

# Alternative to admissions

Safehavens

Stanley Masawi

Services Manager

---

Mental Health  
Services

[For a better life](#)

---

# Saf havens

- › Background to Saf havens
- › Support for people in crisis
- › Saf havens in North East Hampshire and Surrey
- › Access and referrals
- › Service you might expect
- › Links with other services
- › Impact for different stakeholders
- › Questions



# Background

- ▶ Getting the right care, at the right time has often proved challenging
- ▶ Dissatisfaction of crisis services provisions
- ▶ People often have to endure long waits in a crisis situation
- ▶ Reactive care instead of proactive care
- ▶ Carers are often not provided with adequate information to understand the role and functions of services in when loved ones are in crisis
- ▶ Carers have reported that they did not know where to turn to in an escalating situation –especially out of hours
- ▶ There has been this huge ‘expectation’ on carers to take responsibilities without due regard of their own needs or their rights
- ▶ Services not effectively working together



# Support for people in Crisis

- ▶ Mental health crisis is often self defined
- ▶ There are services during core hours but it is out of hours that is an issue for people
- ▶ Different models and standards of crisis intervention provisions nationally
- ▶ Evidence for effectiveness has been described in some articles
- ▶ 5% casualty attendances are mental health related
- ▶ Repeated attendances to casualty departments or detentions under Section 136 MHA
- ▶ In 2011/2012 Section 136 MHA 23 500
- ▶ In 2012/2013 Section 136 MHA 21 814
- ▶ 17% of hospital based use of Section 136 MHA resulted in further detention following assessment



# Safehavens

- ▶ Survey conducted in 2012 concluded that people wanted a place to go that was safe but not casualty department when experiencing crisis
- ▶ They also identified that the facility needed to be local and accessible
- ▶ The model harnesses people's own strengths and resilience
- ▶ Mental health crisis= physical health crisis
- ▶ Safehaven are a walk in service alternative provision to attending casualty department
- ▶ It is out of hours and target those hours when mental health service provisions are low
- ▶ It is located in town centre location- accessible by public transport

Safehaven model of care is co-designed, co-produced and by people using services and carers

Service users and carers involvement

Partnership Working statutory and voluntary organisations working together

The steering group oversees the operation of the service

It operates no 'wrong door policy'

Access to crisis/emotional support is not controlled by boundaries or registration with a GP or having an address



---

# Safhavens in Surrey and North East Hampshire

## Opening hours are mainly

- ▶ Monday- Fridays 18:00hrs-23:00hrs
- ▶ Weekends and Bank Holidays 12:30hrs-23:00hrs

## Staffing

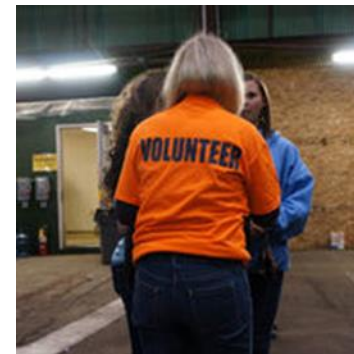
- ▶ Band 6 Mental Health Practitioner
- ▶ Support Workers
- ▶ Peer Support Workers( Using self management WRAP booklet to support those following a crisis)

- ▶ Aldershot Safehaven
- ▶ Woking Safehaven
- ▶ Redhill Safehaven
- ▶ Epsom Safehaven
- ▶ Guildford Safehaven
- ▶ Camberley Safehaven



# Access to Safhavens and referral sources

- ▶ Anyone who is in crisis and does not require medical intervention can attend
- ▶ Everyone is welcome to access Safehaven support before crisis point
- ▶ Anyone who requires urgent and emergency access to crisis care
- ▶ You also welcome if you require support with your recovery and staying well and preventing future crisis
- ▶ You do not need an appointment
- ▶ Largely self referrals
- ▶ Accompanied by carers, family or friends
- ▶ Police
- ▶ Ambulance
- ▶ Out of hours GPs
- ▶ 111/101
- ▶ Crisis Helplines/Samaritans
- ▶ Statutory/voluntary services



# Service people might expect

- ▶ ...be treated with warmth, respect without judgement
- ▶ ...treated with dignity, care and compassion
- ▶ ...expect to be seen promptly
- ▶ ...You can have your immediate needs assessed by a mental health practitioner
- ▶ ...Active recognition of carers and their needs assessed and appropriate care
- ▶ Links with other services
- ▶ Acute Care pathway
- ▶ Secondary Care pathway
- ▶ Recovery Colleges
- ▶ Carer support services
- ▶ Voluntary sector- community connections





# Impact

- Genuine alternative for people that would otherwise attend casualty
- Alternative provision for those that would have needed detention by the police had this not been available
- Ambulance services now bring out people who do not need to attend casualty
- Local inpatient bed usage in North East Hampshire fell by 33% (independently verified by mental health strategies)
- Attendances continue to rise March 592, April 650 attendances, May 508
- Saf havens can compliment local traditional services
- They help intercept escalating crisis situation in the community
- Improves accessibility during crisis
- Improve people's experiences of services in crisis

# Safehaven Services

[Stanley.Masawi@sabp.nhs.uk](mailto:Stanley.Masawi@sabp.nhs.uk)

01276 605566

07876575591

---

Mental Health  
Services

[For a better life](#)

