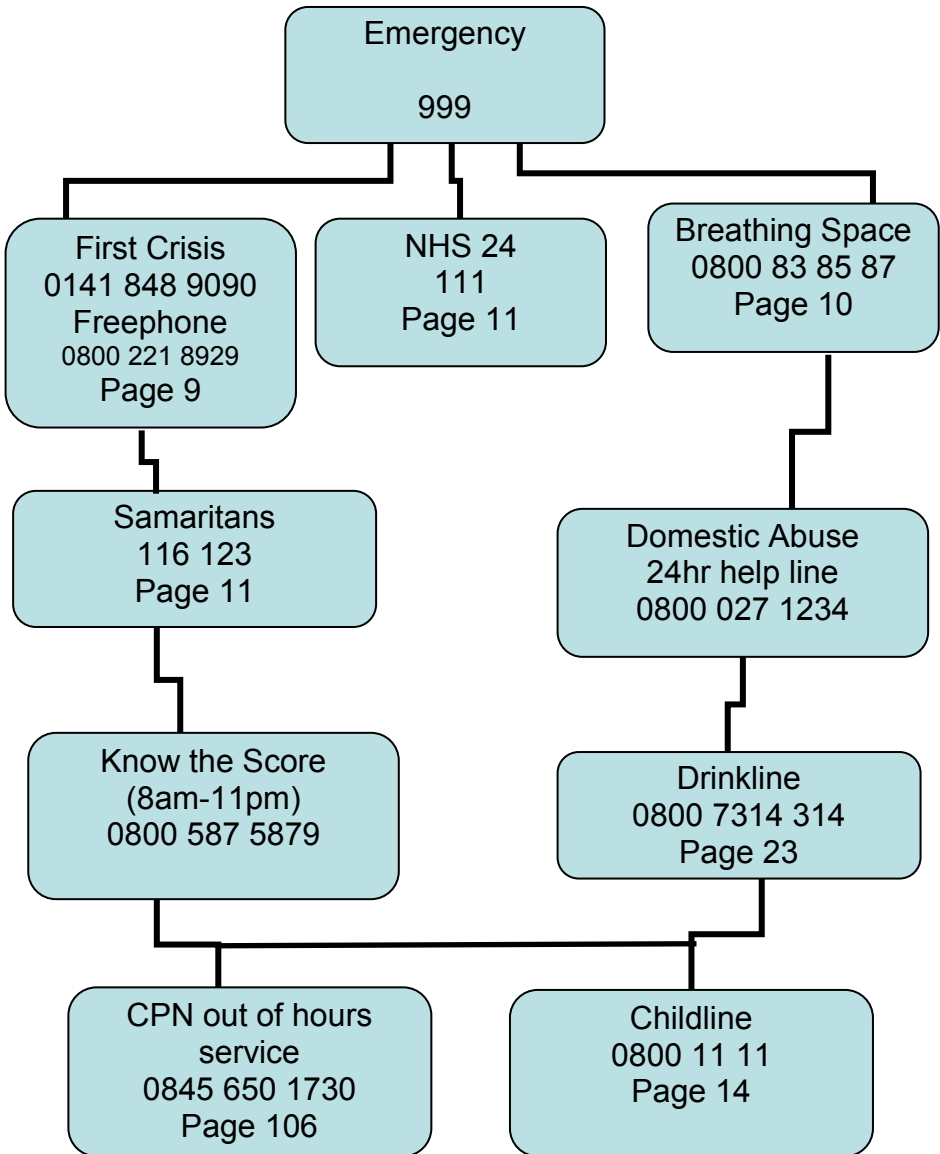


# My Personal Crisis Contacts



Please complete your own Personal Crisis Contacts here and then cut out this page and keep in a safe but accessible place (i.e. on your fridge door).

# Crisis Contacts



# My Notes

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**Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity.**

**(World Health Organisation)**

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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.

## 10 Tips for Wellbeing

1. **Eat a balanced diet and drink sensibly:** Improving your diet can protect against feelings of anxiety and depression.
2. **Maintain friendships:** Just listening and talking to friends can make a huge difference. So make sure you devote time to maintaining your friendships both for their sake and your own.
3. **Maintain close relationships:** Close relationships affect how we feel - so nurture them and if there is a problem within a relationship, try and resolve it.
4. **Take exercise:** The effects of exercise on mood are immediate. Whether it is a workout in the gym or a simple walk or bike ride, it can be uplifting. Exercise can also be great fun socially.
5. **Sleep:** Sleep has both physical and mental health benefits. Physically it is the time when the body can renew its energy store but sleep also helps us to rebuild our mental energy.
6. **Laugh:** A good laugh does wonders for the mind and soul.
7. **Cry:** It is good to cry. Even though it may feel terrible at the time, a good cry can release pent up feelings, and people often feel better afterwards.
8. **Ask for help when you need it:** The longer you leave a problem the worse it will get. Don't be scared to ask for help from a family member, friend or professional.
9. **Make time for you:** Do you sometimes feel like you have no time for yourself? Make time for your hobbies and interests.
10. **Remember, work isn't everything:** Ninety one million working days a year are lost to mental ill-health in the UK so maintain a balance between work and other interests.



# RAMH FIRST Crisis Service

**Tel:** 0141 848 9090 or Freephone no 0800 221 8929

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

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

## **What do they do?**

RAMH First Crisis is a Mental Health Crisis Service which provides a short term support to anyone in Renfrewshire aged 16 or over, who is experiencing a crisis in their mental health.

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

The service can help to maintain an individual's existing support network and explore longer term support options. The service can also access and liaise with a range of other services and supports on your behalf.

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

Anyone in Renfrewshire aged 16 or over, experiencing a crisis in their mental health.

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

Initially by telephone, self referral or professional referral. Face to face contact by arrangement.

Telephone 0141 848 9090 or 0800 221 8929 (Freephone).

## **Additional Information**

The service is open 365 days a year. 9am – 8pm on weekdays, 9am – 5pm weekends and public holidays.

Help in a crisis

# Breathing Space

Phone line and web based service

Tel: 0800 83 85 87

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

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

## **What do they do?**

We are a free, confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety. It is our belief and hope that by empowering people, they will have the resources to recover.

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

Anyone in Scotland over the age of 16.

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

There is a telephone helpline which can be accessed by phoning 0800 83 85 87.

Information is also available on the website:

<http://www.breathingspacescotland.co.uk>

## **Additional information**

Breathing space is free from telephone land lines. Breathing space is open between 6pm and 2am during the week and 24 hours at the weekends.

Calls to Breathing Space from mobile phones using the Vodafone network are now free. Other operators who also provide free calls from their networks are Virgin, Orange and 3.

A British Sign Language (BSL) service is available. Information on how to access the BSL service can be found at: <http://bit.ly/LKHE2j>

# Samaritans

Write to:  
Chris  
P.O. Box 9090  
Stirling  
FK8 2SA

Visit our office in Glasgow:  
210 West George Street  
Glasgow  
G2 2PQ  
(9am-10pm)

**Tel:** 116123

**Text:** 07725 909090

**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, texts and letters. Alternatively people can drop in to a branch to have a face to face meeting.

## NHS 24

**Tel:** 111

**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 111. Calls to NHS 24 are free from mobiles and landlines.

This service is open to people living or visiting Scotland who have concerns about their health, including their mental health, when their GP's surgery is closed.

The telephone helpline is accessed by phoning 111.

To improve patients' access to health information and advice, NHS 24 is also accessible through a digital TV channel.

The channel, available through FreeSat, Sky and Virgin, and an app for iPhones, iPads and Android Smartphones is also available.

### **Additional Information**

Textphone users: please contact 18001 111

A British Sign Language (BSL) video relay service (VRS) is available. A video showing how to connect to NHS 24 BSL services is accessible on:

<http://www.nhs24bsl.com/html/generic/help.html>

## **SANEline**

**Helpline:** 0300 304 7000

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

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

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

SANEline is a national out-of-hours (16:30 - 22:30) telephone helpline offering emotional support and information for people affected by mental health problems.

Also: TEXTCARE and a support forum (details on website)

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

Anyone who is worried about their own mental health, or have concerns about a family member, friend or acquaintance. Opening hours 16.30 - 22.30.

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

By calling 0300 304 7000

### **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

**Text Service:** 07786 209697

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

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

## **What do they do?**

A HOPElineUK advisor will hear about the things that are happening in your life that are contributing to your thoughts of suicide and provide advice about how you can cope with your thoughts of suicide, or where you can access help. You can also speak to our HOPElineUK advisors to get advice about how to start a conversation about suicide with someone you are concerned about, and how to best support them.

HOPElineUK is a confidential support and advice service for: Young people under the age of 35 who may be having thoughts of suicide.

Anyone concerned a young person may be having thoughts of suicide.

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

## Helpline opening times:

Mon-Fri            10:00 am -10:00 pm.

Weekends        2:00 pm -10:00 pm.

Bank Holidays 2.00pm-5pm

The service is confidential unless a life is at risk.

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

## **What do they do?**

Childline - a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch. We're here for you online, on the phone, anytime.

Childline is free, confidential and available any time, day or night.

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

Childline is here to help anyone under 19 in the UK.

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

**Call on 0800 11 11** - The quickest way to get through to a counsellor. Talk to Childline from any phone for free, without needing credit or it showing on the phone bill.

**Log in for a 1 2 1 counsellor chat** : Talk to a counsellor in a safe online chat. While waiting for a counsellor to be available you can look at other things that might help like videos and games.

**Send an email** - Use your ChildLine Locker to send an email to a counsellor. You'll get a reply within a day. And you can write again whenever you want.

**Write to Sam** – using the website, anyone can write to Sam with their problem.

You don't even need to sign up or tell us your name. It's completely anonymous. Just go to the Write a letter to Sam page on our site and start typing! Sam writes back to a few letters each week. You can also read advice to other people who have similar problems to you.

**Message Boards** - Want to say how you're feeling? Or ask a question? Here you can share your experiences, have fun and get support from other young people in similar situations.

Everyone is so supportive!

# Renfrewshire Foodbank

Westway  
Porterfield Road  
Renfrew  
PA4 8DJ

**Tel:** 0141 889 7999

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

**Website:** <http://renfrewshire.foodbank.org.uk>

## **What do they do?**

Renfrewshire Foodbank offers three days supply of emergency food. In 2015/16 we provided emergency supply of food for 6,130 people.

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

Anyone who presents with a food voucher or qualifies for a food voucher.

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

Professionals from statutory and voluntary organisations such as health visitors, social workers, Citizens Advice Bureau staff, welfare officers, the police and probation officers, identify people in crisis and issue them with a foodbank voucher. Clients bring their voucher to a foodbank distribution centre where it can be exchanged for three days supply of emergency food.

