



A listening ear for those who need support in a crisis

The Safe Haven provides a safe, confidential helpline for anyone living in, or who has an existing GP, in Haringey and is aged 18+. This service is also available for family, friends, and carers. If you are in crisis and need to talk, we have trained peer support workers ready to listen. We will not judge you - we can help you make sense of what you are feeling right now.



Call Us
0800 953 0223
7 Days a week
5 - 8pm
(Including bank holidays)



Out of hours:
leave a message or
text: 07943 156 973

Email: safehaven@mih.org.uk

*Seeing beyond how you feel right now can seem impossible.
But talking to someone who will not judge you could help you
today and tomorrow!*

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure.” Marianne Williamson



Promoting positive mental health and crisis support

Living with a mental health problem can often have an impact on day-to-day life. The Safe Haven Helpline was developed due to COVID-19, in partnership with Mind in Haringey, Clarendon Recovery College and BEH Crisis services.

We are here to support you and to make sure everyone experiencing a mental health challenge get support and respect.

Currently we are unable to offer a face-to-face service. We are exploring how we can safely provide this service in a building base, at Clarendon Recovery College.

Recovery journey

We are committed to offer support and hope every step of the way of your recovery. We believe that no-one should be in a crisis state alone. Together, we can make sure Haringey residents discover a life beyond crisis.

We know that residents with all kinds of mental health crisis can and do recover – this belief is important to how we support you. Mental ill health affects one in four people at some stage in their lives, and people's experiences vary greatly.





Our Vision

A thriving community where Haringey residents in crisis experience exceptional support, compassion; and appropriate tools for their recovery journey.



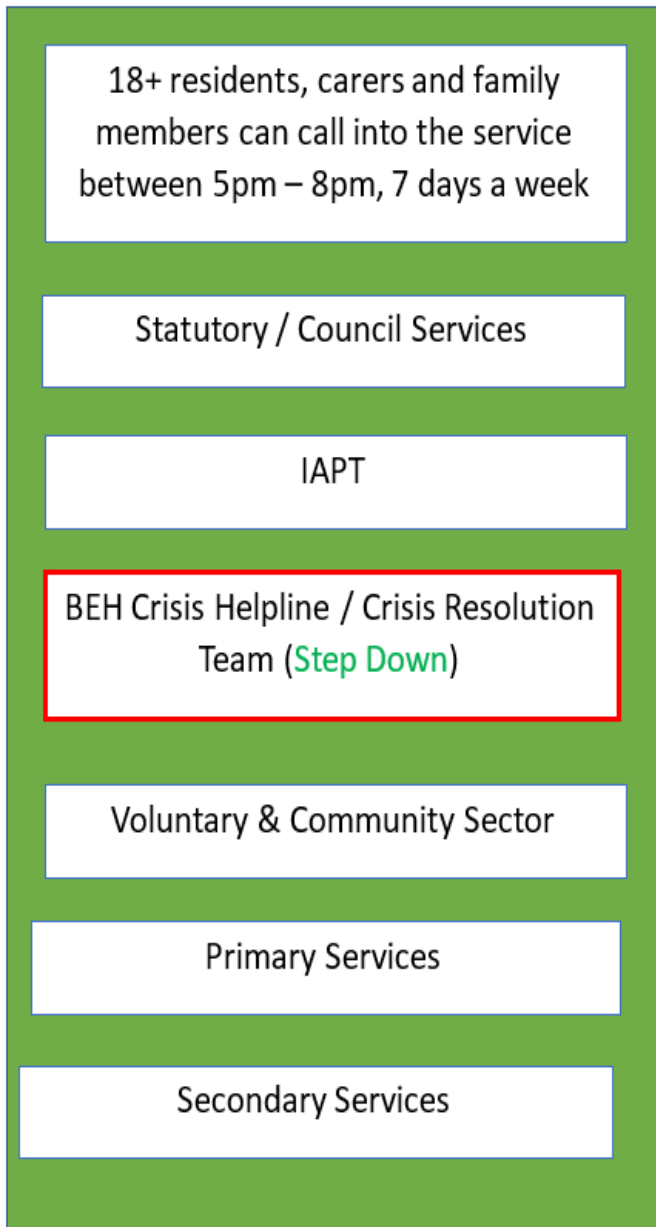


A mental health crisis is when you feel at breaking point, and you need urgent support.

