

# A visual guide to arriving at Staying Well Brighton & Hove



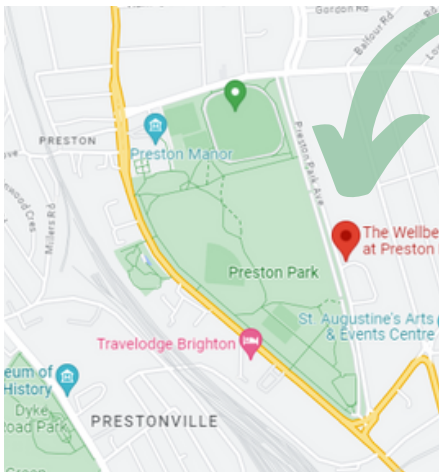
This guide was created in collaboration with a client who has used Staying Well Brighton & Hove

# Staying Well

Brighton & Hove

Southdown

Staying Well Brighton & Hove is an out-of-hours walk-in service for people experiencing mental distress or requiring crisis support.



The service is located at 18 Preston Park Avenue in Brighton.

These are the opening times:

Weekdays – 5.00pm to 10.30pm

Weekends – 3.00pm to 10.30pm

There is on-street pay and display and blue badge parking outside.

There are bus stops nearby which are serviced by the number 5 buses.



When you arrive at the Staying Well service, you should go to the red front door.

If you need step-free access, there is another entrance at the side of the building, but so the team are aware that you'll use this, do give us a call beforehand so we know to expect you.

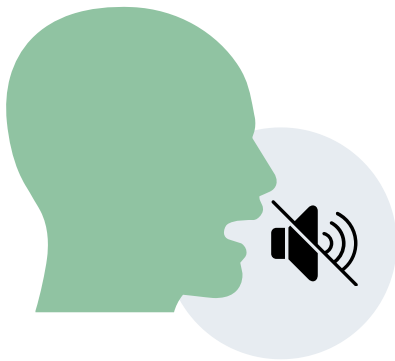


There are three doorbells next to the front door. You should press the black Ring video doorbell that looks like this picture.



The service has a Ring video doorbell to allow staff to see who is arriving before they open the door.

Staff can see and talk to you using the doorbell.



If you are a non-speaking person, or if you find it hard to talk, you might find it difficult to use the Ring video doorbell.

You could write your answer and hold it up to the camera on the Ring video doorbell.

You could nod or shake your head, or give a thumbs up/thumbs down to answer the questions.

You could sign "Yes" or "No" using Makaton or BSL - see signs below:



**Signing**

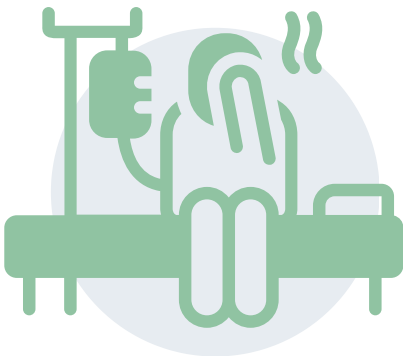




Staff will ask you some questions before opening the door. They do this for everybody who comes to use the service.

This is part of the Staying Well service risk assessment.

**These are the questions they will ask you:**



**“Do you need any medical help? Are you injured or ill?”**

There aren't any doctors at the Staying Well service. If you need to see a doctor, staff will suggest that you go to the hospital instead.



**“Have you taken any substances or alcohol tonight?”**

Staff need to know if you have taken any drugs or have drunk alcohol. If you have, the service may still be able to help you, but it is important that they know.



**“Have you got any sharp objects or medication with you?”**

Staff want to check if you have anything which could be dangerous in your bag or pockets. If you have, the service may still be able to help you, but it is important that they know.



A member of staff will open the front door and show you into the Reception area and hallway.

Staff will then clarify some of the answers you gave over the Ring video doorbell.



There might be other people using the Staying Well service at the same time as you.

Staff will ask whether you will feel calm and safe in a crisis café setting. A crisis café is a room where people can sit if they are feeling distressed or in crisis.

If you feel like sharing the space will be difficult for you, the service may still be able to help you, but it is important that they know.



Staff will ask if you want a cup of tea or coffee, or a glass of water.

There are calming activities, sensory gadgets and fidget tools available for you to use if you want to.

It's up to you if you'd rather sit quietly or talk to the other people in the room.



Staff will offer to talk with you about how you are feeling.

You can talk with them when you feel ready.

You will go to a different room to talk, where it will be quieter and more private.



**If you have any questions, you can find out more by:**

Asking a staff member in the Staying Well service.

Phoning the service on 0800 023 6475  
(choose option #3)

Emailing the service at:

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