



Mental Health  
**TOGETHER**  
Engaging with Derby and Derbyshire

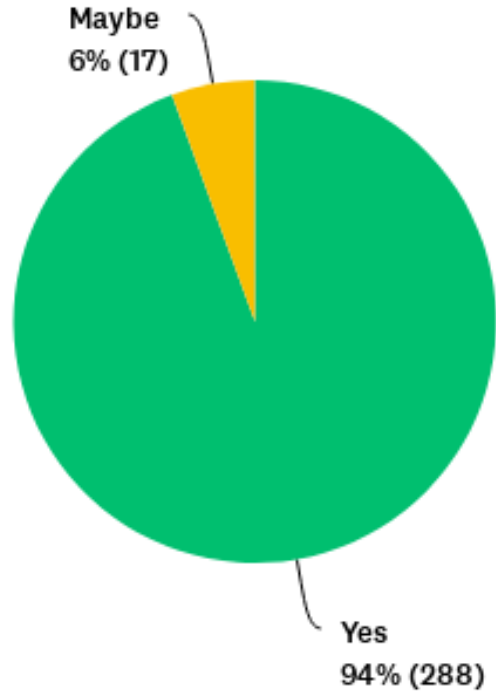
# Creating safe places for times of mental health crisis

Tuesday, September 28, 2021

# Q1: Firstly, do you feel there is a need in your community for this kind of safe place outside of 9am - 5pm services?

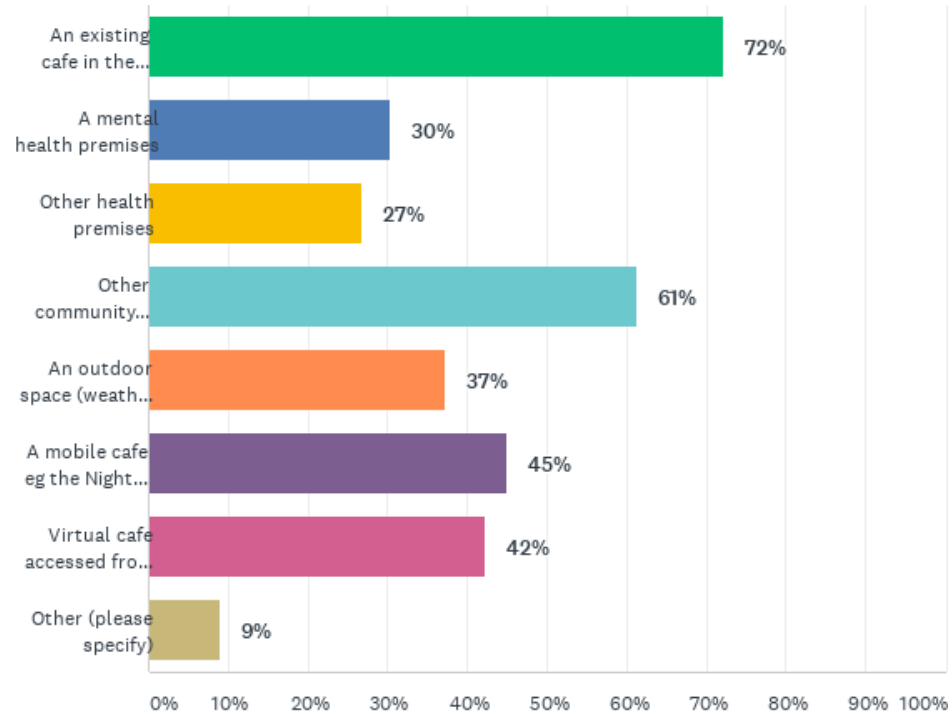
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Answered: 305 Skipped: 1



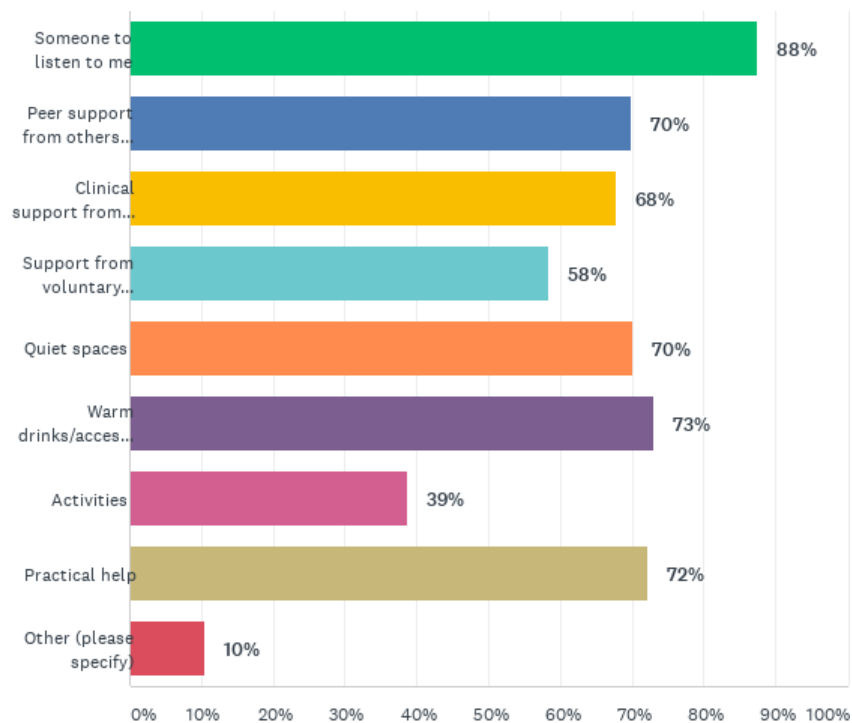
### Q3: Please tell us where you would prefer a 'crisis cafe' service to be based in your community. Please select any options that you'd be happy with:

