



Drop Ins

In this information pack, find out how to access immediate support at our mental health and wellbeing, sexual health and information and guidance drop ins.

Read about where and how you enter, what to do on arrival and what to expect once you are in the building. Also find out what support is available, such as sensory items and what to do to make you feel comfortable using our services.

What this information pack includes:

(You don't have to read everything, You can skip to the parts you need – click the link below.)

- **Service info:**

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How to enter the building - What to do on arrival

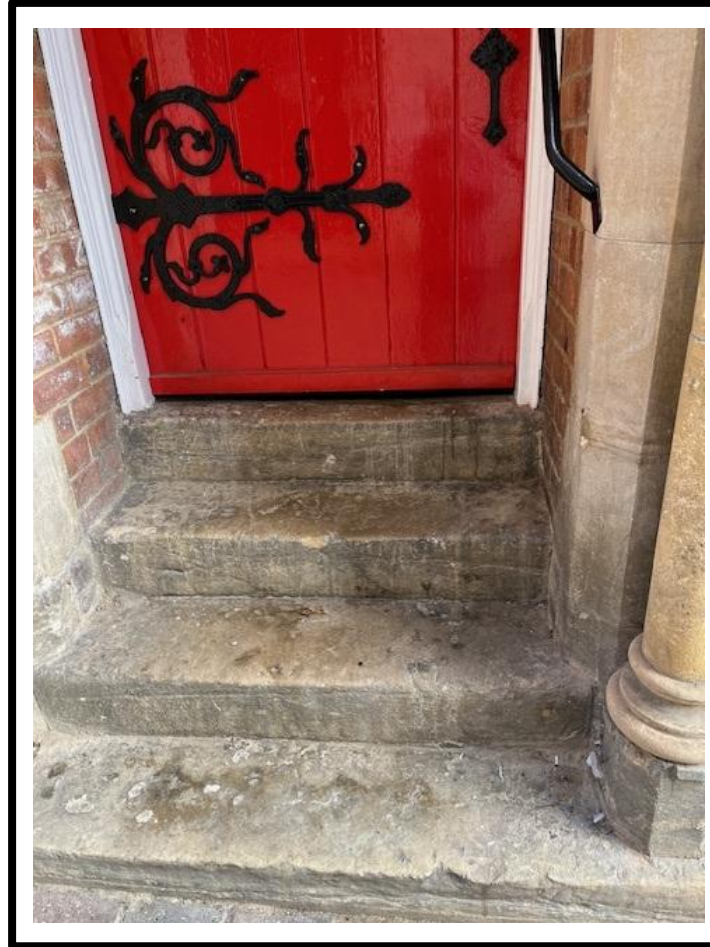
Drop In's - Information and Guidance/ Mental Health & Wellbeing/ Sexual Health

1. Enter via the Red door, up the steps and press the buzzer on the right.
 2. Let us know what you are here for if you can, for example “I am here for the Mental Health drop-in.”
 3. Take a seat in the waiting area (**you DO NOT need to sign in**).
 4. Wait for a staff member to meet you.
- If you have any mobility or accessibility requirements, please contact us in advance where possible.
 - **If you have an appointment** – when you press the buzzer let the staff member know what or who you are there for. For example, “I am here for my appointment with...”
 - **If you don't have an appointment** or are **here for the first time and unsure where to go**, press the buzzer and let us know what you are here for if you can.

