

# Hope House, Chippenham

**Hope House is a supported short-term residential service for people experiencing mental health crises.**

## Mission

Hope House is a peer to peer respite house that supports people in crisis as they build a sense of meaning and purpose beyond their challenges. We support our guests to redefine their crisis as an opportunity for learning, growth and change. Hope House has a specialism for those presenting with signs or symptoms of depression, specifically those who are suicidal or experiencing low mood.

## Location

The house is a 4-bed property located in Chippenham, one mile from the town centre. Chippenham has a good bus service and mainline train service. There are a number of natural, outdoor spaces nearby.

## Staff

The service is staffed 24 hours a day, 7 days a week, with a duty on call system supported by an on call manager for out of hours. The team are senior peer support workers with their own lived experience of recovery from mental health challenges.

## Aims

- To offer an alternative but complementary service for people experiencing emotional distress and crisis who require an alternative to hospital admission
- To provide a space for support that is complementary to the work of Intensive Support teams
- To offer opportunities for people using the service to learn and grow through their crisis
- To provide and facilitate opportunities for informal peer support and utilising lived experience expertise

## Eligibility and referrals

The pathway into Hope House is managed by referral from your local Mental Health Intensive Support Team. To allow for a timely response to a crisis, the referral process is a simple and collaborative process that fully includes the person being referred.

## Personal Support Plans

Support Plans are developed organically with guests as they progress through their stay and respond to the unique model of support on offer.

## Length of stay

The length of stay is between 2 and 4 weeks, in agreement with the guest staying at Hope House. People staying at Hope House also have an agreement in place for safe early departure, or should they wish to leave.

## Facilities

The house is a 4-bed townhouse with a garden and parking, a staff office is situated on the ground floor.

## Support

Support is offered collaboratively with NHS teams to help engage guests with their clinical treatment plans. Our senior peers work to instil a sense of meaning and hope for the future and work with guests to put together advanced decisions or crisis safety plans.

Staff are highly trained to build therapeutic relationships and support guests in emotional distress. A wide variety of activities are on offer for guests.

## Policies

- Placement agreement to be signed on acceptance
- No alcohol to be consumed on or off the premises
- No illegal drugs to be taken on or off the premises
- Visitors permitted between 11 am and 8 pm
- Complaints/Harassment procedure for residents
- Guests must access the support on offer

## Equal opportunities and confidentiality

Alabaré believes in equal opportunities and will not discriminate against service users on any basis.

All information about service users is regarded as confidential and appropriately safeguarded.

## For further information

Please feel free to contact Hope House at [hope.house@alabare.co.uk](mailto:hope.house@alabare.co.uk) for general enquiries.

The information in this document is intended as guidance only and is subject to change without prior notification. Please call 01722 322882 for current project details or if you would like this information in another format or language. Last updated Dec 2021.

