

## **‘Highly recommended’ Warwickshire Safe Havens - a drop in for anyone in need of mental health support**

Warwickshire County Council (WCC), in partnership with Mental Health Matters (MHM) launched a new service called Warwickshire Safe Havens on 1 July 2019. This is a drop in service for anyone aged 16 and over who is feeling distressed, worried or in need of mental health support. The service was opened in two locations - Leamington Spa and Nuneaton - and provides out of hours face-to-face and telephone support for Warwickshire residents experiencing mental distress.

Warwickshire Safe Havens is focused on reducing immediate distress and supporting visitors to access services and opportunities available to them in the wider community. Any members of the community who want to use the service can visit simply for a cup of tea and a chat, or they can access one-to-one emotional support from trained mental health professionals. Safe Haven also offers help in creating staying well and crisis plans whilst supporting visitors to access other services and organisations that may be useful to them. Users of Safe Haven can also have access to a 24-hour telephone emotional support line staffed by trained counsellors.

Since the launch of Safe Havens in July, MHM have received very positive feedback about the service. In particular one visitor said:

“I contacted Safe Haven with regards to my daughter who was struggling with her mental health and the service was amazing!

“The mental health professional spoke to my daughter over the phone and persuaded her to come to an evening drop in. The staff were just lovely, they chatted to me whilst my daughter was speaking to another member of staff about the problems she was struggling to cope with. I would recommend the service to anyone in need!”

Councillor Les Caborn, portfolio holder for adult social care and health, said:

“Warwickshire Safe Havens is a fantastic initiative which supports anyone who is feeling distressed, frightened or overwhelmed and doesn’t know where to turn to get mental health support.

“I would like to personally encourage anyone who is having these feelings to visit a Safe Haven in Nuneaton or Leamington for a welcoming, non-judgmental and non-clinical environment to get the support they need.

“No appointment or referral is needed to visit a Safe Haven – people can walk in any time during opening hours – and carers and family members are also welcome.”



Warwickshire County Council have commissioned the service from Mental Health Matters on behalf of the Coventry and Warwickshire Health and Care Partnership.

If you or someone you know is struggling with your mental health you can contact Warwickshire Safe Havens using the details below:

To contact Warwickshire Safe Haven @ Nuneaton call 07887 627524 or email them at [warwickshiresafehaven@mh.org.uk](mailto:warwickshiresafehaven@mh.org.uk)

To contact the Warwickshire Safe Haven @ Leamington Spa call 07483 991763 or email them at [warwickshiresafehaven@mh.org.uk](mailto:warwickshiresafehaven@mh.org.uk)

Calls and emails at both locations are monitored between 6pm-11pm.

For further information on the service visit <https://www.mh.org.uk/warwickshire-safe-havens>.