

# Specialist high dependency complex care service for women with learning disabilities

Cygnet Elms, Birmingham

Outstanding 

Now taking referrals



Cygnet Elms is a high dependency complex care service for 10 women with learning disabilities, associated complex needs who may also have behaviours that may challenge.

We support individuals who are stepping down from a more secure setting as part of their care pathway. We work with them and provide personalised care to help them develop the necessary skills to leave our rehabilitation service and move towards a less restrictive setting in the community.



Female



10 beds



18+ years



## Our service user profile:

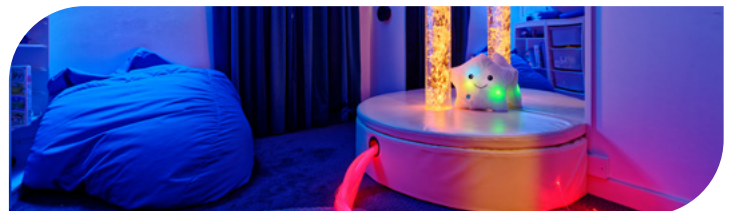
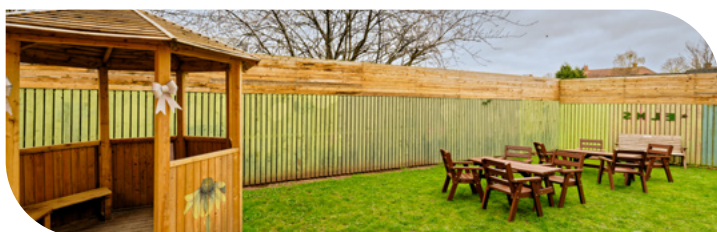
- > Primary diagnosis of learning disability and mental health complex needs
- > May present with co-morbid presentations:
  - Challenging behaviour
  - Personality disorder, schizophrenia, depression, bi-polar disorder
  - Dual diagnosis
  - Complex needs and/or multiple diagnoses
- > May be detained under the Mental Health Act or informal
- > May have a history of repeated hospital admissions
- > Forensic history

## The service at a glance

Cygnet Elms is in a central location close to an array of local amenities in Birmingham, including colleges, shops, restaurants, parks and work placement settings.

We want the women 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.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models



and positive behaviour support in order to assist individuals in working towards an empowered and positive future.

The occupational therapy service aims to create a sensory-modulated environment and one that is physically safe. It aims to maximise each individual's independence through the support and development of functional activities of daily living and life skills. In addition, it aims to support the staff, through ongoing staff training, modelling and working collaboratively within the wider team. Our speech and language therapy approaches a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs alongside social skills. A range of individualised accessible information is provided where required to facilitate learning and aid understanding.

★ ★ ★ ★ ★  
 Rated **'Outstanding'**  
 in all 5 Key Lines of  
 Enquiry by the CQC

**Staff support  
 service users to go  
 on holiday**

**Person-centred  
 meal planning  
 including shopping  
 and cooking**

**100%** of individuals feel  
 that they are given  
 choices and involved in  
 choosing therapies and  
 groups to be involved in

**100%** of individuals rate  
 the care they receive as  
 either **'very good'** or  
**'excellent'**

**Living Eggs project** – service users  
 get involved with the **'ready to hatch'**  
 programme, taking care of chicks during  
 the hatching and their first few weeks of life

**Weekly community  
 meetings**, individuals have their say  
 on the way the service is run including  
 making plans for the weekend

**Mindfulness  
 meeting held each  
 morning and is ran by a  
 service user**

**Supporting  
 individuals who are  
 on their care pathway  
 to independent living**

**On-site  
 beauty  
 salon  
 and gym**

**Multiple service  
 user led fundraising  
 events throughout  
 the year**

**Supporting  
 individuals  
 to gain  
 voluntary  
 employment**

**80%** of staff have been  
 at the service for  
 more than 5 years

**Individuals  
 are supported  
 to attend local  
 colleges to study  
 courses including  
 English and Maths**

**Our facilities:**

- > En-suite bedrooms
- > Communal areas including a garden
- > Multiple lounges including a quiet lounge
- > Beauty salon
- > Dining room
- > Therapy kitchen and laundry service to support skills development
- > Gym
- > IT café
- > Sensory room



**Our community links:**

- > Numerous colleges and adult education centres
- > Libraries
- > Kingstanding Leisure Centre
- > Stockland Green Trampoline Club
- > Community hairdresser
- > Pets as Therapy charity
- > Local shops, restaurants and cafés
- > Close to transport links into central Birmingham
- > StarCity – bowling, restaurants, cinema and mini golf

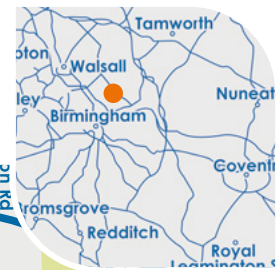
**i** For more information or to make a referral  
 please call **0808 164 4450** or email  
[chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)

**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 Elms**  
 162-164 Streetly Road,  
 Birmingham, West Midlands B23 7BD  
**Phone number**  
 0121 274 0302



CYG-640 | Date of Preparation: 12/12/22