Answered: 303 Skipped: 3



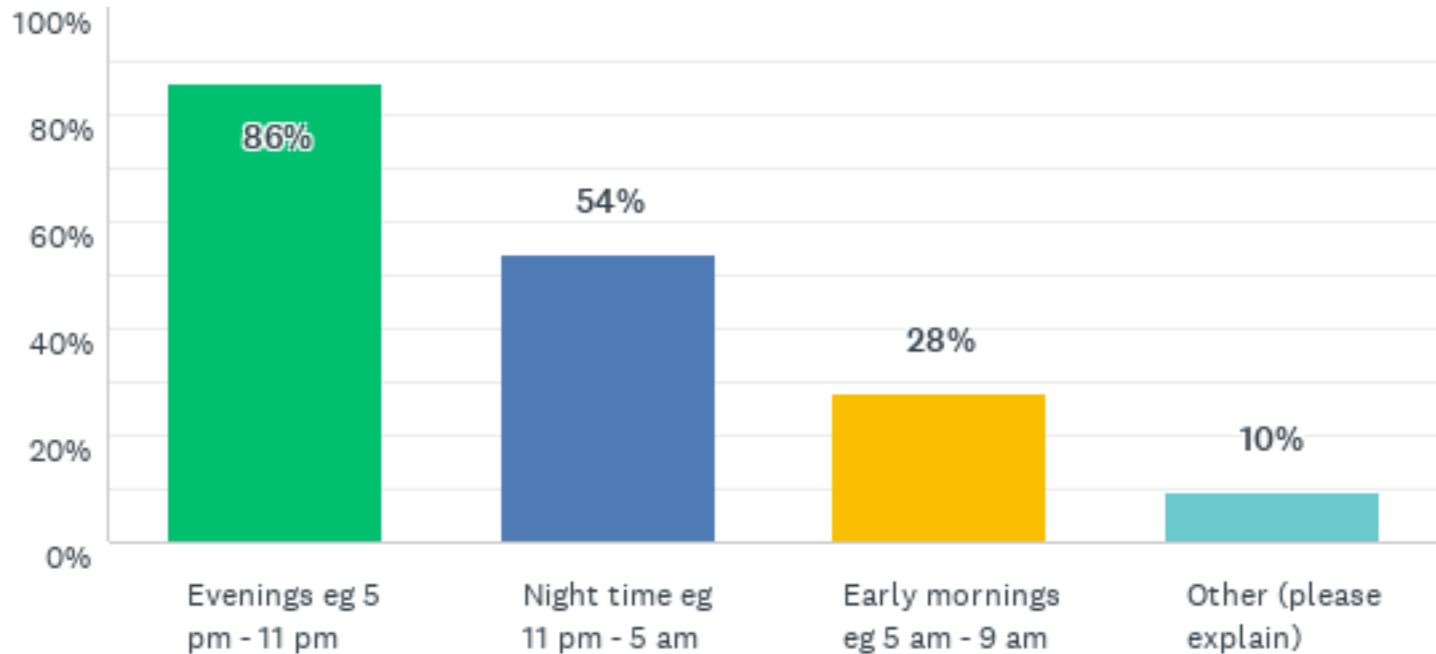
## Q4: Please tell us what would be important about the cafe for you. Please select anything that applies:

Answered: 305 Skipped: 1



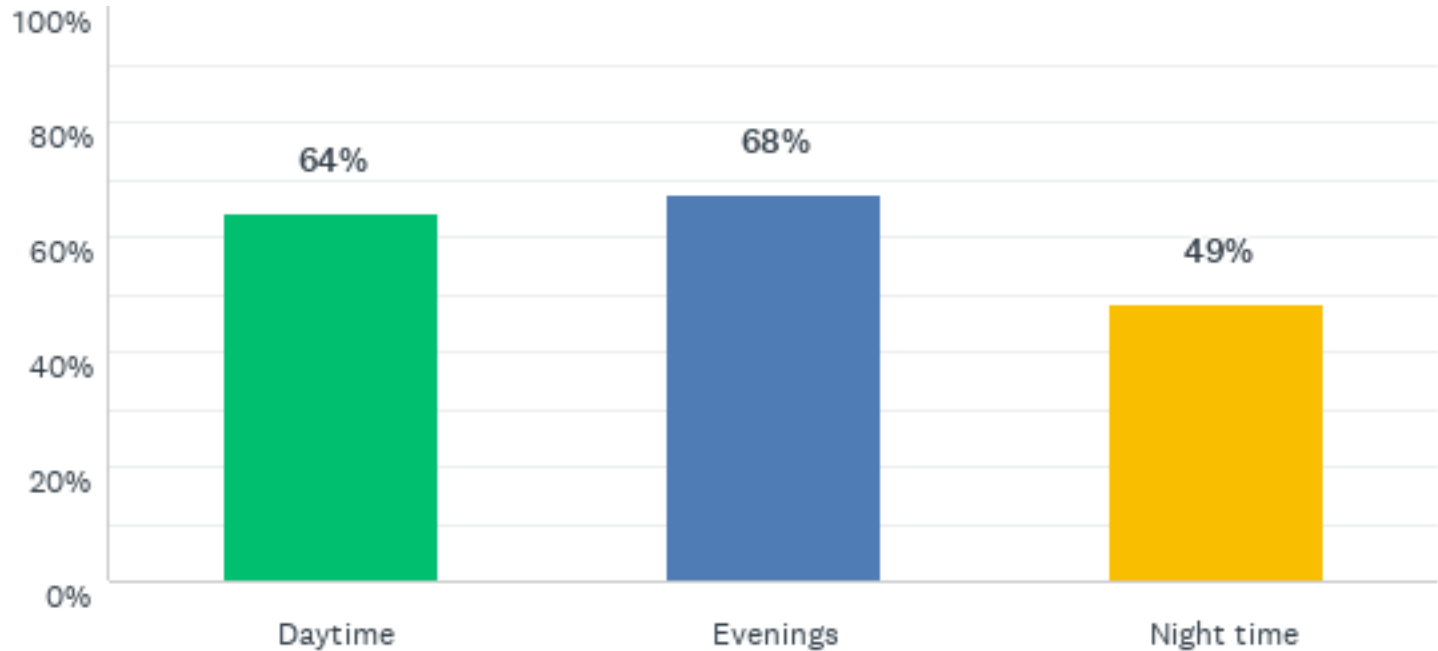
## Q5: Please tell us what sort of opening hours would be most valuable to you during the week. Please select any that apply:

