

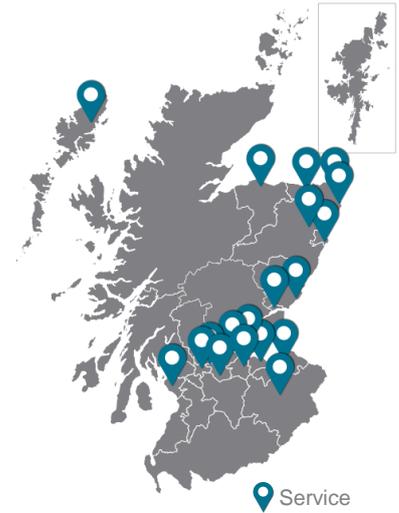


penumbra
your way to a brighter future

Edinburgh Crisis
Centre

About Penumbra

Penumbra is one of Scotland's largest mental health charities, supporting around 1600 adults and young people each week. Founded over 30 years ago, we provide a variety of innovative services across Scotland:



- [ARBD](#) | Recovery focused support for people with Alcohol Related Brain Damage (ARBD)
- [Crisis Support](#) | Short term support for people experiencing a mental health crisis
- [Employment Support](#) | Helping people who are working towards employment or need support in employment
- [Homelessness Services](#) | Practical and emotional support for people who are homeless or at risk of homelessness
- [Nova Projects](#) | Wellbeing projects that promote recovery, social inclusion and self-management
- [Plan2Change](#) | Peer support services
- [POWWOWS](#) | Penumbra workshops on wellbeing
- [Self Harm Projects](#) | Community based projects for both adults and young people who self-harm
- [Short Breaks](#) | Supportive breaks for people to focus on their recovery
- [Supported Housing](#) | A variety of supported accommodation and tenancy projects
- [Supported Living](#) | Offering practical and emotional support to meet people's needs in their own home
- [Wellness Centre](#) | Access a range of services in the community which are designed to promote positive mental health and support people to recover from mental ill health
- [Young People's Projects](#) | Services for young people

Our values

The Penumbra Strategic Plan 2016-2020 sets out four core values which inform our work:

- [Recovery](#) | People can and do recover from mental ill health
- [Human rights](#) | People have equal human value regardless of their situation or ability and have the right to dignity, respect, privacy and choice
- [Control](#) | People should be enabled to exercise control over their lives by means of real choice and participation and should be free from stigma and discrimination
- [Person centred](#) | Penumbra's services should provide person centred support on an ordinary and inclusive basis wherever possible

Our vision for Scotland

We envisage a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential. To achieve this vision our Strategic Plan sets out our mission, and five aims which describe how we will realise it.

Our vision

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Strategic Plan 2016-2020

Our mission

Penumbra will provide, support and influence services and activities that improve the mental health and wellbeing of people.

Strategic Plan 2016-2020

Penumbra's five aims are summarised as the acronym RPIII:

- **Recovery** | To ensure that all mental health services and activities are hopeful, personalised and recovery focused
- **People** | To ensure a highly valued, skilled and involved workforce
- **Innovation** | To develop, support and provide innovative responses that promote recovery, social inclusion and citizenship for people with mental health problems
- **Influence** | To promote mental health and wellbeing in communities by influencing; policy makers, funders and others
- **Improvement** | To ensure quality and continuous improvement in all business processes to achieve our mission

Why we produce Annual Reviews

Our Strategic Aims (RPIII) are supported by objectives and an annual results and monitoring framework. As part of this monitoring framework, every year Penumbra services compile an Annual Review. The review summarises the work the service has undertaken that year to meet our five key aims, to achieve our mission, and to realise our vision for society.

This Annual Review is based around the RPIII structure, with sections for Recovery, People, Innovation, Influence, and Improvement.

Service overview

The Crisis Centre offers telephone, text, email and 1-1 support from its base in Leith. The Centre is managed on a daily basis by Penumbra and supported by a partnership group consisting of representatives from Centre users (supported by Advocard), NHS Lothian, City of Edinburgh Council, Edinburgh Carers Council, Police Scotland and Penumbra.

The Centre is a community based service and is accessible 24 hours a day, 365 days a year. Leaflets about the service are available across Edinburgh; in GP surgeries, student/halls, CMHTs, counselling services, police stations and other support services. The Mental Health Assessment Service and Emergency Duty Social Work Team also signpost people to the Centre.

