



## How to access our service

When you contact us, you will speak with a member of our welcoming and friendly team, who will ensure that our service is appropriate for your needs before inviting you to come to Safe Haven.

Safe Haven is not a drop-in service. Please note our phone lines are open from 6pm, so please call on the evening you wish to attend to reserve a space.

### Opening times

#### Aylesbury:

7 nights a week – 6.30pm to 12 midnight

#### High Wycombe:

7 nights a week – 6.30pm to 12 midnight

We ask that anyone attending the service arrives before 11pm.

We also have limited spaces to offer support over the telephone or via video link, please contact us to enquire about this service.

If we feel you need more support than we can provide we will discuss this with you and signpost you to more appropriate services.



## Contact us

### Aylesbury Safe Haven

Peach Tree House, The Whiteleaf Centre  
Oxford Health NHS Foundation Trust  
Bierton Road, Aylesbury, Bucks. HP20 1EG  
**01296 453017**

### High Wycombe Safe Haven

260 Desborough Road  
High Wycombe, Bucks. HP11 2QR  
**01494 218098**

[info@bucksmind.org.uk](mailto:info@bucksmind.org.uk)  
[buckssafehaven@oxfordhealth.nhs.uk](mailto:buckssafehaven@oxfordhealth.nhs.uk)  
[www.bucksmind.org.uk](http://www.bucksmind.org.uk)



[www.twitter.com/bucksmind](http://www.twitter.com/bucksmind)  
[www.facebook.com/BucksMind](http://www.facebook.com/BucksMind)  
[www.instagram.com/bucksmind](http://www.instagram.com/bucksmind)

Working in partnership with:



Buckinghamshire Mind is affiliated to national Mind and is quality assured under the Mind Quality Mark.

Buckinghamshire Mind (The Buckinghamshire Association For Mental Health) is a Registered Charity (No: 1103063) and a Company Limited by Guarantee (No: 5000185)

# In a Mental Health Crisis? Bucks Safe Haven is here for you

## Do you need...

- Listening support
- Signposting
- Safety planning

If you are an adult in crisis please call us first so we can hold a space for you.

### Aylesbury Safe Haven

**7 nights a week 6.30pm to 12 midnight**  
(call from 6pm, last entry at 11pm)

**01296 453017**

Peach Tree House, The Whiteleaf Centre, Oxford Health NHS Foundation Trust, Bierton Road, Aylesbury, HP20 1EG

### High Wycombe Safe Haven

**7 nights a week 6.30pm to 12 midnight**  
(call from 6pm, last entry at 11pm)

**01494 218098**

Buckinghamshire Mind, 260 Desborough Road, High Wycombe, HP11 2QR



## Who we are

At Buckinghamshire Mind Safe Haven, we incorporate national Mind's values to support our working practices, meaning we are:

### Open

We are open to people when they need us. We accept self-referrals and you do not need to have had previous contact with Buckinghamshire Mind or Adult Mental Health Services to access Safe Haven.

### Caring

We treat everyone with compassion and kindness.

### Experienced

We stand shoulder to shoulder with people with personal experience, ensuring our services make a difference.

### Unstoppable

We speak out fearlessly and won't give up.

### Together

We are stronger in partnership and respect everyone's contribution and background.



## What we do

Welcome to Safe Haven, part of Buckinghamshire Mind, the mental health charity.

We offer short-term intervention to people while they are in a mental health crisis, as an alternative to A&E. We understand that a mental health crisis can be a frightening and sometimes lonely experience. We are here to let you know that you are not alone.

We provide listening support, signposting and safety planning in a welcoming and supportive setting. We also understand that people sometimes want a place to just 'be' during a mental health crisis, and that's fine too.

**“Very caring, supportive and knowledgeable staff, providing a valuable service in a safe environment I would not otherwise have.”**

## How we work

There are several ways you can spend your time with us at Safe Haven:

- Talking with other service users who have similar experiences and taking part in crafts and games in our group room



- Doing individual activities such as crosswords and colouring



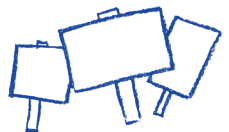
- Accessing one-to-one support in our separate one-to-one room



- Exploring ways you may be able to cope if a future crisis occurs



- Identifying local community organisations that may benefit you



We may ask you for feedback about your experience of Safe Haven. We use this to help improve and develop the service we provide. If you feel there is anything we can do better, please let us know!