

**BEFORE  
THERE  
WAS  
NOTHING**

# Safe Haven

**BE ACTIVE  
TAKE NOTICE  
KEEP LEARNING  
GIVE**



**THE CAFE  
SAVED MY  
LIFE**

**WE LISTENED TO THE  
VOICE OF THE PEOPLE**  
SHARING knowledge  
Professionals + volunteers  
SPECIAL MENTAL HEALTH  
SUPPORT

**TRADITIONAL BARRIERS**

**DOWN  
BREAKING**

**A PLACE WHERE  
ANYBODY CAN GO  
WHERE THEY  
COME FROM**



I feel cared about,  
that's matter,  
that I am worth it

**FRIENDLY  
ATMOSPHERE**

I can come here  
and sit quietly if  
I want to but I'm  
not on my own

IT HAS PREVENTED  
TWO CRISES FROM  
ESCALATING

The Safe Haven has  
provided me with  
somewhere to get away  
from all the pressure  
and anxieties of my  
every day  
life

**WE UNDERSTAND  
each other**

**INCLUSION  
ACCEPTED  
COMPANY  
WARM**

**SANCTUARY CLEAN**

**NON  
JUDGEMENTAL**

We are all on the  
SAME BOAT  
**SAFETY  
NET**



# 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



"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\*. Equals 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** detentions\*\* have declined for North East Hampshire, going against the 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](http://www.wessexahsn.org.uk) or email [enquiries@wessexahsn.net](mailto:enquiries@wessexahsn.net)

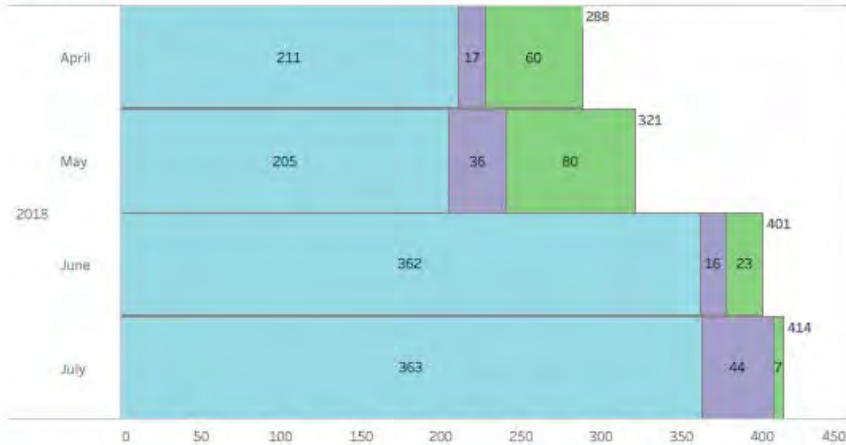


Download the full report from the NEHF CCG or AHSN website



# Safe Haven: Visit information for 2018 - 19 to July - Aldershot

Visitor numbers



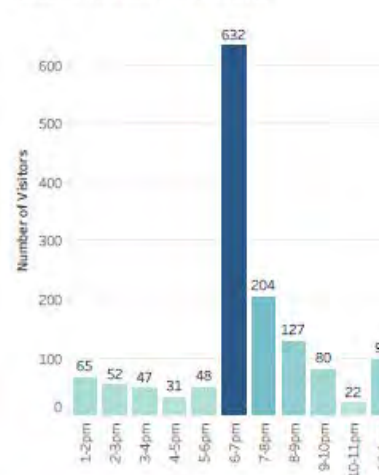
Measure Names

Previous visitors from the last three months | First-time visitors | Other Visitors

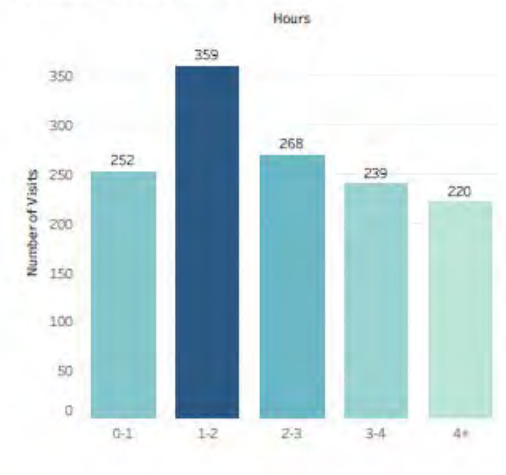
Where visitors have travelled from (cumulative)