Entrance – Drop In's via the Red Door



1. Go to the red door – front entrance (street view.)

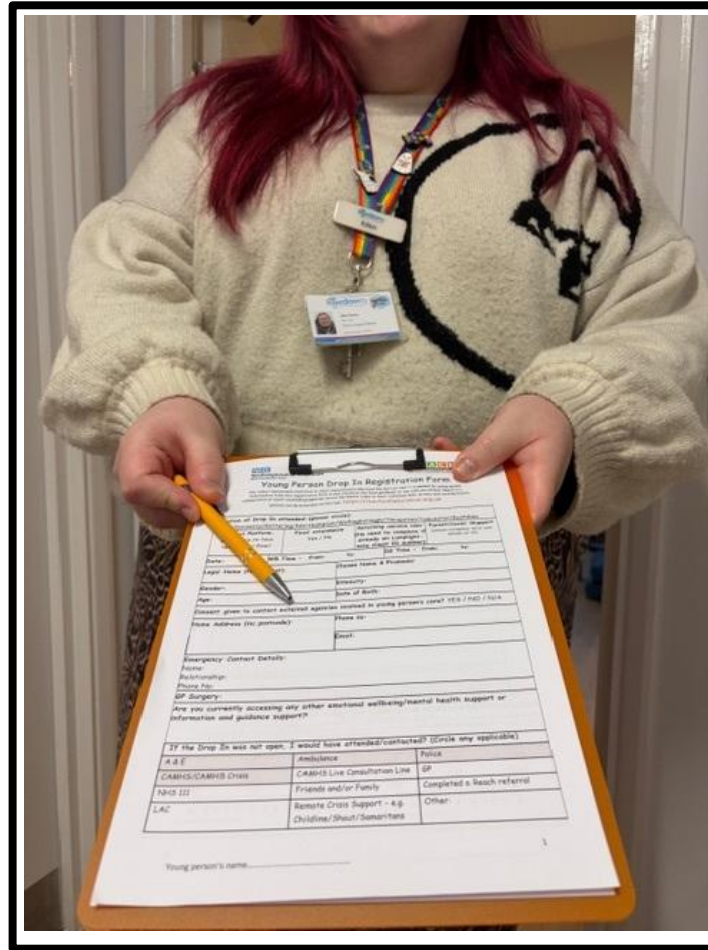
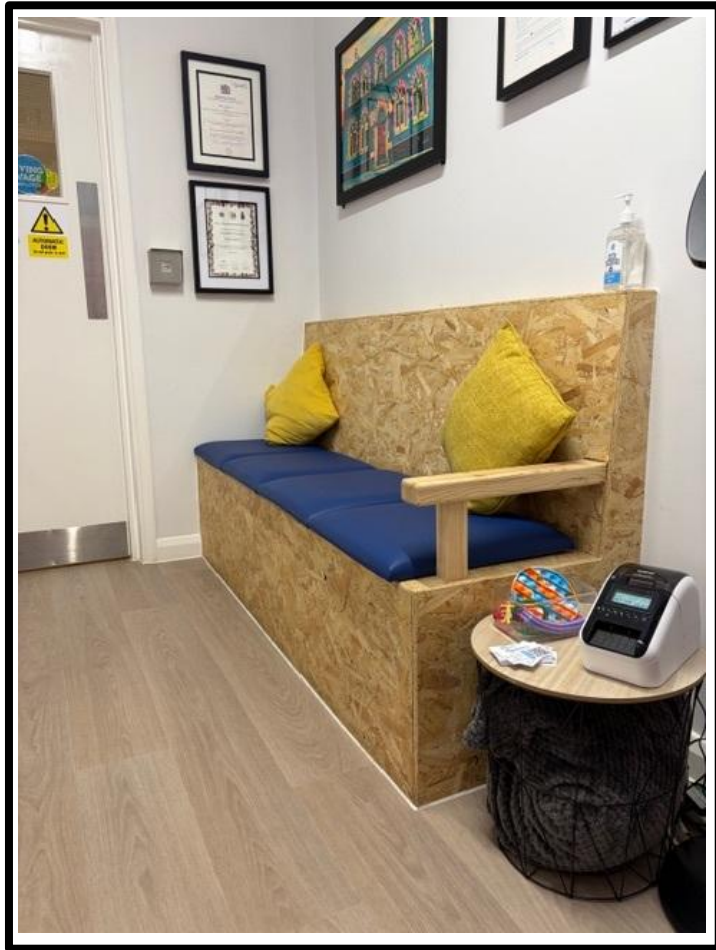


