Virtual Safe Haven Surrey User Guide

A new way to access support in a mental health crisis

A step-by-step guide to how the service works

Welcome to the virtual safe haven user guide

This guide has been produced by the Independent Mental Health Network Surrey and North East Hampshire to help you navigate the virtual safe haven service. The guide includes the links you will need to access the safe havens virtually and a step-by-step guide to using the service.

All safe havens are open virtually and in-person from 6pm-11pm seven days a week.

The safe havens remain open for people in crisis to visit in person – the virtual service is an additional option. To find out more about the safe haven service please see www.sabp.nhs.uk/our-services/mental-health/safe-havens

Virtual Safe Haven Links

Safe Haven provider	Virtual Safe Haven link
Epsom Safe Haven	https://nhs.vc/sabp/safe-haven-Epsom
Guildford Safe Haven	https://nhs.vc/sabp/safe-haven-guildford
Redhill Safe Haven	https://nhs.vc/sabp/safe-haven-redhill
Woking Safe Haven	https://nhs.vc/sabp/safe-haven-woking
Aldershot Safe Haven	https://nhs.vc/sabp/safe-haven-aldershot

The virtual safe haven uses Attend Anywhere software. You will need to use Google Chrome internet browser on Windows or Android devices, or the Safari browser on Apple devices.

The service is best accessed whilst your device is connected to a WiFi network. Using mobile phone data could mean that the internet connection is less reliable and you may be charged for your data usage.

What happens when you click on the link?

1) After you click on one of the links for a virtual safe haven you will be taken to a 'landing page'. By clicking the 'start video call' button you will begin the process to enter the safe haven virtual waiting room.

2) The screen will show that it is testing your internet connection speed to make sure your internet is able to make the call. You will then be able to test that your camera and microphone are working. After these tests, you will be asked to click 'enter the waiting room'.

3) Next you will be asked to fill in some personal details. Your name, date of birth and telephone number.

   This information is used to contact you should you get disconnected from the video call before the conversation comes to an end. The call will appear on your phone as being from a hidden number or no contact.

   It will also ask you to accept the terms of use, privacy policy and cookies.

   Your conversation will be private and your details are deleted after your call has ended.

4) After filling in your details a screen with information about the virtual safe haven clinic session you are about to join will appear. Read through the information and click 'Start Call'.

   In the waiting room, you will not be able to see others who are waiting and they cannot see you or your personal details. Only the safe haven staff can see how many people are waiting to be seen.

5) Music will play whilst you wait in the waiting room.

   The safe haven staff can send you messages that will appear on your screen informing you on how long you can expect to be waiting, or if they are very busy a time later in the evening to call in instead.

   The five virtual safe havens share a waiting room so if your chosen safe haven is excessively busy in-person or virtually, you may be redirected to one of the other four safe havens sites that have capacity at the time of your call.

6) A member of the safe haven team will greet you and begin your consultation to discuss your current crisis.

   If the staff member you are speaking with feels they need to consult with another team member at any point during your conversation, they will let you know and return you to the waiting room until they are ready to continue to your consultation.

7) During the conversation the safe haven team member can send you information they feel may be useful to you in a message box that will appear on your screen by using the chat button. This information may be a phone number or web address for another service they believe would be useful for you to contact.

8) The safe haven staff member will end the call once your conversation is over. Two buttons will show on your screen 'Return to call' is for if you have been disconnected unexpectedly – possibly due to loss of internet. To leave the pop-up window the virtual safe haven has opened in click the button which says 'Leave the call'.

9) After you have left the virtual call you will be asked to fill in a short survey about your experience using the virtual safe haven service. Filling in the questions should take 2-3 minutes of your time.

   The information you provide will be anonymous and will be used to improve the virtual safe haven service.

   You can also give the Independent Mental Health Network feedback about your experience to share with providers and commissioners by clicking on this link.

On Screen Controls

There are a number of control buttons visible on the call screen. Below is an explanation of what each button does.

At the bottom of the screen in the centre (from Left to right)

Chat: This button will open a dialog window that allows you to type a message to the safe haven staff member, this function is mostly used for

the staff to send you contact information signposting you to other helpful services or by those who have hearing impairments.

Mic: The microphone button allows you to mute and unmute your microphone with one click. This lets you decide when the person you are speaking with can hear what you are saying.

Camera: The camera button allows you to turn your video camera on or off by clicking on the camera button.

In the top right corner of the screen (from left to right)

Settings: This button is in the top right which looks like a black cog on a grey background. You can use this to access other call settings that can be altered.

Refresh: If the sound or video breaks up or the call drops out, click the refresh button to reconnect to the call.

End: Click the red end button when you feel the consultation is over to disconnect the video call and leave the virtual safe haven service.