



# Hillingdon Cove Café

FAQs for Health and other Professionals



## **Who is Hestia and what do they do?**

At Hestia we support adults and children in times of crisis. We deliver services across London and the surrounding regions, as well as campaign and advocate nationally on the issues that affect the people we work with.

Last year we supported 15,238 men, women and children. This includes victims of modern slavery, women and children who have experienced domestic abuse, young care leavers and older people. From giving someone a home, to helping them to get the right mental health support, we support people in the moment of crisis and enable them to build a life beyond a crisis. We are supported by nearly 600 volunteers across London who provide specialist skills such as art therapy, yoga, IT, gardening and cooking, as well as befriending and fundraising.

## **What is the purpose of the Hillingdon Cove Café?**

The service is commissioned to provide non-clinical support to individuals experiencing a crisis or mental distress. The service can be accessed on an open access basis (residents of Hillingdon aged 16+ can simply self-present without a need for an appointment) or on an appointment basis (following a referral made by CNWL clinical crisis response teams, including A&E Liaison Psychiatric Services, Home Treatment Teams, Community Mental Health Teams, and Single Point of Access).

It provides a welcoming, safe, supportive space as well as a hot drink and snacks, for those assessed to be experiencing or are at risk of developing mental health distress. The Hillingdon Cove Café aims to equip people with the skills they need to reduce their immediate anxiety, formulate individual self-directed safety plans and provide them with information/advice around the local services and resources that may help them moving forward.

## **How does the service support patients on the CNWL Urgent and Acute Care pathway?**

The Coves will be an identified provision within the CNWL Urgent and Acute Care Pathway alternative to patients. It provides a non-clinical alternative

patients would not have otherwise accessed services which may not be deemed to be most appropriate for their needs. They also provide a safe place for service users in need when traditional services are closed.

The service is open access to residents of Hillingdon aged 16+. Where helpful to individuals, the team will support further engagement with statutory mental health services such as Home Treatment Teams.

## **How will the service be delivered?**

### **1.Face-to-face open-access or booked appointment for residents of Hillingdon.**

One-to-One and/or peer support

- Support to help them during a mental health crisis or when

when feeling distressed

- Individuals will be offered a beverage and snacks, information and advice.

Individuals can be signposted to self-refer to the Hillingdon Cove or a formal referral can be received from A&E Liaison Psychiatric Services, Home Treatment Teams, First Response Teams, Single Point of Access and other health/social care professionals. CNWL referrers will be responsible in ensuring that the referred individual is not at great risk to themselves or others and can be cared for in the community. Referred individuals should be made clear about the purpose and expectation of the service Coves can provide.

## 2. Digital support

**The option for digital support will continue to be available. This will be:**

- Provided over the phone or video calls.
- Same day (or same week depending on number of referrals) digital contact and option for further scheduled appointments (50mins average as a guide, maximum 3 sessions)

- Service users will be provided with over the phone advice and other social care support.

## **Who is the service for?**

The service is for people aged 16+ in mental health distress/crisis, including those who feel unable to cope with their feelings any longer; may lack the social networks/resources to help support them during crisis; those who may feel suicidal or inclined to self-harm. The service is not designed to provide long-term support, but to provide short-term crisis, de-escalation support or help to prevent them from deteriorating in their community.

The service will also facilitate therapeutic group activities with the support of volunteers and co-produced with the service users.

## **When is it open?**

The Hillingdon Cove is open every day to Hillingdon residents aged 16+ to self refer or via formal referral and booked appointments.