# South Ward Adult Acute Admission Unit

South Ward  
The Gleniffer Unit  
Dykebar Hospital  
Grahamstone Rd  
Paisley  
PA2 7DE

**Tel:** 0141 314 4070

## **What do they do?**

15 mixed sex, single room, adult short stay mental health acute admission beds.

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

18-65 year olds.

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

GP referral, referral via A&E DEPT, Out of Hours CPN service.

## **Additional Information**

Ground floor, full disabled access, all rooms en-suite.



# **Ward 3B Leverndale (Formerly East Ward Dykebar)**

Ward 3B Leverndale  
510 Crookston Road  
Glasgow  
G53 7TU

Tel: 0141 211 6586/6490  
Email: [andy.bonner@ggc.scot.nhs.uk](mailto:andy.bonner@ggc.scot.nhs.uk)

## **What do they do?**

Acute admissions for adults with mental health problems.

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

Adults living in Renfrewshire.

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

Via GP/Out of hours initially.

# Esteem South & Clyde

Ground Floor, Admin Building  
Leverndale Hospital  
510 Crookston Rd  
Glasgow G53 7TU  
Tel: 0141 211 6563      Fax: 0141 211 6418  
Website: Through NHSGG&C web pages

## **What do they do?**

The Esteem team offer early intervention for individuals experiencing first episode psychosis. The aim is to work in partnership with the service user, families and friends to promote positive mental health and facilitate recovery by reducing the impact of symptoms on a daily basis.

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

Individuals experiencing a first episode psychosis aged between 16 to 35 years. The Esteem service can be utilised by service users residing within the NHS Greater Glasgow and Clyde Health Board area.

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

The Esteem team will accept referrals from all healthcare professionals and also statutory and non-statutory services, such as Housing, Social Work, or voluntary organisations. Esteem can also receive information from family and friends who may be concerned in relation to an individual's symptoms. In this instance, they would contact the individual's GP to discuss.

Referral should be a telephone call.

## **Additional Information**

The Esteem team will aim to respond by commencing an assessment within 5 working days, including meeting the family, if possible. The assessments may be carried out jointly with appropriate mental health services, if necessary. Esteem will aim to commence inpatient assessments within 2 working days. Esteem NHSGG&C operates on Monday to Friday from 9am to 5pm, excluding public holidays. Where appropriate, it may be that Esteem staff have contact out with these times with patients/families.

# RCA Employee Support

RCA Trust  
8 Ince Street  
Paisley  
PA1 1HP

**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.

Addiction Support

# Renfrewshire Drugs Service

Back Sneddon Centre  
20 Back Sneddon Street  
PAISLEY  
PA3 2 DJ

**Tel:** 0141 618 2585

## **What do they do?**

Renfrewshire Drug Service (RDS) is a joint Social Work and NHS Greater Glasgow & Clyde resource. It provides a specialist service to drug users and their families within the Renfrewshire Council boundaries. We aim to provide an integrated and accessible service using a holistic evidence based approach. Services include individual casework, group work, family support, harm reduction services and access to substitute prescribing services.

The philosophy of Renfrewshire Drug Service is to maintain clients in the community to reduce physical, psychological, social and legal problems which are associated with drug dependency, assisting them in an individual recovery journey towards either abstinence from drugs or in controlling their drug use.

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

RDS accepts referrals from all sources, the main source being from the user themselves, GP's and Social Work. There is no age restriction. The project accepts referrals from users of all substances, apart from where alcohol is the primary drug. Under 16's can access a service from RADAR (Young Persons Team) which is based within RDS.

Opening times are 8.45am-4.45pm Monday to Thursday and 8.45am-3.55pm on a Friday.

For further information please contact the Centre or contact: Ailsa Boyle (Project Leader) or Janice Bennet (Nurse Team Lead) on 0141 618 4351.

# Renfrewshire Integrated Alcohol Service

Back Sneddon Centre  
Paisley  
PA3 2DJ

**Contact:** Kirstine McCrae, Nurse Team Lead;

kirstine.mccrae@ggc.scot.nhs.uk

Or Jacqui Laing, Senior Social Worker;

Jacquelyn.laing@renfrewshire.gcsx.gov.uk

**Tel:** 0300 300 1199

**Fax:** 0141 618 5267

## What do they do?

IAT is an integrated team which means staff from Social Work and NHS work together to support clients. IAT provides support and information for anyone in Renfrewshire aged 18 or over who care for people with alcohol problems.

The team provides a range of support to clients who wish to work towards recovery. We work closely with our colleagues at Torley unit and where appropriate the team can refer clients for day patient alcohol detoxification, commencement on protective medications and for a group work programme.

The team consists of nursing and social work staff as well as a Psychologist, Occupational Therapist and an admin worker.

The team provides a range of interventions, including assertive outreach, motivational sessions, harm reduction, community detox, relapse prevention and health promotion.

We work with people who are abstinent or continue to drink and offer support at home for those that require it. We work closely with The Torley Unit (page 22) and Liaison services as well as Renfrewshire Drugs Service, RCS Trust and Mental Health Services among others.

## How do people access the service?

People can self refer through ASeRT on 0141 207 7878 or be referred by their GP. Other professionals can refer through ASeRT, or internal referral to Medical Records, Dykebar Hospital.

# Torley Unit

Dykebar Hospital

Tel : 0141 314 4106

Fax: 0141 314 4085

Contact : Kirstine McCrae, Nurse Team Lead

## **What do they do?**

The Torley Unit is the specialist addiction day service offering higher levels of support to clients in achieving abstinence. The service provides day patient detoxification from alcohol and also provides support to clients awaiting specialist in patient beds. Clients can also be considered for protective medications.

Patients attend a six week recovery focused group work programme at the Torley Unit. Staff support clients in attending a recovery group based at The Lagoon Leisure Centre.

The unit is staffed by nursing and medical staff. There is support from Physiotherapy, Dietician, Advice Works, Smoking Cessation and other professionals.

Clients attending the unit will be allocated a named nurse to develop an individualised care plan. The unit works in partnership with their colleagues at IAT (Integrated Alcohol Team, page 21) and work closely with Renfrewshire Council on Alcohol.

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

We cover the Renfrewshire area and age range is from 18 years upwards.

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

Access to the service is by professional referral only with 'fast track' access for individuals involved with RCA trust and in accordance with patient needs.

## **ASERT referrals also taken**

## **Additional Information**

We have disabled access and work within HEAT targets.

Travelling expenses occurred will be refunded to patients on specific benefits and they should bring proof of benefit at their first appointment.

# Drinkline

**Helpline:** 0800 7314 314

Call free from 9am to 8pm (11am – 4pm on weekends) to talk to someone in confidence about alcohol.

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

## **What do they do?**

Drinkline is a free advice and information line for anyone who wants more information about alcohol, local services that can help or simply talk about drinking and alcohol issues.

Drinkline offers the following services:

- Information and self-help materials.
- Help to callers worried about their own drinking or someone else's drinking.
- Support to the family and friends of people who are drinking.
- Advice to callers on where to go for help.

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

Anyone wanting help or information on drinking and alcohol issues.

## RAMH Renfrewshire Community Service - Counselling & Telephone Counselling Intervention

14 St James Street  
Paisley  
PA3 2HT

**Tel:** 0141 404 7788

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

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

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

Counselling for individuals with mild to moderate depression, anxiety and life stressors (relationship, loss or other identified issues) offering a maximum of 6 sessions. This can be offered either as a face to face intervention or by telephone.

Practitioners can also offer a variety of group and where appropriate individual interventions around topics including anxiety or mindfulness.

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

Any adult living in Renfrewshire experiencing difficulties in their mental health which would benefit from counselling or related interventions.

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

A referral can be made by a supporting agency (i.e. GP) or the individual themselves, using the RAMH referral form or by calling and speaking to a member of staff.

### **Additional Information:**

Counselling is offered free of charge and is subject to waiting lists. In general highest demand is for face to face counselling which has longer waiting times as a consequence. At assessment, options for other interventions may be discussed and offered where appropriate.



# 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?**

We provide a wide range of counselling services to those experiencing problems with emotional and mental health wellbeing. We also specialise in trauma, bereavement and children's services. On line service is delivered by arrangement with referring body.

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

We have no age or geographic boundaries and as holders of the 'Social Enterprise Mark' all income generated from our business activities are reinvested directly to our counselling services for the community.

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

Self referral or external referral agency by phone or email.

## **Additional Information**

Our fee structures: £5 per session for part time / unemployed, children and young people. £15 per session for those who can afford it on full time employment.

We have disabled access.

# RCA Trust Counselling

8 Incle Street  
Paisley  
PA1 1HP

**Tel:** 0141 887 0880

**Fax:** 0141 887 8063

## **What do they do?**

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

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

People living in Renfrewshire can access the alcohol service. Anyone living in West of Scotland can access support with gambling issues.

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

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

# The Spark Counselling Paisley

The Wynd Centre  
6 School Wynd  
Paisley  
PA1 2DB

**Tel:** 0808 802 0050

**Email:** [appointments@thespark.org.uk](mailto:appointments@thespark.org.uk)

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

## **What do they do?**

The Spark Counselling Paisley specialises in couple counselling, marriage counselling, youth counselling and family counselling.

We are here to help with mental health issues from addiction to stress, anxiety and relationship problems.

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

Our services are available to individuals, couples and families. We offer face-to-face, telephone and online appointments.

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

Accessing counselling from The Spark is easy. Freephone our counselling enquiry line on 0808 802 0050 or complete an enquiry form online at [www.thespark.org.uk/contact-us/](http://www.thespark.org.uk/contact-us/)  
The Spark welcomes GP referrals.

## **Additional Information**

A charge is applicable for sessions however The Spark is committed to making counselling affordable to all.

Counselling enquires by telephone - opening times:

Monday to Wednesday: 9am-9pm

Thursday: 9am-8pm

Fridays: 9am-3pm

Saturday: 10am-1pm

# The Relationship Helpline From The Spark Counselling

72 Waterloo Street  
Glasgow  
G2 7DA

**Tel:** 0808 802 0050

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

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

## **What do they do?**

The Relationship Helpline is a free, confidential telephone and online service where you can be listened to and supported with life's relationship challenges.

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

The Relationship Helpline is open to anyone experiencing relationship issues with their partner, family, friends or at work/study. Calls to the helpline are free from landlines and all mobiles.

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

Freephone the Relationship helpline 0808 802 0050 or visit our website and use live web chat function.

## **Additional Information**

Lines are open 11am-2pm Monday, Wednesday and Thursday.

Check our website for updates on opening times.

