

**City Locality Commissioning Meeting**

<b>Date of Meeting:</b> 12 <sup>th</sup> of July 2018				<b>Paper No:</b> 4		
<b>1. Title of Paper:</b> Oxfordshire Mind Workers in Primary Care						
<b>Is this paper</b>	<b>Discussion</b>	X	<b>Decision</b>		<b>Information</b>	

<b>Purpose of Paper:</b> Present the work of the Oxfordshire Mind Workers in Primary Care
<b>Action Required:</b> N/A

<b>Author:</b> Jess Willsher	<b>Clinical Lead:</b> N/A
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## OXFORD SAFE HAVEN

The Oxford Safe Haven (OSH) provides an additional resource to out of hours and an alternative to the hospital emergency department for people experiencing a crisis with their mental health. The service is operating for an initial six-month pilot period from the end of March 2018.

**OSH will be open on Friday, Saturday and Sunday 6pm till 12.30am. Last entry at 11.30pm.**

**Please note the referrer or service user must call in advance. We may not have a space if people arrive at the venue without calling ahead.**

### **OSH Contact Details**

**Telephone: 01865 903037      Mobile: 07710 092849**

**Email: [oxonsafehaven@oxfordhealth.nhs.uk](mailto:oxonsafehaven@oxfordhealth.nhs.uk)**

<b>Who to refer</b>	<b>Exclusion criteria</b>
<ul style="list-style-type: none"><li>- Client must be over 18 and living in Oxfordshire</li><li>- People experiencing a mental health crisis who wish to access support and could benefit from a supportive, non-clinical environment out of hours</li><li>- People who historically may have attended the ED in the absence of other options for accessing assessment, support and safety</li><li>- At risk of self-harm or suicide, but no immediate risk to self or others</li></ul>	<ul style="list-style-type: none"><li>- Client under 18 or living outside of Oxfordshire</li><li>- Immediate risk to self or others</li><li>- Likely to be disruptive or aggressive in an informal social environment</li><li>- In immediate need of medical treatment</li><li>- Clients who are significantly intoxicated with alcohol or drugs on arrival will not be admitted</li></ul>

### **What can people accessing our services expect?**

- Safe place to be during the crisis
- Someone to talk to if desired
- Opportunity to work on safety planning, coping skills, and relaxation techniques.
- Opportunity to use the space to relax, listen to the music, or use art materials,
- Refreshments
- Staff who come from a range of backgrounds and offer person centred support in line with Oxfordshire Mind and Elmore values

### **We do not offer**

- A Section 136 Place of Safety
- Regular ongoing support
- Formal clinical psychiatric assessment
- Medical care
- All-night support: we close at 12:30am.
- Transport to or from the venue
- Telephone support

Referral Process for Oxford Safe Haven					
Team	Initial contact	Staff	Contact with OSH	Client contact	Handover
Client open to Care notes	Discuss OSH with client and get agreement for attendance. Give client contact information	Care coordinator to write in care plan attendance to OSH Any triage assessments to be uploaded to care notes	CC to inform OSH via handover or email name of potential user.	Client to phone OSH if they want to attend, an approximate time will be given for them to arrive	Handover to night team via phone at 12:30
Client not open on care notes	Discuss OSH with Client and get agreement for attendance. Give client contact information	Forward any triage assessments via email to: <a href="mailto:oxonsafehaven@oxfordhealth.nhs.uk">oxonsafehaven@oxfordhealth.nhs.uk</a>	Referrer to complete referral form and send via email to: <a href="mailto:oxonsafehaven@oxfordhealth.nhs.uk">oxonsafehaven@oxfordhealth.nhs.uk</a> Or if within opening hours OSH will take referral information via phone using their own referral form.	Client to phone OSH if they want to attend, an approximate time will be given for them to arrive	Notes to be kept by OSH
Frequent User	Frequent attendees to A&E identified via PIP and ED stats. Care coordinator to discuss attendance to OSH	Care plan to be updated and safe Haven to be included in contingency plan Client to be given OSH contact information.	OSH to be kept updated with top 10 frequent user names.	Client to phone OSH if they want to attend, an approximate time will be given for them to arrive	Handover to night team via phone at 12:30

**Queries regarding OSH can be sent to:**

Catherine Sage, Service Manager, Oxford Health	<a href="mailto:catherine.sage@oxfordhealth.nhs.uk">catherine.sage@oxfordhealth.nhs.uk</a>
Charlotte Ball, Team Manager Mental Health Urgent Care Pathway, Oxford Heath	<a href="mailto:charlotte.ball@oxfordhealth.nhs.uk">charlotte.ball@oxfordhealth.nhs.uk</a>
Jess Willsher, Head of Wellbeing Services, Oxfordshire Mind	<a href="mailto:jess.willsher@oxfordshiremind.org.uk">jess.willsher@oxfordshiremind.org.uk</a>
Ania Scigala-Ali, Oxford Safe Haven Manager, Oxfordshire Mind	<a href="mailto:ania.scigala-ali@oxfordshiremind.org.uk">ania.scigala-ali@oxfordshiremind.org.uk</a>