Service aims

The Crisis Centre is open to all Edinburgh residents aged 16 years or over who are experiencing a mental health crisis, or to a Carer for someone who is. Centre staff support people to manage their immediate crisis or to prevent further crises occurring or escalating.

Types of support provided

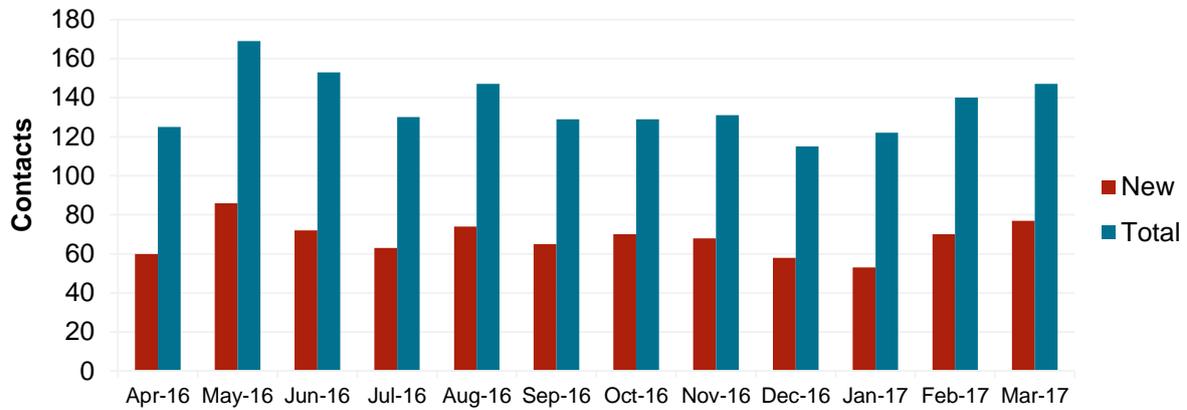
People initially contact the service by email, text, or a free, confidential telephone helpline. Crisis Centre staff work with people to support them through their distress. Where safety is an issue for people in distress, suicidal thoughts and feelings are openly discussed and staff support people to make Safe Plans.

Depending on the outcome of the discussion and review, a person may be offered the opportunity to visit the Centre for a 1-1 session. Appointments for 1-1 sessions are made as quickly as possible – sometimes immediately and usually within the same day. As with telecommunications support, Crisis Centre staff work with visitors to support them through their distress and, if appropriate, to make Safe Plans.

In addition to the above and depending on the outcome of the discussion and review at the 1-1 session, a person may also be offered an extended or overnight stay at the Centre. Up to four service users can stay at the Centre after attending a 1-1 session with staff. Length of stay at the Centre is discussed with individuals on an on-going basis during their support; however the agreed maximum stay is seven days. The average stay for most Centre users is two or three days. This period of time has been shown to be effective in allowing Centre users to address their immediate anxieties and plan for on-going support post their stay at the Centre, which can include, if required, follow up 1-1 and telephone support.

