



Mental Health Rehabilitation and Recovery Services Outcomes

Introduction



The main aim within our mental health rehabilitation and recovery services is to **make a positive difference to the lives of the individuals we support.**



We enable individuals to **build essential community links**, supporting their reintegration into the wider community through **partnership working.**



Our model of care is based on an **integrated approach.** Families, commissioners, **service users and carers are all involved** in the rehabilitation and recovery.



92% of our services are rated '**Good**' or '**Outstanding**' with our quality regulators.

Outstanding ☆

Cygnets Fountains, Lancashire
Cygnets Sherwood House, Nottinghamshire



Our services **support those who are experiencing complex mental health difficulties** and may require specialist treatment programmes.



All our environments offer high staffing ratios, **skill development opportunities and vocational development** in a safe, welcoming and nurturing environment, enabling each individual to flourish on their journey.



When the time is right, we also provide **community rehabilitation, which provides increased independence**, and a more outward-looking community based programme for those requiring additional support before full social reintegration and recovery.



We support **570** individuals across **29 Mental Health Rehabilitation and Recovery Services.**

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Our service user profile



18+ years



Male & Female



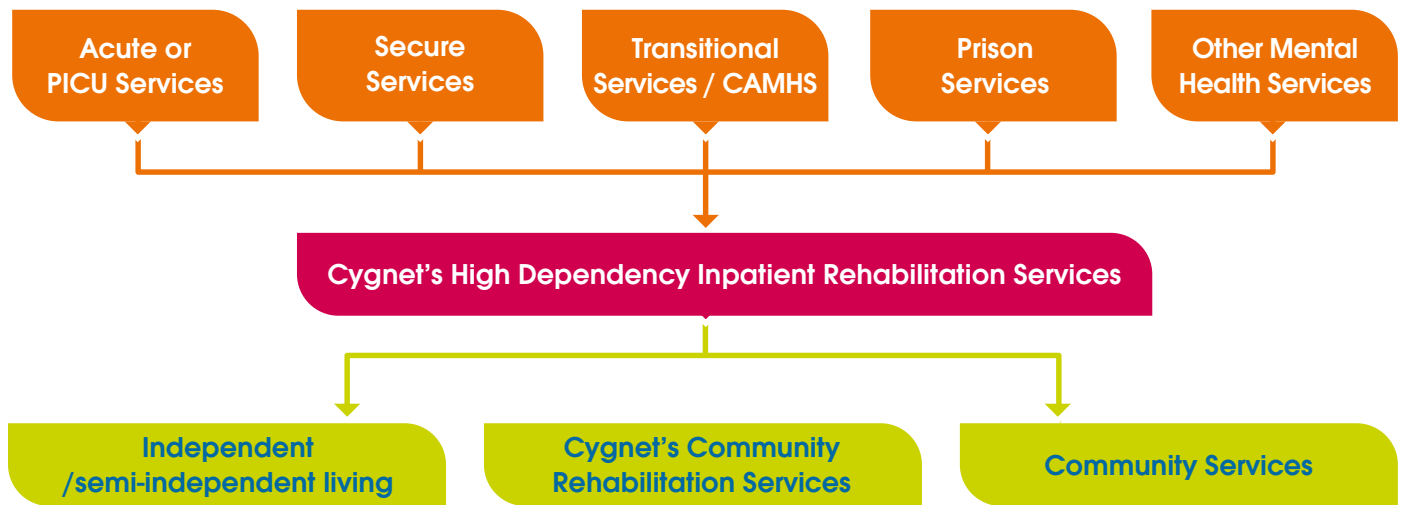
Detained or Informal

- Primary diagnosis of mental illness with:
 - Complex comorbidities
 - Substance, drug and alcohol abuse
 - Treatment resistance
 - Behaviours that challenge
- Typical diagnoses: schizophrenia, schizoaffective disorder, bipolar affective disorder or depression
- May have secondary diagnoses of mild learning disability, autism spectrum disorder or personality disorder
- Aiming for a return to community or community-based care
- History of sexual abuse or domestic violence
- May have a forensic history and/or be stepping down from secure services
- May have a history of repeated acute admissions

