

# Sheffield Day Services

Supporting People with  
Learning Disabilities, Autism,  
Physical Disabilities and  
Complex Health Needs









# Contents

Introduction	04
Our Model of Support	06
Our Speech and Language Therapy	07
Our Physiotherapy & Hydrotherapy	08
Our Occupational Therapy	10
A Typical Week at Sheffield Day Services	11
Case Study	12
Location	14
How to Make a Referral	15

"Can I just say what a brilliant place you have here.  
We are really impressed, thanks for all your help."

**Local authority professional**

# Introduction

**Sheffield Day Services support people with a primary diagnosis of a learning disability, in addition to those with complex health needs, physical disabilities and autism.**

We aim to enhance the quality of life of the individuals who attend the service. We focus on demonstrating outcomes and value through our activities.

Our on-site multi-disciplinary team is led by three key disciplines: occupational therapy, physiotherapy and speech and language therapy. Our approach allows us to develop a clear and focused activity plan that works towards maximising each individual's potential.

With our staff and a clinical team including a nurse, our staffing model provides one member of staff for every two individuals as a minimum, enabling us to deliver a meaningful activity plan for each individual. Our activity plans are person-centred and co-produced, each one taking into account their likes, dislikes, interests and hobbies.

We have several groups that run in different areas of the service enabling us to provide for different social, sensory and support needs. This includes facilities for those who would prefer to complete activities alone.

We have a dedicated vehicle that is available to transport individuals to and from home, as well as for regular trips out and about into the community and further afield.

Our days are flexible and with the involvement of the individual and their carers, we maximise the time that is spent while they are with us. Our service provides flexibility for families and carers, with opening times from 9am to 5pm Monday to Friday (including bank holidays). We are also able to provide a service to assess the needs of an individual, as a standalone service.



**"At Sheffield Day Services, we have fun! We want everyone who comes here to have an enjoyable time and go home with a smile on their face.**

**My door is always open to the individuals we support, their families & carers and our dedicated staff team."**

**Helen Ulyatt,  
Service Manager**







## Our facilities

- Multiple sensory rooms including soft play areas
- Large open space activity rooms
- Hydropool including a Jacuzzi
- 2 gardens with raised beds allowing individuals to plant
- Rebound trampoline allowing rebound therapy
- IT facilities

## The individuals we support:

- Primary diagnosis of learning disabilities
- May be a wheelchair user
- May have complex physical disabilities and require specialist interventions such as PEG or NG feeding
- May have autism
- May have communication difficulties
- Require full or part-time, specialist day services
- Will be living at home or in a community setting such as a residential home

**"Thank you for your support and being understanding, accommodating and helpful. I have no words to explain how grateful I am."**

**Family member**



# Our Model of Support

At Sheffield Day Services we are doing all we can to make a positive difference.

To help guide us and make sure we are all working together to achieve this we have formed our Day Services Model of Support. A guide that shows what we do as an organisation to care for individuals with Learning Disabilities and Autism.

"I want to let you know how much I've appreciated all the time, effort and love you have shown me over the years, even when I have been extra grumpy! Thank you all for caring for me and for being my friend."

