



1 Vincent Court, Blackburn
Resident's Information



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Welcome to Vincent Court

Cygnnet specialises in intensive rehabilitation and recovery for men and women with mental health needs and has services throughout the UK.

Vincent Court is a five bed community rehabilitation service for men who have been able to progress through the hospital pathway at rehabilitation and recovery hospitals. Our aim is to help you along the path towards independent living.

Once you have made the decision to join us, our primary objective is to ensure your transition into Vincent Court is a smooth one. Our staff will work collaboratively with you to help you achieve your goal of independent living so that when you are ready to move in your own flat or less supported accommodation, you are able to manage your daily needs.

If you feel there is something which isn't covered in this guide, please ask any member of staff for further information and they will be happy to help.

Our Team

There is a House Manager who oversees the day to day running of the house. This includes ensuring that the support you receive is of a high standard, with your journey to independence being supported appropriately to meet your individual needs.

We also have a team of Support Workers who have experience in the field of mental health rehabilitation. They are dedicated in supporting you on your recovery journey and to ensure that this stepping stone is your first step towards integrating back into society as a confident individual.



Useful Details and Contact Information

Vincent Court

Our Address: 1 Vincent Court
Blackburn
Lancashire
BB2 4LD

Our Phone Number: 01254 699678

The Fountains

Hospital Address: Cygnets Fountains
Pleasington Close
Blackburn
Lancashire
BB2 1TU

Hospital Phone Number: 01254 269 530

Other Contact Details

Name:

Address:
.....
.....

Telephone Number:

Other Contact Details

Name:

Address:
.....
.....

Telephone Number:

Expectations

The house is shared with other service users and as such you will be expected to respect and follow the house rules at all times. These rules have been established to ensure everyone's time at Vincent Court is a pleasant one. A copy of these rules will be given to you on arrival.

We have a zero tolerance to violence or aggressive behaviour and will take appropriate actions, as necessary, in dealing with such issues should they arise.

Diversity

It is important to understand that there may be service users from different walks of life and that diversity is celebrated.

Visitors

You are welcome to have visitors at Vincent Court during your stay with us. However, you must arrange this with us prior to the visit taking place and your visitors will only be allowed in the communal areas of the house. This is important so that we can ensure the privacy of other service users is respected.

Kitchen



The kitchen is the heart of this home and you are actively encouraged to use this facility that is provided. However, it is expected that it is kept clean at all times, which also includes tidying up once you have finished using it.

All service users have access to a fridge that they can use and you are expected to clearly label your food products with your name. It is also expected that service users regularly check products and any that have passed the expiry date, are disposed of appropriately.

As our aim is to prepare you for independent living we do expect all service users to utilise our cooking facilities. If you require additional support in order to do so, please speak to our staff who will be happy to help.

Utility Room



All service users also have access to the utility room, in which a washing machine and dryer are available for you to use.

Again, you are actively encouraged to take responsibility for your own laundry and where possible to complete this independently. This includes loading and unloading the washing machine and dryer and taking your laundry to your room once completed.

Communal areas

These areas of the house are shared by all service users and staff. We ask that you use these spaces and leave them in the condition you found them. This will make for a happy house and will also prepare you for when you are living independently.

Lounge



Dining Room



Garden



Smoking, drugs and alcohol

Smoking inside any area of the house is strictly prohibited. There are designated smoking areas on site, mainly being outside in the garden. Garden furniture has been provided for service users.

Additionally, drugs and alcohol are strictly prohibited at all times.



Sections and What They Mean

To begin with, you may be here on a Section 17, which has been agreed with the medical team and our staff will follow this at all times. We cannot change your Section 17 unless it has been authorised by the doctor. Therefore, it is important that you are aware of what leave you have on your Section 17, prior to coming here.

Once authorised by a member of the medical team, you will be transferred onto a Community Treatment Order. The house has an open door policy however, you are expected to be courteous and let staff know where you are going and when you expect to return. This is so that staff are aware of your whereabouts for your own safety.

Meetings and Appointments

It is expected that you attend all appointments and meeting that have been arranged.

Out-Patient appointments

All our service users will still be linked and monitored by our sister hospital, The Fountains, as out-patients. You will be expected to attend all of your appointments, whether they be to collect medication, to have blood tests and for physical observations by the medical team.

Service User Clinic

The monthly Service User Clinic will give you the opportunity to speak to the doctor, discuss your medication, review your care plan etc. You can also access the Psychology and Occupational Therapy team via a referral from the doctor at the Service User Clinic. It is expected that you attend this meeting.

Community Meetings

Regular community meetings are held at the house. This will allow you to bond with other service users and it is also the platform through which you have the opportunity to raise any concerns. We actively seek out ways through which we can support you and therefore we welcome constructive feedback that will allow us to do this.

Available Support

Vincent Court is a community house that is staffed 24 hours by experienced workers who have been with the company for a considerable amount of time. Our primary objective is to ensure your stay with us is an enjoyable one. We are aware that you have worked incredibly hard on your recovery journey and we want to ensure that all necessary support is provided to you so that you are in a position to take the next steps to independent living confidently.

Courses

If you wish to attend college or to complete other courses, we can help you with this. Our staff will speak to you about your areas of interest and courses that are available via various colleges as well as other service providers.

Work

Also, our team can support you if you wish to participate in voluntary or paid work. We can help in sourcing job opportunities, completing application forms or mock interviews to ensure that you are fully prepared.

This is all part of supporting you to develop various skills that will undoubtedly help you to integrate back into society.

Managing Your Money

We presume that when you join us, you will be on state benefits. If you require support with regards to this, please speak to the House Manager in the first instance. We will do all that we can to ensure that it is not disrupted and any support needed is provided.

You will be given a budget towards your food, however you are expected to also use your own money too. This is a step towards independence and to prepare you in managing your own money so that you are able to do so when you leave us.

We can support you in managing your money from one pay day to another by setting up a budget plan. This plan will enable you to see what money you have coming in along with how and when you are spending your money. Again this is a step towards independent living.

Other Support

If you require any other support please ask and we will accommodate you as best we can.



Other Important Information

Comments and Concerns

If you have any questions, queries, comments or complaints about our service please contact the house manager.

If you feel that Vincent Court has not adequately dealt with a concern you have raised please contact the Care Quality Commission:

CQC Telephone Number: 03000 61 61 61

Complaints

If you wish to make a complaint, you can speak to any member of staff.

There are complaints forms available for you to write your complaint, or you may wish to discuss the matter verbally.

You will know if your complaint has been received, if you have been unable to informally resolve the matter, as you will always receive a response.

If you feel Vincent Court has not adequately dealt with a complaint, you can appeal any outcome.

If you remain unsatisfied please contact the NHS Ombudsmen.

NHS Ombudsmen Telephone Number: 0207 217 4051

Final Note

Thank you for taking the time to read this information. We hope that it has been helpful to you. If you have any queries at any time about anything to do with our service or this booklet please do ask a member of staff for help, guidance or advice.