Our model of care

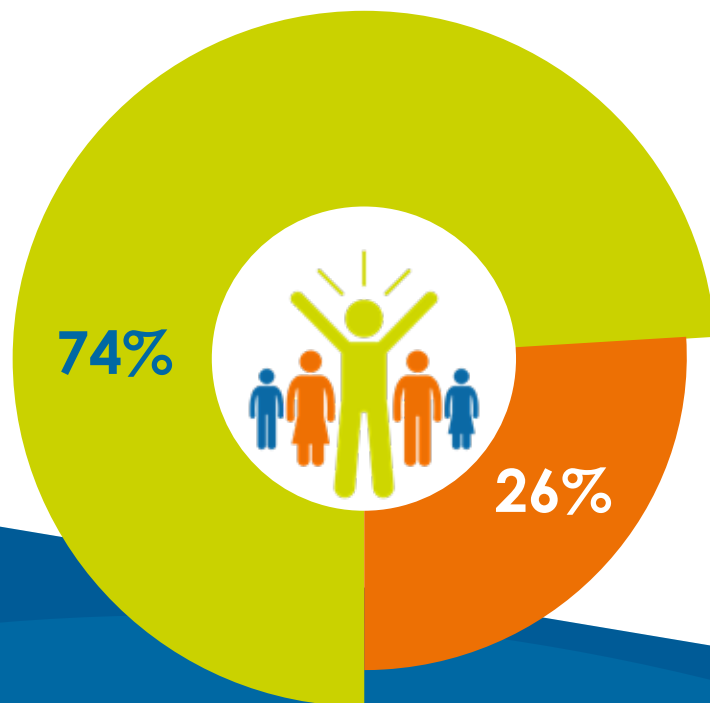


Our care pathways



Our average length of stay in our High Dependency Inpatient Rehabilitation Services is **19 months**

Discharge destinations



Moved into the community or closer to home



Moved to a low/medium secure or PICU service

This data shows the discharge destinations of **230 service users** from our High Dependency Inpatient Rehabilitation Services

74%

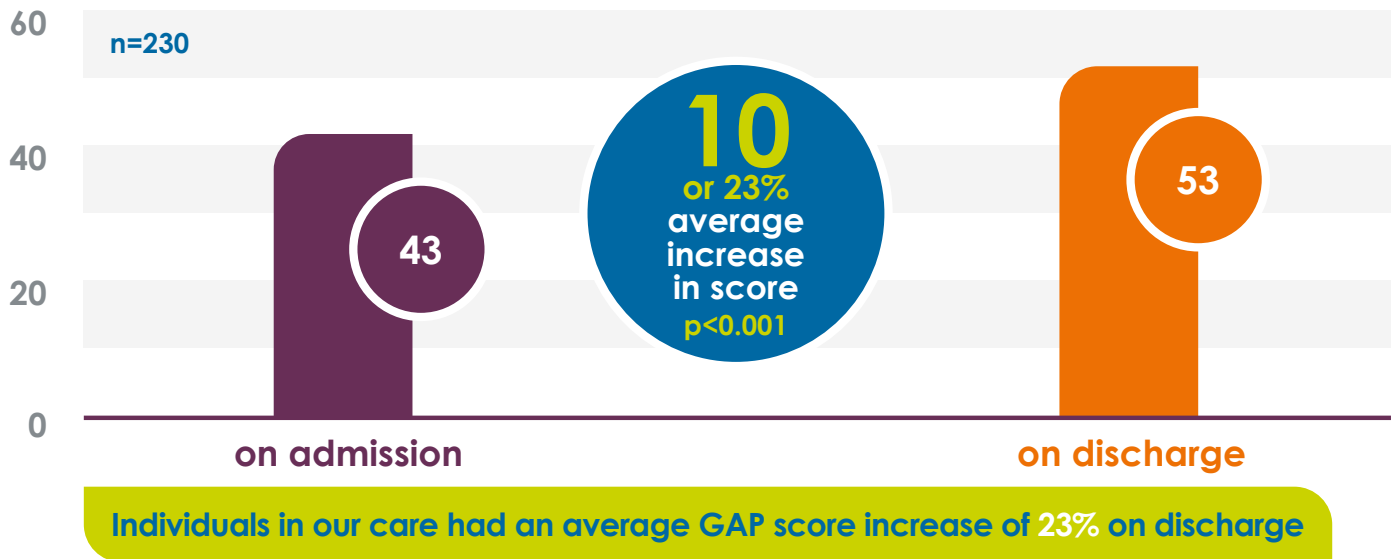
of the individuals discharged from our High Dependency Inpatient Rehabilitation Services were able to **move closer to home or step down along their care pathway into the community**

*Data and graphs relate to 2020 data.



