



# Virtual Safe Haven and 24/7 helpline

Launching 14 April 2020

From the 14 April, Stockport citizens will be able to access the Safe Haven's 24/7 helpline, which will be available for people who need mental health support fast, but it's not an emergency.

Although the Safe Haven hub and drop-in space in the town centre will not be opening at present, a video/telephone appointment based service will be on offer for those who need it.



## Accessing the 24/7 Helpline

The 24/7 Helpline can be accessed by any Stockport resident aged 18 and above. Our Helpline staff all hold a Level 3 Counselling qualification and can provide you with emotional support, practical advice and guidance. They can also provide onward signposting to other local services. Professionals, family members and carers can also call this number for guidance. Contacting the helpline can give a feeling of relief, wellbeing and peace of mind. We won't judge, and our service is confidential unless the caller poses a risk to themselves or others.

## Accessing the Safe Haven crisis centre

The Safe Haven virtual service will work alongside the 24/7 helpline to provide immediate, short term practical and emotional support aimed at delivering early intervention and prevention. We will work with you to build on your strengths, develop coping strategies and resilience. To secure a video or telephone-based appointment

please call the helpline team on 0800 138 7276, who can refer you on to the Safe Haven virtual team. Alternatively email us on [stockportsafehaven@makingspace.co.uk](mailto:stockportsafehaven@makingspace.co.uk) and we will reply directly to arrange an appointment. Appointments can be offered via whatsapp or facebook messenger video calling. Carers of people with mental health needs can access this service too.

## Who is suitable for this service?

The services are available for anyone aged 18 and over living in Stockport, who may be struggling to cope, feeling low, anxious, stressed, or be experiencing extreme emotional distress.

This service is not suitable for anyone requiring urgent medical treatment or someone who is acutely unwell and is not a replacement for local counselling or specialist crisis services.

You do not need to be referred to the service, and you do not need to have a formal mental health diagnosis in order to access support.

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## Contact us



0800 138 7276



[stockportsafehaven@makingspace.co.uk](mailto:stockportsafehaven@makingspace.co.uk)

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