Visitor arrival times (cumulative)



Lengths of visit (cumulative)



Visitors per day (Average - cumulative)



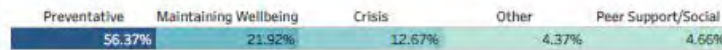
Number of carers and people arriving supporting someone (cumulative)



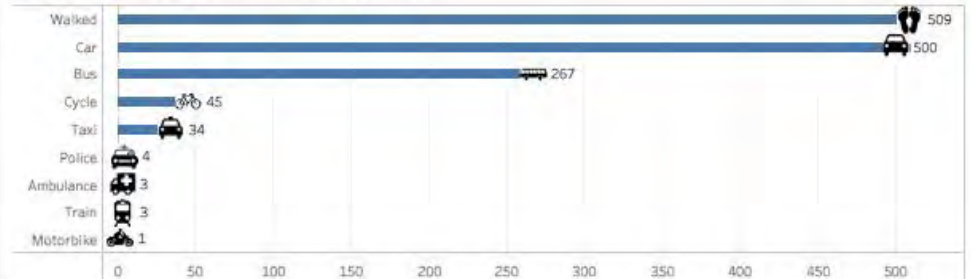
Visit alternative to (cumulative)

A&E	5.34%
Crisis Line	1.12%
Friends/Family	4.00%
Other	89.54%

Reason for Attending (cumulative)



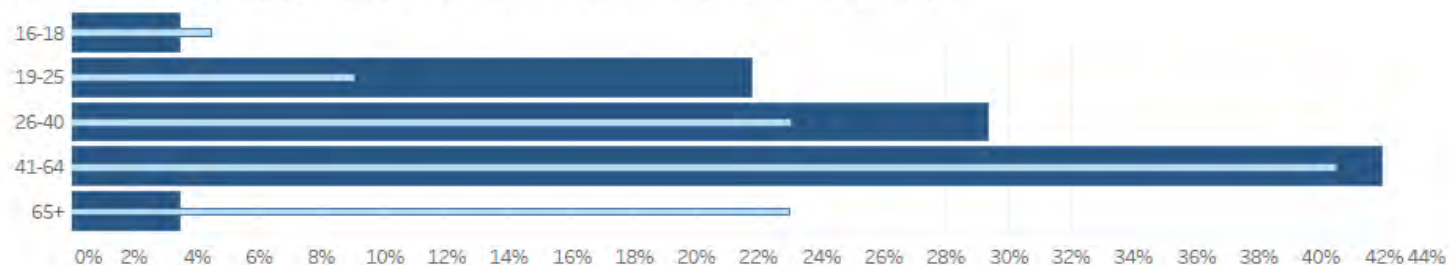
Mode of transport to get to Safe Haven (cumulative)



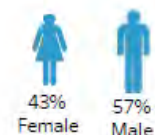
# Safe Haven: Monitoring information for - 2018 - 19 to July - Aldershot

Number of forms filled in: 21

Age - Comparing age demographics of Safe Haven visitors and the general population



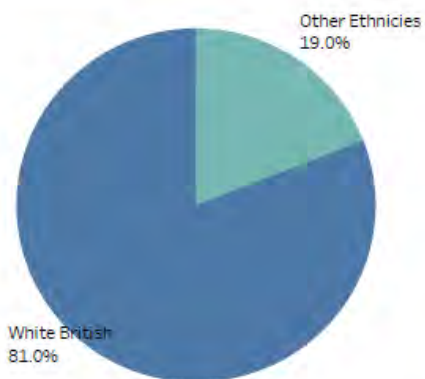
Gender



Dark blue lines: Percentage of Safe Haven visitors per age band (of those completing monitoring forms)