Global Assessment of Progress (GAP)

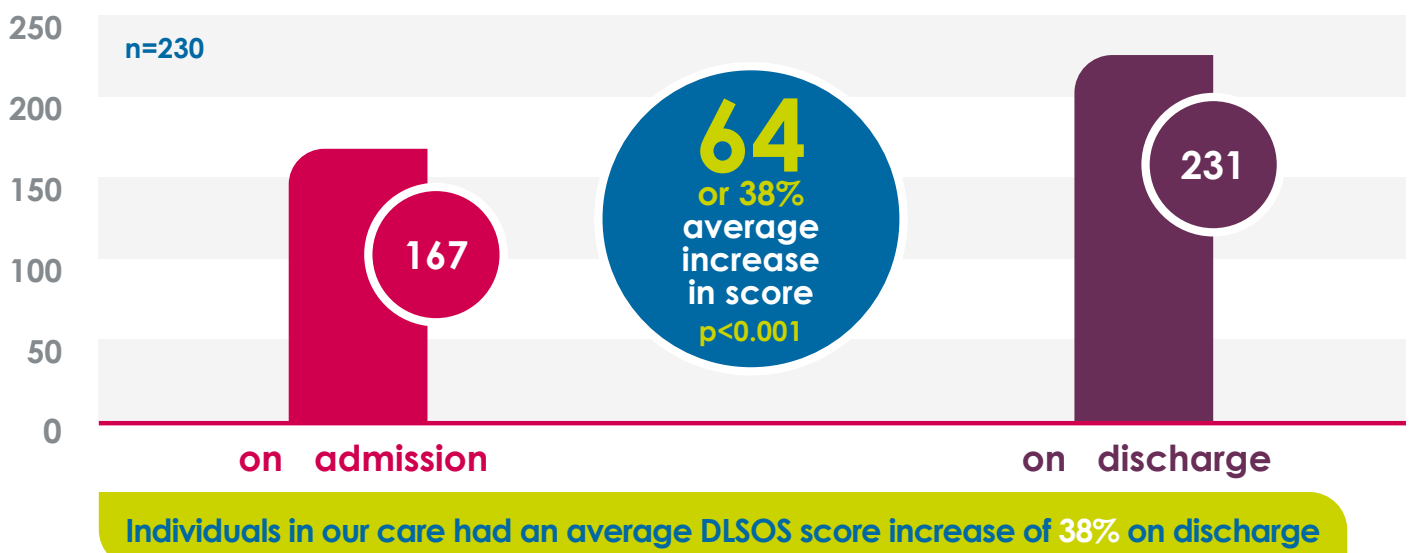
The Global Assessment of Progress (GAP) is our specialist outcome tool used within our mental health rehabilitation and recovery services. The tool allows us to measure an individual's progress throughout their placement, plot the positive developments, setbacks and changes in wellbeing but also identify the warning signs of any possible deterioration, whilst informing care planning and being transparent about future risks.



*Data and graphs relate to 2020 data.

Daily Living Skills Observation Scale (DLSOS)

