

## **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 are open in Aylesbury on 7 evenings a week between 6.30pm and 11.30pm, with last entry at 10.30pm.

We are open in High Wycombe 7 evenings a week between 6.30pm and 11.30pm, with last entry at 10.30pm.

We offer face-to-face, telephone or video support to individuals in a mental health crisis or struggling to cope. This includes listening support, safety planning and signposting.

Our telephone and video appointments are up to 30 minutes.

During face-to-face support, we can provide a relaxed and informal environment with refreshments. We offer time to talk, think or simply 'be' in a calming environment during a crisis, for up to 90 minutes. 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, but need to reside in or be registered with a GP in Buckinghamshire.

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.

Please note, individuals accessing the service for the first time will be offered a telephone or video call initially. After this point, face-to-face support options will be discussed for future attendance.

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).