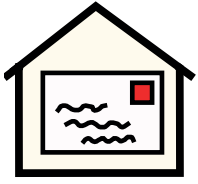




# Your guide to Cygnnet Views



# About Cygnet Views



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

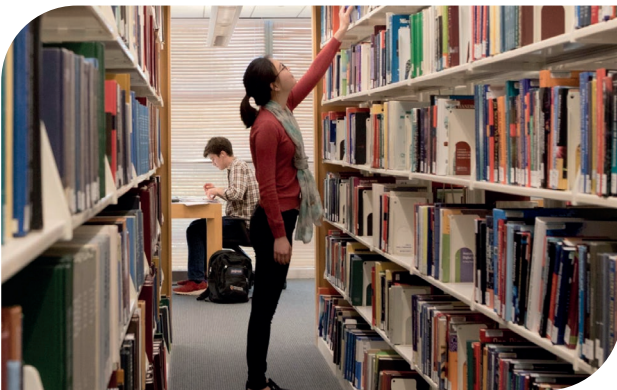


01629 831 004

Cygnet Health Care runs Cygnet Views.

Cygnet Views is in Derbyshire.

**Nearby there are:**



libraries



zoo



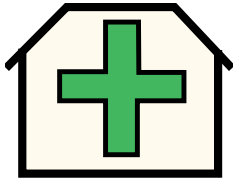
cinema



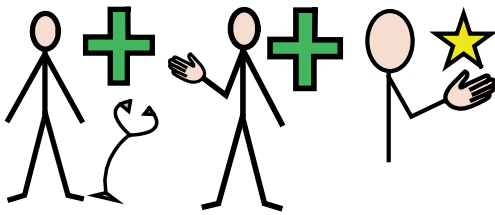
shops



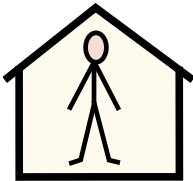
# Staying at Cygnet Views



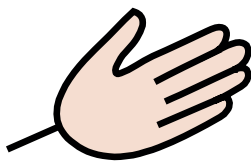
Cygnet Views is a hospital.



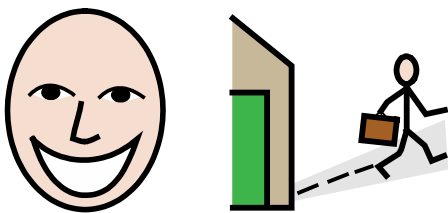
We have doctors, nurses, therapists and staff who can help you to feel better.



You will only stay with us as long as you need to.



We will give you the support and treatment you need when you are with us.



When you feel better we will help you find somewhere else to live.



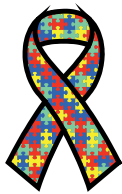
We can give you support if:



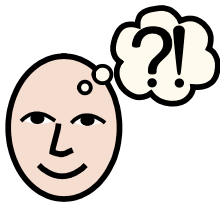
- you are a woman

**18+**

- you are 18 years or older



- you have autism



- you have a learning disability

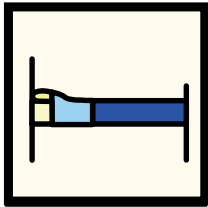


- you have mental health problems that means you get really stressed or unhappy





Your friends and family can visit you at Cygnet Views.



You will have your own room.



You can bring things like pictures to decorate your room.



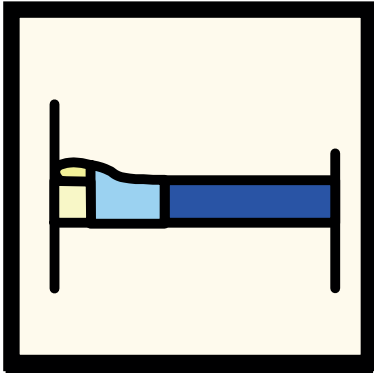
You will have your own bathroom or shower room too.



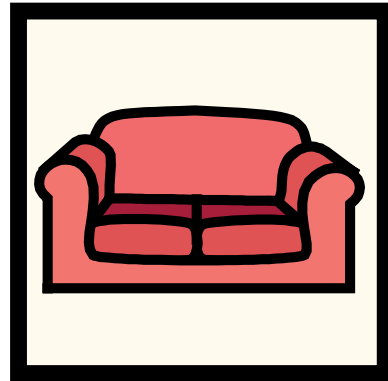
You will not have to share your bathroom or shower room with anyone else.



