

Safe Havens launch virtual mental health crisis service to increase their reach amid the Coronavirus epidemic

People who are facing a mental health crisis can now attend one of the five Safe Havens across Surrey and North East Hampshire virtually following the launch of a new service.

Safe Havens are staffed by mental health nurses and mental health practitioners. They provide adults in crisis with expert advice and support in the evenings and at weekends. They are continuing to see people in person seven days a week from 6pm-11pm. But, in addition, they are also now offering a virtual service during the same hours.

This means those who are self-isolating due to the Coronavirus or who are in a vulnerable group or shielding or anxious about travelling will now be able to access their local Safe Haven without leaving home. This will help to ensure people receive timely advice and support and avoid unnecessary visits outside of the home and also visits to A&E.

Each of the Safe Havens is providing the virtual service. To access these services, people should go to www.sabp.nhs.uk/safehaven and scroll down to 'Virtual Safe Havens' where they will find links that take them to their nearest virtual Safe Haven service. The Safe Havens are based in Epsom, Guildford, Redhill, Woking and Aldershot. Once they click on a link, they will be directed as to how to use the virtual service. They will then be taken into a virtual waiting room before being 'seen' by one of the members of their local Safe Haven team. The virtual service is operational from 6pm-11pm, seven days a week. Safe Havens will people aged 18 and over.

The Safe Havens are provided in partnership between Surrey and Borders Partnership NHS Foundation Trust and third sector mental health specialists, Catalyst, Andover Mind, Mary Frances Trust and Richmond Fellowship. They are funded by Surrey and North East Hampshire NHS Clinical Commissioning Groups.