Answered: 305 Skipped: 1



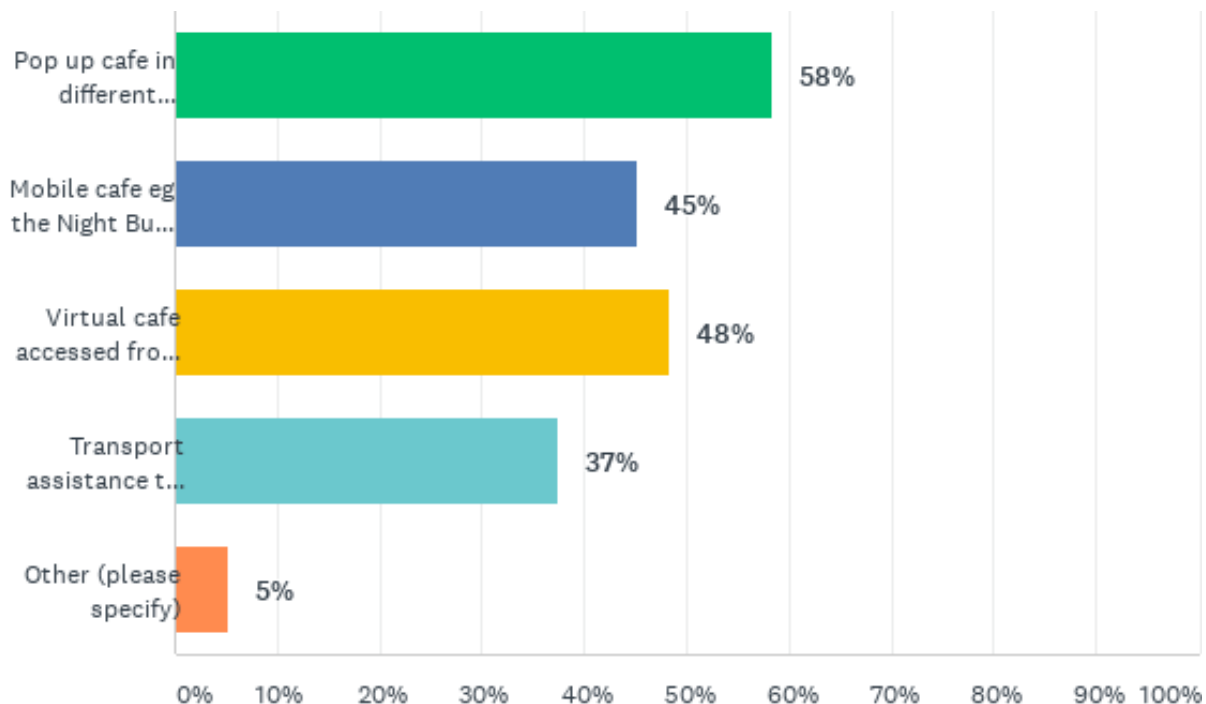
## Q6: Please tell us what sort of opening hours would be most valuable to you at weekends. Please select any that apply:

Answered: 303 Skipped: 3



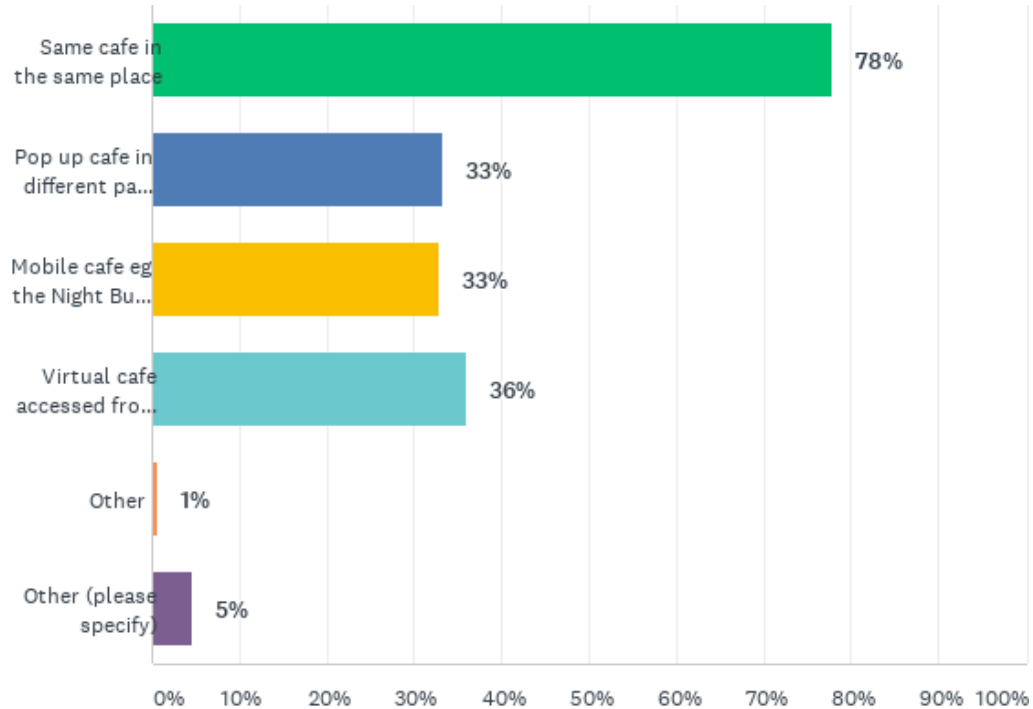
## Q7: If you live in a more rural area where people are spread out and transport can be challenging what do you think the best solution would be:-

