

Improving lives together

High Support Inpatient Rehabilitation (Level 2) Service for Women

Cygnet Raglan House,
West Midlands

Good

Beds available
Now taking referrals



Cygnet Raglan House is a 25 bed high support inpatient rehabilitation (level 2) service for women. The service is designed to provide an environment that promotes mental health recovery by focusing on space, personal privacy and dignity. Women admitted to the service often come from multiple placement breakdowns, failed treatment programmes or are stepping down from secure settings.

We are dedicated to understanding, stabilising and breaking the traumatic cycles of relapse that can impact individual's lives. Our service has been designed with wellness in mind, providing a safe and comfortable environment that promotes efficient rehabilitation and recovery.



Female



18+ years



25 beds

Our service user profile:

- > Women aged 18+ years
- > Detained under the Mental Health Act (1983) or informal
- > Primary diagnosis of mental illness with:
 - Complex comorbidities
 - Substance, drug and alcohol abuse
 - Treatment resistance
 - Behaviours that challenge
- > Aiming for a return to the community or community-based care
- > History of sexual abuse or domestic violence
- > Typical diagnoses: schizophrenia, schizoaffective disorder, bipolar affective disorder or depression
- > May have secondary diagnoses of mild learning disability, personality disorder or neurodevelopmental disorders including autistic spectrum disorder, ADHD and dyspraxia
- > May have a forensic history and/or be stepping down from secure services
- > May have a history of repeated acute admissions

Our service at a glance

Cygnet Raglan House is within walking distance to Smethwick Town Centre which is well placed to provide meaningful rehabilitation. It has libraries, community colleges, shops, a 24 hour Gym, 24 hour supermarkets and various places of worship. Birmingham City centre is approximately 15 minutes' drive from the service.

Our psychology and occupational therapy led interventions effectively tackle the challenges of mental health and alongside our clinical interventions, we help women enhance their personal skills to rebuild their lives. Our care embraces a balanced approach to risk management and therapeutic optimism. Service users have access to a range of therapies and opportunities and care plans are individualised.

The local community is an essential step along the pathway to independence, for both leisure pursuits and for social training such as shopping and using public transport. External activities are tailored to individual needs and wishes and our membership in a local neighbourhood forum provides links to local businesses and voluntary organisations.



Our multi-disciplinary team:

- > Hospital Manager
- > Head of Care
- > Responsible Clinician
- > Specialty Doctor
- > Clinical Psychologist
- > Trainee Forensic Psychologist
- > Assistant Psychologist
- > Occupational Therapists x 2

★ ★ ★ ★ ★
Rated 'Good' with the CQC

Wide range of activities chosen by service users

2 enclosed gardens

Individuals supported with voluntary work in the community including at the local church and charity shops

6 ground floor rooms to support individuals with physical health needs

Personalised care, Responsive, Collaborative with CPN/Care Coordinator and family

- Professional

Service users contribute to training the staff on reducing restrictive practice by explaining how things make them feel

2 therapy kitchens to support the development of skills

A Maths and English tutor visits the service twice a week to help those in need of numeracy and literacy support

78% of individuals who have been discharged in 2023* have been able to step down along their care pathway into a community setting

*Data taken from discharges Sept 2023.

Our service user surveys and feedback

100% of individuals say that staff are caring and supportive

100% of individuals say there is always enough staff to support me

100% of individuals say that the care and treatment they are receiving is helping them to progress towards discharge

100% of service users say they are given choices about the types of therapies / groups they can be involved in




* Results taken from the survey carried out in November 2022.



Our facilities:

- > En-suite bedrooms (6 of which are on the ground floor for individuals with physical health needs)
- > Dining room
- > Living room
- > Enclosed garden
- > Beauty salon
- > Gym
- > IT café
- > Therapy kitchen
- > Variety of activity areas

“ We owe a lot to Raglan House for giving us our daughter back - Family member ”

“ Real heroes don't wear capes, they wear uniforms and work in hospitals and are called nurses. Thank you for being my batman - Service user ”

i For more information or to make a referral please call 0808 164 4450 or email chcl.referrals@nhs.net

Our referral process:

- 1 Referral made to Cygnet referrals team via 0808 164 4450/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?

Cygnet Raglan House
Raglan Road, Smethwick,
West Midlands B66 3ND

Phone number
0121 555 0560



CYG-767 | Date of Preparation: 26/02/24

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