

North East Essex Crisis Café Update

April 2021

COVID - 19

Due to on-going public health guidance the café is currently primarily a telephone support service.

Service user attendance can be facilitated but is limited to one person at a time.

The service will move to full implementation of the café, social space model as conditions allow.

The North East Essex Crisis Café provides a safe, welcoming space where people experiencing emotional distress or mental health crisis can receive support outside of normal working hours. It provides a community-based alternative to attendance at Hospital Emergency Depts. and other statutory urgent care services. The Crisis Café will operate from a location in Colchester and in Clacton and be accessible to anyone in the Colchester or Tendring area.

The service will be open from 4pm to 10pm for professionals and from 5pm to 10pm for self-referrals. There is an electronic PDF leaflet for service users that you can give out and we would encourage service users self-referring when they need support.

The café is a collaborative venture staffed by Mid & North East Essex Mind & Essex Partnership University (EPUT) NHS Trust. Where appropriate service users may receive support to access other community resources; or if required further acute care services provided by EPUT NHS Trust. Visit: <https://mnessexmind.org/> for more information.

ACCESS

SELF-REFERRAL by phone on **0300 330 9492 (Anytime between 5pm and 10pm)**

Via 111 – option 2 (calls will be triaged and directed as appropriate to the Crisis Café)

Professional Referral by phone on **0300 330 9492 (Anytime between 4pm and 10pm)**

Email: epunft.northessexsanctuary@nhs.net

EPUT only – via PARIS referral

Referral Criteria

Anyone who is experiencing emotional distress or likely to experience heightened emotional distress and would benefit from seeing or speaking with someone to prevent any escalation of situation.

The Crisis Café is not an alternative to statutory services such the Crisis Mental Health Team, however, provide support alongside and in addition if someone is not in an acute mental health crisis. We do not accept referrals for the following:

- If a person has suicidal ideation with plans or intent
- If a person has self-harmed and requires immediate support or has intent to self-harm
- If a person is under the influence of substances and unable to respond in conversation

Professional Referral Info

If you feel someone will be able to refer themselves, then please do signpost by giving them our number so they can contact us in the first instance if they need support. If you feel they will be unable to make first contact, feel free to phone or email across a referral. When making a referral, please provide the following:

- Your name and contact details
- The clients name and contact details
- Confirm consent was given by the client for the referral
- A summary of the presenting problems

Please note that we do not guarantee specific times when contact will be made, and we will make contact as soon as able to arrange support face to face or over the telephone.