Answered: 283 Skipped: 23



## Q8: If you live in a more urban area please tell us about your preference:-

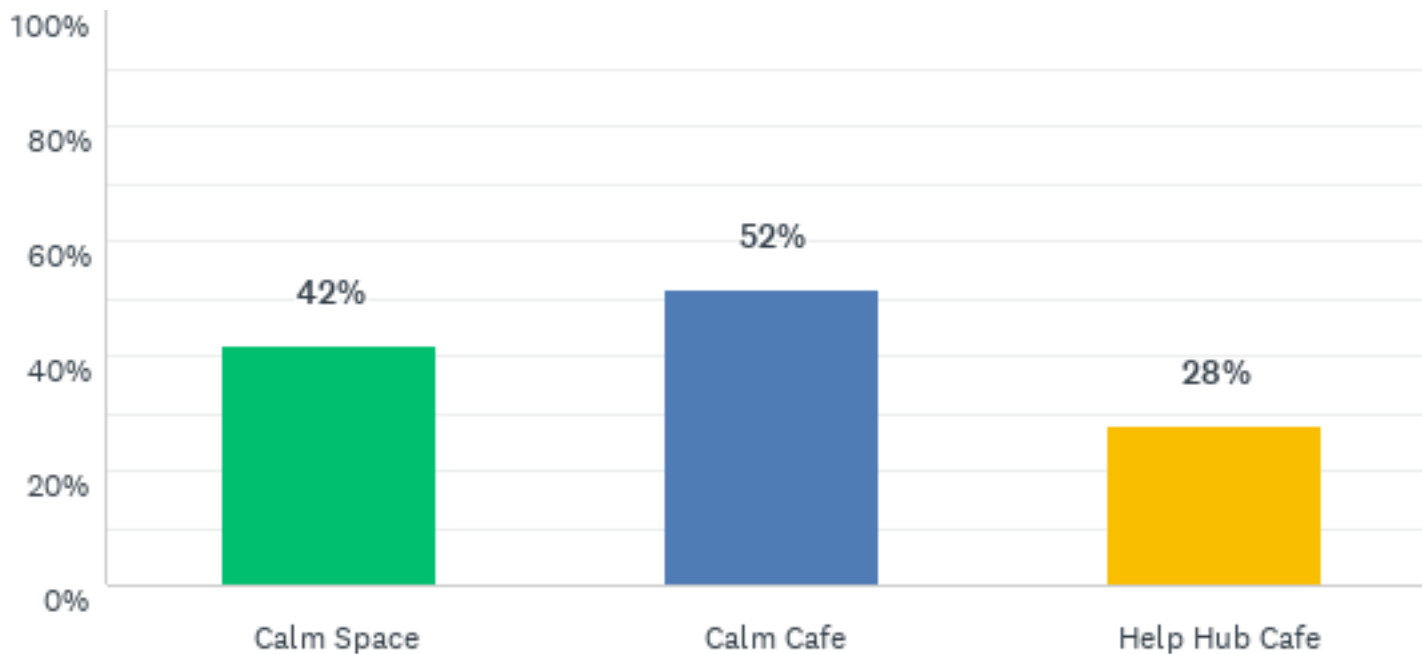
Answered: 280 Skipped: 26





**Q9: Do you have any ideas about what the cafes should be named so people will understand their purpose? We have received some suggestions below. Please tick any that you like or make your own suggestion instead:-**

Answered: 256 Skipped: 50



## Examples of additional names suggested

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Note – we had a few comments about not liking the word ‘calm’

