

Other things people often ask

Who informs the work of Caring Over People's emotions?

Caring Over People's emotions is a project of COPE Scotland which is led by the voices of lived experience. The tools and techniques used by Caring Over People's emotions were co developed by COPE Scotland with the voices of lived experience.

What's the cost?

This is a free service and you're not asked to make donations. Services are free thanks to funding from Glasgow City Council Integrated Grants funding and the support offered by COPE Scotland who receive funding from Scottish Government Transforming Self- Management in Scotland fund through the Health and Social Care Alliance.

Are People qualified?

Professional interventions are offered by fully qualified health professionals who are members of professional bodies and have a minimum of 5 years paid post qualifying experience.

How long will I need to wait to be seen?

We aim to offer a new referral appointment within 10 working days but with demand this can rise to 20 working days. When you contact us we can let you know how long you may need to wait. Be assured we do all we can to make it as little time as possible.

How long can I attend?

We are not a long-term service, we offer brief solution focused interventions around coping strategies and resilience to the challenge you may be facing as well as tips on self-management for conditions which may have no immediate resolution. Individual support packages would be agreed between you and your wellness advisor.

Cancelling appointments

We do work an appointment system so if you cannot attend please let us know so we can offer your appointment to someone else. Sometimes due to team absence we need to cancel appointments and will seek to give as much notice as possible.

Values

COPE Scotland's values are ingrained in all our projects which include kindness and respect. We ask all those who use our services to support us build a kinder world by being respectful to the team offering support and also kindness to other users of the building making sure it remains a place of calm and confidentiality. We are compliant with GDPR regulations and a copy of our privacy statement is available on request.

Opening Hours

We have two physical sites where we offer support:

20 Drumchapel Rd Glasgow G15 6QE

Opening hours: Monday, Wednesday, Thursday
9.00am - 5.30pm Tuesday 9.00am - 5.00pm
Friday 9.00am - 2.30pm

Yoker Resource Centre: 10 Kelso Place Glasgow G14 0LL

Opening hours: Tuesday 9.30am - 5.00pm

From January until March we are piloting a few out of hours phone supports (prearranged appointments not a helpline or crisis line) for people who find current opening hours a challenge due to work or childcare.



Caring Over People's Emotions

COPE Scotland's one to one IGF funded project in West Glasgow



Learn to make healthier lifestyle choices

Be more confident

Be able to relax and switch off

Have a better night's sleep

Be more assertive and aware of your boundaries

Find out what other services are around

Be more able to work through emotional upsets

Be more resilient to the stresses of life

Learn more about self-managing your condition

Regain your sense of purpose

Learn to live in the moment

Caring Over People's Emotions offers services to people aged 16 and over living in: Anniesland, Blairdardie, Dumbarton Road Corridor, Drumchapel, Knightswood, Yoker, Scotstoun, Temple, Whiteinch.

To make an appointment phone 0141 944 5490 or email info@cope-scotland.org or text 07763 743 296. We regret we do not have a drop-in. Sessions are by appointment only. If the phone goes to the answering machine, please leave a message we will call back.

SORRY WE ARE NOT A CRISIS SERVICE. WE DO NOT OFFER COUNSELLING WE CANNOT OFFER HOME VISITS AND WE DON'T HAVE THE RESOURCES FOR A HELPLINE SERVICE



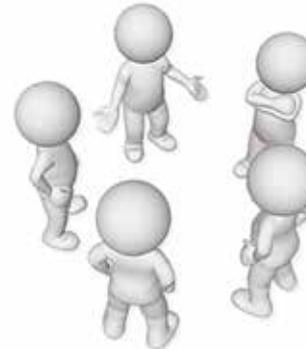
People attend Caring Over People's Emotions for many reasons:

- Stress
- Loss
- Loss of confidence
- Advice on managing a long-term challenge
- Tips to manage anxiety or panic
- Tips to lift mood
- Not sleeping
- Feeling overwhelmed and not knowing what to do next
- Feeling stuck in a rut and no sense of purpose
- Forgotten how to relax and unwind
- And many other reasons where a person just doesn't feel like themselves anymore



Caring Over People's Emotions does not offer a counselling service. We offer Pragmatic solution focused interventions aimed at providing tools and support to role with life's challenges which includes:

- Active listening, because people have shared, they want to be heard
- Shared decision making as its about your life and what is important to you
- New insights and awareness about support for long term condition management
- Learning opportunities at workshops
- Materials to take home and use in your day to day life
- Access to relaxation facilities
- Signposting to other services and supports where what Caring Over People's Emotions offers is not enough



What people who have used Caring Over People's Emotions have said about the service

Felt welcomed and not judged

Was unsure about attending, now I am glad I did

Learned really helpful breathing techniques

Was good to find out things that can help me

Was good to get things out and be listened to

Listened to my issues and helped me get back on a more positive path.

Provided me with tools to move forward and help myself

Gave me a lot of help and advice. Helped to feel less pain, listened to all my problems.

Very calming environment everyone seems friendly

Thank you for listening to and, also for being there when I had no one else to turn to. I need to take a big step and do this myself.