2. Up the steps
Accessible entrance is to the right, through the car park, up the ramp to the white door.



3. Press the buzzer on the wall to the right and say you are here for drop in, you will be let in.

Entrance – Drop In's via the Red Door



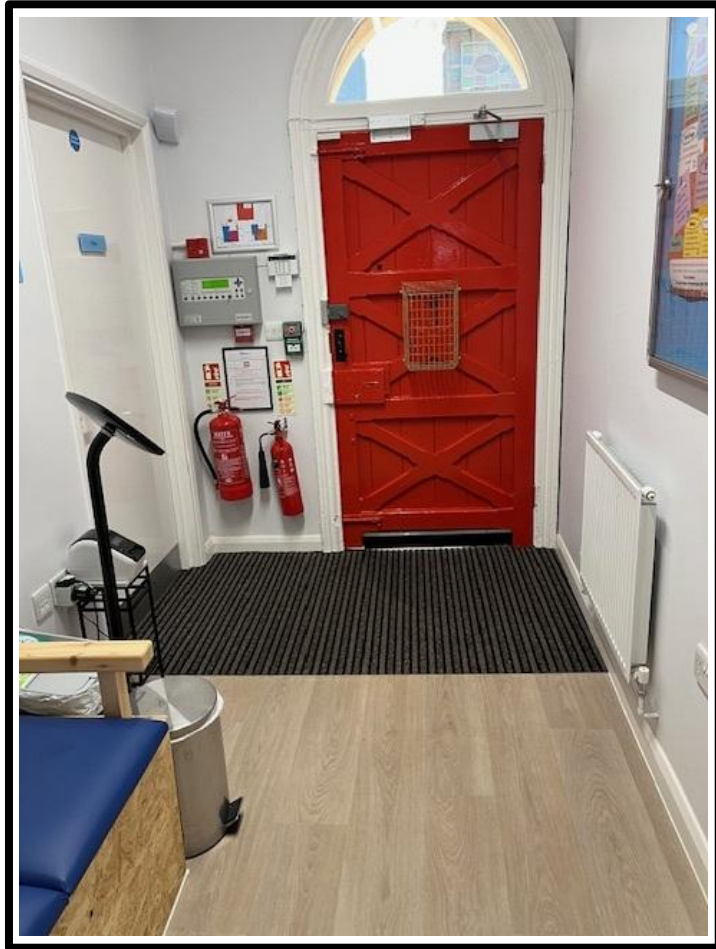
4. Drop-in waiting area (**You don't need to sign in.**) If busy you may be asked to sit in the main waiting area before your appointment.

5. You will be met by a staff member and be asked to fill in a form.

6. This is one of the rooms you may be in for Drop-in appointments.

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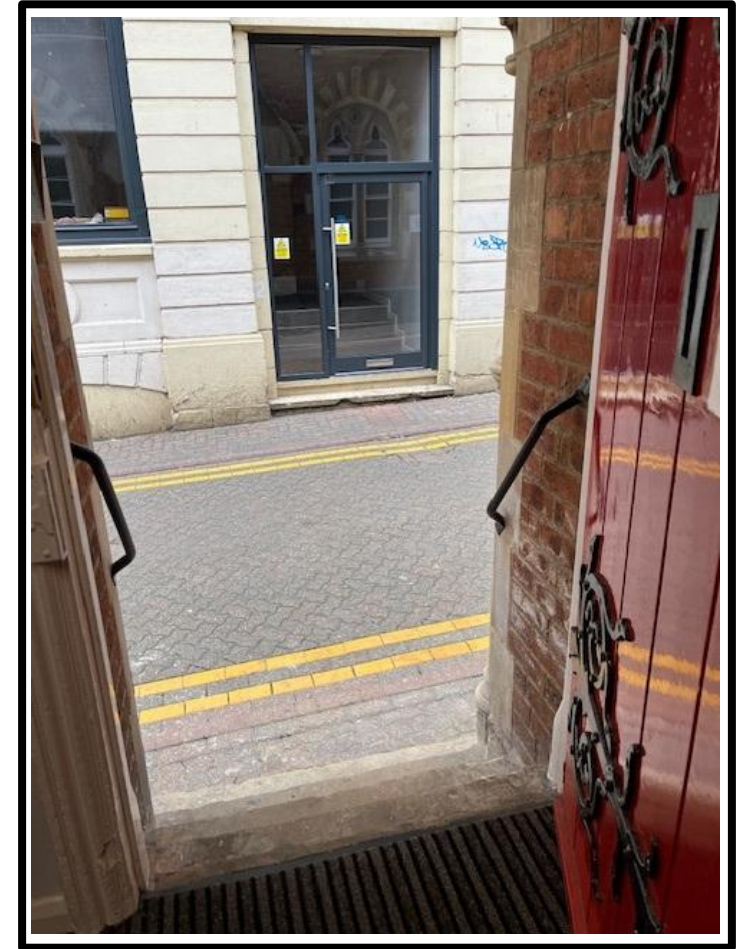
Leaving/exiting the building – exit via the red door.