Space4you

Tea for Two - Time for You

Here for You

Safe Hands

Goodwill Café

Twilight cafes

Me, myself and i cafe

Welcome Cafe

The Good Place

Off Load Haven

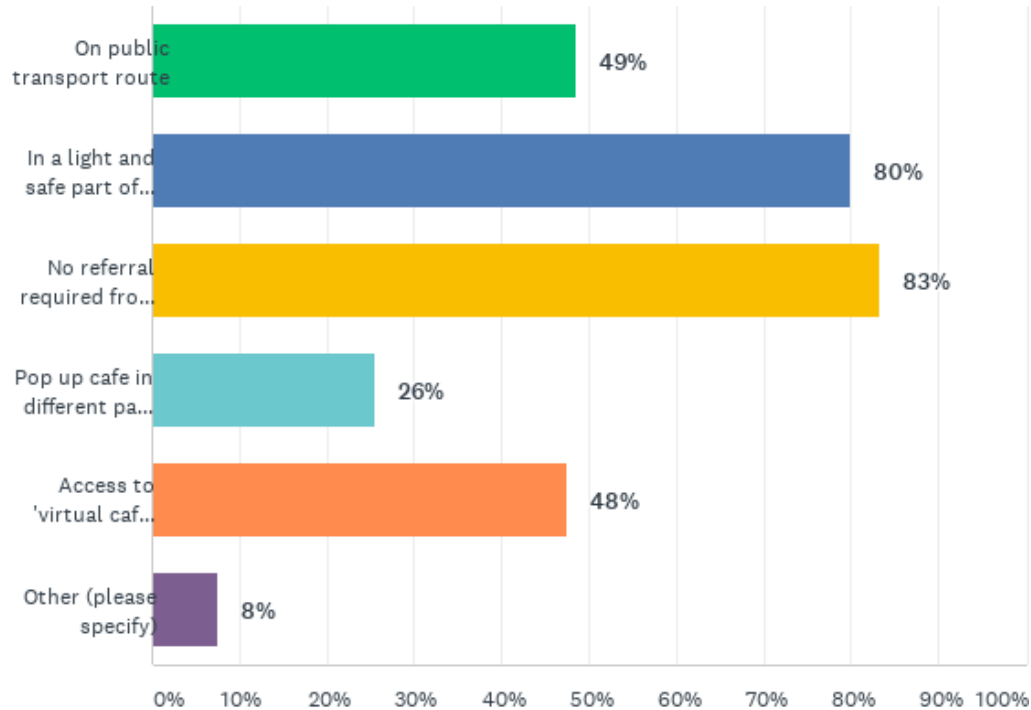
Space for Support

The Pheonix cafe

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## Q10: Please tell us what would make the cafes most accessible for you. Please select any of the following that applies to you:-

Answered: 305 Skipped: 1



## Additional comments on accessibility:-

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Going to a safe space within an already known and visible cafe/pub/restaurant

Easily walkable from town. There are no buses out of hours anyway.

Accessible for Mental Health Carers as well. We need support in an emergency/crisis too

Somewhere new, or something new, every time makes everything harder when you have anxiety.

Access is not just physical, deaf people also need access to such spaces

Transport to a 'safe space' where you can access a virtual cafe if required, ease of location e.g. local supermarket

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# What would make the space feel most comfortable for you?

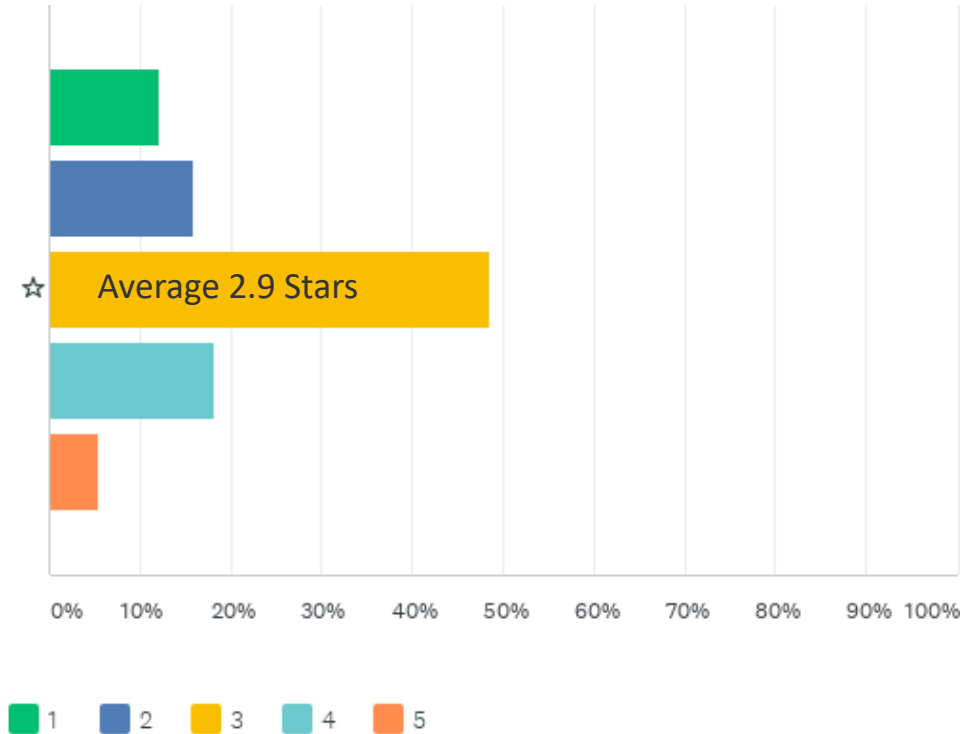
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loud hold noise gentle quiet areas surroundings chairs separate COLOURS conversations etc  
go atmosphere seating low level background bright lights safe space nice  
Warm lighting safe find support cushions comfy seating Easy quiet music  
sure place noisy Comfortable seating coffee bright clinical  
background noise open spaces low private spaces soft lighting  
soft furnishings background music calm environment people  
friendly needs inviting quiet Maybe music room calm  
activities lighting chilled space lots areas feel safe feel  
comfortable chairs welcoming loud music calming music cafe  
Relaxing comfy soft someone talk open Low lighting sofas  
quiet spaces clean comfortable also environment friendly people  
private welcoming atmosphere good mood lighting relaxing music well  
lighting bright sit Light airy warm want times make others ACCESS away small  
supportive helps ie somewhere Different