# Cygnnet Views has...



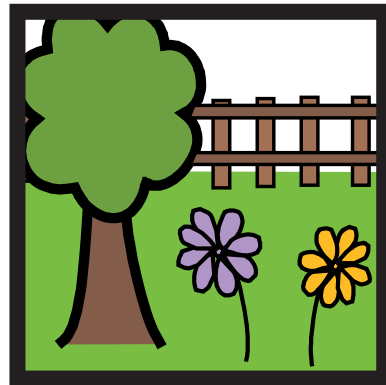
bedrooms



lounge



a kitchen



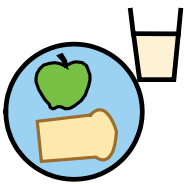
a garden



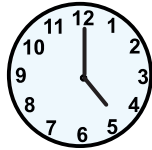
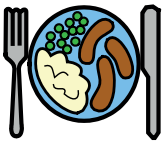
# Food and drink



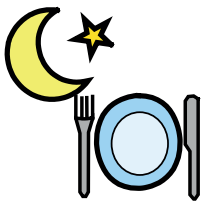
Breakfast is from 9 until 10 in the morning.



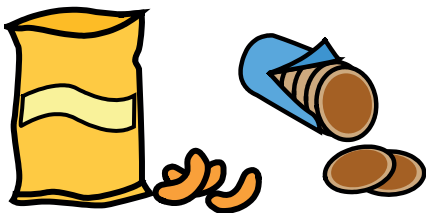
Lunch is from 11 in the morning until 1 in the afternoon.



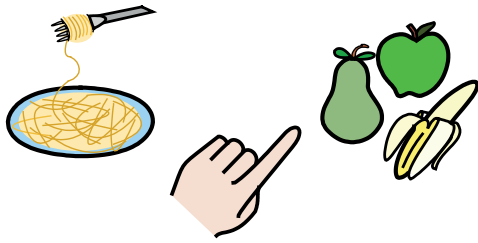
Dinner is from 4 until 5 in the afternoon.



You can have supper in the evening.



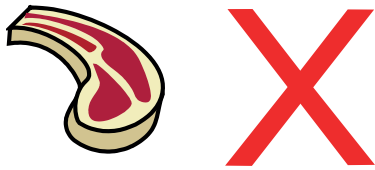
You can get snacks and drinks too.



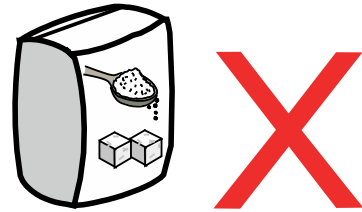
You can choose different things to eat.

If you need special food you can get that too.

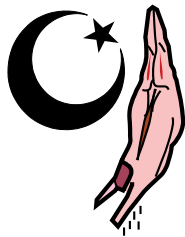
**This could be things like:**



Vegetarian food  
with no meat



Diabetic food with  
less sugar



Kosher or halal food

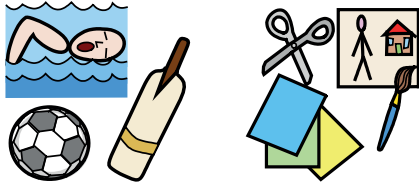


Healthy food  
with less fat

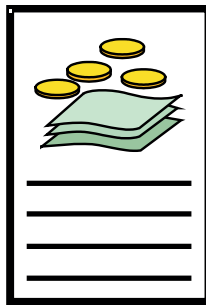




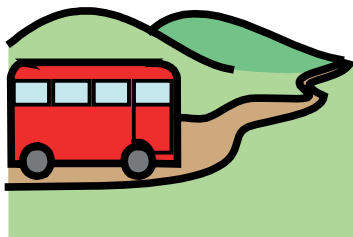
## Things to do...



The staff will help you plan activities and things for you to do everyday.

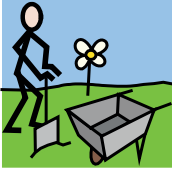


We will help you to plan out your budget for activities for the week.



We have vans we can use to take you on trips.

## You can do activities like this:



- gardening



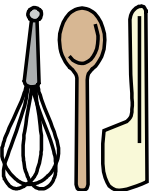
- college



- life skills like washing your clothes and cleaning



- keeping healthy



- cooking and baking

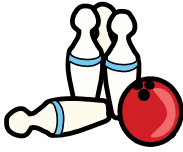


- art classes

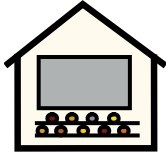


The staff will keep you safe when you are out and about.

