



Making Space Spalding

What is the service?

Collyhurst, Spalding Crisis House

Following the successful support given to adults experiencing a crisis which impacts on their mental health, at 'Haven' in Lincolnshire, Making Space is opening further new accommodation at Spalding.

The **Making Space Spalding Crisis House** is funded by the 'Supporting People' service, administered by NHS Lincolnshire and Lincolnshire County Council and is designed to receive people who have serious symptoms of emotional and psychological distress.

Who is the service aimed at?

People who are referred to the service may be experiencing some or all of the following:

- Inability to cope
- Acute Stress
- Feeling overwhelmed
- Isolation and Loneliness

Collyhurst, offers a complementary service to in-patient and home treatment.

It is designed to give people;

- Ideas for coping in the future
- Time and space to be listened to
- Encouragement with self-esteem
- A friendly welcome

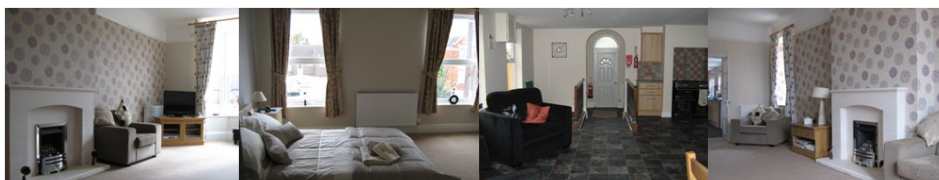


Reviews take place with service users and staff members after 72 hours. This is to review progress since admission and also to see if there is anymore the service can offer and whether it is appropriate for the service user to stay for the full 7 days.

The Accommodation

Our Guests at **Collyhurst** can be assured of the following:

- A beautiful newly refurbished building on the outskirts of the town centre that is easily accessible by walking or public transport.
- A comfortable, homely environment with en-suite facilities.
- 24 hours a day emotional support from our fully trained staff, for up to 7 nights.
- Access to the local Crisis Resolution and Home Treatment Team (CRHT).
- A home that is set within the heart of the community and allows just the right amount of privacy, solitude and social time.
- Help with accessing other services that will sustain recovery such as signposting and referrals, where necessary, to other support services.



THE FREEDOM TO ENJOY AN EVERYDAY LIFE



The House Rules

There are some basic rules to ensure you and other guests are safe, rested and ready to resume your everyday life:

- By 10pm all resident guests are in doors, ready to settle down for the night.
- Alcohol and non-prescription drugs are not allowed on the premises. Anyone who returns showing signs of alcohol or drug abuse will not be admitted.
- As a courtesy, noise must be kept to a minimum after 10pm. Headphones are supplied if music helps guests to rest.
- Visitors are only allowed by prior arrangement with staff and are not allowed to enter bedroom spaces.
- Rooms must be kept clean and tidy.
- Guests help with food preparation and serving. Guests provide their own food if they have special dietary requirements.



The Making Space Way

Making Space has been around for over 30 years giving people with mental health conditions, and *their carers*, the freedom to enjoy an everyday life.

Colly-hurst will be run along exactly the same lines as at the Haven Crisis house, also in Lincolnshire. The Haven, in its first inspection gained an impressive 5 A's in the Quality Assessment Framework. At Making Space we really understand how to work with people so that they can return to their everyday lives.

However, don't just take our word for it - please see some quotes taken from people who have used Making Space's crisis services;



"All my needs were catered for – nothing was overlooked"

"Immediately made me feel very welcome and relaxed"

"I would like to convey my thanks to all the staff for their tremendous help, encouragement and discussion"

"When I left I was full of self confidence, I had formulated a workable plan for my future. I had regained my self-respect and was happy that I could go back out and face the world. This was down to the staff believing in me and giving me the tools to cope. I am extremely grateful – thank you"

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