

*Improving lives together*

# Secure Services

- Medium Secure Mental Health
- Medium Secure Personality Disorder
- Medium Secure Deafness and Mental Health
- Low Secure Mental Health
- Low Secure Personality Disorder
- Low Secure Autism Spectrum Disorder and Mental Health
- Low Secure Deafness and Mental Health



# Welcome

Cygnnet was established in 1988. Since then we have developed a wide range of health care services for young people and adults with mental health needs, acquired brain injuries, eating disorders, autism and learning disabilities within the UK. We have built a reputation for delivering pioneering services and outstanding outcomes for the individuals in our care.



**Our expert and highly dedicated health care team of 7740 employees empower 2000 individuals across 83 services** to consistently make a positive difference to their lives.



**Cygnnet Health Care is part of the Cygnnet Group which also provides social care services** for adults in England, Scotland and Wales.



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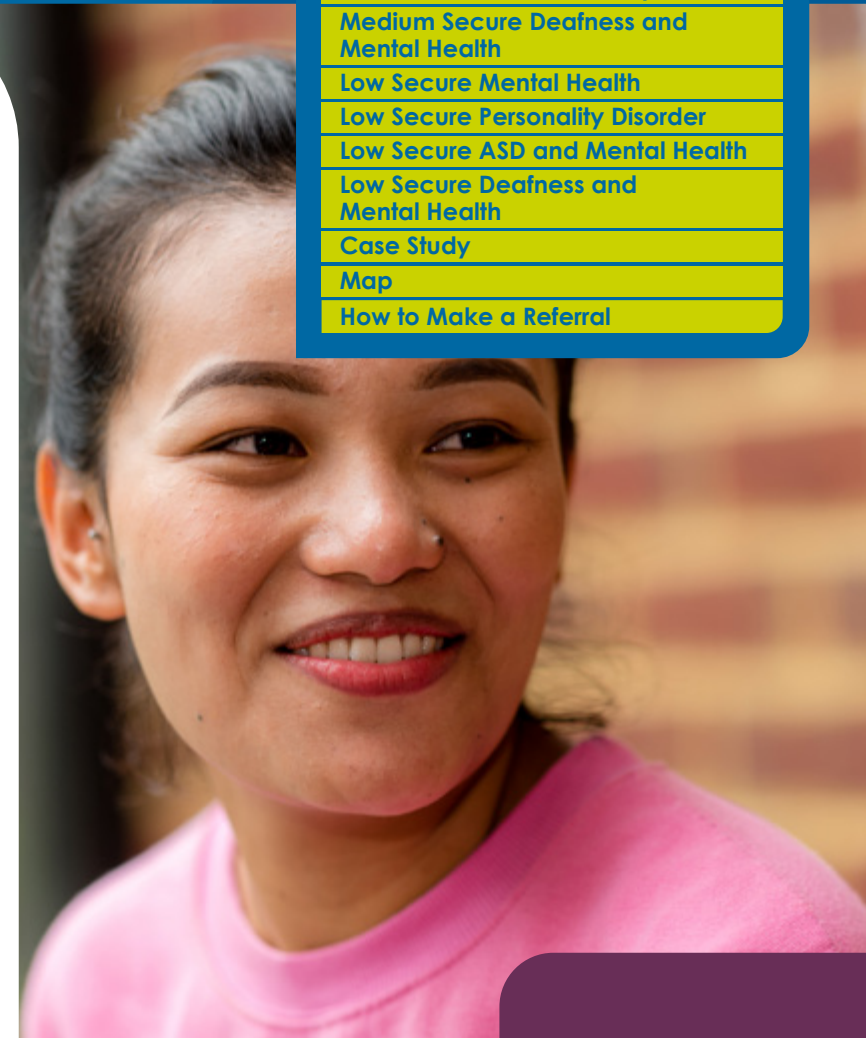
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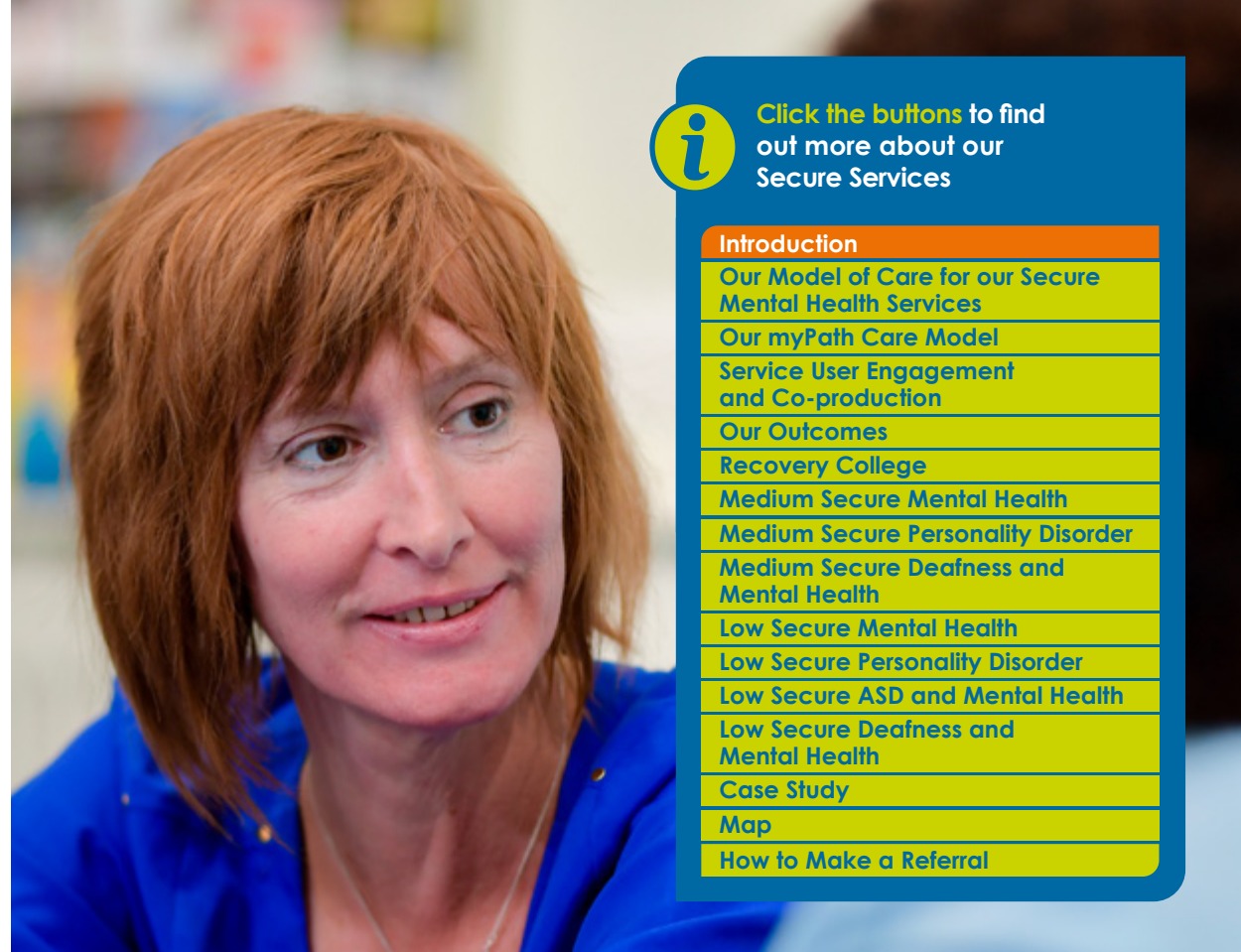
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# Introduction