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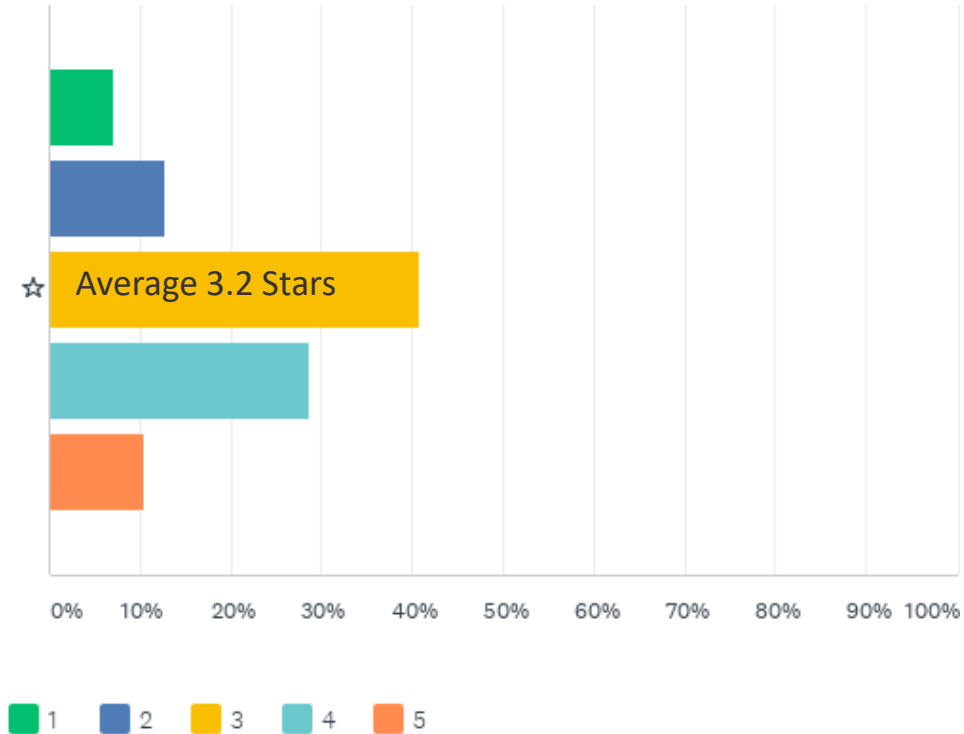
## Q12: How important is it for you to be with people of a similar age? Please select from 1 to 5 stars where 5 stars is the greatest importance.

Answered: 297 Skipped: 9



# Q13: How important is it for you to be with people of similar needs or interests? Please select from 1 - 5 stars where 5 stars is the greatest importance:-

Answered: 296 Skipped: 10



**Please take this opportunity to tell us anything else that's important to you about the provision of crisis cafes in Derbyshire:-**

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## **Access Issues**

Easy to access when you are feeling at your lowest. Help via text message/whatsapp for example.

It should be free, although not drinks and refreshments unless person can't pay

If Café is shut details easily accessible for someone to help.

Zero tolerance to drugs and alcohol, but provide details of organisations that can help with quitting.

Please provide us with a service in Glossop as we now come under you...

Informed about how my information is shared when I attend.

Important to know I won't be waiting hours to be seen and turned away.

I think it would be better if they didn't have the same people visiting every day / don't want it to feel like an exclusive club.



## Inclusiveness

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Give dementia patients a sense of normality where their behaviour won't be frowned on

It should be neurodiversity, LBGTQ friendly

I don't think under 18s should be allowed in on their own without a safe person being assigned to them

awareness of issues with older lesbian and homosexual peoples

A place that welcomes and supports carers too.

A place for people who live alone, a chance to get back into society after COVID just somewhere people feel safe and not judged.

To be received with understanding compassion and comfort whoever you are

## Marketing safe spaces

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getting the correct 'message' about the purpose of the cafe to all stakeholders is key.

clear frame of reference for the service providers and the service users - ambiguity around this could cause more stress and anxiety for all involved

Not sure how you'd implement this without it being a night shelter, as many homeless people have mental health crises overnight

Would be good to open up at other times to allow support charities access for there members. Perhaps regular slots could be booked at low rates

free from political agendas, symbolism and over-emphasis on 'safety'. Get this right, and you will help 'normalise' the coming together of people experiencing mental health crisis.

Needs to be really well advertised by various means

## Types of help available

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advice on housing, benefits, shower facilities and clothes/shoes swap,

onward referral and close links to other mental health support if needed

money advise, advocacy support to help engagement with other professionals

Access to some positive distractions eg yoga or books, art etc

It's important that people in crisis can just drop in to meet with others or to be on their own. Not necessarily always to be approached by or meet with a health care professional

Offer a nice variety of food, not just from the food banks that are usually bare essentials - nice cutlery and pots - tablecloth.

## Staff related comments

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Need people who have been through the issues not just learnt about them, especially males.

To have both male and female support there all times to help individuals who don't feel comfortable talking to opposite gender

