



Safe Haven offered me the critical support when all other services were unavailable. Safe Haven was critical to my recovery.



Useful contacts

NHS: 111 (free) open 24/7
111.nhs.uk

SANE: 0300 304 7000
open 4pm to 10pm, 365 days a year
sane.org.uk

The Samaritans: 116 123 (free) open 24/7
samaritans.org

CALM: Call 0800 585858 (free) 5pm-midnight
thecalmzone.net

SHOUT: Text SHOUT to 85258
(free and open 24/7)
giveashout.org

If you or a loved one is in
crisis, you're not alone.
We can help.

 mind Andover

talk to us

0300 303 5772

visit us

Andover Mind Wellbeing Centre
3 Vyne Road, Basingstoke RG21 5NL

virtual appointment

andovermind.org.uk/safehaven



Safe Haven operates in partnership with:



Andover Mind
Westbrook Close, South Street
Andover, Hampshire SP10 2BN

Please contact us on **01264 332297**

andovermind.org.uk

Follow us!   @andovermind

Andover Mind is a registered charity no. 1039094
registered company no. 2935549

Safe Haven

North and Mid Hampshire

Out of hours crisis support

What is Safe Haven?

Safe Haven is an out-of-hours walk-in crisis support centre.

It's an informal place that offers you a safe, calm and friendly environment when you need support for your emotional or mental health when you feel unable to cope.

We provide emotional and practical support to adults aged 18+ experiencing a mental health or emotional crisis in a safe, calm, informal, confidential, compassionate and non clinical environment.

How will it help me?

Get expert help and advice from a team of professionals and meet others who may be having similar experiences to you.

Private one to one time is available with our practitioners, or you can relax with a hot drink in our communal area.

Whatever support you need, we are here to help you, whether you are in emotional distress yourself, or you are seeking assistance for someone you now.

We offer distraction techniques, coping skills and peer support, working with people on building the strengths they already have to maintain their wellbeing.

Our Safe Haven team are here to help you in a non-judgemental caring manner, equipped with a effective techniques designed to de-escalate the crisis.

We can help you with safety planning and crisis management.

Who can use Safe Haven?

Anyone over 18 can use our Safe Haven. You can drop in during opening hours without making an appointment.

Whilst operated by Andover Mind, Safe Haven is accessible to residents from across the North and Mid Hampshire region; Andover, Basingstoke, Romsey and Winchester, but please be assured we won't turn anyone away.

Opening times

Safe Haven is open 6-10pm 365 days a year including weekends and bank holidays.

How to find us

Safe Haven is based at the Andover Mind Wellbeing Centre in 3 Vyne Road, Basingstoke RG21 5NL

There is limited parking on site, however you can park in the nearby Meadowfield carpark. Charges may apply.

We are here for you...

Safe Haven provides urgent mental health and emotional support outside of normal working hours.

Attend anywhere

If you can't get to our wellbeing centre in person but would like to talk to somebody face to face, our new virtual appointment system is the next best thing...

Service users can access our virtual appointment system via our website, where you will be placed into an online waiting room before being connected to a secure video call.

Attend anywhere gives service users access to a private, confidential appointment with one to one support from a member of our Safe Haven team.

You do not need to enter any personal information in order to access the call, and no data is stored or recorded.