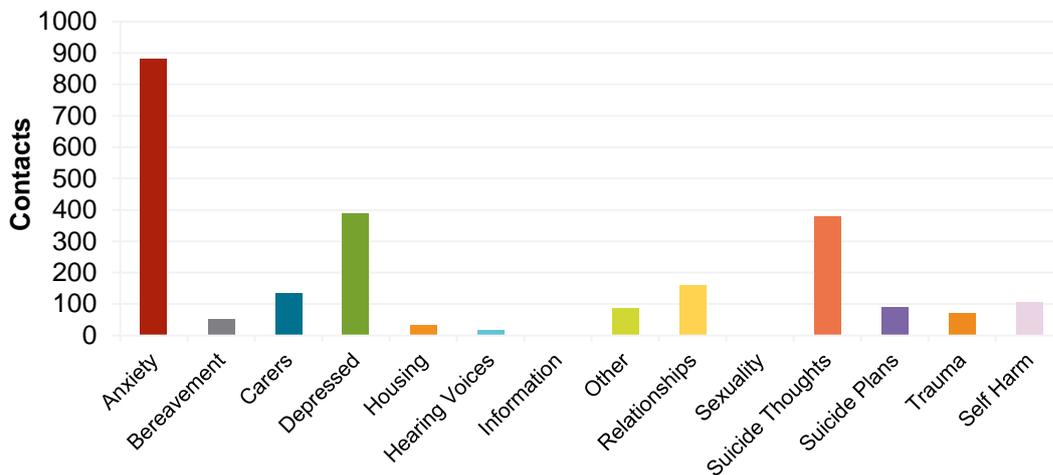
People who use our services

People who have contacted the service



Between April 2016 and March 2017, 1637 people contacted the Centre, up from 1561 in 2015/16. Approximately 50% of the contacts in 2016/17 came from people who had not contacted the service before. Following contact, 512 1-1 support sessions were organised and 164 individuals stayed overnight at the Centre (for a total of 364 nights).

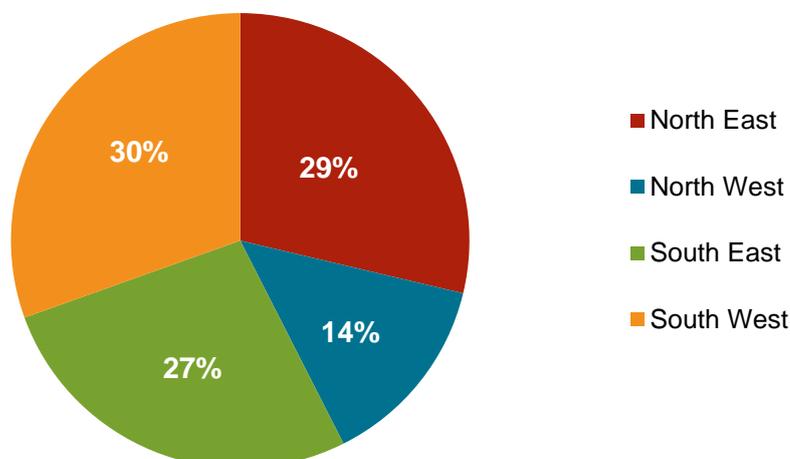
Reason for contacting the service



The vast majority of people who contacted the Centre said they did so because of anxiety, which was the same as in 2015/16. Depression and suicidal thoughts were also common reasons for contacting the service.

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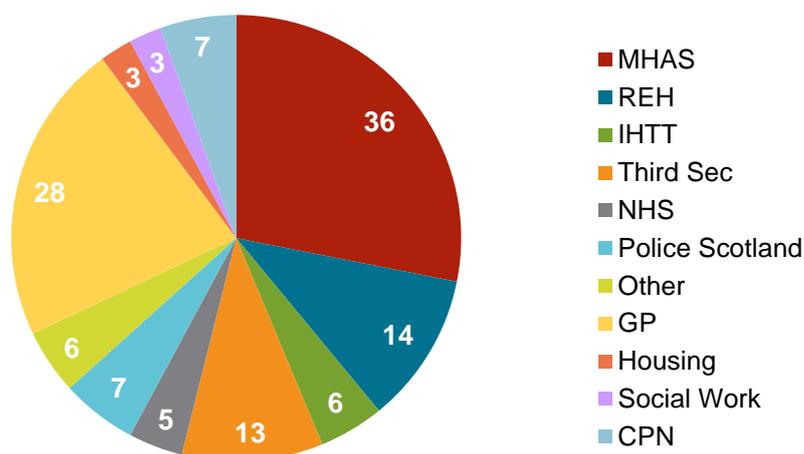
People who visited the Centre



The majority of people who visited the Centre came from the North East (Craigentinny, Duddingston, Leith, Leith Walk, Portobello and Craigmillar) and South West (Colinton, Fairmilehead, Fountainbridge, Craiglockhart, Sighthill, Gorgie and Pentland Hills) areas of Edinburgh.

South East Edinburgh covers the City Centre, Liberton, Gilmerton, Meadows, Morningside, Newington and Southside. North West covers Almond, Drum Brae, Gyle, Corstorphine, Murrayfield, Inverleith & Forth.

Signposting to the Crisis Centre



During support people are asked where they heard about the service. The above graph shows which organisations signposted people to the Centre, when this information was given by a contact. 128, of a total of 840, individual contacts provided this information. The Mental Health Assessment Service (MHAS) in Edinburgh signposted the largest number of people to the service, followed by GPs.