1. Red door exit (opens inwards).



2. You will be shown out by a staff member.



3. Door opens inwards. Steps down onto Kingswell Street.

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What to expect in the building

What to look for, what you might see, hear, smell.
What to do if you feel a certain way during your visit.

What to look for in the building

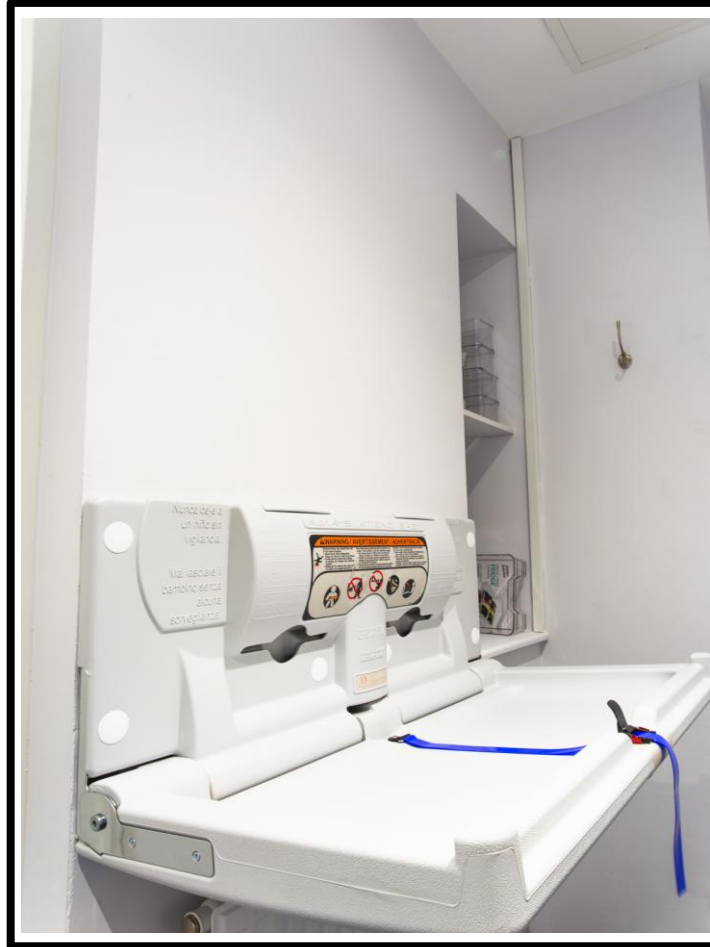
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- **People** – there will be others in and around the building, staff and volunteers are there to help.
- **Toilets** – all our toilets are gender neutral. We also have disabled and ambulatory toilets and baby changing facilities.
- **Automatic doors** – The main entrance into the building (via the blue door), counselling room doors (1 and 4), doors from waiting areas and corridor to garden have automatic doors. (open inwards) to allow easier access for all.
- **Handrails** – These can be found on both sets of stairs from the ground to the first floor of the main building.
- **Emergency exits** – These are at the front and side of the building (pictured). There are signs to highlight all exits.
- **Signs** – These are throughout the building, to help find your way to rooms and exits. The signs are blue with dark text. Some rooms such as toilets also have pictures. (see examples of signs)
- **Information** – details for who to speak to in the building, what you need to know about today and where and who else outside of The Lowdown can you get support.
- **Artwork & paintings** – these are in various rooms (some have been created by young people.)
- **Comfort & sensory packs** – Fidget toys, ear defenders, blankets and cushions are available to use in the building.
- **Accessible seating & wheelchair spaces** – In the main waiting area there is a specific space for any wheelchairs/ mobility scooters and pushchairs, next to benched seating. There is also some seating with raised arm rests for ease of getting into and out of seats.

