

An out of hours crisis prevention service, open seven days a week, 365 days a year, provided from The Wellbeing Hub at Preston Park.



## Staying Well Service, Brighton & Hove

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

340

referrals received for 246 individuals

324

referrals accepted our support

1161

Support interventions

99%

of clients completed at least one Crisis Plan or Recovery Plan with us

917

Crisis Prevention Plans

259

Recovery Plans



80%

of interactions resulted in improved wellbeing which evidences the value of the service in preventing crisis and improving mental health wellbeing



### Client Satisfaction

Based on client feedback forms, 75% of clients were satisfied with their overall experience of the service



85%

of clients felt staff engaged well with them



80%

of clients felt supported to find strategies to help during crisis and support in their recovery



75%

of clients would recommend the service to another person

### Clients said:

*"They help me through my hardest times."*

*"Listened to my issues and found strategies to help me."*

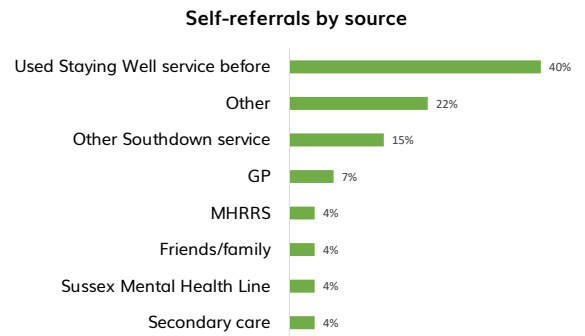
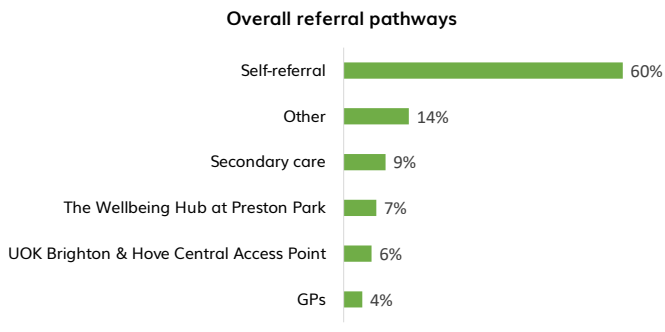
*"...More helpful than being told to go to A&E and being left if you refuse because you need support, but not that support."*



# Where have our referrals come from?

Self-referrals (60%) continue to be the primary way clients access the service

Of these self-referrals, 40% were from clients who'd utilised our service before



## 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.**

### General enquiries

Contact Nathan Hayes,  
Service Manager

 07772 613938

 [nathan.hayes@southdown.org](mailto:nathan.hayes@southdown.org)

### Opening hours and referrals

Weekdays - 5.30pm to 10.30pm  
Weekends - 3.30pm to 10.30pm



 0800 023 6475 (choose option #3)

 [stayingwell.brighton@southdown.org](mailto:stayingwell.brighton@southdown.org)

Referrals: <https://southdownhousing.tfaforms.net/19>