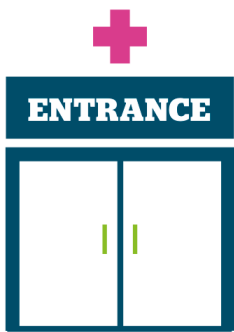


Healthwatch Surrey visited Surrey's Safe Havens between December 2016 and February 2017

We wanted to know how service users felt about their local Safe Haven

Safe Haven users spoke to us about their experiences of Safe Havens and other mental health services



12/25 people we spoke to had used A&E when in crisis at least once in their lifetime

10/12 people had negative or mixed feelings about A&E



11/25 people had stayed in an inpatient mental health facility in their lifetime and 7/11 users had a negative experience in an inpatient mental health facility

We asked if Safe Haven users needed help to keep their accommodation stable

9 users said no



16 users said yes

The majority of users reported having flexible support from mental health professionals

6/11 users told us they were discharged from inpatient care without a care plan

Some users shared that they felt staff in accident and emergency and inpatient facilities made them feel like a "nuisance"

"it sounds dramatic, but Safe Haven saved my life"

"you're really on your own without Safe Haven"

"if Safe Haven wasn't here I'd go to A&E"

"If I didn't go to Safe Haven I don't know where I'd go. I'd probably hang around with the wrong people and get up to things I shouldn't be doing"

"it's an amazing service"

"it's informal, not structured, there's no pressure to talk"

"I would be dead if Safe Haven wasn't here"