What do we mean by crisis?	Support in a crisis
<p>A mental health crisis can mean different things to different people, but can include:</p> <ul style="list-style-type: none"> • thinking that life is not worth living; • hurting yourself or contemplating suicidal thoughts; • feeling hopeless, isolated, anxious, or not feeling good enough; • believing things will never get better, or • doing something that could put yourself or other people at risk. 	<p>The Safe Haven offers support in the following ways:</p> <ul style="list-style-type: none"> • Coping with personal crisis or someone close to you who may be experiencing a crisis. • Coping with hopelessness, isolation, loneliness, anger, guilt, anxiety, and difficulty facing the future • Support you to find relevant assistance relating to household difficulties, relationship challenges, food supplies; medication supplies; financial or debt assistance. • Information on local wellbeing support groups, well-being courses and Talking therapy services • Support in developing a well-being or safety plan • Signposting to appropriate organisations.



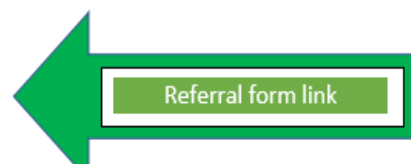
How to access the service?



Organisations can refer into the service - by completing a referral form and risk assessment via the link below.

Submit referrals to:
safehaven@mih.org.uk

- Out of hours leave a message or text:
07943 156 973





The Safe Haven service offers:

- ✓ Safe space to talk
- ✓ Non-judgmental approach
- ✓ Compassionate support and offering hope
- ✓ Reducing isolation
- ✓ Providing active listening
- ✓ Supporting you to rebuild your social networks
- ✓ Helping you to learn from a crisis by building on your strengths/resilience/support network (existing and new) and learning from previous crises

Who we are?

We are a team of dedicated and experienced Peer Support workers; and Shift Lead managers who offer, confidential, non-judgemental, and a compassionate service. We recognise that sometimes it can be difficult to talk about how you are feeling during a crisis you are going through. The Safe Haven helpline are committed to give you space and the time you need to find your words and a way forward.



**“Your mental health is a priority.
Your happiness is essential.
Your self-care is necessary.”**
Homeopathyrecovery.com



Urgent Crisis Support

**24-hour Crisis Telephone Service:
0800 151 0023**

If your life is at risk now:

If you are experiencing a mental health crisis and you need urgent or immediate help prior to our opening hours (5pm – 8pm). If you feel you feel suicidal, or have thought of seriously harming yourself, or need urgent medical support, please contact:

- 24/7 Crisis Telephone Service **0800 151 0023** or
- Call 999 for an ambulance
- Or go straight to A&E





Resources to help you cope in a crisis

Here are some practical tools and support services for you to explore and try out.

Mind in Haringey

The Wellbeing Advocacy service supports clients to manage their personal or social circumstances alongside their illness by making substantial changes to their lives and improving their overall wellbeing. This is achieved by signposting members to community groups and activities, information and time limited advocacy, services referral, and wellbeing support plans for up to 3 months.

[Visit Mind in Haringey](#)

Clarendon Recovery College

Our wellbeing courses are free for all Haringey residents aged 18+. We offer online holistic, co-produced courses to support residents with their mental health and develop self-care tools.

We offer opportunities to navigate and be in control of your own recovery plan. Our students and tutors work together as equal partners to co-design and co-deliver courses. We believe our students' knowledge and skills are just as valuable as those of our tutors. Everyone on our courses - tutors and students - brings their own expertise.

The courses are not therapy sessions and are not a substitute for therapy or clinical services.

[Visit Clarendon Recovery College](#)



Helpful support resources

If you decide that you do need further assistance, below is a variety of options on where to seek help, as well as suggestions on how to search for services that might be more specific to you.

