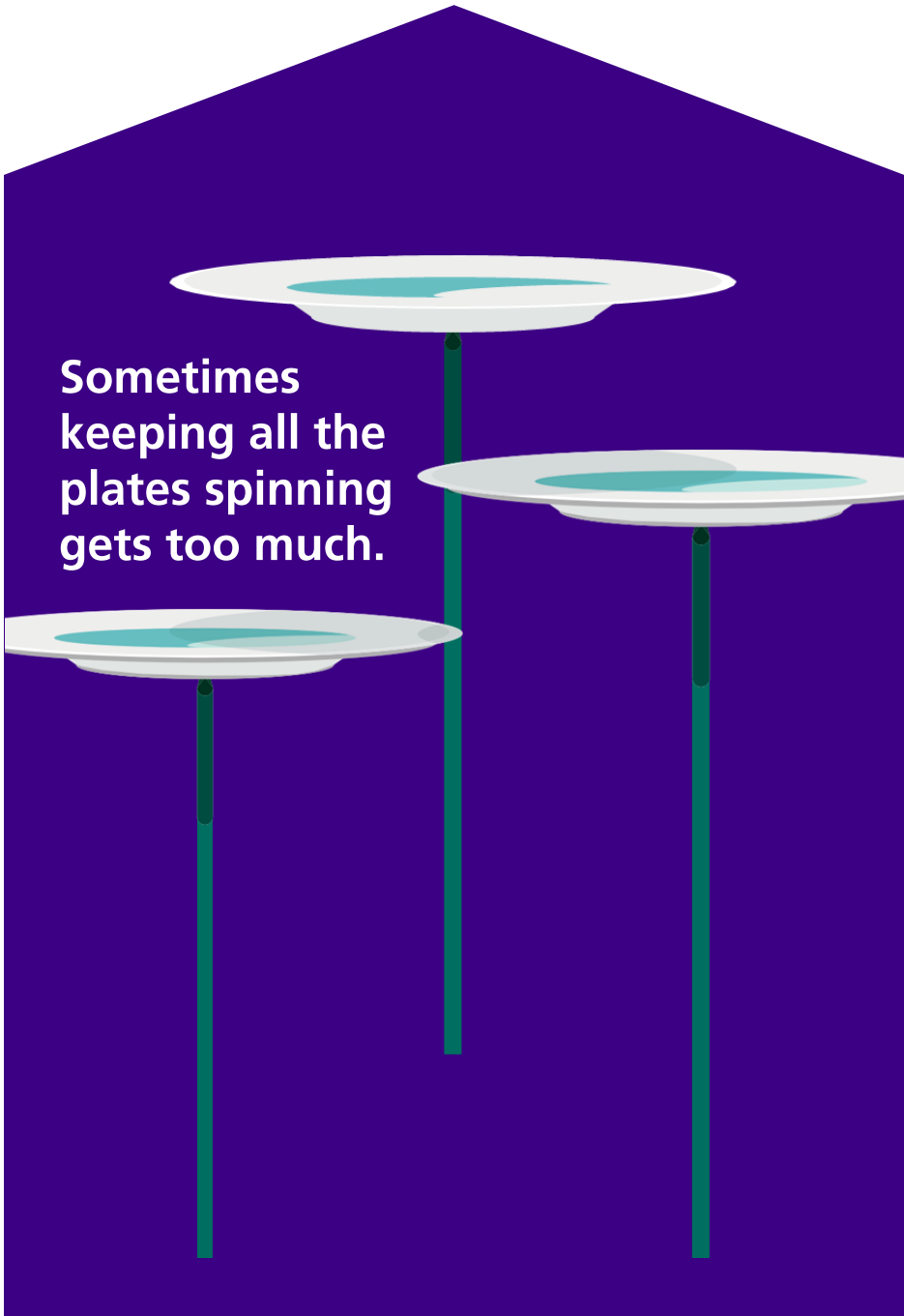


Welcome to the Retreat



**Information for patients,
relatives and carers**

**Sometimes
keeping all the
plates spinning
gets too much.**



What to expect

- We will give you a warm welcome – you are able to use the space as you need to. This is a **safe place**. Perhaps you need to talk through what is happening for you, use our social space to talk to others or take time for yourself.
- To ensure our space remains safe for everyone, we ask that you don't come in if you are under the influence of drugs or alcohol.
- We will also discuss finding help and resources outside of the Retreat, so that when you no longer need us you are aware of other available support in your community.

