



**Head Space – Introductory information**

Head Space will offer an out-of-hours drop-in centre and telephone service for people who consider that they are approaching mental health crisis. The service will aim to provide a non-clinical setting with a safe, calm and structured environment, where individuals can go to access peer support. Staff and volunteers will be on hand to provide support in both 1:1 and group settings, with the goal of de-escalating crises, setting achievable goals and (where appropriate) working with the Wellness Recovery Action Plan. Onward referrals/signposting will take place as required. A formal referral or appointment is not necessary; however, prior telephone or email contact is welcomed with relevant information. Individuals can also self-refer to Head Space by attending during our opening hours.

**The service aims to achieve several outcomes:**

* Reduce attendance and reliance on statutory services (particularly unscheduled care and ED department)
* Reduce contact with the crisis response mental health teams if support can be provided more appropriately
* Reduce impact on police, including time spent dealing with mental health issues
* Reduce inappropriate admissions to hospital
* Promote recovery offering activities that increase confidence, social networks and tackle isolation
* Raise awareness of mental health and promote earlier intervention

**Who’s appropriate?**

* Anyone who believes they are approaching mental health crisis **and**
* is open to the idea of talking to a peer/receiving support

Intoxication will not be a barrier to accessing the service, if there is no disruptive or violent behaviour

**Who’s not appropriate?**

* Those experiencing acute mental ill health or a psychotic episode
* Anyone exhibiting aggressive/violent behaviour
* Individuals whose issues are not deemed to relate to mental health

**Roll out of the service:**

The service is being launched in stages with different partners. It has been open since Tuesday 3rd July for police and mental health services to refer clients to. The service will now be advertised publicly - word of mouth will of course add to the launch.

Services can now refer or signpost someone to Head Space if appropriate and prior contact would be welcomed.

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| **Opening Times: Tuesday 1930-2230hrs Venue: Jan Cutting Healthy Living Centre** **Friday 1930-2230hrs Scott Business Park** **Saturday 1700-2100hrs**  **Beacon Park Road** **Sunday 1700-2100hrs Plymouth,** **PL2 2PQ** **Telephone: 07890 257614 (during opening hours)** |