

Improving lives together

Specialist high dependency complex care service for women with learning disabilities

Cygnnet Views, Derbyshire

Good



Cygnnet Views is a 9 bed high dependency complex care service for women with learning disabilities, associated complex needs, who may also have behaviours that challenge.

We encourage the women in our care to make their own choices and live as independently as they are able to. To achieve this, we have developed our model of care in which the in-house multi-disciplinary team (MDT) adopt a values based social model of disability with **My Choice, My Voice, My Life** sitting at the heart of the model.



Female



18+ years



9 beds

Our service user profile:

- > Primary diagnosis of learning disability and mental health complex needs
- > May have a forensic history
- > 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

Our service at a glance

The service, which is set over three floors, is situated in the leafy suburb of Matlock with fantastic views of the 19th century landmark, Riber Castle. With great transport links, the team encourage and support the women to be part of the local community. Each individual in our care begins a personalised care pathway that helps them develop necessary skills to move towards a less restrictive setting in the community.

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** approach is 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.

Our multi-disciplinary team:

- > Consultant Psychiatrist
- > Specialty Ward Doctor
- > Psychologist
- > Assistant Psychologist
- > Registered Mental Health Nurses
- > Healthcare Support Workers
- > Occupational Therapists
- > Occupational Therapy Assistants
- > Links with Pharmacist
- > Mental Health Act Administrators
- > Clinical Administrator
- > Independent Mental Health Advocates

Rated **GOOD** by the CQC
across all 5 domains

Good

Supporting individuals
who are on their
care pathway to
independent living



2 enclosed
gardens
including
seating areas
and space to
grow plants
and vegetables



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



Person-centred meal planning
including shopping and cooking



Weekly community meetings

Individuals have their say on the way the
service is run including making plans for the
week ahead



Supporting individuals
to attend local
colleges and gyms



Wide range
of activities
chosen by the
women we support



On-site
beauty salon



Our community links:

- > Local shopping centres
- > Art college
- > Garden centres / coffee shops
- > Local colleges and work placements
- > The ARC Leisure Centre
- > Matlock Library
- > Matlock park farm
- > Walking groups
- > Cinema and bowling
- > Twycross zoo

Our facilities:

- > En-suite bedrooms
- > Spacious communal lounge
- > Garden with outside seating including a secret garden and a sensory garden
- > Beauty salon
- > Computer room
- > Multi-faith room
- > Dining room
- > Therapy kitchen
- > Laundry service to support skills development

"She is passionate about what she does, she really does care, she is always there to help and listen, she knows me, she stops me getting into crisis. Today I was starting to bubble, she recognised this and was straight there, she knows to do something for me and now we are making Eton Mess. You can have a laugh and joke with her but you know where the boundaries are."

Service user comments about a member of staff

"I feel it is very important to capture the sense that we gained from our visit today. The atmosphere was very friendly, calming, homely and a real sense of togetherness. We see many areas – and not often you get this... there was a real sense of a positive culture and thank you for allowing us to come and visit today."

NHS professional

Make a referral

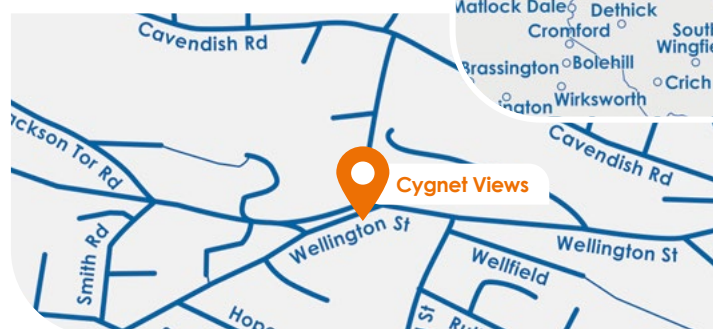
- 1 Referral made to your **regional Business Relationship Manager** or 0808 164 4450 / chcl.referrals@nhs.net
- 2 Assessment arranged and undertaken via our management team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans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

Where are we?

Cygnat Views

22 Wellington Street, Matlock,
Derbyshire, East Midlands DE4 3JP

Phone number
01629 831 004



CYG-809 | Date of Preparation: 01/08/25

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Integrity

Trust

Empower

Respect

Care