# Wynd Counselling Service

Wynd Centre  
6 School Wynd  
Paisley  
PAI 2DB

**Tel:** 0141 887 4647

**Fax:** 0141 848 5139

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

## **What do they do?**

We provide one-to-one counselling.

We also have a Youth Counselling Service for young people aged 15-25 years.

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

There are no age boundary restrictions in our adult service. Youth counselling is from 15 years of age.

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

Clients are encouraged to telephone the above number to arrange an initial appointment.

## **Additional Information**

Minimum £10 donation per session for one-to-one counselling. Youth counselling is free.

Fees can be reduced or waived completely depending on financial circumstances.

Disabled access.

We offer appointments Monday to Friday 9am-8pm and Saturdays 9am-4pm.

# Amina (The Muslim Women's Resource Centre)

Citywall House  
32 Eastwood Avenue  
Glasgow  
G41 3NS

**Tel:** 0141 212 8420

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

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

## **What do they do?**

Scotland Wide Muslim Women's Helpline, Befriending, Refugee Support, Volunteering. Other projects include Employability project, Ending Violence Against Women, School projects.

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

Anyone, although these projects are mainly focused on supporting Muslim & Minority Ethnic women.

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

Word of mouth, self referral, helpline, GP referral.

## **Additional Information**

There are no charges for our services.

# Time 4U

## West College Scotland

Paisley Campus	Greenock Campus	Clydebank Campus
Renfrew Road	Finnart St	Queens Quay
Paisley	Greenock	Clydebank
PA3 4DR	PA16 8HF	G81 1BF
0141 587 3378	01475 553151	0141 951 7456

**Email:** [counselling@rwcs.ac.uk](mailto:counselling@rwcs.ac.uk)

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

Time 4U provide a free confidential one to one counselling service.

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

The service is available to all West College Scotland students.

### **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 student advisory service.

### **Additional Information**

Time 4 U is free to all West College Scotland students.

# Victim Support Renfrewshire

**Tel:** 0345 603 9213

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



# **Cruse Bereavement Care Scotland**

## **West of Scotland Region**

c/o The Spark  
3rd Floor  
Waterloo Street  
Glasgow  
G2 7DA

**Tel:** National Phone line 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?**

Bereavement support (individual and group).

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

Anyone resident in the Glasgow, Inverclyde and Ayrshire areas.

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

By contacting our National Phone line 0845 600 2227.

# NHS Living Life

**Tel: 0800 328 9655**

**Website: <http://www.breathingspace.scot/living-life/>**

## **What do they do?**

Living Life is an appointment based telephone support.

Living Life is based on Cognitive Behavioural Therapy, a type of 'talking therapy'.

Talking therapies can help you to identify unhelpful ways of thinking and learn new ways of coping.

Through Living Life you will be offered a series of telephone appointments with a Self-Help Coach or Therapist, who will talk you through specific materials and workbooks.

These support sessions will help you react more positively to situations and boost your self-esteem and confidence.

Living Life will help you by:

Supporting you regularly and directly through a series of telephone appointments with a Self help Coach or Therapist over 4-9 sessions, assisting you with helpful resources, giving you additional coping skills, referring you on to other services where appropriate.

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

Living Life is available to anyone over the age of 16 experiencing: low mood, mild to moderate depression, symptoms of anxiety, or a combination of all these symptoms.

When you first phone Living Life you will be sent a short questionnaire to ensure the service is best suited to your needs.

Following an assessment appointment, you will be offered a series of telephone support sessions with a Self-help Coach or Therapist.

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

You can access Living Life either by: GP referral or by phoning our free confidential phone line on **0800 328 9655 (Mon-Fri 1pm to 9pm)**. You can also contact the team by mail at: NHS Living Life, 5th Floor, Golden Jubilee National Hospital, Beardmore Street, Clydebank G81 4HX.

# Trauma Counselling Line Scotland (TCLS)

Telephone Service

**Freephone:** 08088 020406

**Email:** [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk)

**Website:** [www.health-in-mind.org.uk/tcls](http://www.health-in-mind.org.uk/tcls)

## **What do they do?**

TCLS is a specialist telephone counselling service for adult survivors of child abuse who are living in Scotland. This can include sexual, emotional, physical, psychological, spiritual abuse or neglect.

Counselling is free to callers and they are allocated the same counsellor for every session, so there is no need to re-tell their story each time.

The service is funded by Survivor Scotland and run by Health in Mind, an Edinburgh based mental health and wellbeing charity. Counsellors are available from a range of backgrounds and they can communicate in a number of languages including Polish, Urdu, Punjabi, French and English.

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

This is open to people living or visiting Scotland.

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

This is a telephone service accessed by calling Freephone 08088 020406. Calls are free from landlines and most mobile networks.

# Functional Family Therapy

St James Centre,  
10 St James Street,  
Paisley, PA3 2HT

Email: [russell.hamilton@renfrewshire.gcsx.gov.uk](mailto:russell.hamilton@renfrewshire.gcsx.gov.uk)

Website: [www.actionforchildren.org.uk/in-your-area/services/early-years-and-family-support/family-support/functional-family-therapy-team/](http://www.actionforchildren.org.uk/in-your-area/services/early-years-and-family-support/family-support/functional-family-therapy-team/)

## **What do they do?**

Functional Family Therapy (FFT) is a specialist family service team based within Renfrewshire Council. The service is run by the Council in partnership with Action for Children.

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

FFT represents a short term intervention working, with parent(s) / carers or others who are important to the young person, for a typical 5 month period. Most of the work is done with all the key people in the home at the same time, with your therapist meeting up with supervisors weekly to help tailor the programme and ensure your family achieves its goals. The first step is for your therapist to get to know your family and understand how they get along. The therapist will work with family strengths to overcome difficulties. Once the therapist gets to know a family, the next few sessions introduce changes to overcome some of the problems between family members. This often involves practising different ways of doing things, or communicating differently with one another. In the last few sessions, the therapist will help you to apply agreed changes across a number of different situations and work with you to identify what other services could help.

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

Your social worker will discuss a referral to FFT. If this service is right for your family it will be discussed at a meeting called RENFORM, Renfrewshire Forum for Resource Management, to agree a plan of action that best meets your needs.

Once agreed, a visit will be arranged between the social worker and FFT supervisor to introduce your family to the FFT service and arrange the best time for family sessions to start.

# TCV Renfrewshire Green Gym

Unit M1  
143 Charles Street  
Glasgow G21 2QA

**Tel:** 0141 552 5294 or 07764 655678

**Fax:** 0141 552 0418

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

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

## **What do they do?**

TCV Green Gyms are about healthy people and healthy places. Green Gyms provide opportunities for people to improve their physical and mental wellbeing through environmental volunteering. Traditional gyms and sports centres don't appeal to everyone so the Green Gym offers a friendly alternative in an outdoor setting.

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

Anyone is free to join a Green Gym. Participants do not have to know anything about the environment to join.

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

Anyone is welcome to join and participate in the Renfrewshire Green Gym.

## **Additional Information**

Some sites do not have wheelchair access/facilities. Please contact the Green Gym Co-Ordinator for more information regarding wheelchair access.

Positive Activity

# Active Communities

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 258 9923

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

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

## What do they do?

Active Communities provide a range of programmes aimed at:

- Increasing physical activity - weekly sessions take place at various venues in Renfrewshire with over 500 people participating. We offer a range of classes including: Walking, Jogging, Buggy Buddies, Parkour, Girls On the Run, Active Families, Clubbercise and Ballroom Fitness.
- Improving social and emotional health & well being, promoting citizenship through offering personal development sessions, health issues in the community and British Heart Foundation Healthy Heart training as part of our classes or stand alone sessions.
- Recruitment, training & supporting local people through our education and training programme for volunteers & staff, enabling local people to become “active community” champions for their area.
- Improving community consultation through a range of fun and innovative events including family fun days, development days for volunteers/staff & team building events.
- Harnessing the energy and commitment of partner agencies to work with us through the Renfrewshire Intergenerational network and community led health and wellbeing network.
- Bespoke programmes / events can be developed for groups and partners.
- A range of physical activity classes (walking/jogging, buggy buddies, cycling, ballroom fitness) and health & well being courses. Classes are aimed at all ages and abilities. Courses can be designed for groups.

## Who can access the service?

Most classes are open to all ages and abilities. Renfrewshire wide.

## How do people access the service?

Self referral.

## Additional Information

Small charges may apply to some classes.

# Buddy Beat

Johnstone High Parish Church Halls  
Ludovic Square  
Johnstone  
PA5 8EE

**Tel:** Tom Chalmers 07963 348566

**Email:** tom.thebuddybeat@sky.com

**Website:** www.thebuddybeat.com

**Twitter:** Follow/Tweet@thebuddybeat

**Facebook:** Renfrewshire's The Buddy Beat

## **What do they do?**

Buddy Beat is a drumming group, led by community musician, Dr Jane Bentley, based in the Johnstone High Parish Church Halls in Ludovic Square, Johnstone, for adults who have mental health issues and was born from a musical social inclusion project at Dykebar Hospital.

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

Buddy Beat is predominantly available to people experiencing mental health issues but also community events which are open to all throughout the year.

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

This is a drop-in service and is available to all.

## **Additional Information**

Buddy Beat also have a monthly workshop at the Charleston Centre on the last Wednesday of every month. Please contact Reuben Millward on 0141 404 7788 for further information.

Please check Facebook page for any changes to dates or venue.

# Roar - Connections for Life

West End Community Centre

5A Underwood Lane

Paisley

PA1 2SL

**Tel:** 0141 889 7481

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

## **What do they do?**

Roar-Connections for Life is a charity providing low level services and opportunities for older adults throughout Renfrewshire.

We have a menu of services including health and wellbeing clubs which provide lunch and activity, phone and one to one befriending, a variety of other projects including a cinema group, craft café, strengthening and balance exercise classes, IT training, men's group and other organised outings and events. Staff and volunteers are also trained to provide toe nail cutting in various clinics throughout Renfrewshire. New projects and possibilities are always being looked at.

We offer a variety of volunteering opportunities for people aged over 16 and there is no upper age limit. Training and travelling expenses are provided.

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

The majority of our services are aimed at older adults over the age of 65 who live in Renfrewshire.

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

People can access the service by completing a self referral form or they can be referred by a practitioner eg social worker, GP. The referral process and application can be found on our website [www.roarforlife.org](http://www.roarforlife.org) or email or call the office - see details above.

## **Additional Information**

Some of our services are by assessment only and some are at capacity but we will always make people aware of this and try to offer alternatives. All services are priced individually on application with some services being offered free of charge, though donations are always welcome. All of the venues we use have disabled access.



