

What to expect at the Cumbria Safe Haven

REFERRAL

- * You can refer yourself or be referred by someone else.
- * Referrals can be taken via phone or email, or by attending a community drop-in session.
- * There is a short referral form to complete with staff which includes your personal details and what support you require.
- * During the referral we will book your first appointment at a time and day that suits you.

APPOINTMENTS

- * Appointments are available 7 days a week during mornings, afternoons, and evenings.
- * We provide a total of 8 appointments, generally on a weekly basis.
- * They can be face-to-face in Whitehaven or via telephone.
- * During the appointments, you will discuss your support needs to allow us to understand where we can best support you.
- * We can provide information and understanding of how to manage your current distress, whilst also providing emotional support.

DROP-INS

- * The drop-ins provide extra support for people within their own communities.
- * They are a safe space for people to go, offload and get advice and support where needed.
- * There's no limit on attendance, you can come as many times as you want to.
- * You don't need to book an appointment to attend.
- * You can attend any drop-in; it doesn't have to be the one in your area.

EXTRA INFO

- * Once the appointments end, if you require this support again in the future you can refer yourself back to us after a minimum 3-month break.
- * You don't need a mental health diagnosis to access the support.
- * Our services are free and open to anyone aged 18 and over.