

Aldershot Safe Haven

An evening drop-in service providing people aged 18 years and over with mental health preventative and crisis support out of hours, 365 days a year. The service is delivered as part of the **Happy, Healthy, at Home Vanguard programme (NEHF CCG)**.

NHS staff, along with voluntary sector partners, are on site to provide **crisis support and to help people maintain their mental health**, with the aim of avoiding the need for emergency NHS care.



Launched in
2014

4,275 attendances (Aug 2016 – July 2017) –
Average 12 people per shift



Over half of people attend for
preventative reasons



“We are getting much better at ensuring the appropriate response comes from the most appropriate agency. In the Hart and Rushmoor area, that would include referrals to the Safe Haven.”

Inspector Huw Griffiths, Hampshire Constabulary Mental Health Lead



A cohort of service users showed a small decrease in ED attendances at 12 month follow up



Fewer mental health related police deployments across Rushmoor in 2016/17 equates to an estimated saving of 310 hours of police time



People using the service report positive impacts:

85%

of respondents agreed that the service had prevented them from being in crisis

94%

of respondents agreed that the service offered a safe place to go



Section 136

suite detentions have declined for North East Hampshire, going against the rising national trend



Feedback demonstrates that service users value the service:

“Things had got so bad that I didn’t know where to turn and was feeling very alone and isolated. The Safe Haven helped to give me somewhere I could go to keep myself safe until I can see my GP”

Service User

“They calmed me down when I had made plans to end it. [Staff member] was very calming and listened. [They] gave me hope.”

Service User

Service User feedback indicates that the Safe Haven is an established part of the local mental health pathway –

52% of people found out about the service from other Mental Health services



Key to the service’s success:



Teamwork



Promoting service user independence



Effective signposting



Providing a safe space



Ability to accelerate treatment



Building strong relationships with other local services – NHS, police etc.

For more information visit www.wessexahsn.org.uk or email enquiries@wessexahsn.net



Download the full report from the NEHG CCG or AHSN website