# Physiotherapy Department

Physiotherapy Department  
Mental Health Services  
Renfrewshire HSCP  
Admin building  
Dykebar Hospital  
Paisley  
PA2 7DE  
Email: [gayle.browning@ggc.scot.nhs.uk](mailto:gayle.browning@ggc.scot.nhs.uk)

## **What do they do?**

**Access to a range of Physiotherapy interventions in the community setting, including:**

- Mobility assessment and rehabilitation to promote functional independence
- Musculoskeletal dysfunction management, i.e. back pain, neck pain, gait problems. Techniques include manual therapy, acupuncture, tailored exercise programmes etc.
- Therapeutic exercise prescription - we run a free aerobic-based exercise class, as well as a Tai Chi class at the Lagoon Leisure Centre, Paisley. Advice on access to community exercise schemes.

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

Clients living in Renfrewshire, who are currently being managed by the CMHT.

Clients must have a key worker and a recent risk assessment completed.

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

We accept referrals from professionals within the CMHT, via EMIS.

# Community Development Service

The Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Tel:** 0141 618 5600

## 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.

# Star Project

12-14 Wallace Street  
Paisley  
PA3 2BU

**Tel:** 0141 889 5850

**Email:** [enquiries@star-project.org.uk](mailto:enquiries@star-project.org.uk)

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

## What do they do?

The Star Project is an award winning community organisation, based in the multiply deprived area of Paisley North End, which aims to deliver sustainable and positive social outcomes. It was established in 1999 and has grown into an organisation that delivers group support and individual support, inline with a number of national and local strategies, to build safer, more connected and resilient families and communities.

**Support:** 1-1 supports including counselling, longer and shorter term befriending, plus *in the moment* crisis support, advice and signposting.

**Equip:** Group work and programmed opportunities that energise, build confidence and develop skills to move successfully through life challenges and strive to reach potential.

**Include:** Actively connecting to our wider community through our peer led programming and cultural events and activities. Using our collective voice to share expertise in consultation, particularly around welfare reform, stigma, social justice and genuine inclusion.

## Who can access the service?

Anyone within Renfrewshire. Male or Female. Aged 16+.

## How do people access the service?

Self-referral or referral from other agencies.

# RAMH Renfrewshire Community Service

14 St James Street  
Paisley  
PA3 2HT

Tel 0141 404 7788

Email; [enquiries@ramh.org](mailto:enquiries@ramh.org)

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

## What do they do?

We work in partnership to provide a range of support, mainly short term, to help develop coping strategies to improve mental and physical wellbeing, including: **Self management** groups, to help you **Control Your Stress** and support you to develop Mindfulness and Self-Esteem. **Employability**: offering individual and group supports focusing on skills development, volunteering and work. **Physical Wellbeing**: from healthy eating groups designed to improve budgeting and menu planning skills to participating in football and fitness programs, in groups or as an individual. **Social Connectedness** opportunities through social support groups as well as opportunities for peer Support and a range of **Volunteering**. We also provide **Counselling** support and an **Education & Information** service.

## Who can access the service?

Anyone (16 and over) who is experiencing mental health issues in Renfrewshire.

## How do people access your service?

A referral can be made by a supporting agency (i.e. GP) or the individual themselves, using the RAMH referral form or by calling and speaking to a member of staff.

## Additional Information

All services are free to adults in Renfrewshire, living with mental health problems appropriate to our services. Groups may be time limited and others may be subject to a waiting list. Health & Safety guidelines require some groups to have a maximum number of participants.

# RAMH Renfrewshire Community Service - Education & Information Intervention

14 St James Street  
Paisley  
PA3 2HT

**Tel:** 0141 404 7788

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

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

## **What do they do?**

This intervention provides access to information on many aspects of mental health; from national and local campaigns to community based signposting. Information support & resources are available on various mental health and well-being topics.

It delivers **information hubs** in the community, bespoke **workshops** to organisations including schools and colleges and **training** where requested. The service works with other individuals and organisations to raise awareness, challenge stigma around mental health and promote recovery and well-being.

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

Any individuals or organisations living or working in Renfrewshire seeking information & support with mental health or well-being issues.

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

Access does not require a referral form, please contact [reuben@ramh.org](mailto:reuben@ramh.org) or call our office in Paisley on 0141 404 7788.

## **Additional Information**

The Education & Information service is offered free of charge.

# Live Active!

The Lagoon Centre  
11 Christie Street  
Paisley  
PA1 1NB

**Tel:** 0141 618 (4947) Paisley  
(4948) Johnstone/Linwood  
(4949) Renfrew/Erskine

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

## **What do they do?**

The Live Active Referral Scheme is a service for those who are currently inactive and would benefit from increasing their physical activity and/or for people who would like to address their eating habits. The scheme aims to provide support, over a 12 month period, in order for participants to gain the skills, knowledge and confidence necessary in leading an independent, healthier lifestyle.

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

Anyone over the age of 16 who is inactive and requires more advice around activity and a healthy lifestyle.

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

It is a referral service. GP's, Practice Nurses and Physiotherapists generally refer. The referrer should have full access to medical records so they can fill the referral form out accurately which will give the Live Active advisors information to assess suitability.

## **Additional Information**

The meetings and ongoing support with the advisors are free however should the client wish to access the centre to use the facilities then they would pay the appropriate rate depending on their circumstances. This is something that would be discussed at the baseline appointment.

Normally there is a 3-4 week waiting list before your first appointment.

# Survivors of Bereavement by Suicide Renfrewshire Support Group

C/O Choose Life Service Coordinator  
Studio 1001 – 1011  
Mile End 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 Group meets on the *last* Wednesday of every month from 7pm – 9pm at the Johnstone Day Care Centre, 21 Walkinshaw St, Johnstone, PA5 8AF 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 come to the group on the last Wednesday of the month.

## RAMH Renfrewshire Community Service – Employability Intervention

14 St James Street  
Paisley  
PA3 2HT

Tel 0141 404 7788  
Email: [enquiries@ramh.org](mailto:enquiries@ramh.org)

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

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

RAMH Employability provides a service to individuals who require specialist support in anticipation of engaging in employment, volunteering or further education.

The programme consists of workshops, courses and 1:1 support to provide “life to work” preparations.

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

Adults in Renfrewshire dealing with mental health and employability issues.

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

A referral can be made by a supporting agency or the individuals themselves, using the RAMH referral form or by calling and speaking to a member of staff.

### **Additional Information**

This service is free of charge.



# Advice Works

## **Johnstone**

Johnstone Town Hall  
25 Church Street  
Johnstone  
PA5 8FA

## **Erskine**

Erskine Library  
Bridgewater Shopping Centre  
Erskine PA8 7AA

## **Paisley**

Customer Service Centre  
Renfrewshire House  
Cotton Street  
Paisley PA1 1BU

## **Renfrew**

Renfrew Health Centre  
Ferry Road  
Renfrew PA4 8SB

## **PLEASE NOTE THE ABOVE ARE DROP-IN ADDRESSES**

**Tel:** 0300 300 1238

**Fax:** 0141 618 6311

**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 at the above venues. Referrals will also be accepted from other organisations with the permission of the individual.

## **Additional Information**

The service is free and confidential. Drop in times are:

- Erskine: 9am-11am on Fridays
- Johnstone: 9am-11am on Monday to Thursday
- Paisley: 9am-11am and 1pm-3pm on Mondays, Tuesdays and Fridays
- Renfrew: 1pm-3pm on Wednesdays and Thursdays

For advice on debt and benefits, please call 0300 300 1238.

# The NetWork Service

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

**Tel:** 0141 849 2297

**Email:** Debbie.Lessels@ggc.scot.nhs.uk

## **What do they do?**

The NetWork Services is a vocational rehabilitation service with 3 key activity areas:

### **Meaningful Day / Positive Activity**

Facilitate individual's to identify, achieve and maintain their vocational goals.

Supporting people into educational / training / volunteering opportunities

Supporting people to connect in their community.

Supporting people to engage in meaningful day activities.

Assistance to access other specialist agencies.

### **Supporting people into employment**

Providing an IPS (Individualised Placement & Support) Approach in finding paid work.

Employment Work Placements.

Assistance with C.V., job search, application forms and interviews.

Analysis of skills and support to find the right job.

Job Carving and Employer Engagement.

### **Job Retention**

Supporting individuals who are struggling to retain their job during a mental health / addiction challenge.

Return to work co-ordination, working with employee, employer, Occupational Health and HR.

Ongoing in work support for employees.

Education and support for employers e.g. mental health conditions, Equality Act 2010.

Negotiating reasonable adjustments within the workplace.

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

People in Secondary Mental Health Services and People in addictions services who are stable and in recovery. Clients must have an allocated Keyworker as NetWork staff work in collaboration with Keyworker.

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

By referral from the allocated key worker within secondary care mental health or addiction services.

# Invest in Renfrewshire Youth Employability Team

Youth Employability Hub  
Assurance House  
17-19 Gauze Street  
Paisley PA1 1ES

Russell Institute  
30 Causeyside Street  
Paisley PA1 1UJ

**Tel:** 0300 300 1180

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

## **What do they do?**

The Invest in Renfrewshire Youth Employability Service provides local young people aged 16-25 with access to a range of employability focussed activities including:

- Training
- Personal Development Courses
- Money Advice
- Counselling
- CV Workshops
- Interview Skills
- Wide range of job opportunities

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

Young people aged between 16 and 25 living in the Renfrewshire area.

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

To access the service, call 0300 300 1180 to be given an appointment with an Employability Advisor.

## **Additional Information**

There are no waiting lists.

Access is free and available as required.

The Youth Hub is easily accessible in Central Paisley with disabled access.

# You First Advocacy

47 Causeyside Street  
Paisley  
PA1 1YN

**Tel:** 0141 849 1229

**Email:** [dennis@youfirstadvocacy.org](mailto:dennis@youfirstadvocacy.org)

## **What do they do?**

The service provides advocacy support to vulnerable individuals in the community and in Dykebar Hospital, ward 3B Leverndale 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, physical disabilities and older people. Advocacy also supports people who are detained under the Mental Health Act at 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.

# Women & Children First

- **Support and Advocacy Service**
- **Reconnections**
- **Rape Crisis**
- **Children 1st**

Mile End Centre  
30 Seedhill Road  
Paisley  
PA1 1SA

**Tel:** 0300 300 0345

**Email:** [woman.sw@renfrewshire.gov.uk](mailto:woman.sw@renfrewshire.gov.uk)

## **What do they do?**

Women and Children First provide practical and emotional support to women and children who have experienced or been affected by domestic abuse (including physical and emotional abuse), rape, sexual assault, and/or child sexual abuse.

