Welcome to Safe Haven

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

Welcome to Safe Haven. Thank you for joining us. We understand that you are going through a challenging 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.

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.

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 Key Worker, we may ask to discuss your care with them, to ensure we are working together to support you in the best way.

Some people we support attend Safe Haven once or twice, whereas others need more time. Our service is short-term, as such part of the support we offer involves connecting you with services and organisations that can provide long-term support via signposting.

We see lots of people experiencing a mental health crisis, and we hope that by 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 where possible.

What keeps Safe Haven safe?

Our staff and service users have worked together to produce a list of guidelines that help keep Safe Haven safe. We ask all attendees to sign a service Agreement that includes these guidelines. 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 you:

- Sign and adhere to our People We Support Agreement
- 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 discussions held at Safe Haven (and those who attend) is kept confidential.
- 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 make telephone calls.
- Be respectful of other people's 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 or staff when they are not here; this includes service users from other Bucks Mind groups and professionals from other services.

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