

How to apply and eligibility

Referrals are directly accepted via Community Mental Health Teams (CMHT) and Crisis Resolution at Home Treatment Teams (CRHTT) in all of Hampshire, except Portsmouth, Fareham and Gosport. We also accept referrals from GPs, hospitals, wellbeing centres, and mental health liaison units, but referrals need to be coordinated with CMHT or CRHTT.

To be eligible for a place at The Lookout, applicants must be:

- › Over 18 with or without a mental health diagnosis
- › A client with the Hampshire Community Mental Health Teams via the Crisis Resolution at Home Treatment Team (except in Portsmouth, Fareham and Gosport).

All support needs will be assessed before an application is accepted.

With support from The Lookout, clients link into existing community networks once they leave the service. Aftercare is provided by a 24 hour and 72 hour follow-up call.

Contact us

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The Lookout Littleton, Winchester



About us

The Lookout is a first of its kind supported living service in Hampshire for adults aged 18+ experiencing mental health crisis. It offers short-term (up to 28 days) respite and recovery in a psychologically informed environment that takes into account the emotional and psychological needs of each person.

Developed in partnership with Hampshire and Isle of Wight ICB, The Lookout delivers holistic support and interventions in a safe space. Our experienced team design structured activities to minimise the pressures and stresses of daily life, and give clients the opportunity to reset.

- › Staff are on-site 24-hours a day to suit individual needs
- › Trauma-informed approach to empower and promote long-term outcomes
- › Clients only need to bring themselves and any personal care items - everything else, including meals and bedding, is provided

“Thanks to the kindness and support of staff, I’m leaving optimistic and ready to reclaim my life.”

Former client, The Lookout



“Your way with words is unique and everyday I am here I see your ability to inspire and nurture others.”

Former client, The Lookout

Support

Staff provide support as set out in the Crisis Resolution at Home Treatment Team’s Care Assessment Plan and Care Safety Plan. Through a person-centred approach, clients are supported to become experts in their own care.

Our specialist staff are on-site 24 hours a day, seven days a week, and the team work closely with care co-ordinators and mental health professionals giving clients peace of mind that enhanced support is on-hand.

Support is delivered in small group settings, with opportunities to have one-to-one meetings if required. Clients are supported to set specific goals and encouraged to develop Wellness Recovery Action Plans during their stay. We also offer a variety of sessions that aim to support a client's crisis plan and/or care plan.

We seek long-term, sustainable outcomes and by making connections with existing community networks, clients can continue their recovery journey after leaving The Lookout with light-touch support.

Tailored support, advice and assistance includes:

- Managing mental health needs
- Cooking, cleaning and shopping
- Daily living skills
- Maintaining health, safety and security
- Signposting and accessing other services
- Building positive relationships
- Positive behaviour management
- Maintaining appropriate behaviour and good communication
- Building confidence, resilience, and self-esteem

Accommodation



Accommodation type

Seven fully furnished single-occupancy bedrooms in a shared setting over two floors.



Location

Close to the town centre and all amenities, including shops, supermarkets, cinemas, colleges, and public transport links.



Communal areas

A shared lounge, kitchen, bathroom, laundry room and garden.



Technology

Free Wi-Fi in communal areas. Access to an iPad with preloaded apps to support your recovery.



Safety and security

Staff are on-site 24-hours a day, out-of-hours telephone service and CCTV help to ensure residents' safety and security.



Occupancy type

Client stays are for up to a maximum of 28 days with weekly reviews.