**Cygnnet Health Care** offers a nationwide network of secure mental health services, providing over 334 beds across medium and low secure wards. This includes a range of highly specialist services for Deaf service users and individuals with a personality disorder or autism spectrum disorder.

Our secure services are therapy and recovery focused, providing assessment, treatment and rehabilitation for both men and women. The aim is to effectively progress service users through the secure care pathway, into the least restrictive environment possible while working to reduce the possibility of readmission back into secure care.

Cygnnet Health Care's comprehensive network of integrated care pathways means we can support individuals to move through their recovery journey from medium to low secure, and onto specialist step-down rehabilitation services as required. This approach helps to shorten the length of time an individual stays within services, improving the experience for the service user and enhancing value with NHS commissioners.

We are able to provide a comprehensive prison transfer assessment service for prisoners, including those who have yet to be sentenced and who need an assessment and clinical recommendation for the courts.

## Our service user profile:

- Detained under the Mental Health Act, including those under Ministry of Justice restrictions
- Requiring assessment and treatment in a secure environment
- Presenting active or potential risk to others
- Have a diagnosis of:
  - Severe and enduring mental health problems
  - Psychotic disorder
  - Schizoaffective disorder
  - Schizophrenia
  - Personality disorder
- May be exhibiting dangerous and challenging behaviour
- May have dual diagnosis with substance misuse
- May require a specialist service for treatment or management of personality disorder, autism spectrum disorder or communication needs relating to deafness



18+ years



Male/Female



Mental Health Act status:  
Detained



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## Our services at a glance:

- Medium to Low Secure pathway
- Extensive multi-disciplinary team input
- Sex Offender Treatment Programmes (SOTP)
- Other offender related programmes including fire setting
- Substance misuse treatment programmes
- Specialist inputs as appropriate including DBT, Communication and Translation specialist, Speech and Language Therapy
- Substance misuse treatment programmes
- 100% CQUIN compliant
- Recovery colleges
- Quality Network for Forensic Mental Health Services accredited

## Our multi-disciplinary teams:

- Consultant psychiatrists and specialty doctors
- Clinical and forensic psychology
- Nursing
- Occupational Therapy
- Social work
- Substance misuse practitioners
- Service User Engagement and Recovery College Leads

## Our outcome tools:

- HCR-20
- HoNOS Secure / Clustering
- STAR / START risk assessment
- My Shared Pathway
- EssenCES
- Global Assessment of Progress (GAP)
- Recovery Star
- MOHOST
- MoPPs (Move on Plans Protocol)
- BPRS, LUNSERS
- Assessment of Communication and Interaction Skills (ACIS)

## Measures

- 1 Improved quality of life
- 2 Greater autonomy and independence
- 3 Reduction in risk behaviour and improved mental, physical and social wellbeing
- 4 Reduction in length of stay in secure hospitals



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# Our Model of Care for our Mental Health Secure Services



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Thank you to all services users and staff who contributed to our Model of Care

# Our myPath Care Model

To ensure we cater for each person's journey and achieve long-term results, we have created a unique approach to secure care for our service users. Our aim is to balance recovery with security and ensure that each service user is able to participate safely and as fully as possible in their care to achieve a successful discharge from hospital. To help achieve this we apply our care model, **myPath**.

**myPath** is our overarching care model that serves to monitor service user engagement levels, manage their records, assess individual progress and formulate a personalised and dynamic care plan with measurable targets. Within our secure services, myPath is structured to support individuals with a range of complex care needs including personality disorder, mental illness, ASD and communication needs relating to Deafness, working with them to develop truly individualised programmes that support them through their pathway.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and ensures immediate support is provided. Each individual is offered a minimum of 25 hours meaningful activity each week, which is evidenced and documented within an individualised activity timetable based around understanding mental health needs and developing daily living skills. All individual care pathways are reviewed in full by the multi-disciplinary team on a weekly basis and guided by a dynamic care plan that is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our secure services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments and changes in well being, whilst formulating plans over potential future risks for longer term management.

In applying myPath, our team is able to be responsive in their approach, determine length of stay, and ensure that people can move as quickly as possible to the most appropriate and least restrictive environment.



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# Our approach

All of Cygnet's secure services are recovery and outcome-focused and are underpinned by My Shared Pathway. The aim of My Shared Pathway is to support the planning of a person's time in hospital, encouraging the individual to work collaboratively with clinical and therapy teams to identify outcomes that will help reduce their time spent in secure care.

Collaborative risk assessment is key to engaging people and empowering them to take ownership of their recovery journeys.

Our hospitals have extensive multi-disciplinary teams offering a wide range of therapies. We offer a "working week" of therapeutic input to enable people to engage in a minimum of 25 hours of structured therapy and meaningful activity per week. We develop tailor-made rehabilitation programmes, which aim to:

- Provide rehabilitation tailored to individual needs
- Identify recovery goals in collaboration with the individuals
- Help people regain independence by maximising skills potential
- Work with local services to aid reintegration into the community
- Effectively balance therapy and security



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# Service User Engagement and Co-production

Service user engagement is at the heart of what we do and we believe we are one of the industry's leading providers in this regard.

