

Improving lives together

Specialist high dependency complex care service for women with learning disabilities

Cygnets Views, Derbyshire

Good



Cygnets 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.

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** team aims to create a sensory modulated environment that is physically safe. It aims to maximise 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.

Our speech and language therapy creates a total communication environment through 1:1 and group sessions. We focus on developing a wide range of communication and social skills, and we provide tailored, accessible materials to support learning and 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



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



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



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



Our average length
of stay in 2025 was
7 months



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

"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

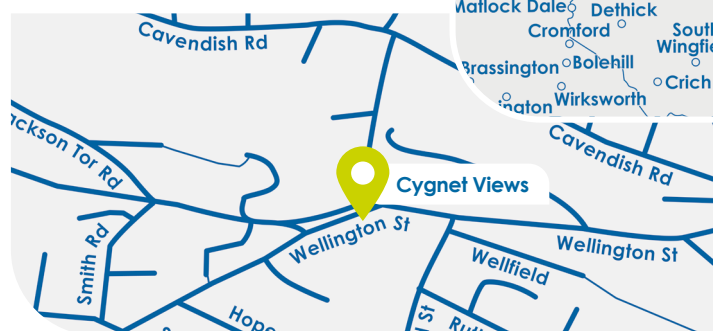
- 1 Referral made to your **regional Business Relationship Manager** or 0808 164 4450 / chcl.referrals@nhs.net
- 2 Assessment arranged and undertaken via our management team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans 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: 23/06/26

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Integrity

Trust

Empower

Respect

Care