Someone previously supported by our service



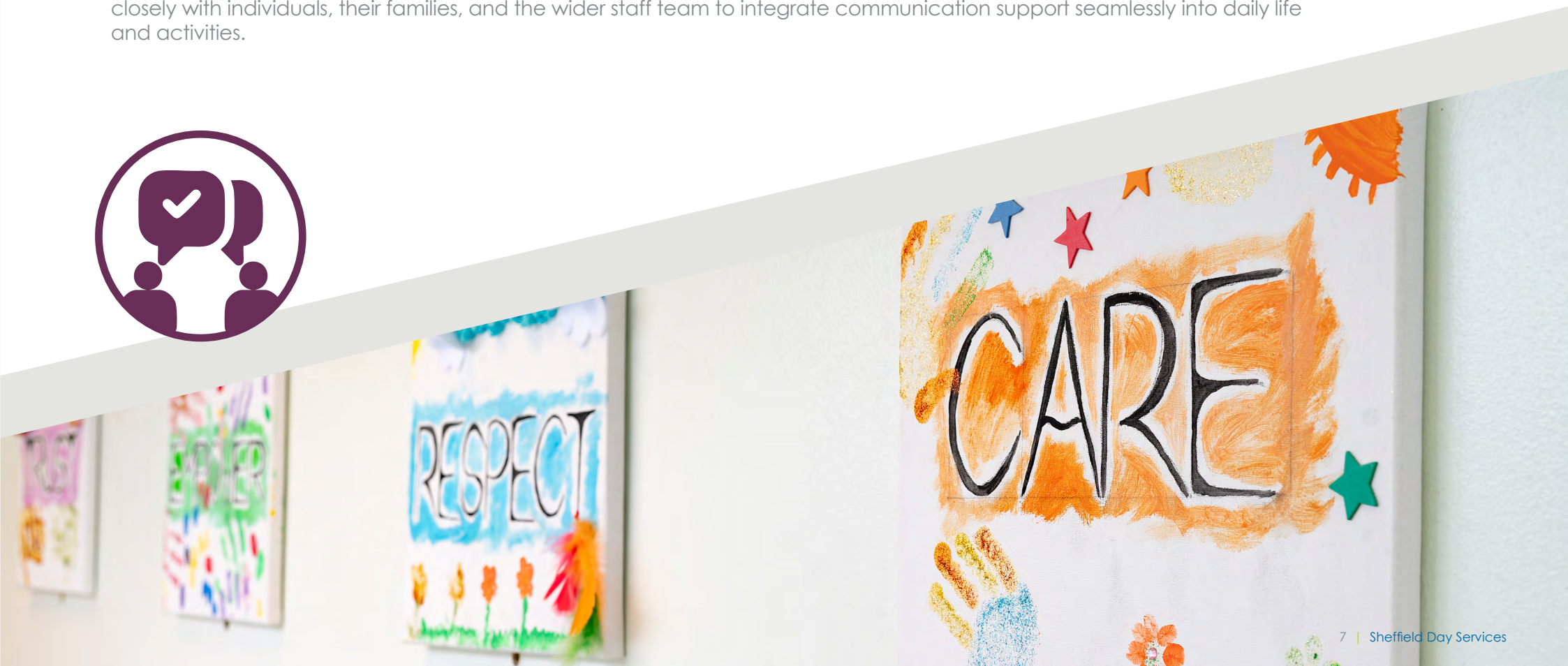


# Our Speech and Language Therapy

**At Sheffield Day Services, our Speech and Language Therapy (SLT) is a core discipline within our on-site multi-disciplinary team, playing a vital role in enhancing the quality of life for individuals by focusing on their communication needs and maximising their potential.**

Our Speech and Language Therapists conduct comprehensive communication assessments to understand each individual's unique needs. They then work to co-produce person-centred activity plans that are tailored to likes, dislikes, interests, and hobbies, often designing bespoke tools like 'Now & Next' boards to support structure and choice.

We utilise diverse communication methods and aids, including communication aids, intensive interaction, objects of reference, and Makaton, to promote effective communication. This collaborative approach ensures the SLT team works closely with individuals, their families, and the wider staff team to integrate communication support seamlessly into daily life and activities.





# Our Physiotherapy & Hydrotherapy

## Physiotherapy

At Sheffield Day Services we support individuals in ways that keep them safe, ensures they are as independent as possible and that they are able to engage in activities which are both enjoyable and beneficial to their health.

Since many of the individuals who use our service have complex health support requirements, a full physiotherapy assessment ensures that we have a good working knowledge of their capabilities. This ensures that the activities undertaken are safe and comfortable. We assess posture, seating and positioning. The physiotherapy team work closely with all team members to create detailed care plans from our initial assessments and train the staff team on safe moving and handling, and the reasoning behind our intervention plans.

Ensuring the people we support be mobile and to enjoy a range of activities means excellent teamwork and communication between the individuals we support, their family carers and all those involved. We work to design bespoke support plans for individuals that optimise both their enjoyment and safety whilst achieving positive health outcomes.



**"Working in Sheffield Day Services is an absolute pleasure, supporting adults with complex health support requirements to access meaningful leisure activities, that work to ensure they are able to optimise their own health and well-being. Working as part of a close team, we have achieved some fabulous results in the provision of individualised high-quality bespoke support packages."**

**In-house Physiotherapist**





## Hydrotherapy

**We are proud to have our own warm hydrotherapy pool here at Sheffield Day Services. Moving in water can give those with a physical disability a range of greater movements and we see the relief and the therapeutic value that hydrotherapy brings.**

Everyone who accesses the pool has their own individual programme that is overseen by the physiotherapy team. The physiotherapist trains all the staff to be competent in supporting individuals in the water.

Each individual accesses this fantastic resource for different reasons, it might be for swimming, relaxation, or for active exercises to maintain mobility and reduce pain and discomfort.

As the pool is private and we can control the environment to ensure that the majority of individuals can enjoyably access the facility.





# Our Occupational Therapy

At Sheffield Day Services, Occupational Therapy (OT) is a key discipline within our on-site multi-disciplinary team, with our Occupational Therapists dedicated to supporting individuals in enhancing their quality of life.

Key aspects of our approach include comprehensive assessments conducted by our Occupational Therapists to understand each individual's specific needs and capabilities.

Therapists work directly with individuals to ensure person-centred activity planning, taking into account their unique likes, dislikes, interests, and hobbies. Our holistic approach ensures that individuals are supported in ways that enhance their engagement in enjoyable and beneficial activities, with the OT team working collaboratively within the multi-disciplinary team to ensure the day service provides an enjoyable and therapeutic environment.



