



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.

Opening Times

Respite accommodation (short term – up to 28 days)
Staff are onsite 24 hours a day, 7 days a week
Referral only

Access

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).

Address

The Lookout, Winchester, SO22

Phone Number

01962 587 432

Website

[The Lookout - Mental health services | Sanctuary Supported Living \(sanctuary-supported-living.co.uk\)](https://www.sanctuary-supported-living.co.uk)

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.

Opening Times	The service runs from 4.30pm to 11.30pm, seven days a week, 365 days a year
Access	<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>
Address	147 Shirley Road, Options Wellbeing, The Annexe, Southampton, SO15 3FH
Phone Number	07451 276010
Website	Lighthouse :: Southern Health NHS Foundation Trust

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>