

Welcome to Safe Haven

We are Safe Haven, run by Bucks Mind in partnership with Oxford Health NHS Foundation Trust.

Welcoming to Safe Haven. Thank you for joining us, we understand that you are going through a difficult time. The purpose of Safe Haven is to offer a welcoming, safe and supportive place for people in a mental health crisis, as an alternative to A&E.

Safe Haven is run by Buckinghamshire Mind staff, and we are supported by Oxford Health clinicians who can advise us if we feel this would be helpful for you. We work alongside the Adult Mental Health Team at Oxford Health. If you have a care coordinator, we may ask to discuss your care with them, to ensure we are working together to support you in the best way.

Some of our service users have come to Safe Haven once or twice, whereas others attend more regularly. Our view is that we are here if and when you feel you need us. We see lots of people experiencing a mental health crisis, and we hope that in accessing our service you will feel better supported and less alone.

If you visit Safe Haven on multiple occasions you may not necessarily spend one-to-one time with the same worker, as we feel it's important for each of our staff to get to know you and be able to support you during a crisis. If you have visited us before we may also ask how you wish to use the service today, so we can offer appropriate support to you during that evening.

What keeps Safe Haven safe?

Our staff and service users have worked together to come up with a list of guidelines that we all agree help keep Safe Haven safe. We kindly ask you to follow these during your time with us. This ensures that everyone is treated fairly and feels safe, respected and supported without fear of being judged.

We therefore ask that you:

- Sign in and out when arriving and leaving. Please also let us know if you are going outside for fresh air
- Treat others with respect and kindness
- Respect other service users' right to confidentiality and agree that what's talked about (and who attends the service) stays here
- Do not attend under the influence of recreational drugs or alcohol, or if you have taken more than your prescribed amount of medication
- Be mindful of what you talk about in the group room as this could trigger others
- Are mindful that you are in a shared space so please be considerate of others and do not behave in a noisy or disruptive way
- Do not attend if you have harmed yourself and require urgent medical treatment – please go to A&E instead
- Do not bring anything to Safe Haven that could cause harm to yourself or others
- Leave the main room to take telephone calls
- Be respectful of other peoples' differences and do not use offensive language or behave in a way that could be offensive to others
- Do not talk about other service users when they are not here, this includes service users from other Bucks Mind groups.

If you have any suggestions for new additions to our current guidelines, please inform a member of the team.