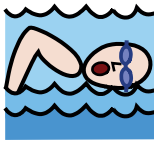
## You can do activities like this:



- bowling



- cinema

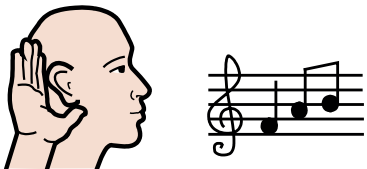


- swimming



- shopping

## You can also do these things when you want to:



- listen to music



- watch tv



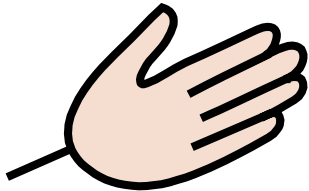
- read



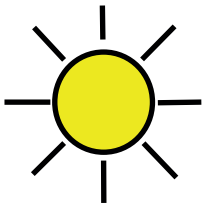
- phone your friends and family



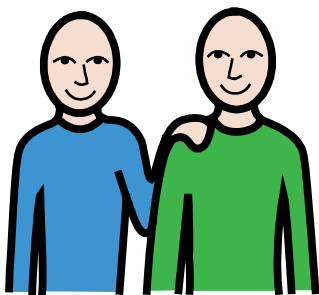
## People who support you



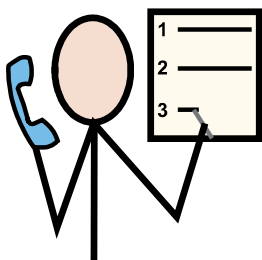
The people who support you at Cygnet Views have good training and will help you.



The staff are here to support you all day and all night.



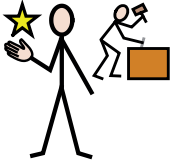
You will have a named nurse and named key worker. These people will know you really well.



The staff can help arrange appointments for you.



You can also get support from these people if you need to:



- occupational therapist



- speech therapist



- psychiatrist



- psychologist

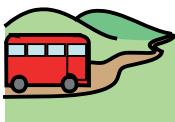


Your occupational therapist helps you to be more independent.

**This could be things like:**



- getting dressed



- getting out and about

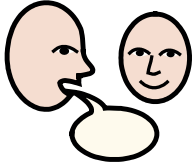


- making your own food.

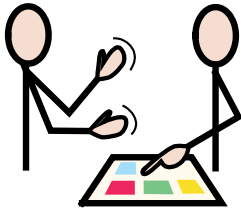


Your speech therapist helps you to communicate.

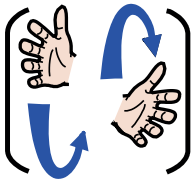
**This could be through:**



- talking



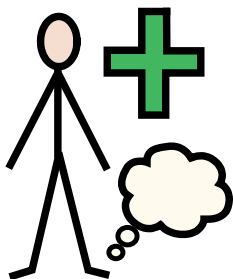
- using pictures or symbols



- signing



Your speech therapist also helps you with your eating and drinking.

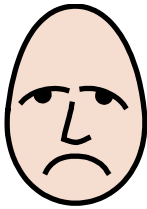


Your psychiatrist is a doctor who helps you with mental health problems.



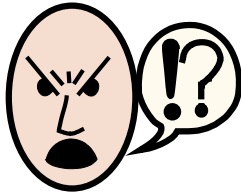


Your psychologist helps you feel better through talking.

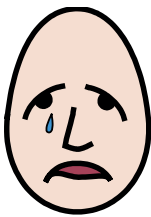


They can help if you:

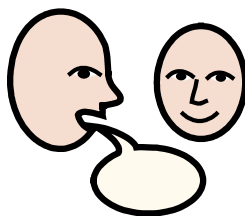
- worry a lot



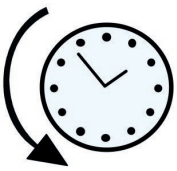
- get angry a lot



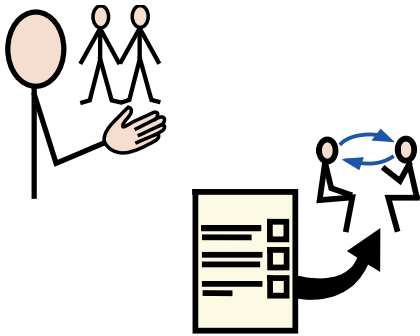
- feel sad a lot



They will listen to you and give advice on how to make things better.