Locally at each of our hospitals, service users are placed firmly at the centre of their own care and treatment:

Care planning and risk assessment with MDT

Morning planning meetings

Ward rounds

20 CPA standards



Community meetings

Participation in staff and service development

Representation at ward governance and hospital departmental meetings

Service user and carer satisfaction surveys

In addition to the engagement and co-production evidenced daily on a local level at our units, some examples of initiatives our service users have been involved with co-producing across the organisation include:

- > The National Service User Awards
- > Reducing Restrictive Practice initiatives
- > The People's Council
- > Recovery Colleges
- > Experts by Experience
- > The Dragon's Den



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# Our Outcomes

## 72%

of service users  
stepped down along  
their care pathway



## 100%

NHS England CQUIN  
scheme Compliant



We offer secure  
services in  
7 out of 10 NHS  
England regions

Core partner  
in 11 Adult  
Secure Provider  
Collaboratives



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\*Data relates to 2022 data



# Recovery College

Cygnnet Health Care recognises that each person is an expert in their own care and through our Recovery Colleges we work together with each student on their own personal recovery journey, whatever that may be.

Our Recovery Colleges offer educational courses designed to provide increased understanding of mental health and support individuals through their recovery, promoting hope, opportunity and aspirations for the future. Service users are empowered to become experts in their own wellbeing and recovery.

Each of our Recovery Colleges are unique and have been developed in co-production with the service users at our secure care services. With a wide range of courses on offer from mental health awareness, mindfulness, healthy living, maths, English, music, film production and more, there is something for everyone. Courses are run on site by service users or staff members for their peers and are designed to suit all skill levels and abilities.

The Recovery Colleges are based upon college principles in all aspects of their culture and operation, taking an educational approach to recovery.

Working in co-production, the Recovery Colleges are places where the expertise of those with lived experience is blended with that of professional health care practitioners, reframing the nature of the relationship between professionals and the individuals who use services to one of shared learning and co-production.

Although accredited courses are on offer, the Recovery College is not a substitute for general education and opportunities offered by local educational establishments. It can, however, provide a route on to mainstream education via, for example, 'return to study' courses or provide service users with an opportunity to build self-confidence to progress if they choose.

**I have found it useful to be more actively engaged in the co-production side and it has helped to build up my confidence making me feel that I can do the same in the future**

- Student and expert by experience  
**Cygnnet Hospital Beckton**

**As a student and an expert by experience I find the Recovery College interesting and enables me to learn something new whilst I am in hospital. I enjoy the time I spend in the Recovery College and it is giving me the confidence to go and do other things.**

- Student and expert by experience  
**Cygnnet Hospital Bierley**



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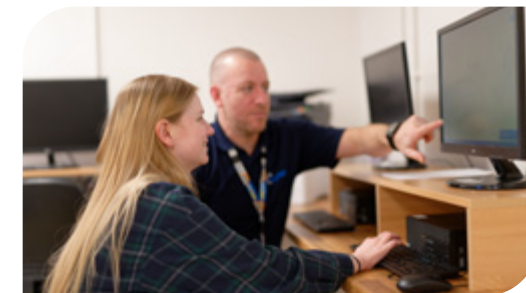
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# Recovery College



# Cygnet Hospital Bury, North West

Buller Street, off Bolton Road, Bury, North West BL8 2BS

Medium Secure MH

Medium Secure PD

Medium Secure Deafness & MH

Low Secure Mental Health

Low Secure Deafness & Mental Health



18+ years



Male and Female



113 beds in 9 wards

**C**ygnet Hospital Bury provides a wide range of inpatient mental health services for men and women, including medium and low secure and specialist Deaf and personality disorder services.

## Medium Secure

**West Hampton (NEW)** and **Lower East** our medium secure services for men with mental illness and complex needs who present with a high level of risk, and where other services may have struggled to diagnose.

We work with individuals to develop truly individualised programmes that support them through their care pathways. We are able to admit service users with a dual diagnosis of mental illness and personality disorder, autism spectrum disorder or learning disability.

**Upper West** is our medium secure service for both hearing and Deaf women, supporting those with a range of complex needs including personality disorder, mental illness and detachment disorders.

We also provide two medium secure services that specialise in treating men with a diagnosis of personality disorder at Cygnet Hospital Bury; **Madison** and **Columbus Wards**.

## Low Secure

**East Hampton and Upper East** are our low secure services for men with mental illness, and both support men experiencing complex mental illness and/or personality disorder.

