

## EXAMPLE WEEKLY DAYTIME SCHEDULE

Alongside our 1:1 client appointments, a range of rolling activities are delivered each week including:

### Monday

Community time - person centred small group.  
Cooking and serving a community meal.

### Tuesday

Introduction to Mindfulness to enhance awareness.

### Wednesday

Arts and craft therapy sessions.  
Drop in pathways to employment advice.

### Thursday

Small group therapy sessions.

### Friday

Certificated learning and community meal.



# STEAM HOUSE CAFE

TRUSTED MENTAL HEALTH SUPPORT

## WHAT CUSTOMERS HAVE SAID

“I spoke about the most intimate thing from my life with total honesty as I knew that I was not going to be judged, it was a hug without being hugged. I didn’t know how broken I was until I was allowed a safe space to open up” - T.M

“There needs to be more cafes everywhere like this with dedicated staff like TF and the rest of the team, because if it was not for them I don’t know if I would still be here” - J.F

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**access**  
Your Community Your Trust

**Daily Operating Hours**  
- seven days a week -

Daytimes  
**11.30 - 18.00**

Evening appointments  
and urgent assistance  
**19.00 - 00.00**

140 High Street | Gorleston | Norfolk | NR31 6RB

Mobile/Text 07435 993407  
Email: [steamgy@accessct.org](mailto:steamgy@accessct.org)



# STEAM HOUSE CAFE

SUPPORT TRANSFORM EDUCATE ASPIRE MOTIVATE

Welcome to STEAM, a unique and safe café styled space, that is tailored to offer holistic assistance from fully trained multidisciplinary team to adults experiencing mental health crisis - day or night.

Drawing on experience and learnings from decades of assistance to those most vulnerable in our community, STEAM provides clients with a calming and informed environment beneficial to their need.

Our engaging safe haven provides guidance, support and personalised pathway plans, which are mindfully coproduced over a period of time with our team, to enhance future wellbeing for the client.

STEAM provides person centred intervention assistance to support primary services across Waveney, Gorleston and Gt. Yarmouth.

Reach out for more information on our approach or to make a simple referral on a client's behalf.

**Alistair Hardie** (Pronouns: he/him/his)  
Crisis Cafe Coordinator | Gorleston  
powered by Access Community Trust



Alistair talking to Client G during their regular support update lunch

 07776 658766  
alistair.hardie@accessct.org

## SUPPORT



Journeys begin with a simple face to face assessment of need. By softly understanding client requirements and introducing them to our service offering, core elements of trust and commitment are established.

## TRANSFORM



Personalised intensive support plans are identified, understood and then self managed by the client with ongoing team support. This could involve CBT, 1:1 or group engagement activities from our single cohesive environment.

## EAT & EDUCATE

Deliver knowledge and educational tools to assist client's with their needs. Our support provides a nutritional 'good mood' food offering throughout the day, which highlights the importance of maintaining a well balance diet for a healthy mind and body.

## ASPIRE



Assisting clients future ambitions by providing a route to achieve via community networking, wellbeing support and pathways to employment. Access to guidance across housing, benefits, domestic abuse, LGBTQ+ and more.

## MOTIVATE



Our team remain available throughout the clients journey, face to face and/or virtually, to offer further light touch assistance as required. This fully inclusive wraparound support aids the client to achieve their full potential.