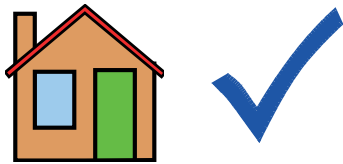


## What happens before you come here



If your social worker thinks you should come to live at Cygnet Views they will tell us.

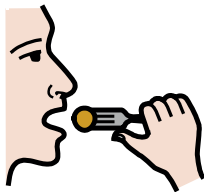
**This is called a referral.**



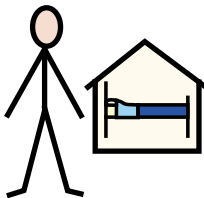
We want to make sure that Cygnet Views is right for you.



You can come and visit Cygnet Views for a day to see if you like it.

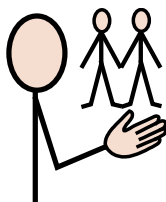


You can try the food.

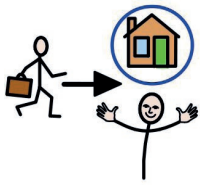


You can meet:

- other service users



- the people who will support you



# What happens when you come here

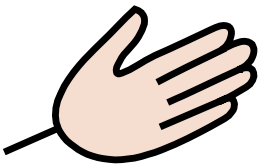


When you first arrive the staff will talk to you and find out what support you need.

This is called an assessment.



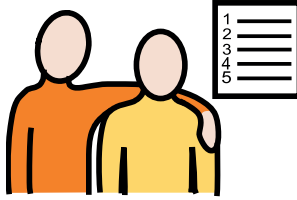
We need to know about:



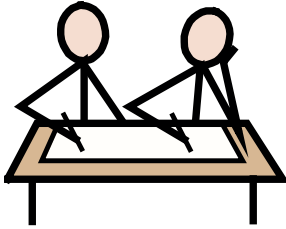
- support you already get



- other support that might help you



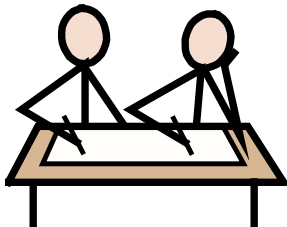
We will help you do a person centred care plan.



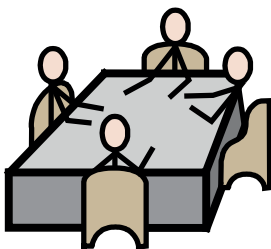
Someone will spend time with you.



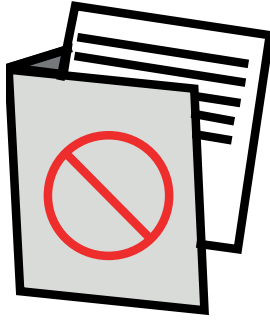
Together we will find out what is important to you. This will help us plan support that is just right for you.



We have integrated care pathways. This means that everyone involved with your support works well together.

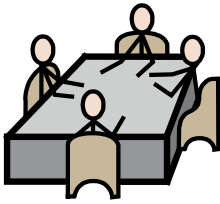


We have meetings and share information to find the best ways to support you.



We keep any information about you private.

We will only show the information to the people we need to.



We will have CPA meetings. We work with you to invite these people:



- your mum and dad or family and friends



- your social worker

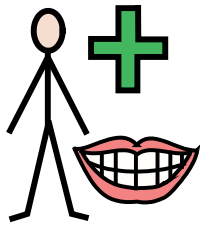


- people who support you at Cygnet Views

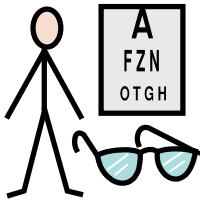


**We will make sure you are getting the right treatment and support.**

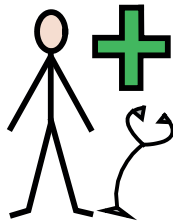
## We will help if you need to see:



- a dentist about your teeth



- an optician about your eyes



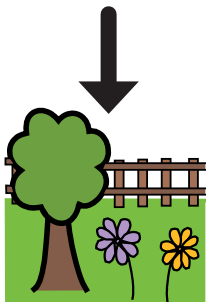
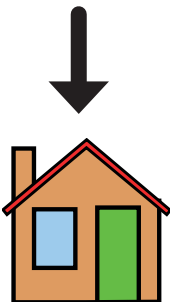
- a doctor or a GP



- anyone else about your health



If you want to smoke you must go outside.