What to look for in the building - what you might see



1. Toilets - Gender neutral, disabled and ambulatory toilets.

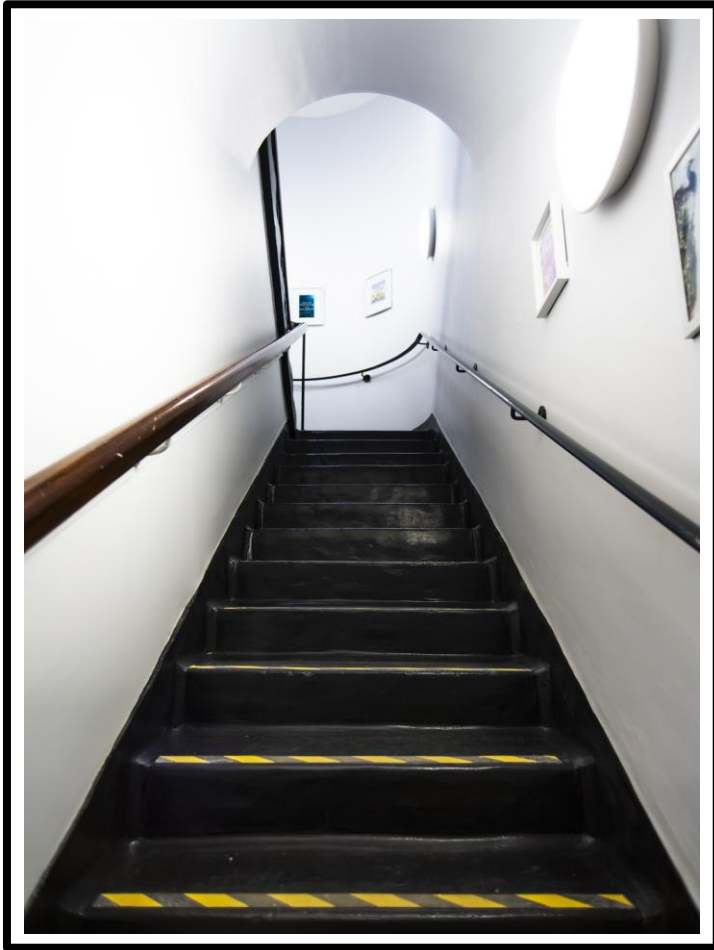


2. Toilet - with baby changing facilities.

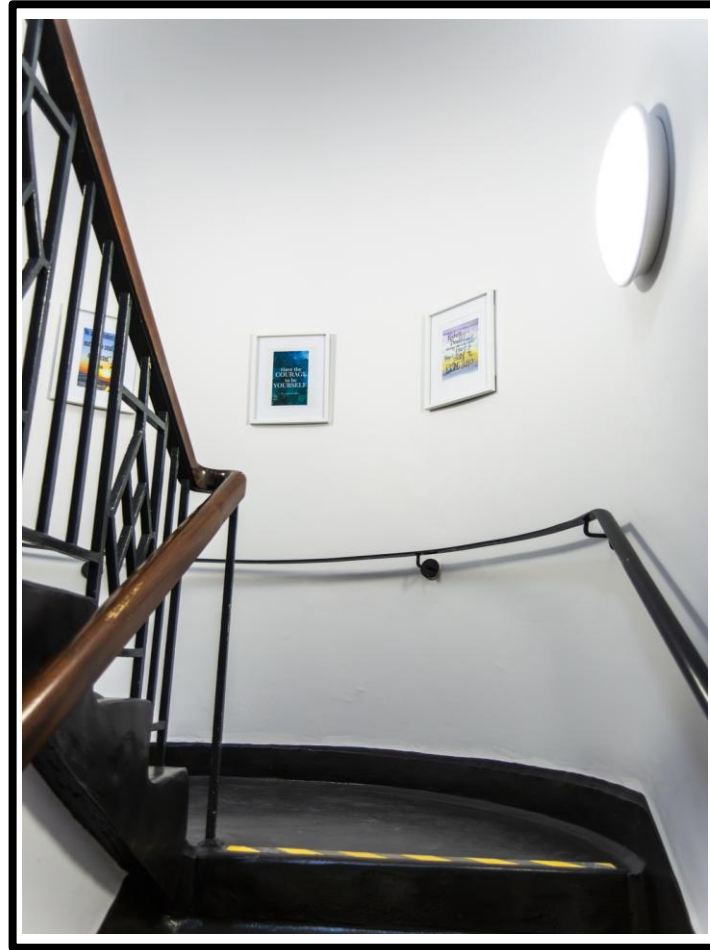


3. Automatic doors – inside and outside the building (pictured above an example of an inside automatic door).

What to look for in the building – what you might see



4. Handrails - These can be found on both sets of stairs from the ground to the first floor of the main building.



5. Different colours for walls and floors, including tape to highlight steps.



6. RE:Start stairs - from garden/ courtyard to office and upstairs counselling

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What to look for in the building – what you might see



7. Emergency exits



8. Signs – for directions and information



9. Notice boards - details for who to speak to in the building and what you need to know about today.

What to look for in the building – what you might see

10.



10. Artwork, paintings and decorations – can be found around the building.

11.



11. Each counselling room has its own picture quote to match the room name.

12.



12. Some of these have been created by young people.

People – Who you might see

- **Staff & Volunteers** – there will be staff and volunteers to help or support you. Below is an example of some of the people you may come across during your visit:
 - **Shift Managers** – the role of a Shift Manager is to manage the Counselling appointments and ensure you are where you need to be to get to your session. They help staff, support clients and keep everything safe and organised. You can ask them questions while you are in the building, they are always happy to help.