Close links between professionals and voluntary sector to give maximum help

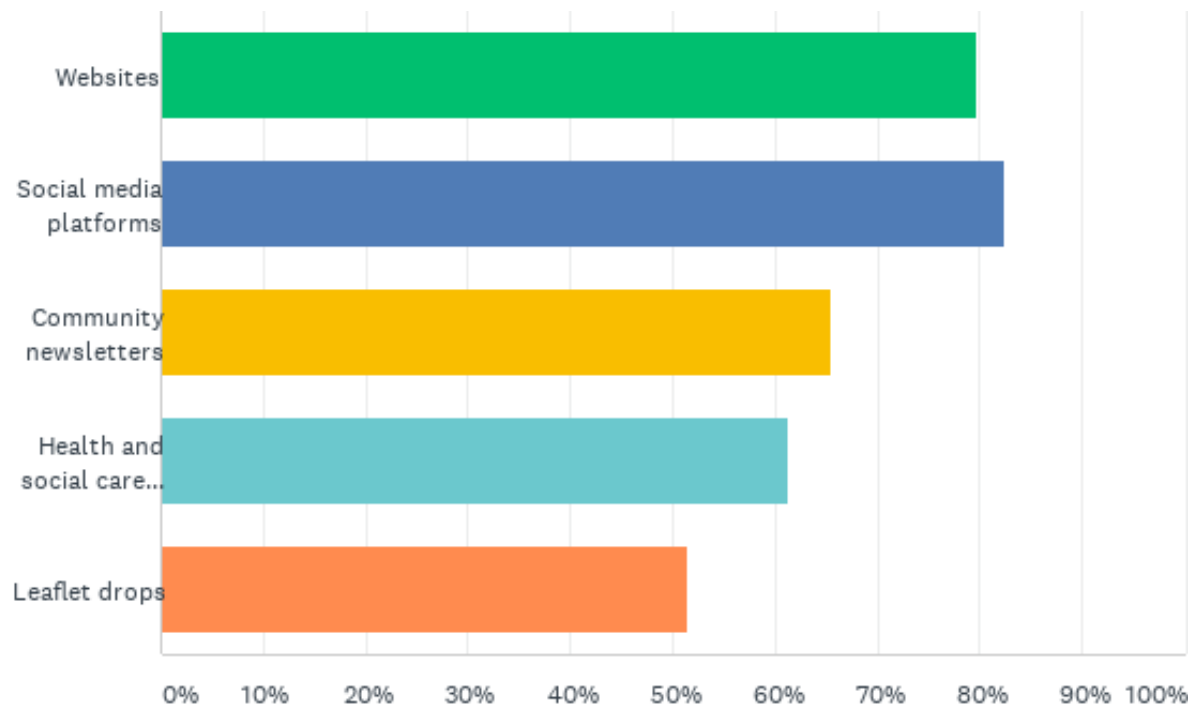
**NON JUDGEMENTAL** staff members.

That they be staffed by people with excellent mental health skills who are also able to signpost people to appropriate support services, as well as providing immediate relief such as through grounding interventions etc

Maybe build on existing local interested places & add in the mental health support & mental health training to the cafe & upskill or expand their workforces with mental health champions

## Q15: How would you like to receive information about crisis cafes once they are available? Please select any that apply:

Answered: 290 Skipped: 16



## Additional responses on advertising

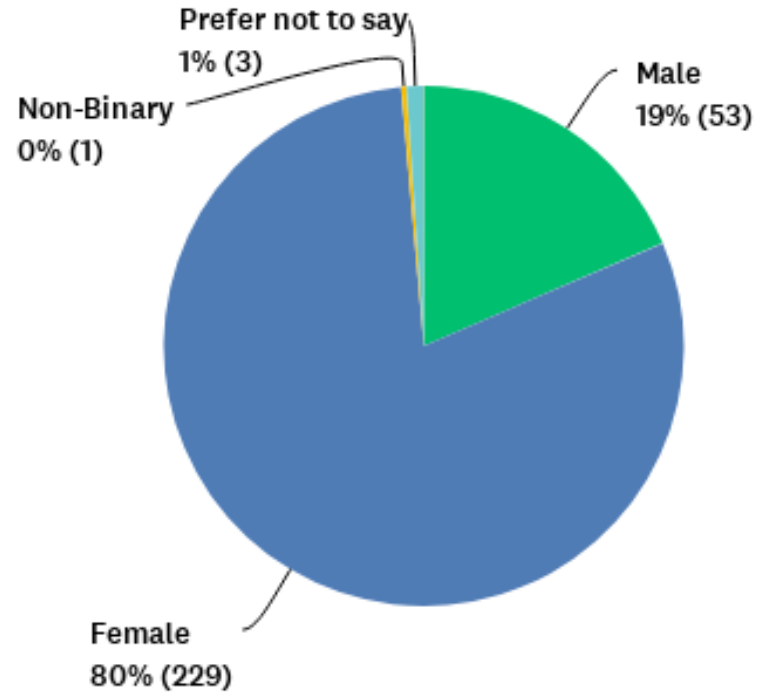
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- Social Prescribers & Care Coordinators
  - GP text messages
  - Local radio; bus and train stops; petrol pump adverts
  - The café staff could get out and about in the local community. Visiting the mental health day time Cafes, MH Carer Groups etc.
  - Notice boards in community, shops, Post Office, Benefits Agencies
  - Would be useful to get local mental health business's involved too
  - Mh carers groups, carers newsletters,
  - Via counsellors in IAPT services
  - leaflets in key places in the community GPs, health centres,
  - chemists. supermarkets. library.
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## Q16: What is your gender?

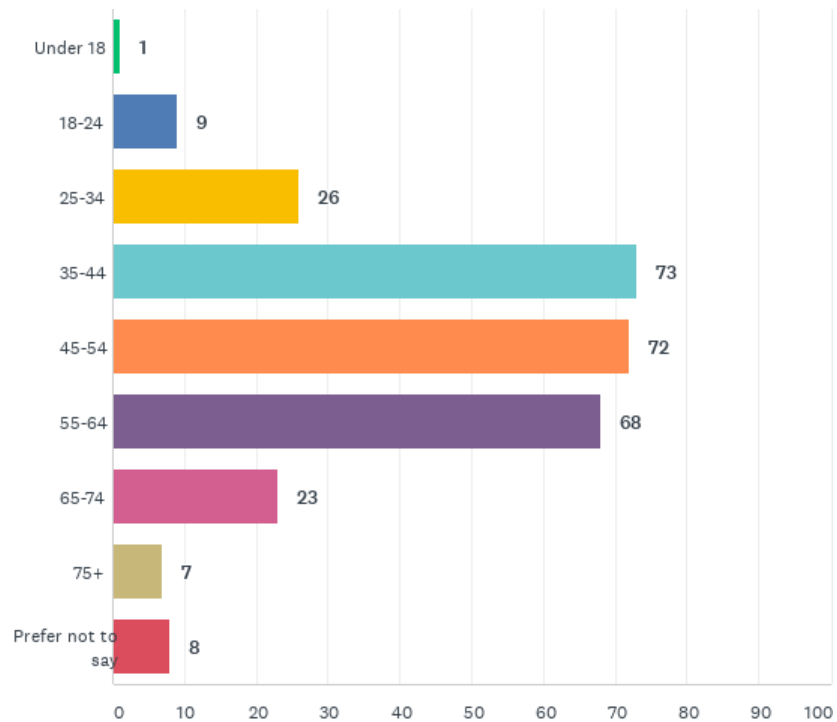
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Answered: 286 Skipped: 20