- **Samaritans:** Free Any Time on 116 123
 - **The Black and Asian family Covid-19 Helpline:** 0800 1512605 or webchat
For Black and Asian children, young people and families affected by Covid-19
 - **BAME STREAM** Bereavement Support: Free online bereavement support sessions
Email: info@bamestream.org.uk / <http://www.bamestream.org.uk/>
 - **PAPYRUS for under 35s and their carers:** 0800 068 4141
 - **Cruse Bereavement Care helpline** – 0800 808 1677
 - **Sands Stillbirth and Neonatal Death helpline:** 0808 164 3332
 - **Haringey Domestic Abuse Helpline:** 0300 012 0213
 - **Connected Communities:** 020 8489 4431
 - **Haringey Alcohol Service:** 020 8800 6999/ visit dontbottleitup.org.uk or email: Hello@haga.co.uk
 - **Haringey Drug Service:** 020 8702 6220 or 020 8365 9032.
 - **National Debt advice:** Call free on 0808 808 4000
- ✓ **Good Thinking Digital Mental Wellbeing in London**
<https://www.good-thinking.uk/self-assessments/>
- ✓ **Staying Safe** – <https://stayingSAFE.net>:
- ✓ **Mencap advice and support for people with disabilities:**
https://www.mencap.org.uk/advice-and-support?qclid=EAlalQobChMIqcbidC47AIVia3tCh2HnQp8EAAYASAAEgKzHPD_BwE
- ✓ **The Princes Trust: Youth support: and on-line courses:**
<https://www.princes-trust.org.uk/about-the-trust/coronavirus-response/resource-centre>
- ✓ **LBGT Support and information**
https://switchboard.lgbt/?qclid=EAlalQobChMI97eOxKTK7AIVdoBQBh0E9gCKEAYASAAEgJPkFD_BwE
- ✓ **Carers UK**
<https://www.carersuk.org/how-you-can-help>



Your data Your rights

For information on what data this service collects about you and how we will handle click on link

The Safe Haven Helpline are committed to protecting your personal information. We ensure that your personal information is processed in a fair, open, and transparent manner. We take great care to protect your privacy and safeguard any personal details you provide to us.

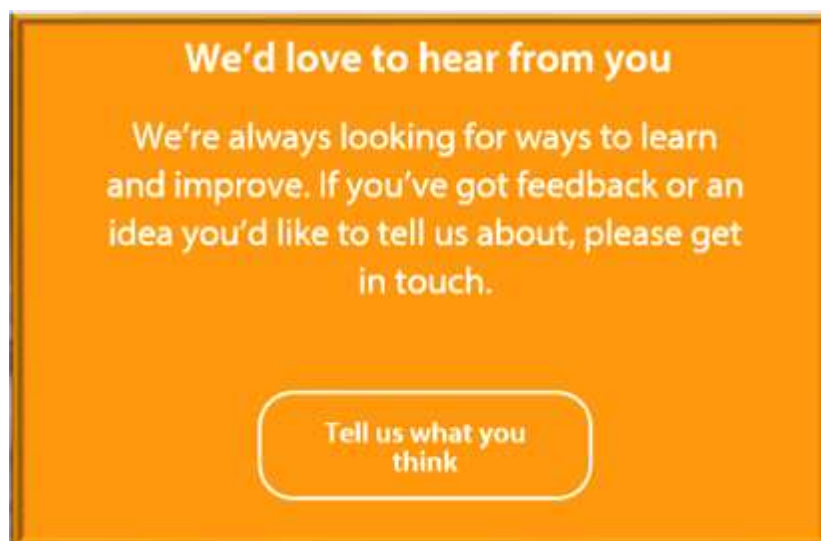


Who we share your information with?

All the information we hold is protected under the Data Protection Act 2018. The Safe Haven processes personal and sensitive data collected in accordance with Haringey Council, Mind in Haringey, and NHS data protection policies.

Your consent

We will not share your information without your consent unless you or others are at risk of significant harm. Whenever an agreement or confidence is broken without consent you will be informed, unless to do so would endanger you or another person's vital interest. In this context vital interests refers to a situation which would critically put people at risk which will seriously affect their or others', physical or mental health or wellbeing.





Tell us what you think!

We are committed to listening to what you have to say about us. Feedback provides us with an opportunity to improve our services. All feedback will be handled swiftly and taken seriously. For example, if you have a complaint to make about the Safe Haven helpline service, a Shift Lead will initially deal with your complaint.



If you complain:

- You will be treated with respect
- You will be listened to
- You will not have services withdrawn
- You will not be labelled a troublemaker
- You will be kept informed about the progress of your complaint.

To make a complaint:

1. You can ask telephone operator to speak to Shift Lead
2. You can email: safehaven@mih.org.uk

Can I get help to complain?

Yes, a friend, relative or carer can help you. However, we will need your written permission for them to act on your behalf. We can also give you information about how to contact local advice or advocacy agencies, which can help you make your complaint.