- Support workers are able to offer one to one therapeutic support, advocacy with Court, Police, Benefits Agency etc. and a range of group work.
- Reconnections offer the Cedar programme, a 10 week group programme to mothers and their children affected by domestic abuse.
- Rape Crisis are able to provide 1:1 therapeutic support as well as support with police and the legal system.
- Children 1st provide 1:1 therapeutic support for children affected by domestic or sexual abuse.

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

All women and children resident in the Renfrewshire area.

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

By telephone - to make a referral or have someone else make a referral on your behalf please call the number shown above.

# Partners in Advocacy

Suite 2/3 The Galleries  
151 Broad Street  
Glasgow  
G40 2QR

**Tel:** 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?**

Partners in Advocacy provides independent advocacy to children and young people (up to and including age 18) **with mental health issues** throughout the **Greater Glasgow & Clyde Health Board** area.

We also provide independent advocacy to children and young people (up to and including age 19) with **additional support needs in Glasgow City**.

And Independent advocacy to **vulnerable children and young people in East Renfrewshire** (including those with additional needs).

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

Children and young people with mental health issues residing in Greater Glasgow and Clyde, i.e. Glasgow, Renfrewshire, East Dunbartonshire, West Dunbartonshire, Inverclyde and East Renfrewshire.

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

We operate an open referral system. Self-referrals, family and friends, Social Work, GP, schools, hospitals etc.

## **Additional Information**

We often have a waiting list for our additional needs project. Our Glasgow office does not have disabled access as we operate an outreach service and meet with children and young people in their homes, schools, youth clubs cafes etc.

Our services are completely free and confidential.

Follow us on Facebook @ Partners in Advocacy Children.

# Families First

**Ferguslie Area**

**Gallowhill Area**

**Linwood Area**

**Foxbar Area**

**Johnstone Area**

## **Ferguslie Area**

c/o Glencoats Primary School Falcon Crescent

Paisley, PA3 1NS

Tel: 0141 889 2697 **Team Coordinator : Frances Robertson**

## **Gallowhill Area**

c/o Gallowhill Primary School

Netherhill Road

Paisley, PA3 4SF

Tel: 0141 889 3450 **Team Coordinator : Pamela McKechnan**

## **Linwood Area**

c/o Woodlands Primary School

Abernethy Drive

Linwood, PA3 3EX

Tel: 01505 328144 **Team Coordinator : Clare Dooris**

## **Foxbar Area**

c/o Heriot Primary School

Heriot Avenue

Paisley, PA2 0DS

Tel: 01505 812914 **Team Coordinator : Vicki Speirs**

## **Johnstone Area**

c/o Auchenlodment Primary School

Aspen Place

Johnstone, PA5 9QQ

Tel: 01505 335006 **Team Coordinator : Kelly McGarvey**

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

**Website: <http://www.renfrewshire.gov.uk/familiesfirst>**

## **What do they do?**

Families First is a free service to help families give their children the best start in life. From time to time families can run into difficulties, emotionally, financially or even physically, stopping them from doing even the simplest of things. Whatever the issue, big or small, our team offers support at home, in school, can help with attending classes or just be there for a friendly chat.

The Coordinator of the team would be happy to talk to you about how they can support you and your family.

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

Parents, grandparents and carers of children aged 0-8 years, living in the relevant area.

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

Families can self-refer by phoning the team directly or just drop in to the bases as above. Referral can also be made by partner agencies such as Health, Social Work, schools and pre-5 establishments in the relevant area.

Alternatively, please email : [els@renfrewhire.gov.uk](mailto:els@renfrewhire.gov.uk) for any of the services.

## **Additional Information**

Families First is a free service. We try to meet with families shortly after initial contact is made with the team.



# Deafblind Scotland

21 Alexandra Avenue,  
Lenzie,  
East Dunbartonshire,  
G665BG

**Tel: 0141 777 6111**

**Fax: 0141 775 3311**

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

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

## **What do they do?**

Deafblind Scotland's Guide/Communicator service is available in most parts of Scotland and can be tailored to an individual's needs. It changes lives by enabling people with a severe dual sensory impairment to remain involved in their own community by:

- Ensuring equal access for individuals living with dual sensory impairment - deafblindness.
- Promoting independence
- Providing stimulation
- Encouraging integration into the community

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

Deafblind adults living in Scotland.

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

Self Referral.

## RAMH 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?**

This service provides support to individual's in their own homes within Renfrewshire to maintain their tenancy and to live as independently as possible within their own community – whether within the intensive 24 hour housing support service or in an individuals' own home. The service works towards outcomes based around developing skills and abilities which will lead to an improved quality of life and support individuals work towards their personal aspirations.

The service is tailored to each person's individual needs, with support hours provided based on assessed need. Housing & Support covers a range of activities designed to help people to maintain their accommodation; to meet their responsibilities as a tenant and to become more involved in their local community.

Our staff provide support in areas such as:

- Help in setting up a tenancy (gas/electricity/telephone connection etc.)
- Help/advice on safety and security
- Developing domestic/budgeting/life skills
- General motivational and emotional support
- Support in dealing with correspondence
- Support in dealing with social/leisure activities
- Support in making/keeping appointments
- Support to access other services

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

The service is open to adults from across Renfrewshire, with mental health issues, who require support and assistance to manage and maintain 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.

# 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?**

The Respite Service provides accommodation and/or home support to individual's requiring a short time away from their existing tenancy. This maybe due to:-

- Issues around adult protection
- Assessment of need to be carried out
- To provide more intensive support, due to a breakdown in the individual's mental health.

If a service user has a Carer, The Respite Service also 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.

Support can be provided with all aspects of managing the tenancy and supporting an individuals health and well being.

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

The service is available to individuals from across Renfrewshire who have involvement from the Community Services.

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

Referrals are required to be made by Community Services.

## **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.

# RAMH Renfrewshire Community Service – Financial Literacy Intervention

14 St James Street  
Paisley  
PA3 2HT

**Tel:** 0141 404 7788

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

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

## **What do they do?**

- Support with budgeting
- Managing household income
- Information on charities/help for people on low income
- Information on better deals with bills

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

Adults in Renfrewshire dealing with mental health issues.

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

A referral can be made by a supporting agency or the individuals themselves, using the RAMH referral form or by calling and speaking to a member of staff.

## **Additional Information**

This service is free of charge.

# RAMH Lifeskills

RAMH Re-use Superstore  
Houston Square  
Johnstone  
PA5 8DT

**Tel:** 0141 237 7600

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

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

## What do they do?

**Lifeskills Tenancy Support** is a handyman service that provides practical support and assistance with small repairs and DIY tasks around the home, such as:

- simple joinery, such as putting up a shelf or curtain rail
- basic repair work to furniture or kitchen units
- Small removals and disposal of redundant furniture and white goods.
- Securing carpets and door bars, to remove trip hazards

**Lifeskills Reuse** supplies good quality donated furniture, household goods and electrical items, for low cost to individuals and families setting up or maintaining a home.

Items that we uplift and redistribute to our service users include most of the essential items that **you** would expect if **you** were setting up home from scratch!

Furniture, Sofas and suites (*with fire label*), Beds and bed linen, Kitchen white goods, washing machine, fridge/freezer and electric cooker (*in working order*), Electrical appliances (*in working order*), Soft furnishings, Kitchenware, Household goods.

## Who can access the service?

Lifeskills can be accessed across Renfrewshire and East Renfrewshire, by individuals experiencing mental health issues.

## How do people access your service?

Referrals to the service should be made from the service users, support provider.

## Additional Information

To arrange a free collection or find out how you can donate, call Lifeskills on 0141 237 7600.

# Turnaround Residential

219 Glennifer Road  
Paisley  
PA2 8UL

**Tel:** 01505 810 800

**Fax:** 01505 813 893

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

## **What do they do?**

We provide a residential service for males aged of 18 and over 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 and over currently offending and involved in the 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.

# RCA Trust Accommodation Support

8 Ince Street  
Paisley  
PA1 1HP

**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, but donations are accepted.

# Blue Triangle Housing Association

Bruce Court  
43 - 45 Dundonald Rd  
Gallowhill  
Paisley  
PA3 4NB

**Tel:** 0141 8877524

**Fax:** 0141 887 8381

**Email:** paisleyhs@btha.org.uk (Dundonald Road Project)

**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 24 hours 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 through 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?**

Barnardo's Threads offers housing and parenting support to young people in Renfrewshire up to age 25.

Threads can provide support to young parents and young people who are experiencing difficulties in accessing or sustaining accommodation and parenting issues.

The services offers both emotional and practical support, this includes; help with benefits, housing issues, substance misuse.

We also provide a group work programme which includes prenatal and new baby groups for young parents. Threads also provides a domestic abuse service.

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

Young people living in Renfrewshire aged up to 25.

## **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 is open Monday - Friday 9-5pm. There is also a duty system for anyone who urgently needs to see a support worker for housing, parenting or financial issues.

# **Loretto Care Abercorn, Lilybank Linwood, Renfrew, Westerfield**

**Linwood Service** 22 Ryewraes Road, Linwood PA3 8BF  
0141 274 8082

**Renfrew Service** 22 Fulbar Street, Renfrew PA4 8PD  
0141 274 8087

**Westerfield Service** 25 High Calside, Paisley PA2 6BY  
0141 274 8085

**Email:** [chrisc@lorettoha.co.uk](mailto:chrisc@lorettoha.co.uk)

**Lilybank Service** 12 Lilybank Wynd, Johnstone PA5 8EF  
0141 274 8088, email: [johns@lorettha.co.uk](mailto:johns@lorettha.co.uk)

**Abercorn Service** Flat 1/5, 17 Abercorn Street, Paisley  
PA3 4AA  
0141 274 8083

## **What do they do?**

service is registered as a housing support and care home service with the care inspectorate.

The homeless services support adults who have experiences homelessness and/or alcohol/substance issues, or who have mild to moderate mental health problems. The mental health and learning disability services support adults who have mental health problems and/or a learning disability.

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

The age range of referrals is 16 plus.

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

The Renfrewshire Council have preferential rights of nomination to vacancies within the service. Once a referral has been received the management team and referring officers will meet to discuss the support needs.

# Rowan Wynd

## The Richmond Fellowship Scotland

9 Rowan Wynd  
Paisley  
PA2 6FH

**Tel:** 0141 848 9774  
**Email:** [bcraig@trfs.org.uk](mailto:bcraig@trfs.org.uk)

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

Rowan Wynd offers support to adults with complex needs. We support individuals with Learning Disabilities and Mental Health difficulties. We also provide accommodation in the form of 11 luxury flats and each tenant has their own tenancy. We have an outcome focused approach and we are flexible in adapting to individuals support needs.

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

Individuals with the support needs within the Renfrewshire area.

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

Individuals can self refer but typically contact is made through Renfrewshire Learning Disability Service in Renfrew.

