

Healthwatch Surrey Impact Report: 'Keeping the light on' (October 2017)



Responses to 'Keeping the light on' were received from a mix of commissioners, service users, Safe Haven providers and the CQC:

Local commissioners report that 'Keeping the light on' provides further support for Safe Havens as a core element of the mental health crisis pathway.

Safe Haven service users reported feeling respected and empowered as a result of their involvement with Healthwatch and 'Keeping the light on'.

Supported by Healthwatch Surrey, one Safe Haven service user shared her experience with BBC Surrey radio to highlight the important work being done at local Safe Havens.

Following the report, Woking Safe Haven have taken on board user recommendations to display photographs of the inside of the Safe Haven, so that potential service users know what to expect when they arrive. The central risk assessment used by all Safe Havens is to be updated in response to the incident of assault reported at one local Safe Haven, and service providers say they are now looking into broader training options for Safe Haven staff.

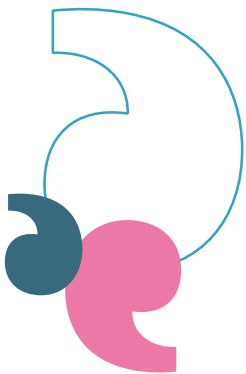
'Keeping the light on' has been shared on the Catalyst website and via social media, making the report accessible to a wider audience.

Commissioners report that CCGs are now supporting four Surrey based Safe Havens, and one Hampshire Safe Haven, with mainstream funding following successful piloting.

Further afield, 'Keeping the light on' was passed onto a Norfolk CCG, by their local Healthwatch, to inform the opening of a crisis service in the area.

"This report strengthened and articulated well the view we already held across the Blackwater Alliance, that the Safe Haven is an essential and valued part of our mental health crisis support pathway." - *Commissioner*

"It is always valuable to receive feedback from people that have experience of our local services and to have these collected by an independent organisation...the quality of the information from the individual accounts are powerful." - *Commissioner*



"This report shows how important it is for the 'right light' to be kept on."

Lynne Dossetter,
CornerHouse

"I greatly appreciate all your (Healthwatch Surrey's) support in helping Epsom Safe Haven continue for another financial year."

Daniel Cartwright,
Mary Frances Trust

"It ('Keeping the light on') makes a positive contribution to the work that we do."

Russell Hackett,
Care Quality Commission

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'Additional Safe Haven funding' Following 'Keeping the light on', two Safe Havens (Redhill and Epsom) have received funding to stay open for another year.