

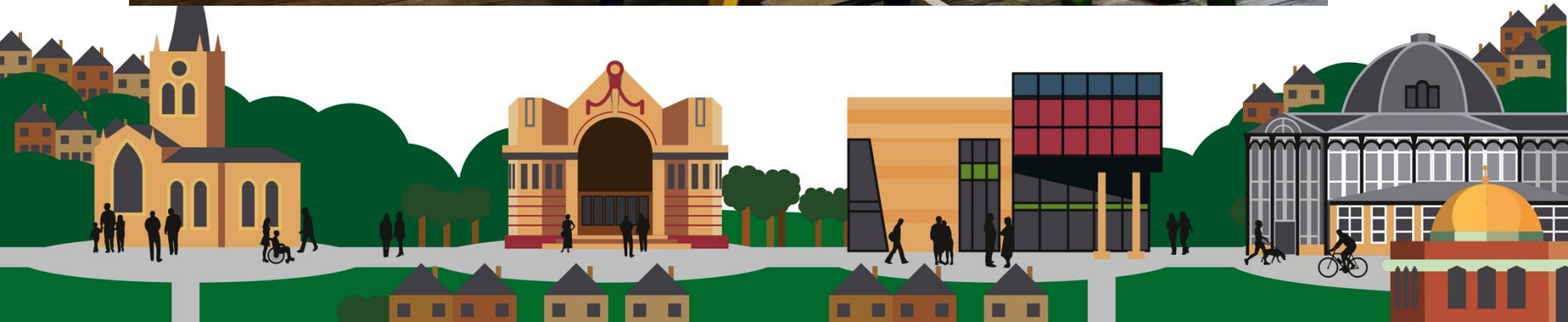
What is a 'Crisis Café'?

Some common features include:

- Open access/ drop in facilities but referrals can be made
- Support during evenings and weekends
- Preventative/ non-clinical support
- Safe place– maybe 'café' style or quiet, living room type space
- Usually suitable for people with relatively lower levels of need
- Staffed by peer support workers/ VCS staff with Mental Health nurse or Social worker available if needed
- Support includes social activities; listening; safety planning; coping strategies and onward referrals
- Self-help/self management drop in venue/groups for people with shared experience of MH problems



Example 1: Well Bean Café, Huddersfield



Well Bean Café, Huddersfield

- A cafe for people with nowhere to go when mental health services are closed has opened in Huddersfield.
- Provides one-to-one support, practical advice, hot drinks and homemade food for people experiencing mental health crisis.
- Set up by Kirklees mental health charity Touchstone and Huddersfield social enterprise the [Basement Recovery Project](#).
- Open every Saturday, Sunday and Monday from 6pm to midnight.

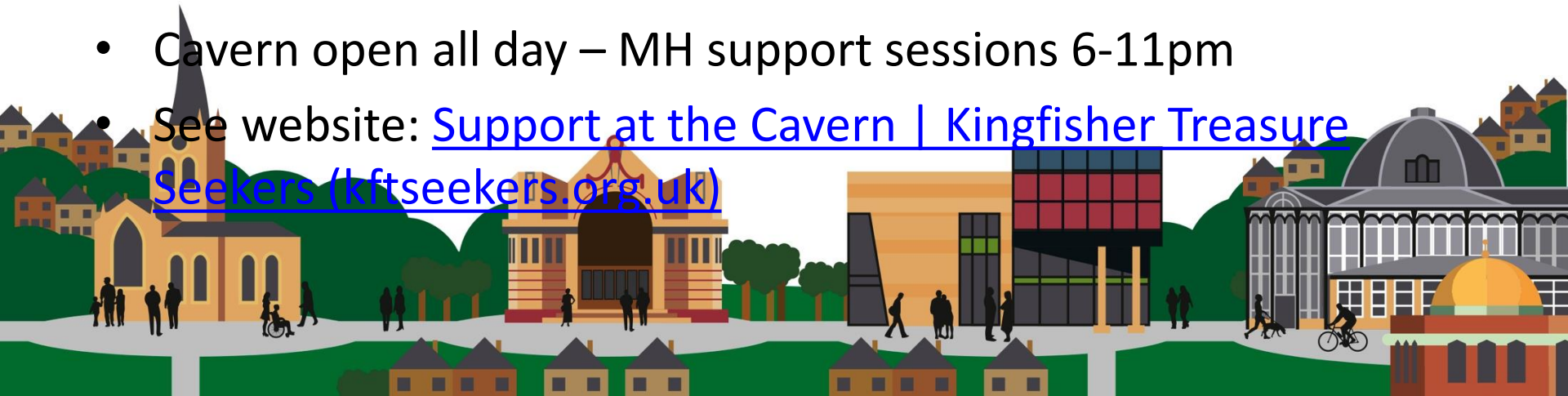


Example 2: The Cavern, Kingfisher Treasure Seekers – Gloucestershire



The Cavern, Kingfisher Treasure Seekers – Gloucestershire

- Accepts walk-ins and referrals
- Free to use
- Calm, 'living room' style spaces for 1:1 sessions
- Café/ bar style space to hang out
- Links to other support and services e.g. training
- Café run by volunteers and staff; close links with Mental Health staff
- Cavern open all day – MH support sessions 6-11pm
- See website: [Support at the Cavern | Kingfisher Treasure Seekers \(kftseekers.org.uk\)](http://kftseekers.org.uk)



Example 3: Northamptonshire – Mind Crisis Cafes

- 16 Cafes across 6 venues county-wide
- Social approach = genuine alternative to A and E; reduces reliance on GP; EMAS and Police
- Staffed by VCS with support from roving Mental Health staff when needed
- Opening times vary from 2pm – 11pm

[See website: Crisis cafés | NHFT](#)



Safe Havens

Common features include:

- Referral process may be in place i.e. not open access
- Support more individualised therefore more limited capacity than Crisis Cafes
- Pathways may be in place with local services e.g. 24/7 Helpline or Crisis Teams
- Preventive and crisis support to avoid A and E admissions
- Voluntary sector led with support from clinical staff
- Support may include safety planning, support to access other community provision



Joined Up Care
Derbyshire