

from the Independent Mental  
Health Network



**A guide to using  
the new  
Virtual Safe Haven**



**easy  
read**

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A registration form titled 'The person this call is' with fields for 'First Name\*', 'Last Name\*', 'Date of Birth\*' (with a calendar icon), and 'Phone' (with a country code dropdown). A 'Where' field is partially visible at the bottom.

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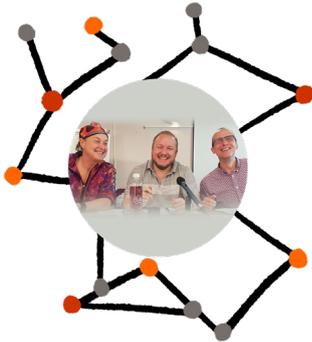


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# Introduction



This guide comes from the Independent Mental Health Network Surrey and North East Hampshire.



We are a group of people who have had mental illness or mental ill-health.



It explains a new service which provides help online if you are in a **crisis**.

A **crisis** is when you can't cope.

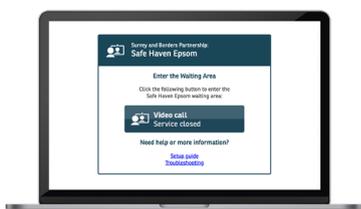


The service is called '**Virtual Safe Haven**'.

**Virtual** means online.

A **safe haven** is a place you can go to be safe.

# How to go to a Virtual Safe Haven

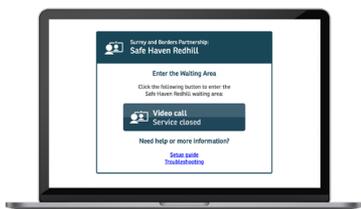


There are 5 Virtual Safe Havens in Surrey:

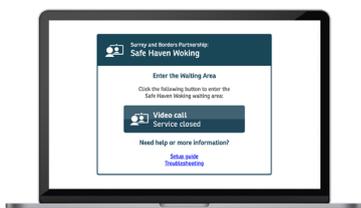
- Epsom: [www.nhs.uk/sabp/safe-haven-epsom](http://www.nhs.uk/sabp/safe-haven-epsom)



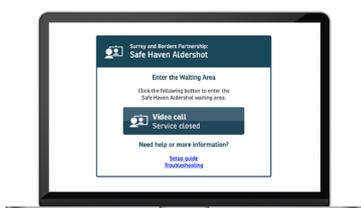
- Guildford: [www.nhs.uk/sabp/safe-haven-guildford](http://www.nhs.uk/sabp/safe-haven-guildford)



- Redhill: [www.nhs.uk/sabp/safe-haven-redhill](http://www.nhs.uk/sabp/safe-haven-redhill)



- Woking: [www.nhs.uk/sabp/safe-haven-woking](http://www.nhs.uk/sabp/safe-haven-woking)



- Aldershot: [www.nhs.uk/sabp/safe-haven-aldershot](http://www.nhs.uk/sabp/safe-haven-aldershot)

Choose the nearest one for you.



Click on the link or copy the link into your **browser**.



A **browser** is a computer programme you use to look at websites. Your browser might be called: Google Chrome, Internet Explorer, Safari or something else.

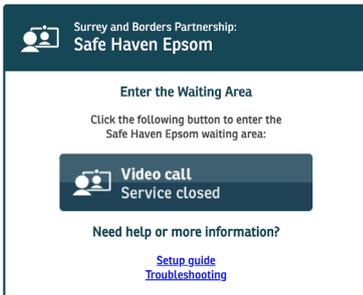


Check that your computer is connected to wi-fi.



It will work on your phone using 3G or 4G, but you will have to pay.

# What happens when you click the link?



When you click one of the links:

- you will see a page like this. Click on the 'Start video call' button to enter the waiting room



- the screen will show that it is testing the speed of your internet connection



- you will be asked to check that your camera and microphone are working



- then click 'enter the waiting room'.

# In the waiting room

**The person this call is**  
\* Mandatory Field

First Name\*

Last Name\*

Date of Birth\*  /

Phone   
*Where can you be reached?*

You will be asked to fill in some personal details:

- your name
- date of birth
- telephone number.



They need this information to call you back if they get disconnected.



The call will appear on your phone as being from a hidden number or no contact.

