



Hope Haven

We're here to offer
hope and help,
no matter what
you're struggling with.

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What is Hope Haven?

We're here for anyone who needs help with their mental health and wellbeing. Whether you just drop in for a bit of advice, or you need more support over a longer period of time, we can help.

We're here to support you, your family, friends, carers or anyone needing support, advice and practical information.



We will:

- Listen to you, with no judgement.
- Ask you what sort of help you're looking for, and work together on solutions that work for you.
- Support you to have a healthy lifestyle.
- Help you discover and build on your confidence.
- Connect you with other local organisations that can help you.

All the support we offer is free.

Hope Haven is delivered in partnership by:



What help do we offer?

We can give you practical and emotional support, information, and ways to manage and improve your health and wellbeing.

We can help with lots of things, including:

- Worries about your mental health, mood, or emotions. (Including worries about your memory, or seeing or hearing things.)
- Advice and help with things that are getting you down, like money worries, housing and job problems.
- Support with drug or alcohol misuse.
- Help through a crisis or difficult times.
- Advice and help with your physical health.
- Groups and activities.
- Help you look after your physical and mental wellbeing.
- Help and support for carers.

Who can we help?

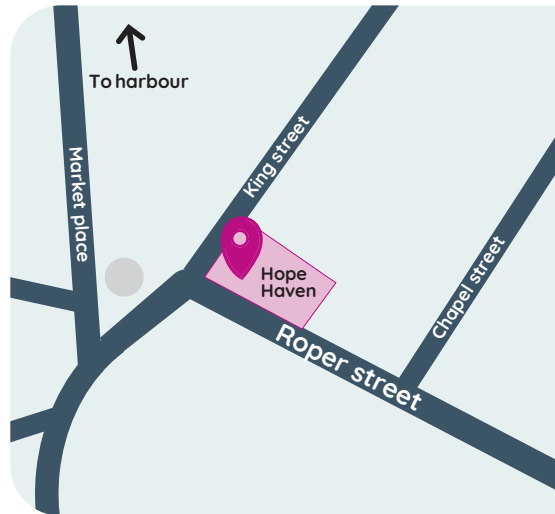
We're here for everyone aged 18+ in Copeland and Whitehaven.

You don't need to be 'referred' by your GP (doctor) or a health / care professional to get help from us.

Come and talk to us

Our welcoming community wellbeing space is currently open 9.30am to midnight, Monday to Friday.

 **40 King Street
Whitehaven
CA28 7JN**



Just walk in and talk to us about what you'd like our help with. (We have private rooms to use if you'd prefer a more discreet conversation.)

You don't need an appointment or referral.

Online Virtual Safe Haven

You can book an online video-call with a trained mental health support worker. They will listen, and work with you on a plan for more support if you'd like.

Video-call appointments are available 4pm–midnight, every day (including weekends and bank holidays).

Visit wcmhp.org.uk/hope-haven or scan the QR code to book.



Regular groups

We regularly run sessions where our experts can give you practical advice and help on different topics. These include managing various health conditions, support for different groups of people, and a range of other sessions.

Getting active

We run sessions to help you move more and look after your physical health, as well as your mental wellbeing. They're suitable for all abilities. Some of the things we offer are:

- Chair-based exercise
- Low-impact exercises such as mini trampolines
- Walking rugby
- Wellbeing walks

You can find the details of all our upcoming wellbeing and activity sessions on:

- Our noticeboards at 40 King Street
- Facebook @HopeHavenCumbria
- wcmhp.org.uk/hope-haven



One-to-one support

Our trained staff are here to help if you're feeling distressed or overwhelmed.

We can help you through a crisis. And we can help you to understand what might be contributing to how you're feeling (like problems with housing, finances, relationships or loneliness).

Then, we'll work with you to come up with a plan to tackle these problems.

We will build the support that you need around you - rather than you being passed between different services.

We can give you one-to-one support, such as meeting face-to-face or having regular phone calls.



Physical health

Mental health problems often come with physical problems too.

The Hope Haven team includes a GP (doctor), Advanced Nurse Practitioner and Health Care Assistant.

We can:

- Review and prescribe medications
- Monitor your health while on medication.
- Give you advice or help with physical health problems.
- Offer personalised check-ups and advice on staying healthy.

Hope Haven is not an urgent treatment centre.

Call 999 for life-threatening emergencies where someone's life is at risk.

For urgent but non-life-threatening issues, call NHS 111.

Who will help me?

Many of the Hope Haven team bring their own lived experience of mental and physical health problems, recovering from addiction, caring for someone and other challenges.

Our team know what it's like, and can share what's worked for them to help you on your own journey.

You can always expect a warm welcome, online or in person. Our team will chat with you and take down some details to help us understand what support is right for you, right now.

Only tell your story once

Our electronic patient record system allows the partner organisations that provide services at Hope Haven to securely share information. This lets us give you connected and compassionate care. You won't have to repeat your story to each new person you meet.

We store your information securely in line with the UK General Data Protection Regulation and Data Protection Act 2018. Your information is only seen by the staff involved in your care.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- Talk to the people directly involved in your care
- Ask a member of staff for a feedback form, or complete a form on the Trust website
- Telephone us on 01946 556 136
- Use the 'contact us' form on our webpage at wcmhp.org.uk/hope-haven. Please note that information sent via this contact form is sent at your own risk.

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention. You can provide feedback in the following ways:

- The quickest way for you to do this is to scan this QR code to complete our short online Viewpoint survey
- Complete the survey in-person using the Viewpoint touchscreen in person at our base at 40 King Street
- Pick up a feedback form from our base at 40 King Street
- Other options for sharing your feedback and experience: www.cntw.nhs.uk/yourfeedback



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on telephone 0191 246 7288.

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Get in touch



Visit **40 King Street, Whitehaven, CA28 7JN**
Monday to Friday
9.30am to midnight



Call us **01946 556 136**
Monday to Friday
9am to 5pm
Your call will be answered by our trained
mental health and peer support workers.



Visit wcmhp.org.uk/hope-haven



Follow us on Facebook @HopeHavenCumbria

We are a partnership of

