

Guidelines for using The Lighthouse



Our team and guests have come up with guidelines for how to keep The Lighthouse a safe place.

We kindly ask that you follow the below guidelines during your time with us, otherwise you may be asked to leave the service.

- Staff will ask for your date of birth, check the system and sign you in and out when arriving and leaving. Please also let us know if you are going outside for some fresh air.
- Treat staff and other guests with respect and kindness and be respectful of differences.
- Please be mindful about the language you use. Do not use any offensive language or behave in a way that would be classed as offensive.
- We will not tolerate verbal or physical aggression - you will be asked to leave The Lighthouse.
- Respect other users right to confidentiality and agree that who attends the service and what was talked about will not be shared outside the service.
- Be mindful about what is said in the lounge area as it could trigger other people using the service.
- Leave the room to take phone calls.

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- Do not talk about any guests if they are not currently in the service.
- Please do not attend if you are under the influence of drugs or alcohol. (You will be asked to leave the service if you are).
- Please do not attend if you have harmed yourself and require medical attention. (Use walk-in or 111 or go to A+E).
- Do not bring anything in that could cause harm to yourself or others.
- Be mindful that this is a shared space. Please do not be too loud or disruptive.
- Please do not talk to other guests outside of the service unless the guest has confirmed this is okay.
- If you are physically unwell, please do not attend for a face-to-face.

A partnership between
Hampshire and Isle of Wight
Healthcare NHS Foundation Trust
and Solent Mind