



THE WELL-BEAN CRISIS CAFÉ – HOPE IN A CRISIS BLOG – November '18: TWO YEARS OF THE WELL-BEAN CAFÉ: HOPE IN A CRISIS (Written by Matthew Hall – Crisis Support Worker at WBC)

On 12 November 2016 the Well-Bean Café (WBC) opened, having our first visitor on that same evening. Now nearly two years on – we have had over 175 individual visitors to the service, and overall visits well in the thousands. The WBC was originally a 20 month pilot (to June 2018), though due to the success of the service, it attracted further funding to run until the end of March 2019. We are currently looking for the service to gain further funding for another 2 years – so fingers crossed...

So what has been achieved in the WBC during the last two years? In essence a great deal... The service is often full to capacity, offering therapeutic 1-1 and social support to our visitors. The service has developed it's own unique and friendly identity, providing a vibrant and safe environment that many people trust to cope with their mental health challenges. Part of the goal of the service when it was originally planned was to reduce admissions at A and E in Leeds (St James' and LGI), which it has been successful in achieving. For the people who visit and also work at the service, it represents *so much more* than that. All of the staff at the WBC have all had their own negative experiences with their own mental health – some being survivors of this. In this sense the staff have no judgement of any one entering the service, as we all have been in a position where we have felt vulnerable and in need of a safe space. Staff and visitors accept each other alike in this service, which gives it a special atmosphere where people can help to gently cope with their own individual sense of crisis. Hopefully the WBC can help people for many years to come

At the Well-Bean Café, we will not judge you and will accept you. We offer a safe place where you can access 1-1 or social support to help to cope with challenging feelings or your own sense of crisis. We are here every weekend throughout the year (Sat, Sun and Mon nights – inc' bank holidays, Christmas and New Year). On a first visit to the Café, you will be offered a free taxi to and from the service to minimise the anxiety of coming for the first time, as well as being offered 1½ hours of 1-1 support with one of our staff members. Details of when and how you can refer to the service are below on the next sheet. If you are struggling or in Crisis, please call or text us....

OUR PROFESSIONAL REFERRAL LINE IS: 07760 173505
OUR SELF REFERRAL LIFE IS: 07760 173476 (both lines
open 6 to 12pm Sat' to Mon')

We offer a genuinely **safe place** – with support workers and trained therapists, offering the following services: A non-judgemental social place to **relax** in, **hot food and not/cold drinks on tap** (no charge), **1 to 1 therapeutic support sessions** (up to an hour – from a person centred standpoint), **practical support** – with a focus on social crisis, **information and signposting to others helpful services** in Leeds, as well as having **board games, art books, music** and even a **pool table** that can be used by anyone. Our workers – Kim, Matt, Amareen, Rima, Debbie, Wendy, Zoe, Holly, Christian and Adriana are here are to welcome you with a friendly smile 😊...

The Well-Bean – Hope in a Crisis Café is a service run in partnership between Touchstone and Leeds Survivor Led Crisis Service.



PLEASE NOTE – ON YOUR FIRST VISIT TO THE WELL-BEAN CAFÉ – WE WILL PROVIDE A FREE TAXI (TO AND FROM) THE SERVICE, TO TAKE AWAY THE WORRY OF GETTING TO US FOR THE FIRST TIME



WELL-BEAN *Cafe*

We offer

'Hope in a Crisis' Referral:

07760 173476

- Are you struggling with your mental health?
- Are you feeling isolated and alone?
- Do you need someone to talk to in confidence?

**The Crisis
Café
opening
times:**
Saturday,
Sunday
and
Monday
evenings
from

6pm-12am
(Including Bank Holidays)

At Lincoln Green
Community Centre
LS9 7JB



The Well-Bean
'Hope in a Crisis' Café
is open to anyone in crisis.

We offer a non-clinical
alternative to A&E, to
resolve or better manage
crisis.

We offer one 1:1 support
(from a Person Centered
Approach) and support in
the social area where
refreshments and hot food
are available.