

Definition

Safe Haven offers short-term, non-clinical support by telephone and in person to adults experiencing mental health crisis in Oxfordshire, as an alternative to A&E.

We work in partnership with Oxford Health NHS Foundation Trust and support clinical teams in crisis support.

In a Mental Health Crisis?

Do you need...

Same day mental health support

Someone to listen without judgement

Somewhere safe to be when you feel at your lowest

Get support from Safe Haven

Banbury Safe Haven

Open Friday – Monday
(6:00pm–10:00pm)

01295 270 004

(referral line open 5:00pm–9:30pm)

Oxford Safe Haven

Open 7 evenings a Week
(6:00pm–10:00pm)

01865 903 037

(referral line open 5:00pm–9:30pm)

Oxford Safe Haven

Opened in April 2018.

- * Currently opened **7 evenings a week** 6pm-10pm for face to face and phone support
- * Additionally, Tuesday, Wednesday, Thursday 11.30am -15.30pm for phone support only.

FROM JANUARY: 7 day a week provision



OXFORD SAFE HAVEN
Entrance 2, Manzil Way Resource
Building, Oxford, OX4 1XE

Banbury Safe Haven

Opened in February 2020.

Currently opened out of hours when other
services are shut

Friday, Saturday, Sunday and Monday

6pm-10pm

Face to face and phone support



**The Banbury Wellbeing Hub,
Britannia Road,
Banbury, OX16 5DN**

Crisis support pathway

We are part of the Crisis pathway within Oxfordshire

We work in close partnership with Oxford Health to deliver Safe Haven

Frequent referrals from and joint working with AMHT, EDPS, CRHTT.

We also have access to the Oxford Health's clinical notes system (CareNotes)



What we provide

- One-to-one person-centered strengths-based approach used to explore ways of coping
- Collaborative safety planning, and encouraging use of existing safety plans where appropriate
- Risk assessment and consistent and joined up approach that compliments clinical input
- A calming, non-clinical environment to explore crisis and access to refocusing activities
- Signposting to additional services relevant to the individual's needs



Benefits of our service

- We work alongside our service users and empower them to explore their own solutions, therefore enabling them to develop the skills they need to manage more effectively when in crisis
- We work with our service users to understand how they can utilise us effectively, without becoming dependent on us
- We liaise closely with clinical colleagues to ensure we are providing joined up care,
- We have the time to explore options with our service users and share details of additional services that are relevant and appropriate to their individual needs
- We can escalate directly to the Crisis Team, if we need to.



Referral Criteria

- Any adult aged 18 years and over in Oxford in mental health crisis, or seeking to prevent mental health crisis

Exclusion Criteria

- Anyone requiring immediate physical health treatment, including taking over a prescribed amount of medication
- Anyone intoxicated by drugs and alcohol to the extent they cannot participate in meaningful conversation
- For face-to-face: Anyone with Covid-19 symptoms or in isolation due to Covid-19
- For face-to-face: Anyone with significant ongoing risk to others that would make it inappropriate for them to be in a shared space with other vulnerable adults

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How to access

To self-refer to Safe Haven we ask that patients always give us a call first on the day they want to access.

To make a professional referral please email us.

oxonsafehaven@oxfordhealth.nhs.uk

Our referral line is open every evening between 5pm – 9pm, and during the day on Tuesday, Wednesday, Thursday 11.30-3pm

Tel: 01865 903 037