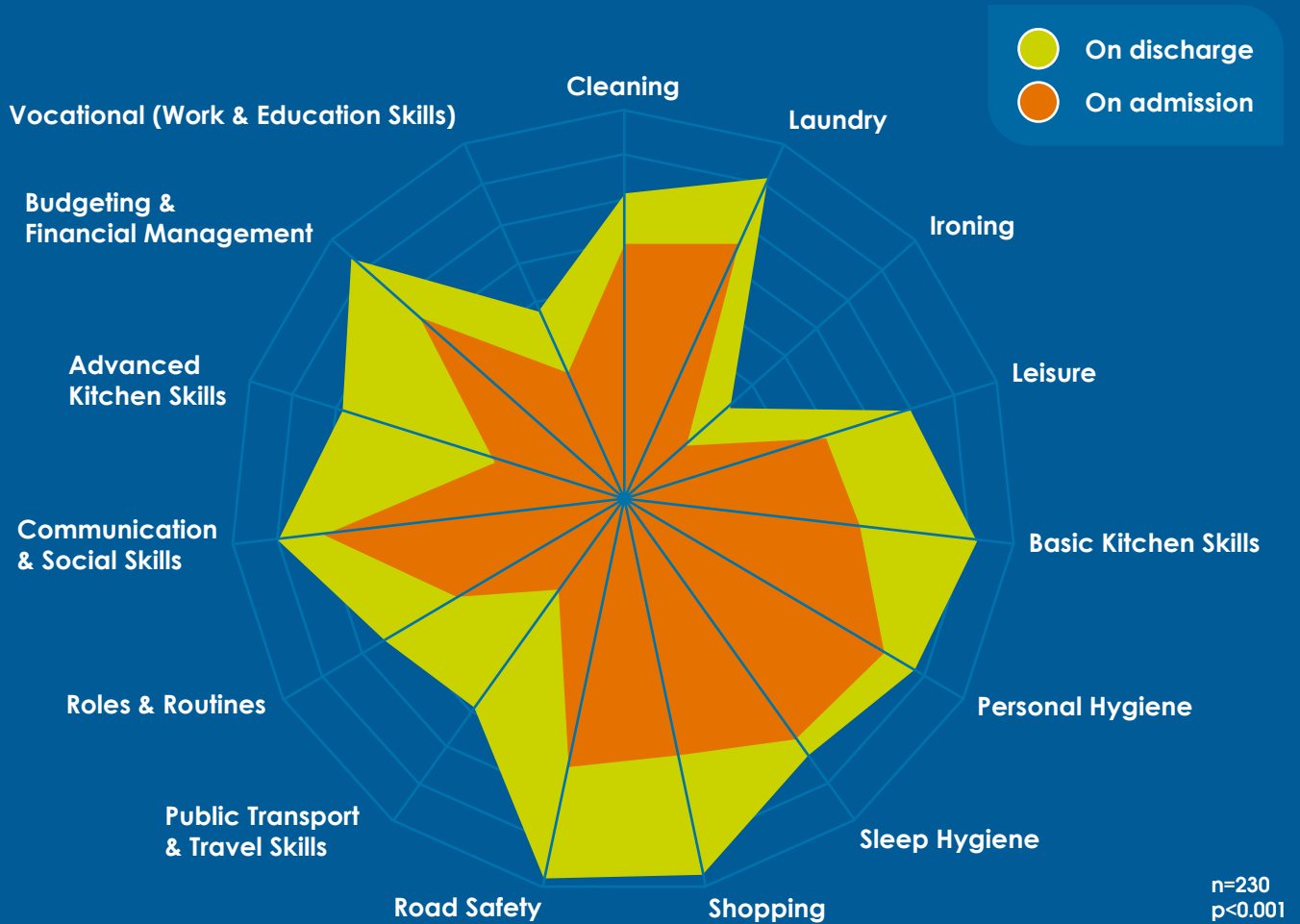
DLSOS tracks functionality and the ability to successfully live an independent life in the community.



*Data and graphs relate to 2020 data.

Average Daily Living skillset on admission & on discharge

Service users are measured against 15 areas of function such as hygiene, budgeting and road safety. The graph below shows a cohort of 230 service users had improved their daily living skills on discharge.



Service user satisfaction survey results

99%



of individuals feel that the ward staff are caring and supportive

93%

of individuals feel that the service support diverse needs, including spiritual, sexual orientation, ethnicity/race needs



95%

of individuals have confidence and trust in the nursing staff



90%



of individuals feel the care and treatment they are receiving is helping progress towards discharge



87%

of service users are involved as much as they want to be in decisions about their care and treatment

88%



of individuals rate the care they receive at Cygnet as good or excellent

91%

of service users feel that there are enough staff to support their care and treatment



85%

of individuals feel that their ward is recovery orientated



*Results taken from 2020 service user surveys.

