

## Safe Haven project at the Time Out Café, Aldershot, Hampshire

This submission meets the entry requirements because:

- It is an ambitious and innovative way of delivering patient care.  
*It transcends traditional agency boundaries and geographical borders.*
- It has high quality management and leadership.  
*The Operational Steering Group includes service users and a carer.*
- It is an approach that can be easily measured and have a real impact.  
*A&E attendances have decreased, users are unequivocal in their support.*
- The approach has made a difference to patient care.  
*There is now a real alternative to attending A&E with mental health problems.*
- It can make a positive difference to people's lives in the long term.  
*Several users have stated that the Safe Haven has saved their lives.*
- It can be replicated in other organisations.  
*Partnership working is the key to success.*

Independent research was conducted in 2012 with service users, carers and statutory, primary and third sector providers as to why people attended A&E with their mental health problems.

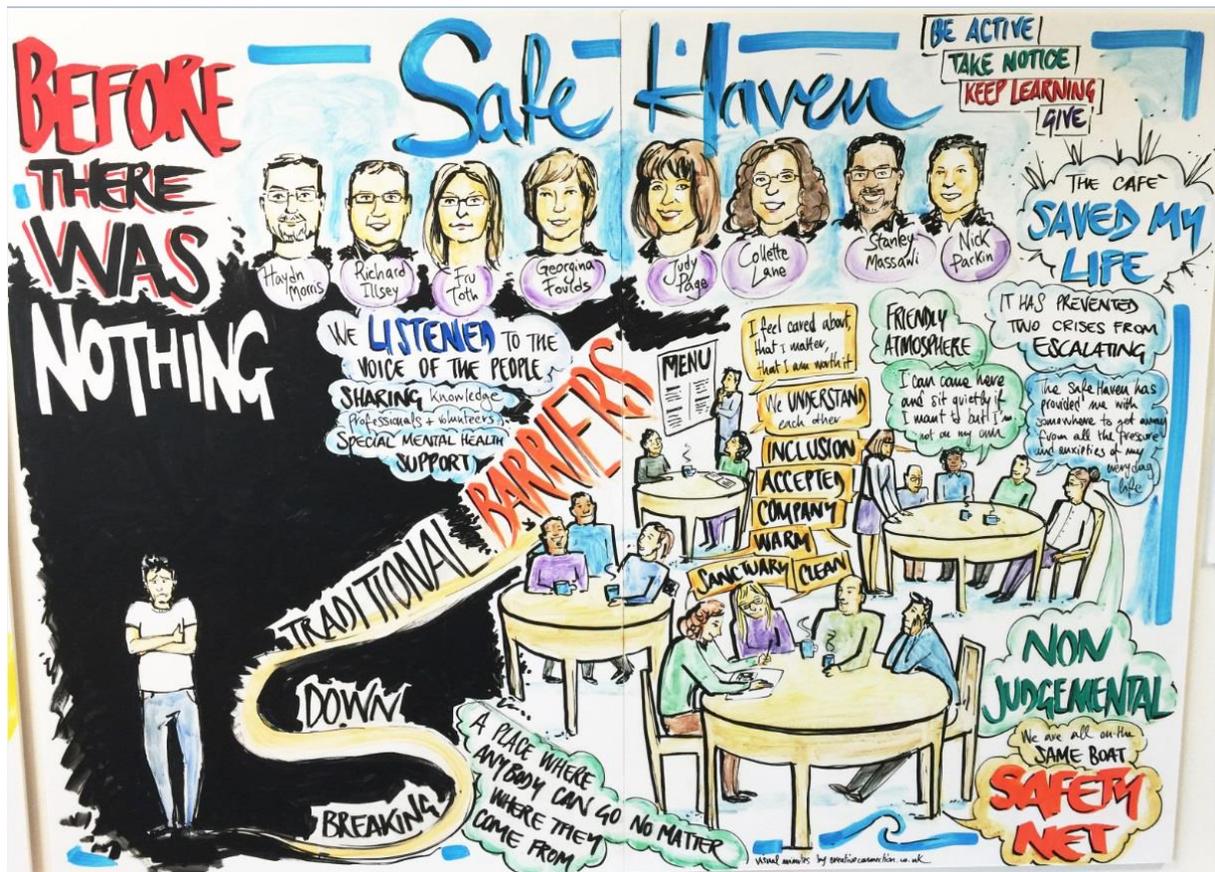
It concluded that people wanted a physical place to go, out of hours, where they could get support and advice. They wanted a safe environment to access mental health support when they needed it.

As a direct result of this consultation the Safe Haven at the Time Out Café was born.