Recovery

People who have used the service

The Centre helps people from all backgrounds to manage a mental health crisis. People may contact the Centre for a number of reasons, although the most common are anxiety (36%), depression (16%) and suicidal thoughts (16%). People also attribute their distress to housing problems, hearing voices, relationship problems, sexuality, trauma and self harm. Staff support people to manage their immediate crisis and to prevent further crises occurring or escalating. Following support, 97% of people surveyed said they felt better prepared to deal with the issues that led to their crisis. 87% said that staying at the Centre was an alternative to a hospital admission.

I•ROC

The Individual Recovery Outcomes Counter (I•ROC) is an outcome measurement tool created by Penumbra to measure recovery journeys. People who use our services complete an I•ROC by scoring 12 wellbeing indicators. These scores allow us to build up a picture of their wellbeing over time, and assess and measure their personal recovery journey. Scores for everyone using a service can be averaged to show general trends.

Following the successful completion of a trial period, the Edinburgh Crisis Centre recently incorporated I•ROC into the service. The pilot proved I•ROC was beneficial for people who visited for a 1-1 session or stayed overnight in the Centre, provided the tool was used flexibly.

I•ROC has been used to provide more structure during 1:1 appointments, providing a framework which staff members and centre users can use to explore the issues which might be contributing to a crisis. Completing an I•ROC gives each person a holistic picture of their wellbeing at that time, and it helps Centre staff suggest approaches that could be used to improve their wellbeing, either there and then, or in the future.

The Centre has also decided to ask all centre users who stayed overnight to complete an I•ROC at the beginning of their stay, and then review it again at the end of their stay. This allowed us to measure any progress that was made by the centre user during this time.

Many people who use the Centre experience a crisis multiple times a year and visit the Centre on several occasions. Completing an I•ROC on each occasion allows them to compare how they felt in the past and to explore what changes have taken place since their last stay. We also acknowledge that there will be times when someone will be too distressed to fully engage with I•ROC. We often support people who are in high emotional distress and experiencing suicidal thoughts. In these situations we believe it would be inappropriate to use I•ROC, which requires a certain level of focus and concentration. Instead, in these circumstances our role is to focus on safe planning and helping people to overcome their crisis.

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Recovery story

Binal Lanakhi has used the Centre on several occasions, and says her life has been saved by the service.

Binal, now in her 50s, was 18 years old when she was diagnosed with schizophrenia. She has struggled for many years with mental health difficulties, insomnia and suicidal thoughts. She has been hospitalised because of her mental health several times, but says the Centre has made it easier for her to manage her mental health.

"I have been in and out of hospital so many times, but hardly ever in the last eight years, since I started going to the centre. When you are in hospital they usually treat your symptoms rather than the causes of the problem. At the centre they talk to you before things get really bad."

Binal says having a 24/7 service is important for her.

"I don't sleep very well and it is the only place you can call in the middle of the night and get someone to help you. Sometimes you don't need much more than that but it is good having that safety net."

"It is definitely so much less stressful than being in hospital. You know these people and they know you. When you are really unwell, it is like coming out of the frying pan and into water."

Binal's story was published in the Edinburgh Evening News on 6 September 2016 as part of an article on the Crisis Centre's 10 year anniversary.

People

Staff

The service has 13 members of staff: a Service Manager, Assistant Manager, six Recovery Practitioners and five Recovery Workers.

Five Helpline Volunteers regularly provide helpline cover in the evenings and at weekends. Working alongside members of the staff team, they help us to ensure callers to the helpline are responded to promptly, even at times when the Centre is busy. New Helpline Volunteers commenced training in the autumn 2016, which was followed by an induction period.

Training

In February we held two team away days focusing on training on I•ROC and Supervision Skills. These were very productive and enjoyable days and we hope to arrange further training next year.

In addition, team members have been attending refresher training of ASIST (Applied Suicide Intervention Skills Training) and Adult Support and Protection, amongst other Learning and Development activities.

SSSC registration

The Service Manager is currently registered with the SSSC as the registered person for the Edinburgh Crisis Centre within its status as Adult Support Services (not care at home).



Innovation

Public Social Partnership

In the last 12 months representatives of the Centre have been actively involved in a Public Social Partnership with other Mental Health and Wellbeing providers in the Edinburgh area. This process is aimed at improving the way that all of these groups deliver services and work together for the benefit of those needing support across the city and on a locality basis. This process is ongoing but currently Penumbra/Edinburgh Crisis Centre are providing the lead role in the development of a Crisis Support Network with the Centre as the main provider of crisis support.

