

*Improving lives together*

# Medium Secure Mental Health Service

Upper West,  
Cygnet Bury Dunes, North West



Accepting  
Referrals

Upper West is Cygnet Bury Dunes' female 10 bed medium secure and Specialist Deaf service. The service supports females with a range of complex care needs including; personality disorder, mental illness and detachment disorders as well as both hearing and Deaf individuals.



Female



18+ years



10 beds

## Our service at a glance

A highly specialised multi-disciplinary team supports people at Upper West, and care and treatment programmes are very much tailored to the individual's needs. Dialectical Behavioural Therapy (DBT) is used as a treatment programme within the ward, which is a bilingual community with staff offered in-house training in British Sign Language.



### Our service user profile:

- > Female, aged 18+ years
- > Mental Health Act Status: Detained
- > Complex communication needs which may relate to deafness alongside mental illness, personality disorder, learning disability or developmental disorders such as autism
- > Requiring assessment and/or treatment in a secure environment
- > May require intensive care as a result of significant risk of aggression, absconding self-harm, suicide or vulnerability
- > May or may not have a forensic history

## Our Model of Care

### Phase One

#### Understanding me

Pre-Admission & Admission

Getting to know my team and support group

### Phase Two

#### My Skills

Assessment

Understanding my needs and support required for a safe future

### Phase Three

#### My Independence

Treatment

Building trust, actively engaging in treatment and re-learning new skills

### Phase Four

#### Preparing to move on

Transition & Discharge

Consolidating skills and moving on to a safe, purposeful and meaningful future



## Innovation at Upper West

- > Recovery College
- > National Lived Experience Awards
- > Adapted Safety Intervention training to ensure communication is not restricted
- > Mental Health Act code of practice Easy Read adaptation in association with NHS England
- > Personalised visual adaptations for Deaf service users with additional learning disabilities and complex needs
- > Accessible care plans, whether that be film, pictorial or other formats
- > All About Me Deaf Recovery package

Each individual has a treatment plan and a weekly therapeutic timetable which can include: individual and group psychology, counselling for drug and alcohol misuse, anger management, social skills development, daily living skills development, healthy living, IT skills training, education and vocational development, group games and activities. All bedrooms have full en-suite facilities and access to a range of recreational space including a gym, laundry, occupational therapy kitchen, therapy garden and external sports pitch.

# 100%

of individuals discharged in the last 2 years were able to move to a similar or lower level service\*



Varied activity programme informed by individual preferences



Large outdoor spaces including therapy garden and sports pitch



Inter-ward events and parties



Full care pathway available including step-down options on-site



Restoring and maintaining family links where appropriate



\*Data based on discharges between Sept 2023 - October 2025

## Our facilities:

- > Recovery College including media suite
- > Sensory equipment
- > Occupational therapy kitchen
- > Therapy garden
- > Gym
- > Woodland walkways down to Elton Reservoir



## Our community links:

- > Rochdale college
- > Local Deaf clubs in Bury, Bolton and Manchester
- > Canal and River Trust
- > Leisure facilities including swimming and gym

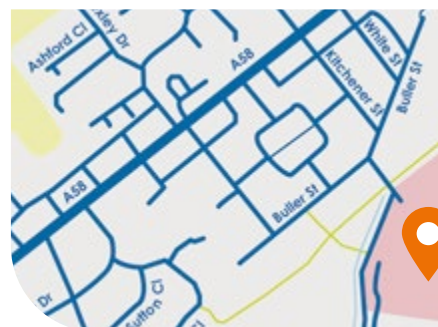
## Make a referral

- 1 Referral made to your **regional NHS Partnerships Manager** or 0808 164 4450 / [chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)
- 2 Assessment arranged and undertaken via our management team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans and funding information
- 5 Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement

## Where are we?

**Cygnets Bury Dunes**  
off Buller St, Bolton Rd, Bury,  
North West BL8 2BS

**Phone number**  
0161 762 7200



**Cygnets Bury Dunes**

CYG-990 | Date of Preparation: 15/10/25

Please visit [cygnetgroup.com](https://cygnetgroup.com) for more info | Follow us on social media:

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