The Safe Haven is a pioneering service funded by NHS North East Hampshire and Farnham Clinical Commissioning Group (CCG). Surrey and Borders Partnership Foundation NHS Trust, Maidstone Community Care Housing and Catalyst (formerly known as Surrey Alcohol and Drug Advisory Service - SAdAS) were commissioned to work in partnership to provide a service that would be an alternative to A&E and give support to people who are in, or could be developing, a mental health crisis.

The Wellbeing Centre in Aldershot was chosen as it is in the centre of Aldershot and accessible by public transport. The service started on March 31, 2014. It operates from 6pm-11pm Monday to Friday and 12.30pm-11pm at weekends and bank holidays.

The planning and day-to-day running of the Safe Haven is overseen by an Operational Steering Group, which consists of service representatives, a carer, a commissioner and the three organisations delivering the service.



### Who works in the Safe Haven project?

Staff from all three services bring a wide range of skills and qualifications, so the Safe Haven is a 'one stop shop' for people with mental health needs.

Staff listens without judgement; they respect without conditions, and support those in crisis. No appointment is required and everyone is welcome.

People have access to a range of community information on mental health and wellbeing, as well as invaluable peer support which promotes integration into the community.

People have benefited from information on job seeking, harm reduction, socialising, activity and diversionary work as well as having a calm and friendly environment for secondary mental health interventions.

### What is different about this service?

The Safe Haven is different because it is a service that is open to anyone regardless of where they live, and whether or not they are known to mental health services. Nobody is turned away.

This is a partnership approach that has transcended traditional agency boundaries and geographical borders. The approach is to offer both a safe place for people to attend and socialise in a quiet non-judgemental atmosphere or to have access to one to one counselling or peer support. If needed, people can have access to specialist mental health support and assessment.

The service focuses on providing individuals with the opportunity to learn about their own response to crisis and to develop self-management skills to break the cycle of crisis.

**“Coming here, it’s literally been a lifesaver.”**

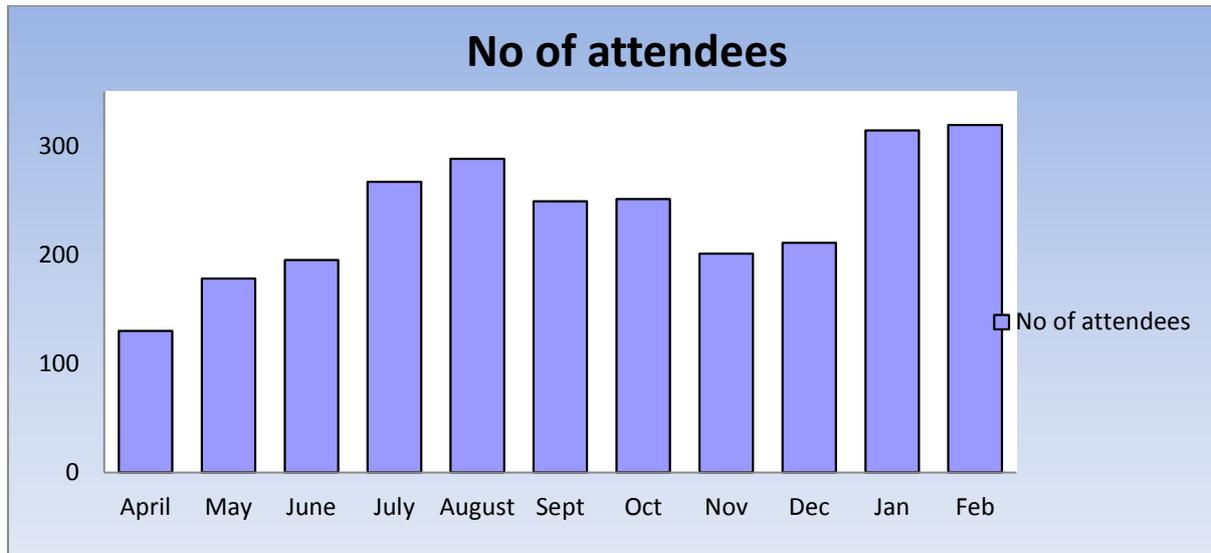
Listen to people who use the Safe Haven in this two minute video:

[http://youtu.be/BTfN\\_vopEAU?list=UUGarm96g7rM3XuZZeqjzRYw](http://youtu.be/BTfN_vopEAU?list=UUGarm96g7rM3XuZZeqjzRYw)