Service user feedback and comments

“
Recovery has been
difficult, but good.
”

“
They provide excellent
care for me.
”

“
It is a very well run
hospital from top
to bottom.
”

“
I feel well cared for.
The doctor is thorough,
good standard.
”

“
I feel safe and
looked after, the
support is great.
”

“
The service I have received
has been impeccable and
I am looking forward to
discharge having
made progress.
”

“
The OT are lovely, staff are
sound and doctor is nice.
”

“
I feel safe here.
”

“
I am very satisfied
with the service.
”

“
I have become more
confident in myself and
become more stable. I would
like to thank everyone at
Cygnet for their help and care.
”

Our specialist services



Cygnet Aspen House,
South Yorkshire



Cygnet Churchill,
London



Cygnet Delfryn House,
North Wales



Cygnet Delfryn Lodge,
North Wales



Cygnet Fountains,
Lancashire



Cygnet Hospital Colchester,
Essex



Cygnet Hospital Derby,
Derbyshire



Cygnet Hospital Maidstone,
Kent



Cygnet Lodge Brighouse,
West Yorkshire



Cygnet Lodge Kenton,
London



Cygnet Lodge Kewstoke,
Weston-super-Mare



Cygnet Lodge Lewisham,
London



Cygnet Lodge Salford,
Manchester



Cygnet Lodge Woking,
Surrey



Cygnet Oaks,
South Yorkshire



Cygnet Raglan House,
Smethwick



Cygnet Sedgley House
& Cygnet Sedgley Lodge,
Wolverhampton



Cygnet Sherwood House,
Nottinghamshire



Cygnet St Augustine's,
Staffordshire



Cygnet St Teilo House,
South Wales



Cygnet Storthfield House,
Derbyshire



1 Vincent Court,
Lancashire



15 The Sycamores,
Derbyshire



12 Woodcross Street,
Wolverhampton



20A & 20B Turls Hill Road,
Dudley



45 Portland Road,
Birmingham



Gledholt Mews
and Coach House,
Huddersfield



Malborn and Teroan,
Nottinghamshire



Rhyd Alyn,
North Wales

NEW

Our specialist services by region

High Dependency Inpatient Rehabilitation

- 1 Cygnet Aspen House, South Yorkshire
- 2 Cygnet Churchill, London
- 3 Cygnet Delfryn House, North Wales
- 4 Cygnet Delfryn Lodge, North Wales
- 5 Cygnet Fountains, Lancashire
- 6 Cygnet Hospital Colchester, Essex
- 7 Cygnet Hospital Derby, Derbyshire
- 8 Cygnet Hospital Maidstone, Kent
- 9 Cygnet Lodge Brighouse, West Yorkshire
- 10 Cygnet Lodge Kenton, London
- 11 Cygnet Lodge Kewstoke, Weston-super-Mare
- 12 Cygnet Lodge Lewisham, London
- 13 Cygnet Lodge Salford, Manchester
- 14 Cygnet Lodge Woking, Surrey
- 15 Cygnet Oaks, South Yorkshire
- 16 Cygnet Raglan House, Smethwick
- 17 Cygnet Sedgley House & Cygnet Sedgley Lodge, Wolverhampton
- 18 Cygnet Sherwood House, Nottinghamshire
- 19 Cygnet St Augustine's, Staffordshire
- 20 Cygnet St Teilo House, South Wales
- 21 Cygnet Storthfield House, Derbyshire

Community Rehabilitation

- 22 1 Vincent Court, Lancashire
- 23 15 The Sycamores, Derbyshire
- 24 12 Woodcross Street, Wolverhampton
- 25 20A & 20B Turls Hill Road, Dudley
- 26 45 Portland Road, Birmingham
- NEW** 27 Gledholt Mews and Coach House, Huddersfield
- 28 Malborn and Teroan, Nottinghamshire
- 29 Rhyd Alyn, North Wales



For more information or to make a referral please contact us via phone or email:

📞 0808 164 4450

✉️ chcl.referrals@nhs.net

or contact your regional Business Relationship Manager

We are able to take referrals
24 hours a day,
seven days a week



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