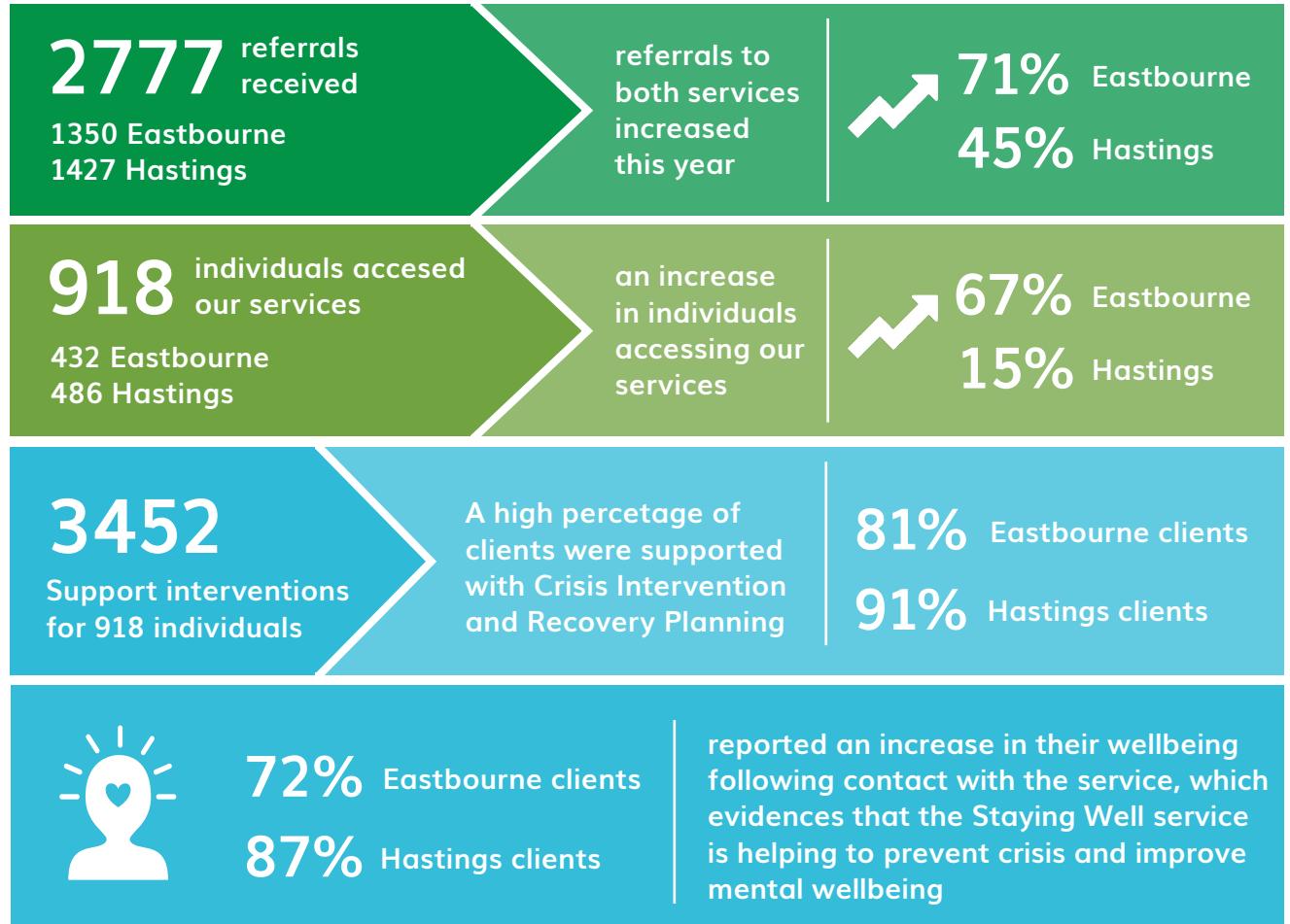


An out of hours crisis prevention service, open seven days a week, 365 days a year, covering all of East Sussex and provided from Southdown's Wellbeing Centres in Eastbourne and Hastings.



Staying Well Service, East Sussex

Support can be provided on a one-to-one basis and/or people can use our 'Safe Space'.



Where have our referrals come from?

Self-referrals continue to be the primary way clients access the service:

Eastbourne	
Self referral	61%
Secondary services	11%
Southdown services	11%
Crisis team	8%
Urgent Care Lounge	1%
Street Triage	1%
I Rock	1%
Health in Mind	1%
GP surgery	1%
A&E Liaison	1%

Hastings	
Self referral	68%
Health in Mind	5%
Secondary services	4%
GP surgery	4%
A&E Liaison	4%
Assessment and Treatment team	3%
The Haven	2%
Southdown services	2%
Urgent Care Lounge	2%
Crisis team	2%
STAR	1%
Adult Social Care	1%
I Rock	1%

Note: the tables detail referral pathways equating to 1% or greater of the overall referrals to each service.

Clients said:

"I always find the Staying Well team friendly and empathetic. They really listen without judging. I have used them often and am very grateful for their support."

"A true lifeline. The support was invaluable, I genuinely don't know what I would have done without it. All staff are understanding and extremely helpful. So reassuring knowing they are there."

The support we offer

The Staying Well service provides psychosocial support and crisis prevention planning. We support people to build crisis plans together, increasing resilience and coping skills. Individuals can phone the service directly to self-refer for support when they feel they aren't able to cope or feel they are headed towards a crisis point. Professionals can make online referrals via our website and individuals can also self-refer this way.

The service supports people in self-defined crisis, which means they do not have to be diagnosed with a mental health condition. It could be that someone who accesses the service is experiencing increased mental distress and finding things overwhelming.

Our fully-trained team can help clients with:

- Managing anxiety
- Making a crisis prevention and/or recovery plan
- Stress management
- Managing your wellbeing
- Managing depression
- Challenging negative thoughts

Our Staying Well Safe Space is an inviting area of the building where clients can do a self-care/self-soothe activity, such as mindfulness colouring, or listening to music. It is not uncommon for clients to access us because they need some time away from their commitments to decompress, in a safe and familiar setting with staff on hand if needed.

We are a mental health crisis prevention service and our focus is on supporting clients to help prevent their crisis from worsening. We encourage clients to contact us at an early stage, so we can explore with them self-help approaches to avoid their situation escalating.

Please note, the service is not a drop-in service and requires a referral first by telephone or online - please visit our website for further details about referrals and our opening hours.

Opening hours and referrals

Weekdays - 4.00pm to 10.30pm / Weekends - 3.00pm to 10.30pm



0800 023 6475 (option #1 Eastbourne, #2 Hastings)



stayingwell.eastbourne@southdown.org or stayingwell.hastings@southdown.org

Eastbourne referrals: <https://southdownhousing.tfaforms.net/18>

Hastings referrals: <https://southdownhousing.tfaforms.net/14>



General enquiries - Contact Nathan Hayes, Service Manager



07772 613938



nathan.hayes@southdown.org