

The Access Place

Edinburgh Health and
Social Care Partnership



Improving the health and well-being of people experiencing homelessness

General Information

Monday 9am - 5pm
Tuesday 10am - 5pm
Wednesday 9am - 5pm
Thursday 9am - 5pm
Friday 9am - 4pm
Closed Daily between 1 - 2pm



**6 South Gray's
Close
Edinburgh
EH1 1NA**

0131 529 5015

ABOUT US

The Access Place is a 'one stop shop' offering support to people experiencing homelessness who have additional needs.

We work together to deliver primary care, social care and housing. We also have visiting support services who work within the building.

All staff working within The Access Place are trained in delivering trauma informed care.



WHO CAN USE OUR SERVICES

People aged 16* and over :

- Who are sleeping rough
- Who are living in temporary, supported and unsupported accommodation
- Who have a history of homelessness and are at high risk of becoming homeless again because of ongoing health, housing or social care needs

If you are the primary carer for children this is not a suitable service for you

*Under 18s, where appropriate, will be redirected to alternative services

THE TEAM

General Practice Doctors (GPs)
Mental Health Nurses
Pharmacists
Practice Nurses
Occupational Therapist
Psychiatrist
Psychologist
Podiatrist
Clinical Support Worker
Housing Officers
Social Workers
Community Care Assessors
Lead for Lived Experience
Link Workers
Administrators
Recovery Workers
Welfare Rights Advisor

OUT OF HOURS SUPPORT

Housing (5pm - 8.30am and weekends)
0800 032 5968

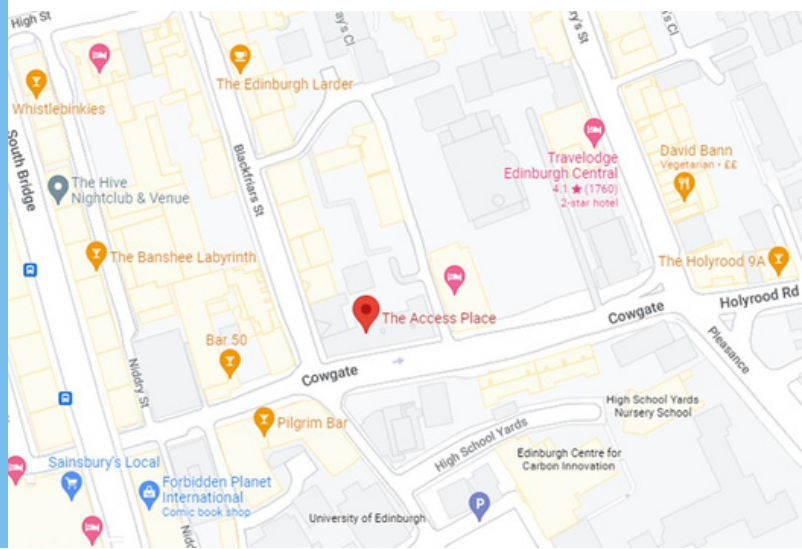
Emergency Social Work (5pm to
8.30am and weekends)
0800 731 6969

NHS 24, national helpline
111 (24hrs)

Mental Health Assessment Service
(MHAS)
0131 537 6000 (24hrs)

SERVICES AVAILABLE

- Daily GP Surgeries
- Support to access temporary and permanent accommodation
- Social work and social care support
- Mental Health Support
- Asthma, COPD and Diabetes support
- Nutrition advice
- Wound care
- Contraception and sexual health advice
- Vaccination Programmes
- Support with Substance Use
- Treatment of blood borne viruses
- Podiatry
- Welfare Benefits Advice
- Women's only clinics
- Employment Support
- Community Linking
- Outreach Support
- Help to access veterinary support
- Moving on Support
- Access to Advocacy



WHAT HAPPENS NEXT

How can I register with the GP Practice?

You can either collect registration forms from reception or print them from our website. Once we have received these, we will check you are eligible to register. It will take a minimum of 2 full working days before you can make an appointment to see a clinician.

I need accommodation for tonight

Ask at reception to see a housing officer. It is best to present early in the day.

I don't have any food

We may be able to help with this in certain circumstances. Please ask at reception to see if a food bank referral can be made. We can also provide you with information about where to access free food across the city.

FEEDBACK & COMPLAINTS

Your experience at the Access Place matters to us. You can let any of us know how you have found the service on any visit. We welcome your feedback. What you tell us will help us shape the service.

You can make a complaint, pass on a compliment or make a comment about the service either to the Duty Manager or direct to the Edinburgh Health and Social Care Partnership

Health complaints:

Feedback@hsllothian.scot.nhs.uk

Social Work & housing complaints:

SocialWork.Complaints@edinburgh.gov.uk