# Johnstone Services

## The Richmond Fellowship Scotland

Suites 2-3  
9 William Street  
Johnstone  
PA5 8DP

**Tel:** 01505 336 477

**Fax:** 01505 329 766

**Email:** [rdickie@trfs.org.uk](mailto:rdickie@trfs.org.uk)

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

## The Richmond Fellowship

20 Queen Street  
Paisley  
PA1 2TU

**Tel:** 0141 849 1769

**Fax:** 0141 848 9782

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

**Email:** [tmcghie@trfs.org.uk](mailto:tmcghie@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.

# Erskine Housing Support Service

## The Richmond Fellowship

Erskine Housing Support Service (RAC)  
Ceva Logistics Building, Erskine Harbour  
Erskine  
PA8 6PA

**Tel/Fax: 0141 812 2594**

**Email: [tmcghie@trfs.org.uk](mailto:tmcghie@trfs.org.uk)**

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

Our Erskine service offers support to adults in their home and community who experience a range of different support needs including Mental Health, Learning Disability, Drug/Alcohol issues, physical disabilities and behaviours that challenge.

Our aim is to support people to develop their individual living skills, assist with many different daily tasks, be an active part in the local and wider community, while always promoting a service tailored to the unique individual needs/preferences of each person supported. Our experienced team enable people who have not lived independently before to make real progress and achieve the same opportunities everyone should have. We support people from a few hours a week to more intensive daily support with a core aim to provide a service that empowers the individual to have real choice in their support, holistically meeting their needs.

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

Our service works with any adult and some child services throughout Erskine and surrounding areas.

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

Referrals are usually made through social work, self referral using direct payments or self directed support, we are also happy to be contacted directly for further information.

# Renfrewshire Carers Centre

## Carers Information Service

**Tel:** 0141 887 3643

**Fax:** 0141 887 3643

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

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

### **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 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.

## **Carers Respite Sitting Services**

### **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.

## **Volunteer Befriending Project**

### **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.



# Renfrewshire Carers Centre

## Scottish Registered Charity no SC23986

Unit 55 Embroidery Mill  
Abbey Mill Business Centre  
Paisley PA1 1TJ

**Tel:** 0141 887 3643

**Email:** enquiries@renfrewshireCarers.org.uk

### Services:

We offer free, confidential support and advice to Carers in Renfrewshire. ***A Carer is someone who is unpaid and looking after a friend or family member due to illness, disability, a mental health problem or an addiction.***

Recognising you are a Carer and getting information early can make all the difference. Below are the services we provide; you can self-refer or ask a social care professional to refer you to us.

When you are referred to the Centre you will be given the opportunity to discuss matters with one of our **Adult Support Workers** and they put you on the right path.

**Getting A Break**—The centre offers various types of respite for Carers to allow them a break from their caring role, such as Home Based Respite Care at Home (chargeable service) Befriending Support Groups Access to Grants to fund a break.

**Emergency & Future Planning**—An emergency and future care plan will give you peace of mind by ensuring the person you look after will receive help in an emergency.

**Advocacy Services**—One to One based Advocacy support to express your views, we can attend meetings, provide support with housing issues, education and help you to access other health and social care services.

**Emotional Support**— caring can be very stressful so we offer support in a number of ways:-

Stress Management	Drop in Café	Social Activities
Training for Carers	Out of Hours Telephone Helpline	
Counselling Service	One to One support	

**Have Your Say**—We have a Carers Forum where Carers are given the opportunity to influence local services. The forum brings together Carers looking after people with varying illnesses and disabilities. Carers have the opportunity to comment on the changes to legislation, local plans for services and to discuss ways that services can be improved.

**Training**— We provide a range of training opportunities for Carers such as basic first aid and condition specific courses such as Caring for someone with Dementia. See our website for course and book a place.

**Volunteer Project**—The centre relies on volunteers to increase the range of services it can offer. There is a wide range of activities you can become involved in such as:-

Befriending

Board Members

Identifying Hidden Carers

Have Fun

Help with Support groups

Telephone Contact

Fundraising

Make friends

**Young Adult Carers**—Renfrewshire Young Adult carers aims to support young people aged 18-24 years within, who look after someone.

**Young Carers**—Renfrewshire Young Carers project works with and on behalf of Young Carers throughout Renfrewshire.

### **Who Can Access the service?**

Anyone who is an unpaid Carer living in Renfrewshire.

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

You can refer yourself by contacting the Centre on 0141 887 3643 or email [equiries@renfrewshirecarers.org.uk](mailto:equiries@renfrewshirecarers.org.uk)

Professionals such as your GP or Social Care provider can also refer to us on your behalf.

More information regarding our services is available on our website [www.refrewshirecarers.org.uk](http://www.refrewshirecarers.org.uk)

### **Additional Information**

Disabled access.

# Alcohol Carer's Together (A.C.T.)

Backsneddon Centre  
20 Backsneddon Street  
Paisley  
PA3 2DJ

Email: [thomas.mullin@renfrewshire.gcsx.gov.uk](mailto:thomas.mullin@renfrewshire.gcsx.gov.uk)

## **What do they do?**

ACT is a support group for those who live with or look after someone who has problematic alcohol use. The group offers peer support, stress & anxiety management and up to date information and education on alcohol

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

The group is open to all those who live in Renfrewshire, living with alcohol misuse.

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

Self referral, referral from other agencies.

# ACUMEN

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

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

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

## **What do they do?**

We use the lived experience of people with mental health issues to influence and improve mental health services, raise awareness of mental health and promote recovery and wellbeing. It is our belief that service users and carer involvement improves services and the quality of life for the individual. Membership is a means of keeping well informed about developments in mental health, having a voice in the development of services and sharing in our informal network.

We work across Clyde and Argyll and Bute.

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

Anyone who has lived experience of mental health issues or is a carer of someone with mental health issues. We have informal local groups, held monthly including one in Paisley and one in Barrhead. Health care professionals are also invited to join our mailing list and may be asked to give presentations at groups and events.

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

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

# Engage Renfrewshire

10 Falcon Crescent  
Paisley  
PA3 1NS

**Tel:** 0141 887 7707

**Fax:** 0141 887 8808

**Email:** [info@engagerenfrewshire.com](mailto:info@engagerenfrewshire.com)

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

## **What do they do?**

Engage Renfrewshire is the local third sector interface, providing help and support to voluntary organisations and charities across Renfrewshire.

Whether you are just thinking about setting up an organisation in your community, or you are already established and need help to develop, we can help you. We provide advice and training across a wide range of areas, including setting up a group, raising funding and organising events.

We can also help people to find volunteering opportunities that build their confidence and skills and benefit local communities at the same time.

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

Voluntary organisations and charities in Renfrewshire, and people who are thinking about starting up new organisations.

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

You contact Engage directly or through other public sector or public funded organisations that you may be working with, such as the council or a community council.

# Renfrewshire Law Centre

43-45 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

7 Glasgow Road  
Paisley  
PA1 3QS

**Tel:** 0141 889 2121

**Fax:** 0141 849 7116

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

**Email:** [bureau@paisleycab.casonline.org.uk](mailto:bureau@paisleycab.casonline.org.uk)

**Online Booking:** <http://www.refrewshirecab.org.uk>

## What do they do?

Provides advice to members of the public on issues such as Benefits, Work, Debt & Money, Consumer, Housing, Family, Tax, Law and Rights.

## Who can access the service?

Renfrewshire Residents.

## How do people access the service?

The Glasgow Road Centre offers the following services:

**Mon-10-1** (Enquiries/appts) 1-3.30 (Appts only) & 5-7 (Appts only) **Tues -Thurs** 10-1 (Enquiries & appts) 1-3.30 (Appts only)

**Friday** 9.00-3.30 (Appts only).

To book an appt for Glasgow Rd or Outreach Services.

Telephone - 0141 889 2121

Online - <http://www.renfrewshirecab.org.uk/>

Email - [bureau@paisleycab.casonline.org.uk](mailto:bureau@paisleycab.casonline.org.uk)

## Additional Information

The Service is free, impartial and confidential.

## Important Notice

There are eight steps leading up to our premises. If you have mobility issues please telephone on 0141 889 2121 to make alternative arrangements.

# NHS Inform Helpline

Telephone Service

**Tel:** 0800 22 44 88 (8am to 10pm, 7 days)

**Website:** <http://www.nhs24.com>

**Email:** [nhs.inform@nhs24.scot.nhs.uk](mailto:nhs.inform@nhs24.scot.nhs.uk)

## **What do they do?**

The NHS Inform Helpline can give you details of all pharmacies, GP practices and dental practices in Scotland. They can also give you self care advice and comprehensive up-to-date information about illnesses and conditions, treatments, NHS services and other support services in your area.

The service is also available on line:

<http://www.nhsinform.co.uk>

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

This is open to people living or visiting Scotland.

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

This is a telephone helpline and is accessed by phoning 0800 22 44 88.

## **Additional Information**

Calls should cost no more than the price of a local telephone call from a BT landline. Calls from mobiles and other networks may vary.



# NHS Inform Easy Info Zone

Web based service

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

## **What do they do?**

The Easy Info Zone contains accessible information for people with a learning disability about

- Health conditions
- Wellbeing
- Tests and treatment

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

The Easy Info Zone is open to people living or visiting Scotland.

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

This is a web service and is accessed at:

<http://www.nhsinform.co.uk/easy-info>

## **Additional Information**

Information within the Zone is in Easy Read. Easy Read is information for people with a learning disability that uses words and images together. It is also available in audio and video.

# NHS Inform Bereavement Zone

Web based service

**Website:** <http://www.nhsinform.co.uk/Bereavement>

**Email:** [nhs.inform@nhs24.scot.nhs.uk](mailto:nhs.inform@nhs24.scot.nhs.uk)

## **What do they do?**

The Bereavement Zone can help you find answers to your questions and guide you through the early days of your bereavement. It can also help you understand more of the experience of loss in the days that lie ahead.

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

The Bereavement Zone is open to people living or visiting Scotland.

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

This is a web based service and is accessed at:

<http://www.nhsinform.co.uk/Bereavement>.

# NHS Inform Mental Health & Wellbeing Zone

Web based service

**Website:** <http://www.nhsinform.co.uk/mentalhealth>

## **What do they do?**

The Mental Health and Wellbeing Zone can help you to improve your mental health and wellbeing by providing high quality, trustworthy information on different aspects of mental health and wellbeing.

The Mental Health and Wellbeing Zone also provides information regarding:

- Common mental health problems, including symptoms, diagnosis, treatment and more
- Mental wellbeing including managing stressful situations, having a positive mental outlook
- Accessing help when dealing with mental health problems
- Advice on what to do if you are worried about someone's mental health and wellbeing

It also provides links to:

- Breathing Space
- Living Life
- The choice and medication portlet which has information on medication used to treat mental health conditions.

