

*Improving lives together*

# Low Secure Mental Health and Specialist Deaf Service for Women

**Lower West,  
Cygnnet Bury Dunes, North West**

**Accepting  
Referrals**

**Lower West at Cygnnet Bury Dunes is our 12 bed Low Secure Mental Health and Specialist Deaf service. Lower West offers individualised assessment, care and treatment of a wide range of mental disorders, alongside complex communication needs and supports both hearing and Deaf women.**

The hospital team includes both Deaf and hearing professionals who provide expertise and resources to support the individuals in our care. Service users may have communication needs alongside a mental illness, autism, learning disability or personality disorder. We support them to participate safely and as fully as possible in their care to achieve outcomes required to be discharged from hospital and continue their care pathway successfully.



**Female**



**18+ years**



**12 beds**



## **Our service user profile:**

- > Women aged 18+ years
- > Mental Health Act Status: Detained under civil or criminal justice section
- > Complex communication needs which may relate to deafness alongside mental illness, personality disorder or learning disability
- > May require inpatient care as a result of significant risk of aggression, absconding self-harm, suicide or vulnerability
- > May or may not have a forensic history

## **Our service at a glance**

All of our Mental Health and Specialist Deaf services use a recovery model and support each service user to achieve realistic goals by:

- > Establishing and understanding their communication style, how it has developed and the factors that are likely to impact upon communication and behaviour
- > Understanding the psychological, social, emotional and developmental impacts for people that have experienced language deprivation
- > Determining what potential a person has to improve communication and identify strategies and coping mechanisms
- > Developing highly individualised and accessible packages of care, in line with the All About Me Deaf Recovery Package

A highly specialised multi-disciplinary team provides supports women on Lower West, including a registered consultant with over 10 years' experience within deaf services, a dedicated speech and language therapist, and full in-house interpreting team.

We offer a total communication environment with care and treatment programmes that are tailored to each individual's needs. Our person-centred approach allows us to create bespoke care plans addressing both physical and mental health needs. The service has received national recognition for its pioneering work in making recovery and outcome-focused work meaningful and accessible.

All therapeutic programmes are adapted and delivered to make them meaningful and accessible based on individual language need. Service users have won national awards for service user involvement projects and coproduced the award-winning All About Me Deaf recovery package. The team on Lower West have experience in preparing complex aftercare packages to give each individual the best chance of success in the next stage of their recovery journey.

Cygnnet Bury Dunes is a major employer of Deaf staff which is vital to providing accessible and quality services. Our highly experienced and skilled interpreting team alongside a Deaf communication and translation specialist, support high quality care.



**100%**  
of women discharged  
in the last 2 years  
were able to step  
down along their  
recovery pathway\*



**Maintaining  
and restoring  
family links where  
appropriate**

"All the staff have been really good to me, especially when I came home from hospital, they have offered me time, shown me respect and just been there for me." - **Service user**



**Individualised therapy**  
programmes are co-produced  
with the women in our care

**Building community links**  
and strong support systems in  
preparation for discharge



**Working closely  
with nearby  
audiology team,  
who can fix or maintain  
hearing aids and  
cochlear implants**

\*Data from Jan 23 - Dec 24

### Our community links:

- > Rochdale college
- > local cinema, bowling and shopping facilities
- > Local Deaf clubs across the North West
- > Canal and River Trust
- > Leisure facilities including swimming and gym

### 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



### Our facilities:

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

## Make a referral

- 1 Referral made to your **regional Business Relationship 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



CYG-989 | Date of Preparation: 10/02/25

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

Integrity

Trust

Empower

Respect

Care