

*From 1<sup>st</sup> May 2020 until 2<sup>nd</sup> May 2021 the Sanctuary service has received **286** individual referrals, **2,900** support sessions have been provided in this period, this includes face-to-face and telephone support.*

### About the Service...



The Sanctuary is an out of hours service that provides practical and therapeutic, holistic person centered support to people at risk of mental health crisis. It is set in a welcoming and homely environment, with a lounge area, a kitchen/dining area, shower and clothes washing facilities. There are also private areas for those who need quiet time and/or 1:2:1 support. The Sanctuary aims to lessen hospital admissions and reduce the risk of harm for people in their homes.

The Sanctuary service commenced during the height of the Coronavirus Pandemic in May 2020, initially it operated as a telephone support service then opened for face to face support from 27<sup>th</sup> July 2020. The service operates within strict Covid safety measures in line with Public Health Wales and Welsh Government guidance, over the past 12 months there have been periods where the service has fluctuated with regards to the number of service users able to attend the Sanctuary at any one time.

The Service operates 6pm until 3am, 7 days a week, 365 days a year, it is based in the Llansamlet area of Swansea within easy access for residents of both Swansea and Neath Port Talbot, there are also transport options available for those in most need who are unable to get themselves to and from the Sanctuary.

### Referrals:

Initially referrals into the service were via SBUHB Mental Health Single Point of Access (SPOA) only, however, this has been continually reviewed/assessed due to low numbers of referrals being received. In January 2021 the referral pathway was expanded to include direct referrals from specific professionals (i.e. Mental Health Nurses based within Police Triage, CMHT's etc.) this did show an increase however, it has now been agreed through the Steering Group that the Sanctuary will move to open access from 1<sup>st</sup> July 2021.

### Staff Team/Training:

The team within the Sanctuary are trained to a high standard including, Safeguarding, Suicide Awareness, Prevention Techniques, De-escalation and so on. With the introduction of open access the staff team will be receiving further extensive training prior to implementation, this will include a tailored health & safety package delivered by an external HSE consultant and we will also be taking this opportunity to provide additional sessions around Safeguarding, Mental Health Awareness and others.

### Reporting:

Currently, monthly reports are provided to the Steering Group including detailed information relating to referrals, outcome measures and a breakdown of services/agencies that individuals have been referred/signposted to within that period. In addition, we are also liaising with colleagues from Health, Police and ED to provide a 360 degree case study of an individual who is well known to emergency and mental health services highlighting an 85% cessation in their contact with services since engaging with the Sanctuary.