



DERBY SAFE HAVEN

Feel like things are too much?
Thinking about going to A&E for mental health support?
Come and find us at **309 burton road.**

We are open from 16:30- 00:00 every day of the year. You can access us through referrals from clinical services such as GPs or the help line **0800280077** or you can self-refer by calling us on **03300083722** or by coming to 309 burton road and one of our staff will see you.

There is also the option for telephone support. If you are struggling to get to us, we will make sure this is possible as we believe you should be able to access mental health support no matter what.

People typically stay at the service for around 3-5 hours and will then be signposted onwards.

When you arrive you will be shown into a lounge where you have access to refreshments such as tea and coffee then a member of staff will have a sit down with you and you can talk about what your problems are. The staff member will help you make a safety plan and will run a session with you based on what's in your safety plan. You will receive resources and information on where you can seek help and advice outside of the Safe Haven.

About us

The Service delivers a responsive programme of evidence-based intervention support to the people who access the Service, including:

- Self-help information and guided self-help.
- Psychoeducation support.
- Signposting and navigating to relevant resources or services for further support.
- Peer support.

All sessions have a strong focus on empowering the individual.

- Recovery focussed therapeutic support.
- Skills development and techniques to build resilience, developing self-confidence, a sense of personal responsibility and the capacity to exercise choice whilst maintaining a greater independence in all aspects of their life.
- Practical problem solving
- Enable coping strategies and distraction techniques to help deal with emotional distress.
- Develop peer support networks in local community to build capacity and resilience.

Referral Criteria

- The service is available for individuals over the age of 18 who are residents of Derby City and South, however as there is no comparable service in the North of the County, referrals will be accepted from the County.
- Individuals may be known or have never had previous contact with mental health services.
- Individuals who perceive themselves in mental health crisis, or at risk of moving into mental health crisis.
- Individuals in need of short-term social support which is leading towards mental health crisis which could include help with housing, benefits. etc.
- Individuals experiencing social isolation which is impacting on their mental health wellbeing.
- People accessing the service may have several issues, or complexities, if they can keep themselves safe with support of staff, and their presentation allows them to work in a nonmedical therapeutic environment, the Safe Haven is a viable option for them.

Exclusion Criteria

- Children and young people under 18 years.
- People exhibiting violent or aggressive behaviour at the time of attending the service.
- People under the influence of drugs/alcohol when they are attending the service which is leading to risky and unpredictable behaviour. Having a problem around illicit drug/alcohol use would not exclude them from using the service, unless behaviour was exhibited as above and/or they were causing issue/risks with other service users using the Haven which may include dealing drugs/ negatively influencing other service users.