Pale blue lines: Percentage of general population (16+) within each age band

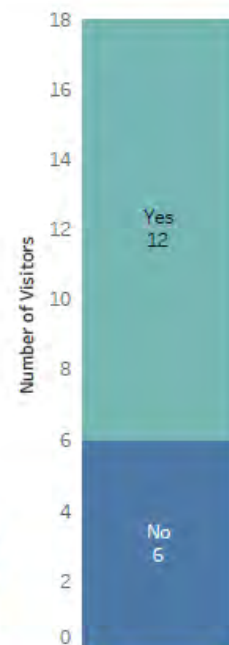
Ethnicity



Non-White-British ethnicities

Ethnicity	Percentage
Any Other White Background	25.0%
Black or Black British African	25.0%
Mixed White and Asian	25.0%
Mixed White and Black Caribbean	25.0%

Disability (having)



Type of Disability

Autism	3
Learning	3
Physical	3
Visual impairment	1

Registered disabled (of those recording as Having a disability)



Marital Status

Divorced	23.53%
Married	11.76%
Single	64.71%

Armed Forces

Null	14.29%
No	80.95%
Yes (am)	4.76%

Carer

Yes	4.76%
No	95.24%

Religion

Christian	55.56%
None	22.22%
Not willing to disclose	5.56%
Other	16.67%

# Safe Haven: Survey information for 2018 - 19 to July - Aldershot

Number of surveys completed: 11

Overall how satisfied are you with your experience at the Safe Haven today?



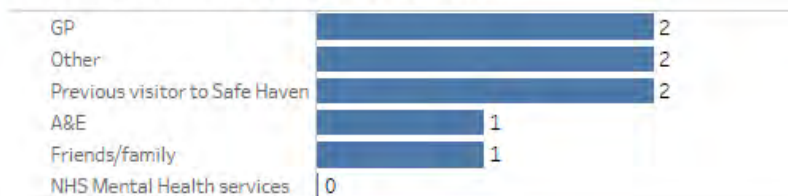
During my visit I felt (grouped):

	Negative response	Neutral response	Positive response
Better equipped to manage my mental distress	9.1%	9.1%	81.8%
I received the right advice & support	9.1%	0.0%	90.9%
I was listened to and taken seriously	9.1%	0.0%	90.9%
I was treated with warmth & compassion	0.0%	0.0%	100.0%
Informed to make choices	9.1%	9.1%	81.8%
My visit helped me manage a difficult time	0.0%	9.1%	90.9%
My visit prevented me from being in a crisis	0.0%	9.1%	90.9%
The Safe Haven offers a safe place to go to	0.0%	9.1%	90.9%

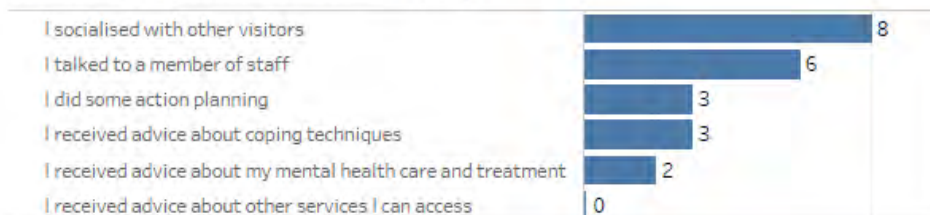
How many times have you been to the Safe Haven?



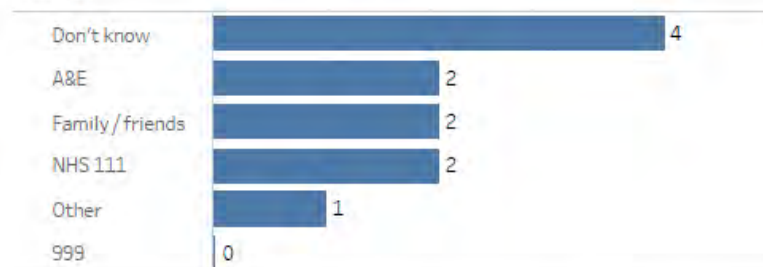
How did you find out about the Safe Haven?



What did you do at the Safe Haven today?



Where would you have gone if the Safe Haven had not been open today?



What were your main reasons for attending the Safe Haven?

