

Platform's Services within the Vale

Taylor Ferne – Vale Supported Housing Service Manager
Katie Mills – Sanctuary Service Manager

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For mental health and social change
Dros iechyd meddwl a newid cymdeithasol

Who we are

Platform is the mental health and social change charity.

Platform has 30 years' experience of working in partnership with statutory services to achieve sustainable outcomes for people with complex mental health needs.

We have delivered Crisis Services, including the C&V Crisis House, since 2006.

We live by our values of being connected, compassionate, brave, and curious in everything we do and believe deeply in our vision of sustainable wellbeing for all.

Our projects in Cardiff and the Vale



- Linden House – 24hr Crisis House
- Early Support MH Hub (up to 25yrs) – out of hours, inc. crisis support
- Volunteering and peer mentoring qualifications
- One-to-one / group peer support for children and parents, family wellbeing programmes
- Talking therapies – UKCP and BACP qualified counsellors
- Housing support and advice: crisis support in Hafan y Coed and the community
- Support at home: floating tenancy support and housing support and advice (HSA)
- The Hangout – drop in service for young people
- Supported housing: Shared and step down accommodation
- Effro dementia support for people and carers

Vale Supported Housing

- We have a range of Supported Housing Schemes within the Vale.
- East Quay – 24-hour Supported Accommodation for individuals experiencing mental health difficulties.
- Holmes Street/Windsor Road – Supported Accommodation staffed between the hours of 9aam-5pm.
- Dispersed Scheme – Supported Accommodation within the community. Working alongside the IRIS team.

What do we do?

To provide social, emotional & practical support to people experiencing challenges with their mental health and emotional wellbeing

Open 7 days week, 365 days a year

Open between 5pm-1am

How do we provide this?

We will initially offer telephone support and offer a face-to-face appointment the same evening of referral if necessary.

People will be offered a place to relax, seek guidance, freshen up, gain access to food and resources alongside receiving follow up/signposting support.

Our Aim?

To provide a safe, welcoming place where people can go outside of normal working hours, instead of A&E or other urgent services.

Telephone appts commence at 5pm, last referral *for telephone support only* accepted at 12:00am

Face to Face appointments available from 7pm-11:30pm – to allow time before close at 01:00am



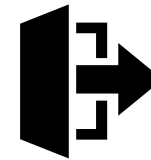
111p2 Refers client over to the Sanctuary between 5pm-11:30pm



Sanctuary staff carry out telephone assessment & support with client within 30 minutes of referral being received.



Offer face to face appointment at our hub within the same evening – Last appt time 11:30pm



Complete signposting referrals and warm handover following their visit to the hub & client returns home



Get in touch

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