Improving lives together

Specialist High Dependency Complex Care Service for Women with Learning Disabilities

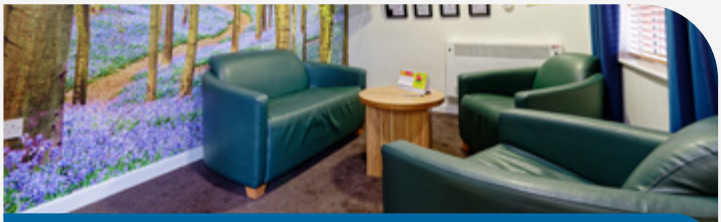
Cygnet Elms, Birmingham

Good

Now taking referrals

Cygnet Elms is a high dependency complex care service for women with learning disabilities, associated complex needs who may also have behaviours that may challenge.

We support individuals who are stepping down from a more secure setting as part of their care pathway, and can also take referrals for those struggling to manage in community placements. We work with them and provide personalised care to help them develop the necessary skills to leave our rehabilitation service and move towards a less restrictive setting in the community.



"A big thank you for all your support over the last 12 months, it has been a remarkable transformation and a pleasure to see now see her enjoying life in the community once again."
- External health professional

Female | 18+ years | 10 beds

Our service user profile

- Primary diagnosis of learning disability and mental health complex needs
- May present with co-morbid presentations:
  - Challenging behaviour
  - Personality disorder, schizophrenia, depression, bi-polar disorder
  - Dual diagnosis
  - Complex needs and/or multiple diagnoses
- May be detained under the Mental Health Act or informal
- May have a history of repeated hospital admissions
- Forensic history

The service at a glance

Cygnet Elms is in a central location close to an array of local amenities in Birmingham, including colleges, shops, restaurants, parks and work placement settings.

We want the women in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models and positive behaviour support in order to assist individuals in working towards an empowered and positive future.

The occupational therapy service aims to create a sensory-modulated environment and one that is physically safe. It aims to maximise each individual's independence through the support and development of functional activities of daily living and life skills. In addition, it aims to support the staff, through ongoing staff training, modelling and working collaboratively within the wider team.

Our speech and language therapy approaches a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs alongside social skills. A range of individualised accessible information is provided where required to facilitate learning and aid understanding.

Rated 'GOOD' in all areas by the CQC

Facilitating holidays for the women we support

Person-centred meal planning including shopping and cooking

100% of women discharged in 2025 were able to **step down to supported living.**

"Staff pulled me through the bad times, but more were good times. We are all like a family and help each other." - Service user

Weekly community meetings, individuals have their say on the way the service is run including making plans for the weekend

Supporting individuals to gain **voluntary employment**

80% of staff have been at the service for more than 5 years

Individuals are supported to attend local colleges to study courses including English and Maths

Mindfulness meeting held each morning and is ran by a service user

Supporting individuals who are on their care pathway to independent living

On-site **beauty salon and gym**

Multiple service user led **fundraising events** throughout the year

Our facilities

- En-suite bedrooms
- Communal areas including a garden
- Multiple lounges including a quiet lounge
- Beauty salon
- Dining room
- Therapy kitchen and laundry service to support skills development
- Gym
- IT café
- Sensory room

"I'm a bit of a complex case as I have multiple diagnoses, but Elms has supported me throughout and helped me to understand my diagnoses and how they affect me. Having a team dedicated to me really helps me. We go on key worker trips, which are fun and gives us a chote to expand on our therapeutic relationships ." - Service user

Our community links

- Numerous colleges and adult education centres
- Libraries
- Kingstanding Leisure Centre
- Stockland Green Trampoline Club
- Community hairdresser
- Pets as Therapy charity
- Local shops, restaurants and cafés
- Close to transport links into central Birmingham
- StarCity – bowling, restaurants, cinema and mini golf

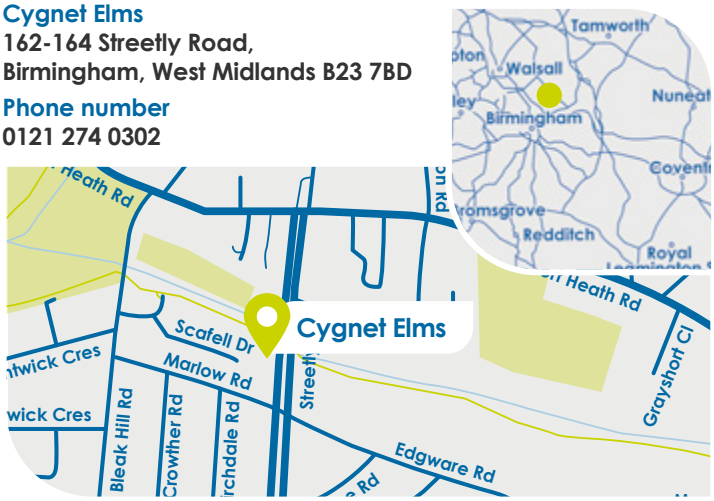
Make a referral

1. Referral made to your regional business relationship manager or 0808 164 4450 / chcl.referrals@nhs.net
2. Assessment arranged and undertaken via our assessment 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?

Cygnet Elms
162-164 Streetly Road,
Birmingham, West Midlands B23 7BD

Phone number
0121 274 0302



CYG-660 | Date of Preparation: 15/09/26

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Integrity | Trust | Empower | Respect | Care