

We're Mid and North East Essex Mind, the mental health charity. We believe no one should have to face a mental health problem alone. We're here for you. Today. Now. Whether you're stressed, depressed or in crisis, we'll listen and give you support.

We appreciate some people may find it difficult to attend the café in person in which case we can offer telephone advice and support slots.

We are a local, independent charity connected to the national charity Mind. At Mid and North East Essex Mind we have to raise our own money to run our services. We work from Chelmsford to Clacton, from Braintree to Colchester – we cover all of mid and north east Essex.

If you want to raise some money or donate to support the work we do in the local area visit [mnessexmind.org/support-us](https://mnessexmind.org/support-us) or call or email the fundraising team on [fundraising@mnessexmind.org](mailto:fundraising@mnessexmind.org) or **01206 764600**.

## Tell us your thoughts

We always need to know what we're doing well and what could be done better.

Write to us at: Service Operations Manager,  
Mid and North East Essex Mind,  
The Constantine Centre, 272a Mersea Road,  
Colchester CO2 8QZ.

 [mnessexmind.org](https://mnessexmind.org)

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Providing a safe place and support  
for those in mental health crisis

# North East Essex Crisis Cafe

Delivered by Mid and North East Essex Mind



  
Mid and North  
East Essex

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If you need extra copies of this leaflet  
please call Mid and North East Essex Mind  
on 01206 764600 with the leaflet title  
and issue number.  
Colchester Crisis Café, Issue 2

  
Mid and North  
East Essex

in partnership with:



  
Essex Partnership University  
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## What is the North East Essex Crisis Cafe?

The Crisis Cafe provides a safe, welcoming space where people experiencing emotional distress or mental health crisis can receive support outside of normal working hours and is a community-based alternative to crisis mental health services.

The Crisis Cafe is open 7 days a week, excluding bank holidays from 5pm to 10pm and you can self-refer by contacting us on **0300 330 9492**

### Wellbeing Support

The Crisis Cafe provides wellbeing support every evening to those in emotional distress or experiencing a mental health crisis. We have a trained team who are available to talk through the issues that have led to crisis and identify trigger points. Together with the individual the team will work on coping mechanisms and put strategies in place to prevent a crisis reoccurring. Working with their support networks individuals will be supported to take positive steps to leading a happier and healthier life.

### How to access the North East Essex Crisis Cafe

Anyone wishing to attend the Crisis Cafe can self-refer to us by calling us on **0300 330 9492**

Referral can also be made by a professional such as a GP, emergency services or NHS 111 (option 2) by telephone or email.

**We are open from 5pm to 10pm, 7 days a week, excluding bank holidays.**

### Pandemic Update

Due to on-going public health guidance the Crisis Cafe is currently primarily a telephone support service. Attendance can be facilitated but is limited to one person at a time.

 **Mind** Mid and North East Essex



## North East Essex Crisis Cafe

### What to expect

The first step is to contact us by telephone. We will ask you for your name, address and contact details. We will ask you for the name of a friend or member of your family who may be willing to help you if you find yourself going into crisis again. We will also ask some questions to make sure we are the right service for you and then tell you how you can receive support from us, either by telephone, video call or face to face.

Working with our team, we will ensure that we give you information about other places you can go during the day so that you feel supported at all times. We can look at ways in which you can recognise that things are becoming difficult and the strategies you can use to prevent another crisis.

Our safe space offers breakaway rooms so that you can have some one to one chats with the team. We will be serving tea, coffee and soft drinks and we will provide other resources that will help you to enjoy some 'down time'.

Unfortunately, children cannot accompany you to the Café but you are welcome to a telephone appointment.

We operate a strict substance policy, if you are under the influence of drugs or alcohol you will not be able to access the Café.

We may also be able to provide emotional resilience workshops through our partnership with The Haven Project to receive further support around problems you may be experiencing.



For more information on any of our services please visit [mnessexmind.org](https://mnessexmind.org)