

Derby Safe Haven

Derby Safe Haven provides a responsive, tailored service for people across Derbyshire who are experiencing a period of mental ill health and would benefit from timely support.

Delivered by **Richmond Fellowship**, in partnership with the **Derbyshire Mental Health Helpline and Support Service**, a person, or their referrer, is able to contact the helpline, discuss their current wellbeing, and access the Safe Haven that same day.

We work with people to develop a plan around their ongoing safety and wellbeing, identify the next steps in their recovery and build a sense of hope for the future.

We provide a compassionate and non-judgemental service in a welcoming and therapeutic environment.

The service consists of:

- Face to face, recovery orientated support
- Safety planning and therapeutic approaches
- Sign posting
- Peer support.

The service is open to anyone aged 16 and over. We are open **early evening until late, 7 days a week**, and are located approximately 10 minutes from Derby City centre.

We provide a confidential meeting space with two additional, multi-functional spaces where there is access to a kitchen, seating areas, desks and resources.

Accessing the Safe Haven

Referrals can be made via the **Derbyshire Mental Health Helpline and Support Service**, who are the first point of contact and will discuss a person's needs over the telephone. You can contact them on **0800 028 0077**.

If it is agreed that the Safe Haven is a good option, the Helpline will arrange for the Safe Haven team to make direct contact with the caller and facilitate same day access.

We also accept self-referrals, please contact **0330 008 3722**.

A Recovery Orientated Approach

The person is at the centre of everything we do. We achieve this through promoting:

- The value of a person's lived experience and expertise
- Dignity, inclusion and respect
- Trust and hope for the future
- Wellness and recovery
- A strengths based approach
- A non-clinical, therapeutic environment.

The Helpline

Run by the NHS and voluntary sector organisations, the Helpline is open 24 hours a day, 7 days a week and is operated by experienced mental health professionals. They provide mental health support and advice for anyone living in Derbyshire.

Freephone - 0800 028 0077
www.derbyshirehelpline.com

Contact the helpline

The Helpline is open **24 hours a day, 7 days a week** to provide mental health support and advice for anyone living in Derbyshire as well as access to **Derby Safe Haven**.

Freephone - 0800 028 0077
www.derbyshirehelpline.com



Derby Safe Haven
309 Burton Road,
Derby Derbyshire,
DE23 6AG

About us

Richmond Fellowship is a national mental health charity making recovery reality for thousands of people every year.

We provide a wide range of services including residential support, supported housing, employment services, community support and crisis support. Richmond Fellowship is now part of **Recovery Focus**, a group of charities with the shared aim to inspire recovery.



Follow Richmond Fellowship at:
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If you require this leaflet in a different format contact:
communications@richmondfellowship.org.uk



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**A Responsive Recovery Service
for the People of Derbyshire**