

Safe Haven crisis support

Safe Haven offers an alternative to A&E for adults in mental health crisis.

At Safe Haven, we provide same-day support, on the phone or face to face. We accept both self-referrals and professional referrals.

Contact our referral line, open every day of the year 11.30am–9.30pm.

Call **01865 903 037** or email **osh@oxfordshiremind.org.uk**

If referring someone who's never accessed Safe Haven, we will need their consent to call them back, their name, date of birth, full address, and telephone number.

We have access to clinical notes to check risk and any plans in place, to ensure we provide a consistent approach and continuity of care. With client's consent we will share notes with other professionals.

Who is it for?

The service is for people aged 18+ living in Oxfordshire who:

- are experiencing a mental health crisis
- are able and willing to engage with same-day support

We cannot see people who are intoxicated, require medical attention or present high risks to others.

What we can offer

Safe Haven offers a range of same-day support, including:

- **1:1 face-to-face support** – opportunity to be listened to non-judgementally and be in a safe place.
- **1:1 telephone support** – for those who have difficulty accessing face-to-face support.
- **Distraction space at our hubs** – a safe place where people can come and engage in grounding and refocusing activities and learn new coping strategies.

As a service, we can offer the following:

- Time to listen
- Risk assessment and Safety planning
- Exploring coping strategies
- Grounding and refocusing activities in a group setting
- Signposting to additional or alternative services

Safe Haven offers short-term support during mental health crisis, it is not a substitution for an ongoing support or treatment.