## Q17: What is your age?

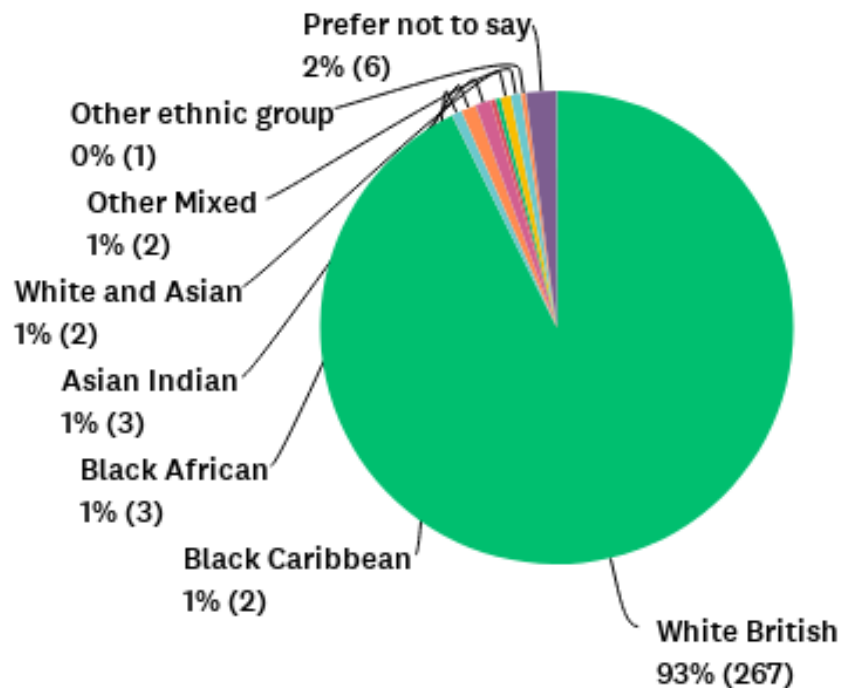
Answered: 287 Skipped: 19





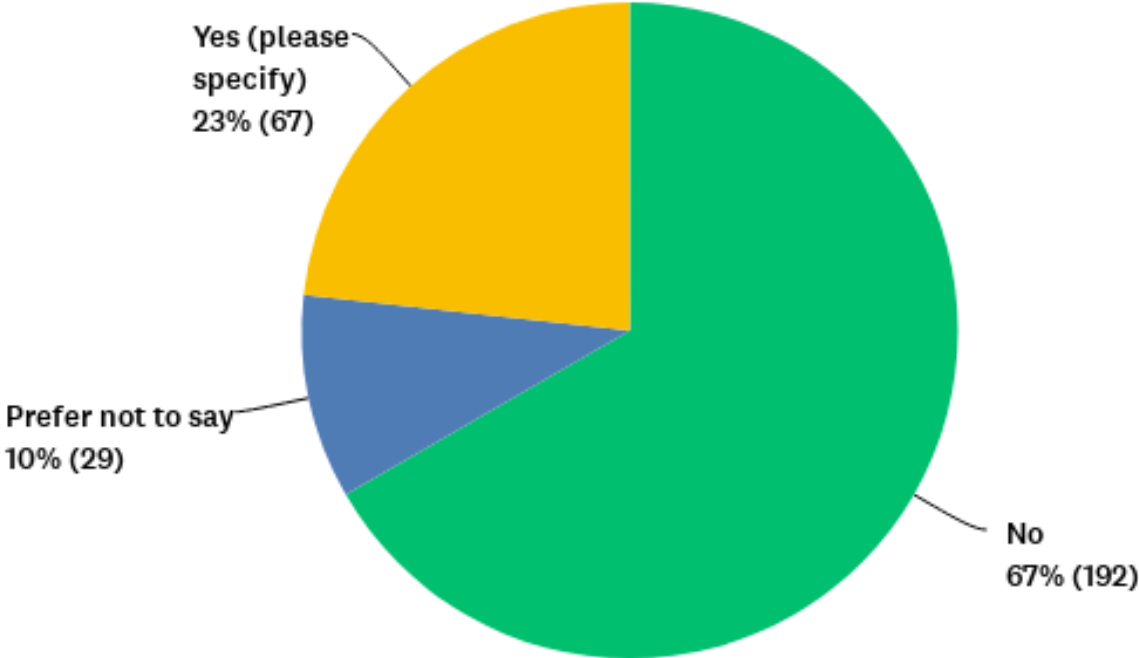
## Q18: What is your ethnicity?

Answered: 288 Skipped: 18



# Q19: Do you consider yourself to have a disability or any special needs?

Answered: 288 Skipped: 18



## Some self-identified disabilities and special needs:-

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Hearing impairment

Autism

Mobility issues

M S

Mental health conditions

Learning disabilities and anxiety

Fibromyalgia

Parkinson's

Wheelchair user

M E

Epilepsy

Dyslexia

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