

Urgent help in a crisis

The Samaritans

Tel: 116 123

They are there to listen, 24/7, 365 days a year.

SANEline

Tel: 0300 304 7000

They are there to offer emotional support from 4.30-10.30pm.

The Silver Line

Tel: 0800 470 8090

If you're an older person (over the age of 55), The Silver Line provides information, support and friendship 24/7.

CALM

Tel: 0800 58 58 58

If you're a man experiencing distressing thoughts and feelings, open 5pm-midnight, 365 days a year.

Nightline

www.nightline.org.uk

If you are a student check the website to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.

Switchboard, the LGBT+ helpline

Tel: 0300 330 0630

If you identify as gay, lesbian, bisexual or transgender. Switchboard is open 10am-11pm, 365 days a year. Phone operators all identify as LGBT+.

HOPELineUK

Tel: 0800 068 41 41 or Text: 07786 209697

If you are under 35 years old and thinking about suicide or you are concerned about a young person and suicide. Open 10am-10pm weekdays, 2-10pm at weekends and 2-10pm on Bank Holidays.

Sussex Mental Healthline

Tel: 0300 5000 101

Is there to offer support and information, from 5pm-9am.

Do you need medical help or advice fast, but it is not an emergency?

Call NHS 111 on Tel: 111

Or contact your GP and make an appointment as soon as possible.

How to contact the Patient Advice and Liaison Service (PALS) at Sussex Partnership NHS Foundation Trust

Email: pals@sussexpartnership.nhs.uk

Tel: 0300 304 2198

(If the office is not open a confidential message can be left on the answer phone)

Post:

PALS

Sussex Partnership NHS Foundation Trust

Swandean

Arundel Road

Worthing

BN13 3EP



Sussex Partnership
NHS Foundation Trust

Welcome to



The Haven

at Mill View

Service user information leaflet

Welcome to The Haven at Mill View

What is The Haven at Mill View?

The Haven at Mill View is a dedicated, mental health crisis assessment facility located on the Mill View hospital site and available 24 hours a day.

Why am I at The Haven at Mill View?

You are at The Haven at Mill View because we have been informed that you are experiencing a mental health crisis and that you need an assessment to determine what help and support you need to recover. We will carry out that assessment with you at The Haven.

Who can attend The Haven at Mill View?

Our trained NHS staff provide a crisis assessment for anyone aged over 18 at The Haven.

What can I expect while I am at The Haven at Mill View?

We will provide a safe and quiet space for your crisis assessment so that we can understand how we can best help you.

We will aim to complete our assessments within a few hours of you arriving with us. Refreshments are available while you are here, and we can provide a shower and some basic toiletries.

The Haven at Mill View has a garden where you can go to for fresh air, although we ask that you speak to a member of the team to let them know before you go outside.

A locker and additional storage is available for small personal items. When you first arrive we may ask that you do not keep some items with you in the communal areas and we will ask you to please store these items in a locker.

Do you have beds at The Haven at Mill View?

We do not have beds. You will be allocated a personal space and a comfortable recliner chair. You will have a curtain for privacy and the lights in your personal space can be dimmed.

We can provide cosy blankets if you are feeling tired and our team do understand that you may need to rest and have some quiet time and we will do our best to make the environment calm and restful for you.

When you leave we will send through a notification to your GP and this is a routine summary for any crisis assessment.

I have a Crisis Plan. Will you follow this?

Many service users know what helps when they are experiencing a crisis. Our team can check your crisis and care plans on the clinical record system.

We will do our best to follow your crisis plans and we will be open and discuss with you if we are not able to do so.

The crisis assessment is a collaborative process and we will work to uphold the principles that 'decisions about you will be made with you'.

For some service users, The Haven at Mill View will be a core part of a personal crisis plan and our team will help to develop these crisis plans jointly.

Can I have visitors at The Haven at Mill View?

Space is limited and we will need to think about the privacy and needs of any other people who have also been accepted for a crisis assessment. We will try to accommodate visitors although this may not always be possible in all areas of the unit.