If you want to stop smoking we can help you.





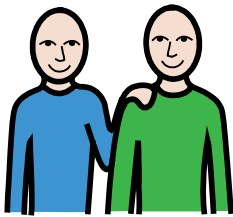
# Consent



Before you can get treatment you need to give **consent**.



This means we tell you all about your treatment and you say if it's okay to do those things.



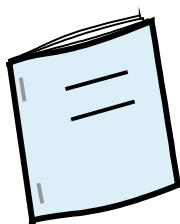
If you cannot give consent we will ask someone else who knows you well.



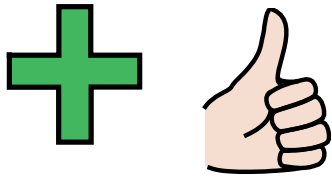
They can say if they think the treatment is the best thing for you.



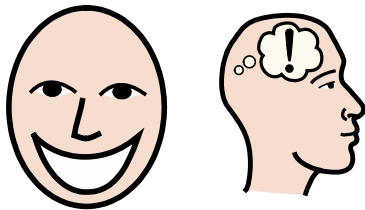
We will still involve you as much as we can in making choices about your treatment.



You can find out more about consent in a booklet called '**let's talk about making decisions**'.

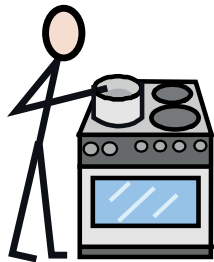


Treatment means all the things you get at Cygnet Views to help you feel better.

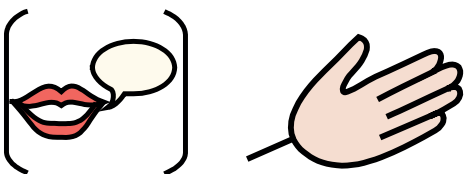


### **Positive behaviour support**

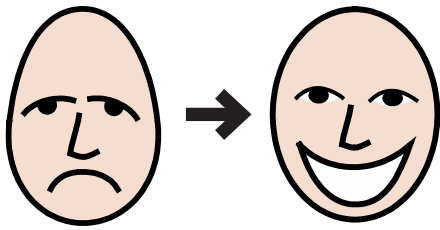
This means helping you to manage your behaviour and emotions better. We will teach you new things.



This could be cooking a meal or getting out and about.

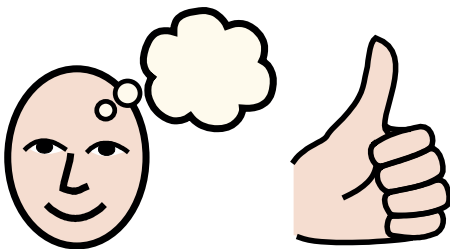


We will talk to you and find out what things you want to do. We will help you to do these things.



We will help you learn new ways to behave when something makes you stressed or unhappy.

For example learning how to calm down when you get upset.



We will help you to understand why you feel stressed or unhappy.

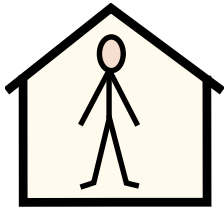
This can help you to change how you think so that you can feel better.



We will make sure any tablets and medication are right for you.



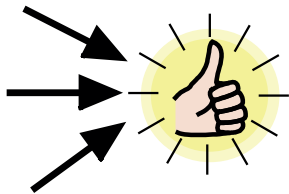
# Supporting your independence



What does supporting your independence mean?



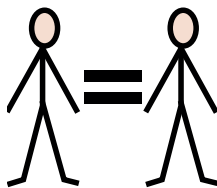
- supporting you to live the life you want



- having control of your life and being part of all choices



- being part of where you live



- having opportunities to do things like everyone else



- being treated with respect

## We support you to:



- take part in your community



- go shopping



- keep in touch with friends and make new friends



- see your family

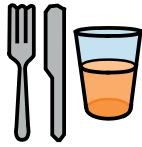


# Paying for your support



Cygnnet Health Care gets money to pay for you to live at Cygnnet Views.