**Open Monday to Sunday, 14:00 – 22:00. These opening hours include all Bank Holidays.**

The service is located at:



**Haya House, 90A East Avenue, Hayes, London  
UB3 2HR**

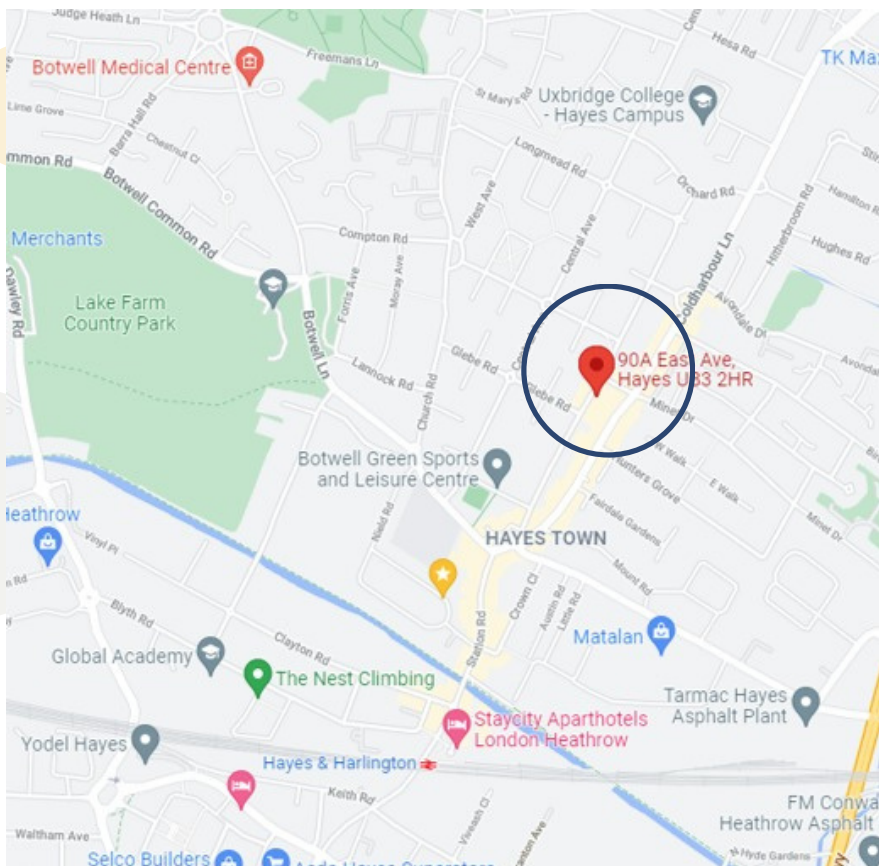


**Hillingdon.Cove@hestia.org**



**07827535271**

The closest train station is Hayes & Harlington (Great Western Mainline). The nearest bus stops are Fairdale Gardens, Stop Y 90, 140, 696, E6) and Botwell Lane (195, 278,698, H98).



## **How to access the Hillingdon Cove Café?**

The service is open-access and residents of Hillingdon aged 16+ can attend without an appointment. The service also has bookable appointments which can be made by A&E Liaison Psychiatric Services, Home Treatment Teams, CMHT, First Response Teams and Single Point of Access through a referral form and other health/social care professionals.

We accept referrals from A&E Liaison Psychiatric Services, Mental Health Emergency Centres, Home Treatment Teams, First Response Teams, Community Mental Health Teams and Single Point of Access. This ensures all individuals receive the dedicated support they need to move on from their crisis. Each referral will be offered a maximum of 3 appointments.

Whether self-referred or referred, the Hillingdon Cove Café service staff will fill in an outcome form at the end of each session, including details of the session, support/advice provided, and service user experience.

## **Do service users need to pay to use the Hillingdon Cove Café?**

No. The Cove is not a commercial enterprise.

## **How can I / my service / organisation help to promote the Hillingdon Cove Café?**

The service will be promoted via mental health services across CNWL and HHCP Partners. A leaflet describing the service is available via emailing: [Hillingdon.Cove@hestia.org](mailto:Hillingdon.Cove@hestia.org).

You can also support us online by following us on Twitter, retweeting any related posts or you can tag us in your tweets @Hestia1970.