Bucks Safe Haven Information for Referrers

Bucks Safe Haven offers support to people experiencing a mental health crisis or finding it difficult to cope. Run by Buckinghamshire Mind in partnership with Oxford Health NHS Foundation Trust, we provide out-of-hours support and a space to talk, listen, and explore ways to cope.

We offer short-term support, with face-to-face sessions being our primary offer, telephone or video appointments are only provided where an individual is unable to attend the service in person, for example due to mobility difficulties, transport issues, or other significant barriers to accessing the service.

Opening hours

Our services in **Aylesbury and High Wycombe** are open every evening, **6.30pm–11.30pm**, with **last entry at 10.30pm**.

Who can use the service?

We support people who are experiencing a mental health crisis or struggling to cope. We offer a listening ear, help with safety planning and signposting to other support, through face-to-face, telephone or video contact. People can use the service if they meet the following criteria:

- Must live in Buckinghamshire or be registered with a Buckinghamshire GP.
- No previous contact with Adult Mental Health Services or Buckinghamshire Mind is needed.

Support options

We offer time to talk, think or simply 'be,' with different ways to access support:

- **Telephone or video:** appointments up to 20 minutes.
- **Face-to-face:** a 1-hour Crisis wellbeing group and/or a 30-minute one-to-one session.
- **Groups:** a calm, informal space with refreshments and distraction activities; time to talk, think or simply 'be'. Most time is spent in a group, with one-to-one support on request.

First contact: When someone first uses the service, we offer a telephone or video call. We then discuss face-to-face options with them for future visits.

How to refer

You can refer someone to Bucks Safe Haven by email or telephone. We also encourage people to contact us directly. The details below explain how to get in touch:

- **Professional referrals:** email buckssafehaven@oxfordhealth.nhs.uk or call the relevant service below.
- **Aylesbury:** 01296 453017
- **High Wycombe:** 01494 218098
- **Self-referrals are encouraged:** ask the person to call the relevant number during opening hours.
- Calls and emails are answered **only during opening hours**.

Response times and what to tell the service user

When you make a referral, please help the person understand when they can expect to hear from us. For referrers information, we aim to respond within the following times:

- **Referrals marked 'Urgent':** we aim to respond within 24 hours.
- **Standard referrals:** we aim to respond within 48 hours.

Please let the person know we will aim to contact them within 48 hours and inform them they also have the option to contact us directly. Our response may sometimes be delayed by staffing capacity. They are welcome to call whenever we are open, including while waiting to hear from us.

Please make the person aware we will call from a withheld number.

Consent and information sharing

To support joined-up care, we may need to share information with others involved in a person's support. Please discuss consent with the person you are referring, as outlined below.

If we have serious concerns about someone you support as their primary care worker, we may contact you to discuss them.

Please obtain general consent to share information with other Safe Haven services if needed, to support joined-up care.

What we offer and service limits

We offer time-limited crisis support in a non-clinical environment. The summary below explains what people can expect from us and the support we are not able to provide.

We offer	We do not offer
• Time limited support during a crisis • A non-clinical, sociable environment • Refreshments • Activities including games, crafts, and puzzle books • Workers who listen and explore coping strategies • An opportunity for informal peer support if desired • Staff from varied backgrounds providing person-centred support in line with Buckinghamshire Mind values • Input from an Oxford Health clinician when necessary	• A place of regular safety • Counselling • Psychiatric assessment or intervention • Medical care • All night support: we close at 11.30pm • Transport to or from the venue • A social club • In-depth telephone support

Further information

If you would like more information about Bucks Safe Haven, we can provide written information and literature, or arrange a team visit to your organisation. Please email buckssafehaven@oxfordhealth.nhs.uk.