**Lower West** is our female low secure service and supports hearing and Deaf service users.

**Bridge Hampton** is our low secure Deafness and mental health service for Deaf men.

Across all of our medium and low secure services, service users are supported by a dedicated multi-disciplinary team who work with individuals to assess their needs and create a discharge pathway to the community. Treatment is based on the principles of recovery including psychological therapies, occupational

therapy, social therapy, physical healthcare and medication. Risk assessment tools are used and a clinical formulation is developed to inform the management plans for each patient.

## Therapy and Activity Programmes:

Programmes are tailored to individual needs and our MDT work with service users to identify treatment options. Our full range of programmes includes:

- DBT
- ASSIST (PD intervention)
- EMDR
- Fire setting
- Life Minus Violence
- CBT for psychosis
- Schema Therapy
- Sex Offender Treatment Programme (SOTP)
- Substance misuse
- Adapted therapy programmes for Deaf patients

Service users are also supported by our psychology and occupational therapy departments in anger management, social skills development, daily living skills, healthy living, IT skills training, education and vocational development.

## Our facilities:

- En-suite bedrooms
- Range of communal spaces
- Gym
- Laundry
- Occupational therapy kitchen
- Therapy garden
- External sports pitch
- Woodland walkways down to the Elton Reservoir



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# Cygnet Hospital Stevenage, East

Graveley Road, Stevenage, Hertfordshire, East SG1 4YS

Medium Secure Mental Health

Low Secure Mental Health



18+ years



Male and Female



44 beds in 3 wards

**C**ygnet Hospital Stevenage provides a range of secure services for men and women in medium and low secure environments. We provide assessment, treatment and specialist therapies for individuals with a range of mental illness.

**Peplau Ward** is our medium secure service for men. The service can support individuals who may experience behaviours that are challenging, including self-harm or aggression. This can include individuals who might be considered a risk to others or who have been involved in the criminal justice system. Many service users in our medium secure services have experienced difficulties with substance misuse, legal highs and alcohol.

**Saunders Ward** is our male low secure service, and **Tiffany Ward** is our female low secure service. Our low secure services provide intensive rehabilitation designed to support individuals

to move safely along their care pathway in a safe environment. There is a dynamic programme of therapy and activity, designed to support the transition between inpatient services and the community.

The aim of our secure services is to help service users learn how to manage their mental health and reinforce their daily living skills, to prepare them for life in a community setting, or in the least restrictive environment possible.

All wards at Cygnet Hospital Stevenage work closely together to provide a seamless secure care pathway for men and women. Working closely with NHS case managers and commissioners, we are able to provide solutions for service users requiring step-down service options both on-site at Cygnet Hospital Stevenage and across our national network of rehabilitation and specialist services.

## Group Therapy

- > Fire setting Intervention Programme for Mentally Disordered Offenders (FIP-MO)
- > Substance Misuse Programme (SMU)
- > Sex Offender Treatment Programme for Mentally Disordered Offenders (SOTP-MO)

## Individual Therapy

- > Cognitive Analytic Therapy (CAT)
- > Cognitive Behavioural Therapy (CBT)
- > Schema Focused Therapy
- > Acceptance and Commitment Therapy (ACT)

There are also drop-in clinics and weekly groups including fire setting, mental health awareness groups, a cognitive behavioural therapy for psychosis programme, substance misuse support and offence related rehabilitation groups such as Reasoning and Rehabilitation.



## Our facilities:

- > Outdoor space
- > Social areas
- > ADL kitchen
- > Activity rooms
- > Vocational café
- > Large indoor gym hall
- > Multi-gym and outdoor football pitch



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# Cygnet Hospital Stevenage, East