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

This is open to people living or visiting Scotland.

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

This is a web service and is accessed at:

<http://www.nhsinform.co.uk/mentalhealth>

# Gleniffer Outreach Support Centre

Gleniffer Outreach  
Accord Hospice Information & Support Centre  
Corsebar Road  
Paisley  
PA2 9PN

**Tel:** 0141 887 5968

Open Monday to Friday 9-5pm

**Email:** amy.crawford@accord.org.uk  
tracey.johnstone@accord.org.uk

**Website:** www.accordhospice.org.uk  
Visit our Facebook page - Gleniffer Outreach

## **What do they do?**

Gleniffer Outreach is ACCORD Hospice information and support centre for patients and families living with or affected by a life limiting illness.

The service provides information, professional/personal support & signposting to other suitable agencies. Group work and workshops on a variety of topics are undertaken, up to date information on this group work can be found via our website above or on our Facebook page.

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

The services are available to patients and families who have palliative care needs / life limiting illnesses in Renfrewshire and East Renfrewshire.

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

By dropping in or telephone enquires - onward referral to other services or groups will then be discussed with individuals, if appropriate.

## **Additional Information**

There are a few parking spaces and wheelchair access is available.

# 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 help lines 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 help lines are operated from our own homes, please either leave a message or call again if you don't manage to get through to us first time.

## Who can access the service?

Anyone in Scotland who feels they need the support.

## How do people access the service?

By telephone. By email.

## Additional Information

The service is free. Please contact the centre for more information at contacts above.

# Renfrewshire Woman's Aid

Violet House  
3 Violet Street  
Paisley  
PA1 1PA

**Tel:** 0141 561 7030

**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.

Opening hours are 9.00am-4.00pm Monday to Friday.

# ParentLine Scotland (Children 1st)

**Helpline:** 0800 028 2233

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

**Email:** [parentlinescotland@children1st.org.uk](mailto:parentlinescotland@children1st.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 from 9am to 10pm from Monday to Friday and from 12pm to 8pm at the weekend.

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

Anyone caring for a child in Scotland or anyone who has a concern about a child, whatever the circumstances.

## **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.

ParentLine Scotland also runs:

- The national Kinship Care Helpline for thousands of kinship carers across Scotland.
- A dedicated Abuse Support Line on 0800 345 7457.

# Renfrewshire Reconnection

Mile End Centre  
30 Seedhill Road  
Paisley  
PA1 1SA

**Tel:** 0300 300 0345

**Email:** [woman.sw@renfrewshire.gov.uk](mailto:woman.sw@renfrewshire.gov.uk)

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

## **What do they do?**

Renfrewshire Reconnection is a project hosted by Renfrewshire Council, funded by the Lottery, providing predominantly group-based services for women and children who have experienced domestic abuse.

The Cedar (Children Experiencing Domestic Abuse Recovery) Project forms the first of these group services to be developed.

Cedar is a 12 week therapeutic group work programme for children affected by domestic abuse. The programme helps children to:

- Better understand and come to terms with their experiences of domestic abuse
- Develop safety plans and problem solving skills
- Feel able to express and understand their feelings
- Rebuild the relationship between mother and child

A concurrent group work programme for mothers runs alongside the children's programme.

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

Children aged 4-16 years old from the Renfrewshire area who have experienced domestic abuse and where the perpetrator is no longer living with mother and child/children.

Alternative therapeutic support is also available for those children and/or mothers not suitable for Cedar or who have additional needs.

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

Anyone can refer to the service.

## **Additional Information**

A waiting list is in place. Children are placed in groups with a two year age gap. Siblings attend different groups.



# Renfrewshire Child Protection Committee

It's everyone's job to make sure children in the Renfrewshire area are safe.

If you see behaviour which concerns you, or if a child or young person tells you something, you need to take them seriously, do something about it and speak to someone.

Raise your concerns with a teacher, a doctor, a health visitor, a social worker, a Police Officer, or nursery staff.

Help Lines are available if you are worried or know of a child who could be at risk of abuse or neglect. Please speak to a member of staff at one of the following numbers:

Your call will be treated in the strictest confidence.

- Childline 0800 11 11
- Social Work Services 0300 300 1199
- Police Scotland 101

For more information on the Child Protection Committee please visit the website at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

# RAMH Community Link Workers

41 Blackstoun Road  
Paisley  
PA3 1LU

**Tel:** 0141 847 8900

**FAX:** 0141 889 3673

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

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

## **What do they do?**

The LINK workers are attached to 3 specific GP practices:

Bishopton Health Centre  
Riverview Practice Johnstone  
Linwood Health Centre

Following assessment and discussion, the worker will LINK individuals to activities and resources in their community that they will benefit from. It's about connecting people to non-medical sources of support.

There is increased evidence to support the use of Social interventions for people experiencing a range of common mental health issues.

The workers will allocate sufficient time to explore what *each person* feels will help them.

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

The service operates within the GP practices as described above and is restricted to people registered as patients at each practice.

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

Anyone registered at the practice can be supported. Referrals may come from GP's, associated practice staff or from the individual directly.

## **Additional Information**

People are generally seen in their GP practice.

# Shelter Scotland - Foundations First

10 Falcon Crescent

Paisley

PA3 1NS

**Email:** [foundationsfirst@shelter.org.uk](mailto:foundationsfirst@shelter.org.uk)

**Website:** <http://scotland.shelter.org.uk/>

We provide wraparound support to families who have housing difficulties and associated issues.

- rent arrears
- debt
- benefit issues
- threat of eviction
- poor housing conditions
- risk of homelessness
- domestic abuse
- offending behavior
- mental or physical health issues
- drug and alcohol issues

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

Families who live in Renfrewshire who have children under the age 18. The family do not have to be living together and we will support adults who have children but are living apart but want to maintain or re-establish connections.

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

Referrals can come from a range of agencies, Social Work, Housing Associations, Health professionals, Schools etc. and self-referrals.

## **Additional Information**

Each referral will be placed on our waiting list and attended to as soon as possible.

# Scottish Recovery Network

Suites 320-323  
Baltic Chambers  
50 Wellington Street  
Glasgow  
G2 6HJ

**Tel:** 0141 240 7790

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

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

**Twitter:** @SRN\_Tweet

## What do they do?

The Scottish Recovery Network (SRN) is a non-profit organisation working to achieve 'A Scotland where mental health recovery is a reality for all'. We know people can and do recover from even the most serious mental health problems. We want to see more

- Knowledge and understanding of recovery
- Empowerment for people affected by mental health problems
- Recovery focused policy and practice

## Knowledge

- We raise awareness of recovery through social media, multi-media, resources and events
- We commission and participate in research to build up a robust evidence base in support of recovery

## Empowerment

- We promote recovery rights like participation in decision making, choice and control
- We encourage peer support working and self-management including Wellness Recovery Action Planning (WRAP)
- We support story sharing through the Write to Recovery website

## **Practice**

- We work to ensure that mental health policy-makers and professionals are recovery focused
- We developed the online SRI 2 tool and support professional training and learning
- We promote recovery policy in health and wider sectors across Scotland

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

SRN is a national organisation working around Scotland. We are not a service provider. Instead, we raise awareness and increase understanding of mental health recovery. Anyone is welcome to access our information either through our website or by contacting our office.

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

**Please note that SRN is not a service provider and cannot offer direct support to individuals in relation to their mental health or recovery.**

For information about mental health recovery and our work, please contact the SRN office by phone or email, visit our website or engage with us on Twitter.

# Choose Life Renfrewshire

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

**Tel:** 0141 849 2200

**Fax:** 0141849 2254

**Email:** Douglas.Johnston@renfrewshire.gcsx.gov.uk  
Rosemary.Mullan@renfrewshire.gcsx.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. We also support the annual Memorial Tree Ceremony at Renfrewshire House in January and the annual 'No Substitute for Life' Memorial Football tournament in June.

## **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.

# Mental Welfare Commission for Scotland

Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

**Tel:** 0131 313 8777 or Freephone 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 for Scotland protects and promotes the human rights of people with mental health problems, learning difficulties, dementia and related conditions. We do this by visiting people who use mental health and learning disability services; providing advice, guidance and information; promoting best practice in applying mental health and incapacity law; and influencing legislation, policy and service development.

## **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.

## **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

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

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

Brunswick House  
51 Wilson Street  
Glasgow  
G1 1UZ

**Tel:** 0141 530 1111

**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 programme 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.

# Support in Mind Scotland

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

**Tel:** 0131 662 4359

**Fax:** 0131 662 2289

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

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

## **What do they do?**

Support in Mind 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 relating to mental illness. The information service is usually available weekdays between 9.30am and 4.30pm.

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 concerns about issues for people affected by schizophrenia and other mental illnesses.

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

Please contact the projects listed on our website for further information.

# 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?

We 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

Our Paisley Self-Help Group meets on the forth Monday of every month (7-9pm) in the back room of Saporito's Coffee Shop, 27 Gauze St, Paisley PA1 1ES. This event is free, you don't need a referral and you don't have to be a Bipolar Scotland member—come along if you want to meet other people who live with bipolar and share ideas on how to improve your quality of life. Friends, family and carers very welcome.

# **PAPYRUS Prevention of Young Suicide**

67 Bewsey Street  
Warrington  
Cheshire  
WA2 7JW

**Tel:** 01925 572444

**Text Service:** 07786 209 697

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

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

## **What do they do?**

National UK charity working to prevent suicide in young people (35 years and under)

The PAPHYRUS national confidential helpline - HOPElineUK 0800 068 4141—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.

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

All.

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

Helpline opening times: weekdays 10am-5pm, 7pm-10pm, weekends 2pm-5pm. A call back service is in operation.

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

## **Additional Information**

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

# 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 618 5600

**Tel:** 0141 849 2200

## 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 let's 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)

Charleston Centre  
49 Neilston Road  
Paisley  
PA2 6LY

**Tel:** 0141 618 3333

## **What do they do?**

The service is for all adults over the age of 18 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. We also provide weekend cover for liaison psychiatry in the RAH for patients who have been admitted due to self harming.

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 HSCP Area
- 18 year olds and over
- 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

8 New Sneddon Street  
Paisley  
PA3 2AD

**Tel:** 0141 211 8130

## **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 (Mon, Wed, Thurs, Fri, am) between 9.15am - 11.30 am and have booked appointments in the afternoon.

We also have 3 youth clinics per week on a Wednesday, Thursday and Friday between 3.30pm - 4.30pm.

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

Anyone in Renfrewshire.

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

Self referral.