 - **Drop-in Support Workers** – There are always two Drop-in support workers whilst the Drop-in's are open. They are there to see anyone who attends and offer mental health and wellbeing support, sexual health support, information and guidance and where necessary further signposting.
 - **Admin Staff** – They may be the first people you speak to, on the phone or in person. They answer phones, organise and communicate about all appointments and services at The Lowdown.
 - **Other staff** - including Counsellors and Support Workers across all services such as RE:Start support workers, service managers, management and others.

What you might hear in the building

Below are some of the things you may hear during your visit, sounds can be different depending on what day or time it is.



Sounds/ hearing:

- Buzzers- when pressed to enter.
- Voices/conversation and noise from other people in the building.
- Radio – often on in waiting area as background (if noise is overwhelming let us know).
- Doors – high pitched beep on some automatic doors, slamming doors.
- Banging and movement from other rooms – furniture moved, doors closing/opening and footsteps.
- Building work or repairs improvements, these are less frequent, but you may hear these occasionally.
- Street noise – vehicles, people and other noises from nearby shops or buildings.

A lot of this is out of our control but let us know if there is an issue and we will do our best to help

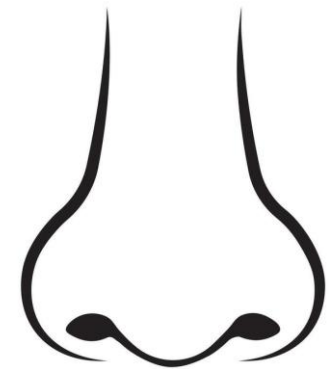
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What you might smell in the building

Below are some of the things you may smell during your visit. These can be different depending on what day or time it is.

