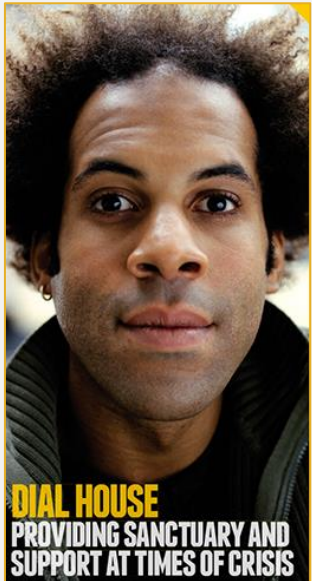


# DIAL HOUSE

## Service user-led crisis house model

### Background

- ❑ Leeds Survivor Led Crisis Service was set up in 1999 by a group of service users, who had campaigned for five years to develop the service.
- ❑ The service was set up to be a place of sanctuary, which was an alternative to hospital admission and statutory services for people in acute mental health crisis.
- ❑ The service is funded by the three Leeds NHS Clinical Commissioning Groups, Leeds City Council, the Leeds Personality Disorder Clinical Network and the Big Lottery Fund.
- ❑ The service was established, and continues to be governed and managed, by people with direct experience of mental health problems.
- ❑ Service users have their own unique perspectives on what it feels like to be in crisis and what helps and does not help. The service has been developed based on this knowledge and experience, while responding to the needs articulated by our visitors and callers.



### Dial House

- ❑ Dial House is a place of sanctuary currently open 6pm-2am Monday, Wednesday, Friday, Saturday and Sunday.
- ❑ Visitors can use the house as time out from a difficult situation or a home environment where they may feel unsafe or that may be exacerbating their difficulties.
- ❑ They can telephone to request a visit, or turn up at the door between 6pm-10.30pm.
- ❑ Visitors can relax in a homely environment and can also gain one to one support from the team of Crisis Support Workers.
- ❑ Dial House has a family room so parents in crisis can bring children with them. Visitors can also be transported to and from the house by taxi, to make their journey safe and comfortable.
- ❑ Dial House is now accessible to Deaf people

### Staffing and Approach

The team are qualified or qualifying counsellors, or receive training in the person centred approach. This is the primary therapeutic approach we use. The key principles of this are:

- The person providing support demonstrates empathy, congruence and unconditional positive regard towards the client
- A belief that people do the best they can in the circumstances they are in, with resources they have and have an inherent tendency to try to achieve their full potential
- Work is led by the client, in the belief that they have the resources within themselves to find their own solutions.

The service is compassionate, respectful, empathic and consistent, with the aim of supporting visitors to identify their own solutions to their difficulties.

Staff are supported through supervision, training, away days and a reflective practice group. Each staff member also receives a well being budget to spend on counselling, external supervision or complementary therapies.

### Dial House @ Touchstone

- ❑ This service provides crisis support to people from Black and Minority Ethnic Groups from 6pm-11pm on Tuesday and Thursday evenings at the Touchstone Support Centre.
- ❑ The service provides a place of sanctuary, emotional support and information. The aim is to provide a culturally specific service at Dial House @ Touchstone, but also to provide a bridge to Dial House and make this service more accessible.
- ❑ Dial House @ Touchstone is available for anyone from a BME group, including Refugees and Asylum Seekers and similarly to Dial House, transport and childcare are provided.

### Impact

- ❑ Dial house works with people in acute states of crisis, many of visitors are suicidal and/or self harm and staff are skilled and experienced within these areas of work.
- ❑ Over the time it has been opened, Dial House has successfully worked with people who have been excluded from other services or where other services have failed to engage.
- ❑ Dial House also works with people who are survivors of trauma, particularly abuse.
- ❑ The organisation is proud to have won six prestigious national awards in the last ten years.