Phone   
*Where can you be reached?*

This personal information is used for:  
 I accept the [Terms of Use](#)  
 [England Attend Anywhere Policy](#)  
 [Cookies](#)

You will also be asked to accept:

- the terms of use
- the privacy policy
- cookies.



**Cookies** are little bits of computer code that are put on your machine to help it work.



Your conversation will be private.



They will delete your details after your call has ended.



You will not be able to see anyone else who is waiting in the waiting room. They cannot see you.



Only the staff can see how many people are waiting.



# Welcome to the Safe Havens Clinic

Next you see this screen which explains that:



- this is not an emergency service. If you need care in an emergency phone 999



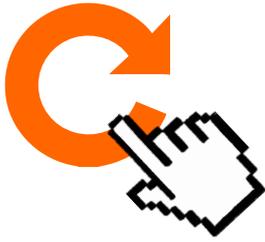
- you are not allowed to record the call



- you will be introduced to everyone you see



- your online session will start in a new window



- if you have any problems with the website click your 'refresh' button.



You are then asked to click the 'Start Call' button.



## Waiting

You may have to wait a while, if the staff are busy.



Music will play.



You will get messages telling you how long you have to wait.

# The session



A member of the Safe Haven Team will say hello and begin your session.

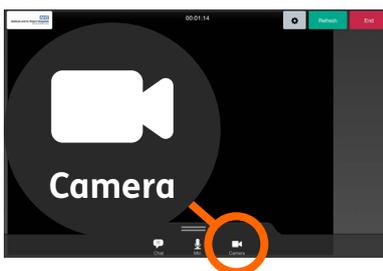
There are some control buttons on your screen which may help you:



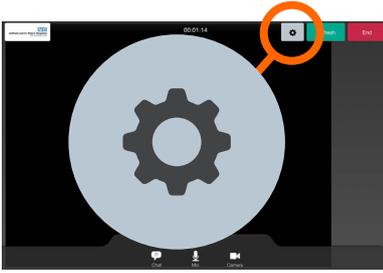
1. **Chat:** This button opens a little window. You can type a message to the person you are talking to. They may use this to type a message to you.



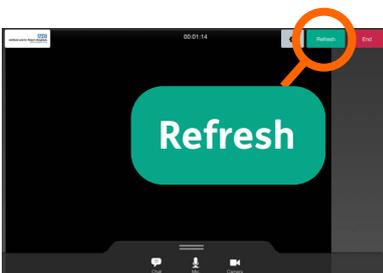
2. **Mic:** This is the microphone button. You can use this to switch your microphone on or off.



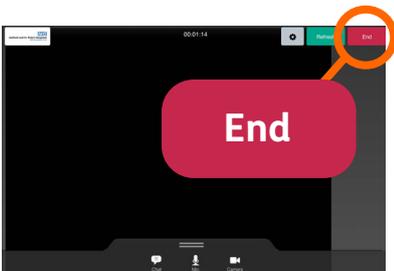
3. **Camera:** This is the camera button. You can use this to switch your video camera on or off.



4. **Settings:** This button is in the top right which looks like a black cog on a grey background. It will let you make other changes.



5. **Refresh:** If the sound or video breaks up, click this button to get it started again.



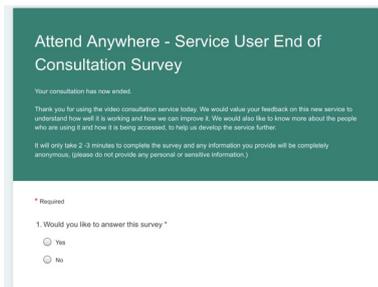
6. **End:** Click this to end the session. Usually the staff will end the call.

Return to call

Leave the call

If you click the 'end' button you will see these 2 buttons:

- Return to call
- Leave the call.



## After you have left the call

The computer will ask you to fill in a short survey.



It should take 2 to 3 minutes.



Your answers will help to improve services in the future.

# For more information



**Surrey and Borders  
Partnership**  
NHS Foundation Trust



## **Surrey and Borders Partnership NHS Foundation Trust**

Website: [www.sabp.nhs.uk/our-services/mental-health/safe-havens](http://www.sabp.nhs.uk/our-services/mental-health/safe-havens)

Phone: **0300 5555 222**

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# Learn more about the IMHN



If you need more information please contact us at:



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