

Overnight stays

Our Hemel Hempstead and Stevenage bases each have two bed spaces that can be used if an overnight stay would help you to resolve your crisis. In exceptional circumstances this may need to be discussed and agreed with the Crisis Assessment and Treatment Team.

We will work with you to develop a personalised crisis and exit plan to ensure that you are supported to leave the service safely with the right support in place. This will include an assessment of your ongoing needs and appropriate onward referral and signposting to ensure that these can be met.

All overnight stays will end at 9am.

“The support has made my recovery more manageable, I am thinking more rationally about things and I am aware of my negative thoughts and can counter them better now as a result”



TURNING POINT
inspired by possibility



Contact us today...

Please call us to find out more about how we can support you to make a referral to the service

Tel: **01923 256391**

Email: **Nightlight@turning-point.co.uk**

Office 1, 1 Higgins Walk, Hitchin Rd
Stevenage, Herts, SG1 4YP

About Turning Point

Turning Point is a leading social enterprise providing health and social care services for people with complex needs in over 200 locations across England, including community services, primary care settings, hospitals and prisons. We work with those affected by drug and alcohol misuse, mental health conditions, offending behaviour, unemployment issues and people with a learning disability to discover new possibilities in their lives.

You can find out more at: www.turning-point.co.uk

About Herts Mind Network

Herts Mind Network is an organisation focused on improving mental well-being by providing a diverse range of recovery based services across Hertfordshire. HMN create opportunities for you to make your own choices, find your own solutions and build resilience to manage your own life and well-being.

You can find out more at: www.hertsmindnetwork.org

CONFIDENTIALITY

All staff adhere to strict ethics on client confidentiality under the Data Protection Act 1998.

Turning Point is a registered charity, no.234887, a registered social landlord and a company limited by guarantee no.793558 (England & Wales).

Registered office:
Standon House, 21 Mansell Street, London, E1 8AA

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Hertfordshire NightLight

**A countywide
Out of Hours
Crisis Service**



 **mind** | Hertfordshire
for better mental health Network

 **ImROC**
Implementing Recovery
through Organisational Change



About the service

Our centres provide a safe, homely and welcoming space for people in Hertfordshire who are feeling distressed and experiencing a crisis.

We are open out of hours from 6pm-2am on Friday, Saturday, Sunday and Monday every week of the year.

We have four bases around the county and will do our best to ensure that you can access the one that is nearest to you.

The centres are based in:

Watford
Hemel Hempstead (2 beds)
Stevenage (2 beds)
Ware

The centres offer a safe haven for you to use if you are in crisis and want some time out or would like to talk through the issues that you are experiencing with someone who will listen, but not make judgements.

For those who prefer not to come into the centre but would like someone to talk to, we provide a telephone helpline which is open from 8pm-12am on Friday, Saturday, Sunday and Monday. This is run by our team of dedicated crisis support workers and peer mentors.



How it works

To make a self-referral you can call the service between 6pm-7pm on Friday, Saturday, Sunday and Monday to talk to a member of the team. You can also be referred to the service by a professional, family member or friend. From there, we will explain the process to you so that you understand how the centres work and what we can offer.

You will either be offered a place at one of the centres, or if we do not have enough spaces to offer to everyone who has called, we will arrange a planned call from our telephone helpline later in the evening.

The centres are open until 2am and you can stay for all or part of the evening, whatever you feel that you need. Two of our centres have emergency overnight accommodation which can be used if this would help to resolve your crisis. This can be discussed with the team.

What support can we provide?

Each centre is staffed by a team of crisis support workers, peer mentors and volunteers who will work alongside you to support you during your stay.

We won't make assumptions or judgements about what will work best for you, but will provide you with choices about how you would like to use your time in the centre, such as:

- A safe space in a welcoming environment at one of our centres
- Time and space to talk with staff and peers
- 1:1 staff support (practical and emotional)
- Support with crisis resolution and building coping strategies
- Advice and information
- Signposting
- Onward referrals
- Emotional support through our telephone helpline between 8pm-midnight

Where appropriate, we can support you with accessing other services and resources that may be helpful to you in the longer term. We can work with you to look at options if you identify that this would be useful.



“I have had a chance to rest, reflect and am now ready to go home to my family”