Aldershot Safe Haven

An evening drop-in service providing people aged 18 years and over with mental health support out of hours, 365 days a year. The service is delivered as part of Happy, Healthy, at Home Vanguard programme in North East Hampshire and Farnham.

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

56% Prevention 23% Social 13% Crisis 7% Other

“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

Findings suggest a reduction in demand for acute health services

A cohort of service users showed a 48% 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 or strongly agreed that the service had prevented them from being in crisis

94% of respondents agreed or strongly agreed that the service offered a safe place to go

Section 136 suite detentions** have declined for North East Hampshire, going against the national trend

* Compared to 2013/14

** The ability of the Police to hold a person or take them to a place of safety under the Mental Health Act on the grounds of that a person has a potential mental illness.

Based on independent evaluation report published October 17
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 NEHF CCG or AHSN website

Based on independent evaluation report published October 17