

## Bucks Safe Haven Information for Referrers

Bucks Safe Haven is an out-of-hours crisis support service run by Buckinghamshire Mind in partnership with Oxford Health NHS Foundation Trust. We opened in Aylesbury in August 2018; following the success of the service we have also opened a service in High Wycombe too.

We are open in Aylesbury on Sunday, Monday, Tuesday and Wednesday evening between 6.30pm – midnight, with last entry at 11pm.

We are open in High Wycombe 7 evenings a week between 6.30pm – midnight, with last entry at 11pm.

We provide a relaxed and informal environment with refreshments. We offer time to talk, think or simply ‘be’ in a calming environment during a crisis. Most time will be spent in a group environment, but one-to-one support is available at request. Individuals accessing Safe Haven do not need to have accessed Adult Mental Health Services or Buckinghamshire Mind prior to attending.

We encourage self-referrals, but we also accept professional referrals too. Should you wish to refer someone please contact us by emailing [buckssafehaven@oxfordhealth.nhs.uk](mailto:buckssafehaven@oxfordhealth.nhs.uk) or calling us on **01296 453017 for Aylesbury** or **01494 218098 for High Wycombe**. Please note that we are only able to respond to telephone calls and emails during our opening hours (detailed above). Alternatively, if an individual wishes to self-refer, we would ask that they call us during our opening hours on the respective telephone numbers detailed above.

If we have serious concerns about someone for whom you are the primary care worker, we may wish to discuss these with you.

<b>We offer</b>	<b>We do not offer</b>
<ul style="list-style-type: none"> <li>• Time limited support during a crisis</li> <li>• A non-clinical, sociable environment</li> <li>• Refreshments</li> <li>• Activities including games, crafts and puzzle books</li> <li>• Support from workers who have time to listen, and reflect with clients on coping strategies</li> <li>• An opportunity for informal peer support if desired</li> <li>• Staff who come from a range of backgrounds and offer person-centered support in line with Buckinghamshire Mind values.</li> <li>• Input from an Oxford Health clinician when necessary</li> </ul>	<ul style="list-style-type: none"> <li>• A place of regular safety</li> <li>• Counselling</li> <li>• Psychiatric assessment or intervention</li> <li>• Medical care</li> <li>• All night support: we close at 12am</li> <li>• Transport to or from the venue</li> <li>• A social club</li> <li>• In-depth telephone support</li> </ul>

If you would like further written information or literature, or if you would like a member of the Safe Haven team to visit your organisation to talk about the service we provide please contact us via email at [buckssafehaven@oxfordhealth.nhs.uk](mailto:buckssafehaven@oxfordhealth.nhs.uk).