

Improving lives together

# High Dependency Complex Care Service for Adults with Learning Disabilities and Complex Needs and Behaviours

Cygnnet Wallace Hospital, Dundee

NEW Flats  
Opening 2026



Situated in a residential area of Dundee, Cygnnet Wallace Hospital is an 18 bed specialist high dependency complex care service providing assessment and treatment for individuals with learning disabilities, with or without autistic spectrum disorder, as well as complex needs and behaviours.



Mixed gender



18+ years



18 beds (additional 2 beds coming soon)

The team can also support those who have additional mental or physical health needs, as well as those who have been detained under the Mental Health (Care and Treatment) (Scotland) Act. We accept emergency referrals and the team are experienced in managing them quickly and efficiently to ensure transition for service users is as smooth as possible.



## Our service user profile:

- > Primary diagnosis of learning disability and mental health complex needs
- > May have a secondary diagnosis of mild autism
- > May present with co-morbid presentations:
  - Challenging behaviour
  - Schizophrenia, depression, bi-polar disorder
  - Dual diagnosis
  - Complex needs and/or multiple diagnoses
- > May be detained under the Mental Health Act (Care and Treatment) (Scotland) Act 2003
- > May have a history of repeated hospital admissions
- > May have a forensic history

## Our service at a glance

The team at Cygnnet Wallace Hospital work towards discharge from the point of admission, collaborating with individuals to create their own pathway to more independent living. The integrated care pathways ensure each individual is supported to reach their full potential.

Cygnnet Wallace Hospital is a detached purpose-built building, which enables people to receive bespoke, person-centred support to move through a full recovery pathway. The recent renovations have upgraded the facilities throughout the service to provide a calm, homely and modern environment.

The service is split into multiple areas supporting individuals with different levels of need. This creates a care pathway within Cygnnet Wallace Hospital from more acute intensive support towards residential-based support, and finally transitional studio flats to prepare individuals for moving on.

Cygnnet Wallace Hospital is located in the city of Dundee, which has an extensive array of community amenities to access, including leisure centres, social clubs, shops, colleges, and work placement settings. Service users can also enjoy walks and visits to the nearby botanical gardens and Discovery Quay.

The service has a dedicated activity coordinator who supports service users to have individual activity plans, which are created based on each person's likes and hobbies. Their goal is to enable each individual to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.



**Breakfast club**  
ran by service user

**Homely environment**  
with 24/7 support

**Personalised swimming lessons**  
for service users

Supported on person-centred **day trips and outings**

Person-centred **menu planning**

**On-site multi-disciplinary team** consisting of nurses, occupational therapy, speech and language therapy, psychologists, psychiatrists

**Supporting individuals** to access the community

**Animal therapy**

Service users are supported to **grow plants in the garden**



## Make a referral

- 1 Referral made to your **regional Business Relationship Manager** or 0808 164 4450 / [chcl.referrals@nhs.net](mailto: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?

**Cygnets Wallace Hospital**  
119 Americanmuir Road,  
Dundee DD3 9AG

**Phone number**  
01382 819 910



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Integrity

Trust

Empower

Respect

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