

Wherever possible, The Haven seeks to provide continued support to its clients, however, there may be times when a situation is beyond the scope of our service and the Community Mental Health Team or the Crisis Resolution and Home Treatment Team may be called in to help with further assessment. This might result in hospital admission. We strive to ensure such occurrences are rare.

The Haven as a Community

Our clients play a crucial and central role in the shaping and running of our service. The Haven Community Advisory Group consists of members drawn from registered Haven clients and its function is to advise Staff, Management, The Haven Steering Group, and Board of Directors.

The Haven has firm rules and boundaries regarding acceptable behaviour. Self-harm, substance misuse, and other disruptive behaviour is not allowed on the premises. Haven staff work with clients displaying such behaviour to ensure their re-introduction to the project as soon as possible. Haven clients take significant responsibility, individually and collectively, for the formulation and implementation of rules regarding acceptable behaviour.

The Haven Research Group consists of community members dedicated to research and evaluation of the project. Its purpose is to highlight good practice and to help pilot new ways forward in the support, treatment and recovery of those diagnosed with personality disorder.

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THE HAVEN



Information Leaflet

The Haven Project is an organisation dedicated to the support and treatment of people with a personality disorder diagnosis who live in the Colchester, Tendring peninsula, and Halstead areas.

The Haven was set up in 2004, originally as one of eleven Department of Health National Pilots. The project consists of day services, from Monday to Friday, and crisis services twenty-four hours a day, seven days a week. It is a voluntary sector organisation with a wide range of local stakeholders including clients and statutory and non-statutory agencies.

Anyone with a personality disorder diagnosis may refer themselves to The Haven for registration. Any agency may refer someone, with the diagnosis, who they feel would benefit from our service. Please phone, however, we ask agencies to additionally refer in writing with client phone numbers and details. A diagnosis of personality disorder must be confirmed. Clients who are registered at The Haven may contact and use our services at any time of the day or night.

Day Services

Our day services offer a wide range of practical and emotional support in groups and individually. We provide therapeutic and fun activities, Monday to Friday. Groups are designed to foster a sense of belonging, ownership and mutual support within our community, enabling clients to learn new skills and develop their existing inner resources. Individual support can include assistance with welfare benefits, housing issues, life skills and problem solving.

The Haven does not work in isolation. We aim to nurture links with other agencies and encourage partnership working. We believe this allows for a holistic approach which can benefit our clients most comprehensively.

Our overall aim is to work to empower clients in their journey of recovery, to manage their problems, live more effectively, develop under-used resources, and seek missed opportunities. Our goal is to help build self-confidence and self-esteem, to enhance a sense of personal responsibility and, ultimately, to assist our clients in developing alternative coping strategies and preventing or managing their difficulties.

Crisis Services

Our crisis services are available, to registered Haven clients, twenty-four hours a day, seven days a week. Their purpose is to provide swift response and early intervention at times of crisis. Telephone contact is available twenty-four hours a day and travel arrangements exist to ensure fast access to The Haven, at any time of the day or night, on any day of the week, for those in crisis.

The Safe Centre is a sanctuary which can be used for several hours, during the day or during the night, for any registered Haven client in crisis. It has a capacity of four to six people at any one time.

Additionally, the Crisis House has four bedrooms for respite admission and a stay may last from one night or up to three weeks maximum. After discharge from a crisis respite bed, four weeks should elapse before readmission. Similarly, unless specifically discharged from hospital to a crisis respite bed, four weeks should elapse before admission to a Haven bed after discharge from hospital. Haven day services, telephone support, and the crisis safe centre are available to registered Haven clients after discharge from a crisis respite bed or hospital.