Graveley Road, Stevenage, Hertfordshire, East SG1 4YS

Medium Secure Mental Health

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18+ years



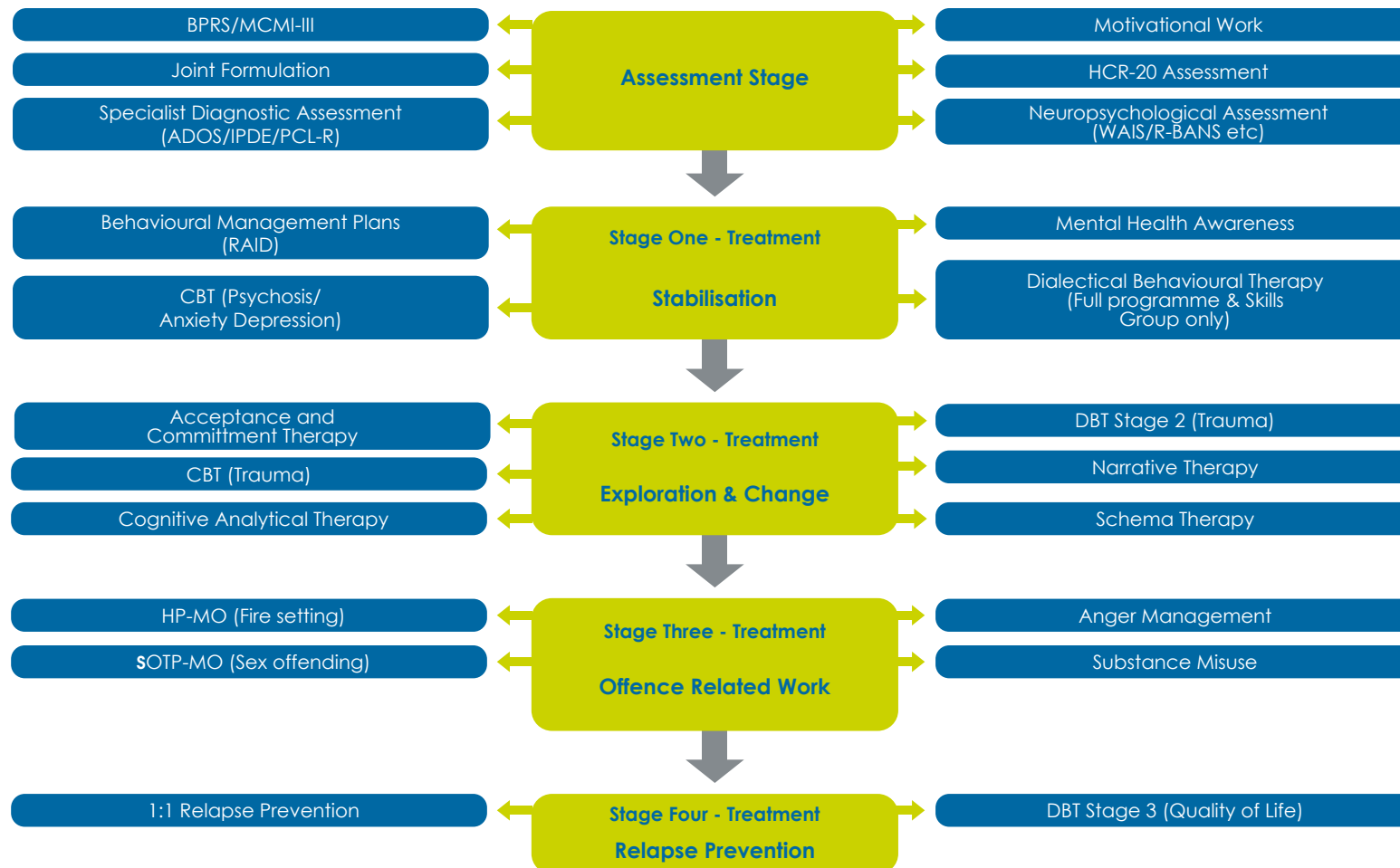
Male and Female



44 beds in 3 wards

## Psychological Assessment and Treatment Pathway

We provide a comprehensive psychological assessment and therapy programme across our four secure wards at Cygnet Hospital Stevenage. Our psychologists are trained in a variety of psychological assessment and therapeutic models, allowing them to offer a personalised package of assessment and therapies to service users.



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# Cygnet Hospital Bierley, Yorkshire & Humber

Bierley Lane, Bradford, West Yorkshire, Yorkshire and Humber BD4 6AD

## Low Secure Mental Health



18+ years



Male and Female



31 beds in 2 wards

**C**ygnet Hospital Bierley provides male and female low secure services in West Yorkshire, on Bronte and Shelley wards. The aim of our secure services is to support individuals to transition towards independent living, or the least restrictive environment. The teams on our secure wards monitor, manage and reduce risk, whilst balancing therapy and security and preparing service users to lead full and independent lives. Care planning is in alignment with My Shared Pathway and is designed to promote recovery.