Smells:

- Cleaning products.
- Essential oils (may be used in some Counselling rooms).
- If you are in garden areas, food smells from nearby.
- Food smells from kitchen areas in the main building and Lounge area.
- Other smells from the street or surrounding areas.
- Perfumes and body sprays worn by others in the building.



A lot of this is out of our control but let us know if there is an issue and we will do our best to help

What to do if you feel.....

Overwhelmed:

- Speak to a staff member, there are alternative quiet spaces and ear defenders available.
- Take a minute to remind yourself this is a safe space and breathe deeply, what 3 things can you see, hear and feel.

Anxious/ Stressed:

- Speak to a staff member – what helps you feel more calm or relaxed?
- Comfort items, fidgets, ear defenders are available to use in the building.

Unsure or unsafe:

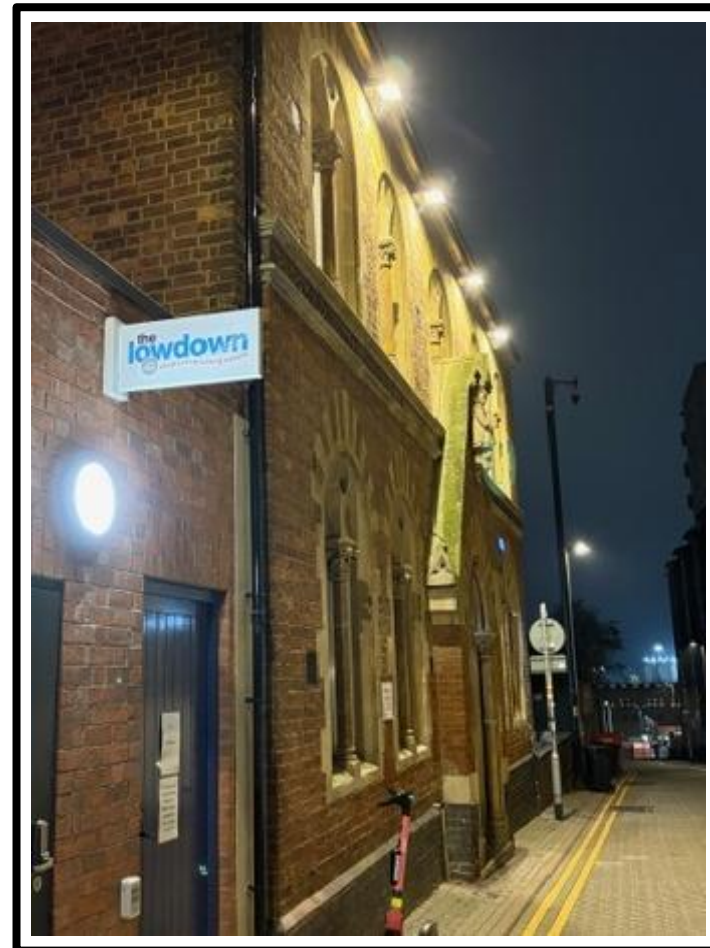
- Check the waiting room notice board and find out which Shift Manager or Drop-in Worker is in they will be happy to help you. Speak to them or another staff member. Our aim is to provide a safe and welcoming space for you.
- Use the rule of 3 grounding techniques above – what can you see, hear and feel.



A safe space – lights & CCTV outside the building.



1. CCTV outside of the building to keep everyone safe.



2. Lighting at the front of the building for when its dark.



3. Lighting also at the side of the building (white door/ accessible entrance.)

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Your sensory needs - Comfort and sensory items



1. Pictured: ear defenders – found in every counselling room, in the shift office and Lounge. For use in the building, please ask a staff member.



2. There are dimmable lights, blinds and lamps in every room, let staff know if light needs adjusting for you.



3. Blankets in every counselling room and waiting areas (storage baskets, pictured.) Floor cushions found in some rooms.

Thank you for reading. Is there anything missing from this information pack that you would like to see included/ need to know?

If you have any questions or need any further information, contact us:



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thelowdown



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search the lowdown nn1