# A Typical Week at Sheffield Day Services



"During my last visit I was pleased to observe my son having his lunch under the supervision of one of your team members. I want to make it known that the care and attention to his needs was excellent. They had no idea I was observing through the glass in the door."

Parent



# Matthew's<sup>\*</sup> Journey

## Matthew's history

Matthew is a young man in his 20s who lives at home with his mum and dad. He has a diagnosis of autism and has specific complex needs. He is governed by his own habits and rituals which can lead to behavioural issues.

Matthew previously attended other day services in the local area, but unfortunately these placements were not successful. Matthew has certain obsessions and was often disruptive, the staff teams didn't know how best to work with him, resulting in daily physical restraints which then caused violence episodes.

His mum visited Sheffield Day Services in a distressed state in the hope that they would be able to support Matthew. She spoke with the Cygnet team, his social worker and psychologist and they agreed that they would initially take him on a month to month basis, to see if it was the right placement for him and whether they could support him effectively.

## When Matthew came to us

The team worked closely with Matthew's mum and social worker on a transition plan to help Matthew settle in at Sheffield Day Services. Photographs of the building, the rooms and the staff were sent to Matthew so that he could look through them with his mum and familiarise himself with the service and the support staff.

Upon admission, Matthew became quite anxious and continued to observe his obsessions and rituals leading to him hurting himself and others. Staff would attempt to safely de-escalate the situation without the use of restraint, something they knew was an instant trigger for him.

## Matthew's care & support

Trust was key; the team needed to build Matthew's trust. After being restrained regularly at other services, he needed to know that he could trust the staff to not put 'hands on' when he was feeling anxious or angry.

The team built up this trust with him slowly, showing him that they were there to keep him safe and help him enjoy his time with them. The team knew that Matthew worked well with structure so the speech and language therapist at Sheffield Day Service designed a 'Now & Next' Board especially for him. Again this was sent home with Matthew so that he could familiarise himself with it in safe surroundings. This new board enabled Matthew to decide what he wanted to do each day along with a time schedule of how long he would be doing each task for. He was given a stop watch so that he could set it, enabling him to know when it was time to move on to the next activity or even time to go home. This helped a great deal and as time went on Matthew presented with few incidents of challenging behaviour.

After a couple of months, Matthew's confidence grew and he started to feel more at ease with his staff and surroundings. He soon started to love the service and increase the number of activities he was willing to participate in.

## Matthew today

Matthew now has a fantastic relationship with the staff as he understands that they have continued to work with him and learned to understand him. He still has his rituals and obsessions, however they are much less frequent and the staff now understand how to support him through these when they occur.

Each day he visits Sheffield Day Centre is exciting for Matthew. He loves films in the cinema room, going on outings in the bus, using the swimming pool (he is a very confident swimmer) and other activities such as using the ball pool and arts and crafts.

**All any parent wishes for their child is happiness, to be shown respect, and be valued for who they are, and as such they thrive. With all your incredible and relentless support and dedication, this is exactly what you have achieved. Our son has never been so happy. Dreams can come true, you're all amazing! Matthew's mum**





## Our community links:

- > Country parks
- > Zoos and wildlife parks
- > Museums
- > Seaside
- > Visiting elderly residential care to play bingo
- > Bowling
- > Ice skating – Ice Sheffield Inclusive day – in Wheelchair
- > Rock climbing
- > Adapted bikes – Hillsborough park
- > Canal boats – Barge boat
- > Shopping – Meadowhall
- > The Deep – Sealife world
- > Butterfly House
- > Pubs

Multiple sensory and soft play rooms



Regular fundraising for community groups



A fleet of buses for trips and outings

Sign language sessions



Interactive flooring for games

Convenient visits from opticians and dentists directly at our day service, ensuring easy access to essential health appointments.



Achieved the Dignity in Care award



# Location

 **Sheffield Day Services**  
Spa Lane, Woodhouse,  
Sheffield S13 7PG

**T:** 0114 2691 177





# How to Make a Referral

For more information or to make a referral, please contact your regional Business Relationship Manager or email: [sc.referrals@cygnethealth.co.uk](mailto:sc.referrals@cygnethealth.co.uk)

- 1 Referral made to Cygnet Social Care and a desktop assessment is undertaken to review suitability for placement
- 2 If a suitable placement is identified, an assessment is arranged and undertaken by our specialist team
- 3 Feedback is provided on whether our service can meet the individual's needs
- 4 Detailed placement proposal is formulated to include care plans and funding information
- 5 Once placement is confirmed, transition plans are developed with all relevant stakeholders and admission date is agreed



**Social Care**  
**Referrals** 





📍 **Sheffield Day Services**  
Spa Lane, Woodhouse,  
Sheffield S13 7PG

☎ **0114 2691 177**

**[www.cygnetgroup.com](http://www.cygnetgroup.com)**

**Follow us on social media:**



CYG-1266 | Date of Preparation: 25/07/25

**Integrity**

**Trust**

**Empower**

**Respect**

**Care**