## **Additional Information**

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

# Waverley Care

12 Queens Crescent  
St George's Cross  
Glasgow  
G49 AS

**Tel:** 0141 332 2520

**Email:** [hepcglasgow@waverleycare.org](mailto:hepcglasgow@waverleycare.org)

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

## **What do they do?**

Waverley Care (formerly 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.

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

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

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

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

Waverley Care operates an open referral system and accepts referrals from a variety of sources including, self referrals.

## **Additional Information**

Services are free to anyone in the Greater Glasgow and Clyde area.



# Older Peoples In-Patient Services

Wards 37 & 39, Royal Alexandra Hospital  
North Ward & East Ward, Dykebar Hospital

**Tel:** 0141 884 5122

**Website:** <http://www.nhsggc.org.uk>

## **What do they do?**

Ward 37 RAH offers Acute Admissions for Organic Disorders

Ward 39 RAH offers Acute Admissions for Functional Disorders

North & East wards in Dykebar Hospital accommodate elderly patients for Older Peoples Mental Health, continuing NHS assessment, rehabilitation and interim care.

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

For the acute admissions of older adults from Renfrewshire & East Renfrewshire and for the continuing care of older adults from Renfrewshire.

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

Referral from GP's services.

## **Additional Information**

All wards fully compliant with disability access.

# Adult Mental Health In-Patient Services

Dykebar Hospital - Grahamston Road, Paisley, PA2 7DE

**Fax: 0141 314 4298**

**Website:** <http://www.nhsggc.org.uk>

## What do they do?

Mental Health In-Patient Services in Renfrewshire provide individualised care for people over the age of 16 with a mental health diagnosis. The wards are split into Adult and Older Adult care, with the Adult wards generally caring for people aged 16-65 and older Adults wards generally caring for people aged over 65. However, where appropriate a person may be treated in a ward not generally for their age group, if their condition is better managed in another ward area. All patients care is person centred and is delivered by a highly skilled multidisciplinary team consisting of medical staff, nurses, psychologists, physiotherapists, occupational therapists, dieticians and other allied health professional staff.

## Dykebar Hospital

South Ward—Adult Acute Admissions

North & East Ward—Older Adult Continuing Care

Rehab & Recovery wards-Hospital based Rehabilitation & Adult Continuing Care

## Out of Hours CPN Service

**Tel:** 0845 650 1730

**Website:** <http://www.nhsggc.org.uk>

## What do they do?

Community Psychiatric CPN out of hours service provides crisis intervention, assessment and management of adults experiencing mental health issues.

## Additional Information

Opening hours : Monday - Friday 8pm - 9am

Saturday, Sunday & Public Holidays 5pm - 9am

# Fibromyalgia Paisley & Inverclyde Network (Fibro PaIN)

Studio 3007  
Mile End Mill  
12 Seedhill Road  
Paisley PA1 1JS

**Tel:** 0844 887 2369

**Email:** [fibroinfo@paisleyfm.org](mailto:fibroinfo@paisleyfm.org)

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

## **What do they do?**

Fibro PaIN is a local support group for people with fibromyalgia. Anyone with fibromyalgia or affected by the condition is welcome to attend. The group provides support, information and advice through groups in Paisley and Greenock. Fibro PaIN works with FMA UK to raise awareness of fibromyalgia.

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

Anyone with fibromyalgia, their families, carers, friends. We also welcome health professionals with an interest in fibromyalgia.

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

Self-referral.

## **Additional Information**

Paisley Group meets on the 3rd Monday of each month at 1.00pm in St Mirins Cathedral Parish Halls, Ince Street, Paisley. Inverclyde Group meets on the 3rd Thursday of each month at 11.00am in Your Voice, 12 Clyde Square, Greenock.

# Child and Adolescent Mental Health Services (CAMHS)

Arran Thru Centre  
103 Paisley Rd  
Renfrew  
PA4 8LH

**Tel:** 0141 886 5921

**Email:** [lorraine.mclellan2@ggc.scott.nhs.uk](mailto:lorraine.mclellan2@ggc.scott.nhs.uk)

## **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 services?**

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.

# **‘Doing Well’ Renfrewshire Primary Care Mental Health Team**

Abbey Mill Business Centre  
Mile End Mill  
Suite 1001  
12 Seedhill Road  
Paisley PA1 1JS  
**Tel:** 0141 849 2208

## **What do they do?**

Doing Well is a brief psychologically minded service for people experiencing common mental health problems i.e. Anxiety, Depression, first presentations of OCD, Eating problems, PTSD. Assessments can be offered either face to face or by telephone. Clients who are assessed as suitable will be offered 6-8 sessions lasting approx. 45 mins, 1:1 with a clinician, either at their GP practice or another local community venue.

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

Aged 18+ living in the Renfrewshire area.

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

Referrals are accepted by phone direct from clients (Self Referral), GP's and other professionals.

## **Additional Information**

No Charges.

# Websites and Other Resources

## Online CBT Sessions

[www.lltff.com](http://www.lltff.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.wellbeing-glasgow.org.uk](http://www.wellbeing-glasgow.org.uk)

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.nshn.co.uk](http://www.nshn.co.uk)

This is a forum that offers support to individuals who self harm to reduce emotional distress and to improve their quality of life. It also supports and provides information for family and carers of individuals who self harm.

[www.selfharm.co.uk](http://www.selfharm.co.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 phone line 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.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.

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

YouTube is a video sharing website on which users can view, share or upload videos. Searching for “mental health resources” produces a multitude of useful, informative videos regarding mental health issues and mental health 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 Missing People Helpline	0800 700 740	24hrs a day
Rape Crisis Scotland	08088 010 302	24hrs a day
National Drink Line Scotland	0800 7314 314	9am– 8pm Mon-Fri and 11am-4pm weekends
Hopeline UK (Young people's suicide prevention)	0800 6841 41	Weekdays 10am - 10pm & Weekends 2pm - 10pm. Bank holidays 2pm - 5pm
The Relationship Helpline	0808 802 0050	Monday Wednesday and Thursday 11am-2pm
Self Injury Helpline	0808 800 8088	Tuesday Wednesday & Thursday 7pm-10pm
TESS national text and email support for girls and young women who self injure .		
Sunday - Thursday 7-9pm Text:07800472908		
Email use link on website <a href="http://www.selfinjurysupport.org.uk">www.selfinjurysupport.org.uk</a>		



# Index

<b>Service</b>	<b>Page Number</b>
Active Communities	38
ACUMEN	76
Adult Mental Health Services	106
Advice Works	49
Alcohol Carer's Together (A.C.T.)	75
Amina (The Muslim Women's Resource Centre)	30
Barnados Threads	65
Bipolar Scotland	99
Blue Triangle Housing Association	64
Breathing Space	10
Buddy Beat	39
ChildLine	14
Children & Adolescent Mental Health Services (CAMHS)	108
Choose Life Renfrewshire	94
Citizens Advice Bureau Renfrewshire	79
Community Development Service	42
Community Mental Health Teams	101
Crisis Counselling	25
Cruse Bereavement Care Scotland	33
Deafblind Scotland	57
Doing Well' Renfrewshire primary Care Mental Health Team	109
Drinkline	23
Engage	77
Esteem South & Clyde	18
Erskine Housing Support Services - The Richmond Fellowship	70
Families First	55-56
Fibromyalgia Paisley & Inverclyde Network (Fibro PaIN)	107
Functional Family Therapy	36
Glennifer Outreach Support Centre	84
HOPE Line UK	13
Intensive Home Treatment Team (IHTT)	102
Invest in Renfrewshire Youth Employability Team	51
Johnstone Services - The Richmond Fellowship Scotland	68
Live Active!	46
Loretto Care - Abercorn, Lilybank, Linwood, Renfrew, Westerfield	66
Mental Welfare Commission for Scotland	95
NHS Inform Bereavement Zone	82
NHS Inform Easy Info Zone	81
NHS Inform Helpline	80
NHS Inform Mental Health & Wellbeing Zone	83

## Service

NHS Living Life	34
NHS24	11
Older Peoples In-Patient Services	105
Out of Hours CPN Service	106
PAPYRUS Prevention of Young Suicide	100
ParentLine Scotland (Children 1st)	87
Parents Enquiry Scotland	85
Partners in Advocacy	54
Physiotherapy Department	41
Queen Street Service - The Richmond Fellowship	69
RAMH Community Service Team - Employability Intervention	48
RAMH Community Service Team - Counselling & Telephone Counselling Intervention	24
RAMH Community Service Team - Financial Literacy Intervention	60
RAMH First Crisis Service	9
RAMH Housing & Support	58
RAMH Lifeskills	61
RAMH Community Links Workers	90
RAMH Renfrewshire Community Service	44
RAMH Renfrewshire Community Service Education & Information Intervention	45
RAMH Respite Housing & Support	59
RCA Employee Support	19
RCA Trust Accommodation Support	63
RCA Trust Counselling	26
Renfrewshire Carers Centre	71-74
Carers Information Service /Carers Respite Sitting Service / Volunteer Befriending Project	
Renfrewshire Child Protection Committee	89
Renfrewshire Drugs Service	20
Renfrewshire Foodbank	15
Renfrewshire Integrated Alcohol Service	21
Renfrewshire Law Centre	78
Renfrewshire Reconnection	88
Renfrewshire Woman's Aid	86
ROAR Connections for Life	40
Rowan Wynd - The Richmond Fellowship Scotland	67
Samaritans	11
Sandyford Renfrewshire	103
SANEline	12
Scottish Recovery Network	92-93
See Me	97

<b>Service</b>	<b>Page Number</b>
Shelter Scotland - Foundations First	91
South Ward Acute Admission Unit	16
Star Project	43
Support in Mind Scotland	98
Survivors of Bereavement by Suicide - Renfrewshire Support Group	47
TCV Renfrewshire Green Gym	37
The NetWork Service	50
The Relationship Helpline	28
The Spark Counselling Paisley	27
Time 4U	31
Torley Unit	22
Trauma Counselling Line Scotland (TCLS)	35
Turnaround Residential	62
Victim Support Renfrewshire	32
VOX (Voices of Experience)	96
Ward 3B Leverndale Hospital	17
Waverley Care	104
Women & Children First	53
Wynd Counselling Service	29
You First Advocacy	52
Websites and other Resources	110-112

If you require this Directory to be translated into another language, please contact Stephen McLellan on 0141 847 8900.

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.

"اگر آپ اس ڈائریکٹری کو کسی مختلف زبان میں پسند کرتے ہوں تو براہ کرم آراے ایم ایچ میں اسٹیفن میک لیلن کے ساتھ اس فون پر رابطہ کریں 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 from;

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

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

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

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



**This is for you Crisis Card**



Renfrewshire  
Health & Social Care  
Partnership