**Real life feedback  
(from a survey in February 2015)**

<i>✓ I had made serious plans to end my life and talking to **** saved me. He understood and was supportive. Without him I wouldn't be here to write this.</i>
<i>✓ I would have taken an overdose if I didn't have the support of the Safe Haven.</i>
<i>✓ If I hadn't come in tonight I would have self-harmed but talking to someone has relieved my crisis and helped me understand my situation and what I need to do.</i>
<i>✓ Please keep it open. It's a fantastic service and really does help during a crisis.</i>
<i>✓ Changed my life. I don't have to sit in A&amp;E for four hours. Don't know what I would do without it.</i>
<i>✓ I know if the Safe Haven had not been here I may have been dead as I have thought about killing myself.</i>

## Attendance figures April 2014 – February 2015



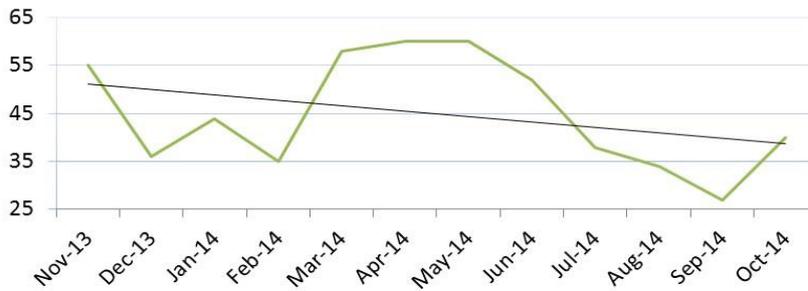
## Reasons for attendance at the Safe Haven

	Total Attendances	Reported use as an alternative to A&E	To help maintain wellbeing during difficult time	For social reasons	Total Numbers of people attended the project
October	252	48 (includes 2 regular attenders)	172	32	81
November	201	41	138	22	57
December	211	45	148	18	59
January 2015	314	51	235	28	92
February 2015	319	58	235	26	102

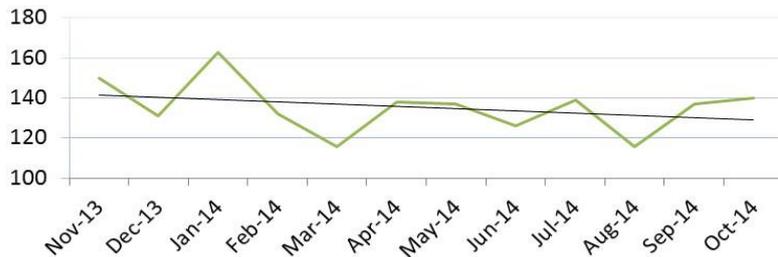
## Impact

Since its inception the Safe Haven has seen attendances increasing month by month. It has also been evaluated independently by *Mental Health Strategies* and has been shown to have reduced acute psychiatric admissions locally by 33% [see graphs below].

*Admissions to trust sites from Safe Haven catchment area - Nov 13-Oct 14*



*Admissions to trust sites from areas outside the Safe Haven catchment area - Nov 13-Oct 14*



Both across the trust as a whole, and across the catchment area of the Safe Haven (Rushmoor, Hart, Surrey Heath and Waverley), the number of admissions per month has fallen slightly over the 12 months up to the census.

Since April however, admissions fell for the catchment area localities by 33%.

Without this decrease, the trust admission rate would have remained largely constant since April.

**To correct for optimism bias, this reduction in admissions has been sensitivity tested in our scenario modelling.**

## What next?

Such has been the Safe Haven's success, it is now being embedded as part of mainstream mental health funding from the CCG. Its life-changing impact is expected to continue, as is its positive impact on reducing hospital admissions.

## Conclusion

This has been a highly successful trailblazing project which has been recognised at a national level by the Department of Health as good practice.

It is very highly regarded at a regional level as part of the Hampshire and Surrey Crisis Care Concordat for its partnership working and as a model of thinking differently about mental health crisis.

It is a Gold Award winner in the Surrey and Borders Partnership NHS Foundation Trust STAR awards, for partnership working.

*please see next page for contact details*

**Name**

Nick Parkin

**Organisation**

NHS North East Hampshire and Farnham CCG

**Address**

Aldershot Centre for Health, Fourth Floor, Hospital Hill, Aldershot, GU11 1AY

**Telephone**

07721 869937

**Email**

[nick.parkin@nhs.net](mailto:nick.parkin@nhs.net)

**Supporting partners**

Judi Page, Maidstone Community Care Housing

Georgina Foulds, Surrey and Borders Partnership NHS Foundation Trust

Haydn Morris, Catalyst

Jason Brandon, Hampshire County Council

**Supporting director**

Ros Hartley, Director of Strategy and Partnerships, NHS North East Hampshire and Farnham CCG

**Supporting Clinical Lead**

Dr Olive Fairbairn