Our visitors

People visit us for all different reasons. Some people may arrive via the police or an ambulance. This is to ensure they get to us safely.

Visitors use our service to:

- help them through a mental health crisis
- help prevent a crisis
- explore and understand what is happening for them.

Information sharing

At the Retreat, we record information on our online record keeping system. We log the date and time of your visit and any relevant information about your time with us. This can include if you have had a structured conversation with a member of staff, your strengths and resources, your safety plan and any places or organisations we may have suggested to you. We will be open and transparent about any documentation and if we need to share information with other professionals.

**This is a safe space to
talk through what is
happening for you.**



Mutual expectations

We are all human

- We aim to provide a calm and safe space.
- This is a crisis service, and we will offer you support to understand your crisis.
- We may need to have conversations with you that can feel uncomfortable, we will do this with your best interest at the core.
- When your crisis is over, we will help you move on to other services.

The Retreat is a safe space for everyone

- People have a right to confidentiality. It is not appropriate to take phone calls, photos, videos or facetime in the café space.
- We can provide 1:1 confidential chats when staffing allows but new visitors and emergencies must take priority.
- We are keen to hear any suggestions you have for the service.

We all deserve to be treated with respect and compassion

We will respect each others decisions. It is not acceptable to talk negatively about others, or to use racist, sexist, homophobic or other discriminatory language.

For everyone's safety we can refuse access if:

- you require medical attention beyond basic first aid/wound care
- you are intoxicated (alcohol or other substances)
- you display threatening or aggressive behaviour
- you are under the age of 18.

**Sometimes
keeping all the
balls up in the air
gets too much.**



Our staff

Our team is made up of:


- mental health practitioners
- peer specialists
- front of house staff.

Mental health practitioners have clinical experience, they could be a mental health nurse, an occupational therapist or from another clinical role.

Peer specialists have their own lived experience of mental health problems, and may use this to help you make sense of what is happening for you.

The front of house staff will welcome you into the space and be able to support you with any queries and questions you may have.



The background is a solid green color with a network of white, irregular lines that resemble cracks in a surface. The lines vary in thickness and direction, creating a complex, web-like pattern. The text is centered in the upper-left quadrant of the image.

**Worried cracks
are starting to
appear?**

Other information

- You **can not** smoke on site.
- You **can not** vape inside, but can vape in the garden.
- Help yourself to hot and cold drinks.
- Feel free to join in with any of the activities we have on offer.
- We really encourage our visitors to have a relationship with the Retreat as a whole, rather than with a particular member of staff, this is to ensure the wellbeing of both visitors and staff.
- Depending on how busy we are, we can't guarantee you will be able to have a private conversation with a staff member, but we are around in the café space to help you use your skills and resources to understand your experiences.
- You can stay for a maximum of two hours at the Retreat.





The Retreat West

The Lantern
2 Ranelagh Road
Weymouth DT4 7JD

The Retreat – Bournemouth

Hahnemann House
Hahnemann Road
Bournemouth BH2 5JW

www.the-retreat.org.uk



Connection – a 24/7 mental health helpline for all ages

0800 652 0190



Community Front Rooms (CFRs) – a safe space open to anyone over the age of 18. We have CFRs in Bridport, Dorchester and Shaftesbury.

Please scan the QR code for locations and opening hours.



Feedback

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients helps identify what is working well, what can be improved and how.

Using our QR code, please take a couple of moments to tell us about your visit tonight



All feedback is anonymous

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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