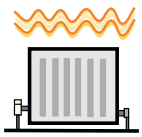
## The money we get pays for these things:



- your food and drink



- people to support you



- heating



- lights



- washing your clothes



- things to do every day





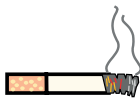
## Paying for other things



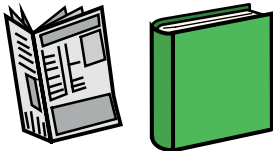
You have to use your own money to pay for these things:



- clothes



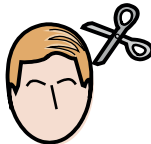
- cigarettes



- newspapers and books



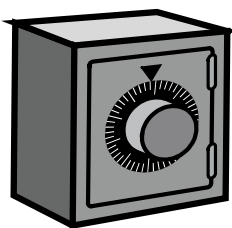
- shampoo, soap and other things you need to keep clean



- getting your hair cut



- extra activities you want to do

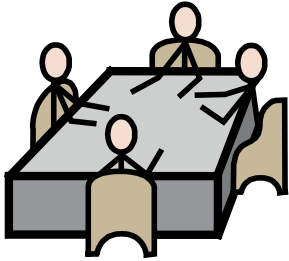


We will help you to keep your money safe.

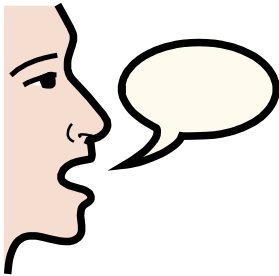
If you want us to we can also look after your money until you need it.



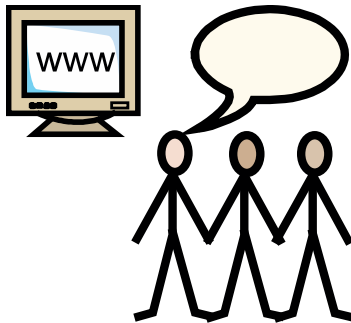
## Having your say



We have a regular service user meeting at Cygnet Views.



You can tell us what you think about Cygnet Views.

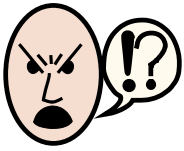


We also have service user forums. This is another kind of meeting.

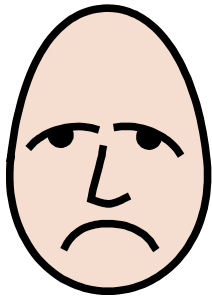


You can talk to an advocate too.

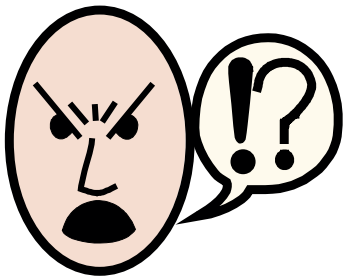
Advocates are people who help you have your say about what you need and what you want.



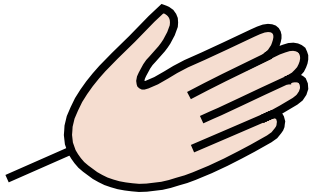
## Your right to complain



We want you to tell us about anything you are unhappy about at Cygnet Views.



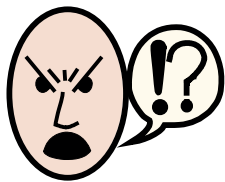
This is called **complaining**.



We will try to sort it out.

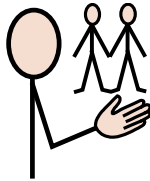


Complaining helps us to make things better.

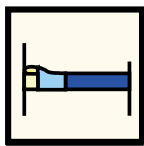


You can complain about anything about Cygnet Views.

**This could be:**



- people who support you



- your room



- things you do during the day



- food and drink

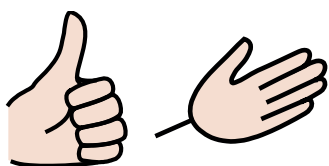


You can make a complaint to the staff that support you or you can phone the CQC to complain.



The phone number is:

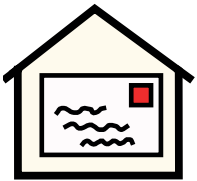
**03000 616161**



The CQC are people who make sure you are supported properly.



## Cygnet Health Care



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020 7123 5706



[www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)