Toolkit

Staff at the centre (and particularly one of our Recovery Practitioners, Claire), have developed a toolkit and acquired resources for Wellbeing Boxes. These are a way of people collecting physical items which helps support them with their distress. The feedback from people who have visited the Centre and developed their own Wellbeing Box has been very positive and it is a resource we plan to continue providing. The Centre is also currently looking for articles to develop an inexpensive recipe book that focuses on healthy eating.

Record keeping

Over the last six months the Edinburgh Crisis Centre has been in the process of transitioning from a paper based recording system to a digital one covering all centre user contacts and staff administration. We aim to continue to increase this use of technology where we feel it will be of benefit to all involved with the Centre.

Influence

10 year anniversary

In its 10th anniversary year the Centre was very active in hosting and attending events. These included the 10th anniversary event at the Leith Service Men's Club which featured former local MSP Malcolm Chisholm as guest speaker and an open house event where visitors were given the opportunity to drop in and explore the Centre. There was also a barbecue in the Centre garden with an open invitation to East area Penumbra supported people and staff.

During the 10th anniversary year we also produced a video promoting the Centre which was uploaded to YouTube and Facebook. We also had an article about the Centre published in the Edinburgh Evening News, and used funding from Choose Life Edinburgh to produce ceramic mugs with information about the Centre and how to contact us. These mugs were distributed through local food banks.

Other events

Staff and centre users were attending and promoting the centre at the Edinburgh Mental Health Film Festival, Penumbra's 30th Anniversary event at the Scottish Parliament, Port of Leith Housing Association and support groups for Bi Polar and Borderline Personality Disorder.

Research visits to the Centre

In recent months we have hosted visits for delegations from the Republic of Ireland and Scandinavian countries. The Centre continues to offer monthly open days (see www.edinburghcrisiscentre.org.uk for information) and continues to receive a range of visitors from Social Work, NHS and Voluntary Sector services as well as students and the general public.

Improvement

Care Inspectorate

The Centre received a short announced inspection from the Care Inspectorate in February 2016. Registered as a Support Service under the National Care Standards, the inspection focused on the Quality Themes of Care and Support, Environment, Staffing, and Management and Leadership.

We received positive feedback about the quality of provision in each of these areas:

- Quality Themes of Care and Support – Very Good (5)
- Environment – Very Good (5)
- Staffing – Very Good (5)
- Management and Leadership – Very Good (5)

Quality Assessment Framework (QAF)

All Penumbra services undertake an internal quality audit known as QAF. Our most recent audit highlighted some areas where the service could change to further improve the support we offer. As a result of QAF we have changed how we record and share information (with more developments planned) and sought specialist training from Penumbra's Learning and Development team.

Feedback

The Centre receives regular feedback from contacts both in person and via correspondence or email. When surveyed, 88% of people said contact with the service had improved their mental health and wellbeing, 90% said the service was very good or excellent at helping them to manage a crisis, and 98% of people who stayed overnight at the Centre rated the facilities as either very good or excellent.

We regularly review feedback and identify ways the service can improve. One example of where we have responded directly to feedback was improving the building and outside area environment. Through fundraising and donations we have been able to add new furniture to our four support rooms and have plans in place for improvements to the communal kitchen. In addition, earlier this year volunteers from Lloyds TSB kindly helped to redecorate all four support rooms, the communal kitchen, the basement area, halls and improve both the front and back gardens.

We would like to thank all those who have made donations to help us improve the Centre, or who have fundraised on our behalf. The list is too long to include everyone but includes, amongst others, Lloyds TSB, Choose Life Edinburgh and Waitrose.

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RECOVERY | PEOPLE | INOVATION |
INFLUENCE | IMPROVEMENT



 Service

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Founded over 30 years ago, we provide a variety of innovative services across Scotland.

This includes:

- Alcohol Related Brain Damage (ARBD) Services
- Crisis Support
- Employment Support
- Homelessness Services
- Nova Projects
- Plan2Change (Peer work)
- POWWOWs
- Self Harm Projects
- Short Breaks
- Supported Housing
- Supported Living
- Young People's Projects

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