



## Update on our Crisis Cafés

Due to Covid-19, Mind BLMK are now offering a virtual Crisis Café, a phone service for people needing urgent support with a mental health crisis in the evenings. To access this service, you can now phone 01525 722 225 from 5pm to 11pm, 7 days a week.

Our empathetic, non-judgemental, trained mental health workers aim to de-escalate crises by actively listening, working through the presenting issue, identifying what issues led up to the crisis, helping the person to identify positive coping strategies, creating wellbeing or safety plans, and signposting and referring onto other agencies that might be able to help.

In exceptional circumstances, a face-to-face session can be arranged at our head office in Flitwick. If it's decided that this is necessary by both the worker and service user, and it is safe to do so, we'll offer this in line with the most up-to-date Government guidance.

Mind BLMK work closely with the Bedford and Luton Crisis Teams, and link into a Band 6 mental health professional if needed. Referrals from these teams and hubs can be made during opening hours using the phone number provided. Alternatively, you can send an email to the Crisis Café at [crisiscafe@mind-blmk.org.uk](mailto:crisiscafe@mind-blmk.org.uk) including in it the name of the person being referred, their contact number, date of birth, address and summary of the issue. A member of our team will call the referral at some point during opening hours that evening.

If you have any questions please contact Beth Timms, our Crisis Café Manager, on [beth.timms@mind-blmk.org.uk](mailto:beth.timms@mind-blmk.org.uk) or 0738 702 5991

For more information on how we are continuing to provide support to our communities visit [mind-blmk.org.uk/we-are-here-for-you](https://www.mind-blmk.org.uk/we-are-here-for-you)