

Improving lives together

Specialist high dependency complex care service for men with learning disabilities and associated complex needs

Cygnnet Bostall House, London

Now accepting referrals



Cygnnet Bostall House is a high dependency complex care service for men with a learning disability and associated complex needs. The team can also support those with additional mental health needs and behaviours that may challenge.

We want the men in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.



Male



18+ years



6 beds

Our multi-disciplinary team:

- > Responsible clinician
- > Psychologist
- > Occupational therapist
- > Assistant occupational therapist
- > Speech and language therapist
- > Nurses
- > Clinical team leader

Our service user profile:

- > Primary diagnosis of learning disability and mental health
- > 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
- > May have a history of repeated hospital admissions or a Community Treatment Order
- > Forensic history

Our service at a glance

Cygnnet Bostall House is a spacious detached property, surrounded by beautiful parks and gardens in the heart of Abbey Wood, London. Individuals have a choice of lounges and communal areas to relax in, an activities of daily living (ADL) kitchen, as well as the benefit of 2 large gardens. When an individual comes to Cygnnet Bostall House, we find out how they would like to personalise their room and we support them to make it their own. We also like to find out what they like to do and what interests them. Service users are supported to plan menus, shop and prepare food to increase their daily living skills in readiness for moving on.

Locally there is a large and varied choice of community activities, including bowling, gyms, cafés and shops. For more variety in activities, central London is only half an hour away by train. Individuals are also supported to access education at local colleges and have paid or voluntary work placements to increase their independence.



Our community links:

- > Danson Park
- > Royal Museums Greenwich
- > Bowling
- > Gym
- > Cinema
- > Shopping centres
- > Local learning disability social groups



Our facilities:

- > En-suite bedrooms
- > Choice of communal lounges
- > Private gardens with space to play sport and grow vegetables
- > Kitchen for learning life skills
- > Dining room
- > Activity room with pool table

"My son is fortunate to be cared for by such a caring, professional group of people." **Family member**

Supporting individuals to gain voluntary work in the community

"We feel that you and the team deserve some recognition for all of the good work you have done with [service user] since his admission to Cygnet Bostall House. Great client care and great client relationship. Supportive staff attitudes and staff are always polite and friendly. Positive experiences with the team who are supportive to the client." **Professional**

Weekly cooking sessions



2 large gardens featuring basketball hoops, seating areas, plenty of space to play sports like badminton and football and a vegetable patch



Support individuals to access colleges, including courses specifically for individuals with a learning disability



The Royal College of Psychiatrists QNLD Member

A standards based quality network that facilitates sharing best practice within LD services



Person-centred menu planning



Personal trainer visits the service weekly



Monthly People's Council meetings



enabling individuals to have their say

Service User Satisfaction Surveys

100%

of individuals feel safe



100%

of service users say that staff treat them with respect



100%

of individuals say they are happy that they can make choices about their life for themselves



100%

of individuals say the staff give them enough information so they can make their own decisions



100%

of service users say that they are listened to



100%

of individuals say that the staff help them to do the things that are important to them



"I am happy with my care at Bostall House" - Resident

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

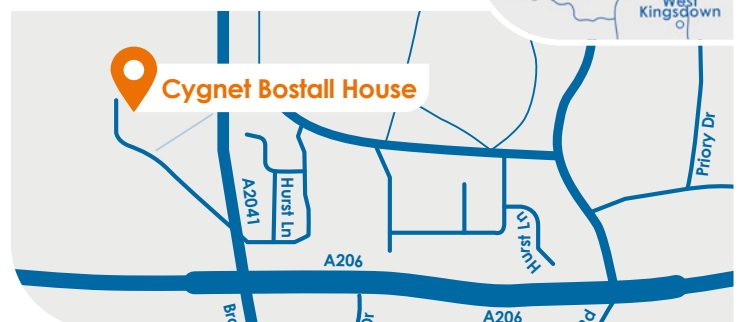
Our referral process:

- 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 Bostall House
Bostall Heath, Knee Hill Road,
Abbey Wood, London SE2 0AT

Phone number
0208 319 7954



CYG-679 | Date of Preparation: 14/11/23

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Integrity

Trust

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Respect

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