



Hampshire, Southampton and  
Isle of Wight  
Clinical Commissioning Group

# Alternatives to Crisis

## The Lookout - Winchester

The Lookout uses a holistic, therapeutic approach to proactively support adults aged 18-65 who require intensive mental health support, through structured activities and interventions in a safe space.

<b>Opening Times</b>	Respite accommodation (short term – up to 28 days) Staff are onsite 24 hours a day, 7 days a week Referral only
<b>Access</b>	All support needs will be assessed before an application is accepted.  To be eligible for a place at The Lookout, applicants must be over 18 with or without a mental health diagnosis and be a client with the Hampshire Community Mental Health Teams (CMHT) via the Crisis Resolution at Home Treatment Team (CRHT).
<b>Address</b>	The Lookout, Winchester, SO22
<b>Phone Number</b>	01962 587 432
<b>Website</b>	<a href="https://www.sanctuary-supported-living.co.uk">The Lookout - Mental health services   Sanctuary Supported Living (sanctuary-supported-living.co.uk)</a>

## The Harbour - Portsmouth

The Harbour is an informal, non-judgemental, out-of-hours mental health service for anyone over the age of 18 in Portsmouth, Fareham, Gosport, Havant and East Hampshire, who needs short-term support in times of great difficulty or is struggling with poor mental health.

**Opening Times**

Open Friday to Sunday 4.30pm – 11pm

**Access**

By text or telephone call

**Address**

Covers Portsmouth, Fareham, Gosport, Havant and East Hampshire

**Phone Number**

07418 364911

**Website**

[The Harbour | Get out of hours support for your mental health \(solentmind.org.uk\)](https://www.solentmind.org.uk)

## North & Mid Safe Haven

The service provides out of hours help and support in a safe and confidential space to adults, including carers, who are experiencing a mental health crisis or emotional distress

### Opening Times

Open evenings, including weekends and bank holidays, 365 days a year.  
6pm till 10pm

### Access

Support is available via telephone or by visiting the Safe Haven in person. The service advises everyone to ring ahead so they can be prepared for your arrival. You can be referred to the Safe Haven via your GP or another health and social care professional. The service is looking into offering virtual access.

### Address

3 Vyne Road, Basingstoke, RG21 5NL

### Phone Number

0300 303 5772

### Website

[Andover mind | North and Mid Hampshire Safe Haven](#)

## The Lighthouse (East) - Southampton

The Lighthouse is an informal, non-judgemental, out-of-hours mental health service for anyone over the age of 18 who requires short-term support with their mental health.

<b>Opening Times</b>	The service runs from 4.30pm to 11.30pm, seven days a week, 365 days a year
<b>Access</b>	<p>The service is currently operating as a virtual service, with some limited face to face contact. It is open to anyone over the age of 18 who lives within the SO14-SO19 postcode area.</p> <p>Access the service by texting 'lighthouse' and your postcode (for example LIGHTHOUSE SO14 OYG) to the Solent Mind text line number 07451 276010.</p>
<b>Address</b>	147 Shirley Road, Options Wellbeing, The Annexe, Southampton, SO15 3FH
<b>Phone Number</b>	07451 276010
<b>Website</b>	<a href="#">Lighthouse :: Southern Health NHS Foundation Trust</a>

# The Adults' Safe Haven (Havant)

The Adults' Safe Haven in Havant provides face to face immediate crisis support if you are struggling with your mental health. No-one will be turned away based on where they live and the service has a Freephone crisis line for those unable to attend physically.

## Opening Times

Open daily from 6pm- 10pm  
365 days a year

## Access

You can call or access the service without the need to be referred and there is not waiting list for support. You may be signposted to the service by your GP or NHS111, but no professional referral is needed.

No appointment necessary, just drop into the Wellbeing hub in Leigh park or call 0300 3031560 to speak to on-site trained crisis workers, mental health practitioners or the drug and alcohol support team.

## Address

Havant and East Hants Mind Adults' Safe Haven, The Hub, Leigh Park, Dunsbury Way, Havant, PO9 5EW

## Phone Number

0300 3031560

## Website

<https://www.easthantsmind.org/adults-safe-haven>