**Bronte Ward** is our 15 bed female low secure service, offering assessment, recovery based treatment and rehabilitation for women who have on-going and challenging mental health problems and may have a dual diagnosis. Women admitted to Bronte Ward may have a history of involvement in the criminal justice system, and may experience behaviours that challenge, such as aggression, self-harm and vulnerability. We are able to support women with a secondary diagnosis of personality disorder.

**Shelley Ward** is our 16 bed male low secure service, providing recovery based treatment for men whose mental health needs result in continuing and ongoing disturbed or challenging behaviour and who may have a dual diagnosis. Many of our service users have a significant forensic history and we work closely with external agencies including the Ministry of Justice and MAPPA. Individual sex offending treatment is offered on Shelley Ward and RSVP (the Risk of Sexual Violence Protocol) is used on the ward to evaluate risk.

### Our facilities:

- > En-suite bedrooms
- > Secure courtyards, including outdoor therapy space and gym equipment
- > Polytunnel
- > ADL kitchen
- > Therapy and activity spaces including group room, art room and IT classroom
- > Sensory room
- > Gym

**Bronte and Shelley Ward** benefit from our regional network of step-down mental health rehabilitation and specialist services, enabling local care pathways for service users to remain close to home and in the least restrictive environment.

The hospital is conveniently located just off the M62, in a quiet suburb of Bradford, with strong links to the local community.

### Our Therapy Programme aims to:

- > Provide psychological assessment and treatment including individual and group therapies
- > Provide rehabilitation tailored to individual needs
- > Identify recovery goals in collaboration with the service user
- > Help service users regain independence by maximising skills potential
- > Work with local services to aid reintegration into the community
- > Balance security and therapy
- > Access to a standardised treatment programme for those with a history of substance misuse is available via individual and group therapy

100%

of service users are aware of how to make a complaint



100%

of individuals feel there is always enough staff to support them



100%

of service users feel the staff are caring and supportive



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100%

of service users feel they are treated as individuals when it comes to rules and restrictions



\* results are from 2022 service user surveys.



# Cygnet Hospital Blackheath, London

80-82 Blackheath Hill, London SE10 8AD

## Low Secure Mental Health



18+ years



Male



16 beds

**M**eridian Ward is a low secure service that can support up to 16 men. It aims to balance the needs of therapy and security whilst helping prepare service users to lead full and independent lives in the community.

Discharge is discussed from the very beginning; service users are asked what they want to achieve from being at Meridian and everyone works together to develop a plan that can help achieve these key goals.

Our pathway is enhanced by access to our nearby community-focused mental health rehabilitation facility, Cygnet Lodge Lewisham, which enables us to provide an integrated care pathway to reduce lengths of stay and enhance the outcome for service users.

### Our facilities:

- > En-suite bedrooms
- > Gym
- > On-ward computer access
- > ADL kitchen
- > Multi-faith room
- > Therapy room



Service users can be supported in attending educational courses, and work in local voluntary employment. In this respect the location of the hospital is ideal, being in urban London's Zone 2, near Greenwich and Deptford. It is also close to local parks and colleges.

The Psychological therapies team at Cygnet Hospital Blackheath provide a comprehensive range of assessments and interventions that simultaneously address mental health issues and facilitate management of risk. Our pathway has three components:

- 1 **Assessment and Stabilisation**
- 2 **Exploration and Change**
- 3 **Recovery and Maintenance**

Interventions focused on the individual's mental health and on risk / offence are offered, including:

- > Cognitive Behavioural Therapy (CBT)
- > Dialectical Behaviour Therapy (DBT) Based Coping Skills
- > Offence Chain Analysis
- > Good Lives Model
- > Substance Use Treatment Programme (SUTP)
- > Life Minus Violence – Enhanced (LMV-E)
- > Life Minus Violence – Harmful Sexual Behaviour (LMV-HSB)



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How to Make a Referral

You care about me a lot it feels nice, everybody is nice, I feel like I am at home. - Service user, Meridian Unit



**5 Focusing on the Future** Sustaining aspirations/lifestyle (Moving on), Or Evaluation & Reassessment



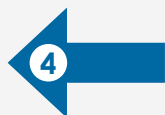
**1 Assessments**  
OT Practice Models (MoCA, MoHO),  
Sensory Profile, Recovery Star



**2 A Shared Understanding**  
Case Formulation - skills,  
interests & roles, Goal Setting



**3 A Shared Pathway**  
OT Interventions  
Core OT Pathways



**4 Outcomes Framework**  
Identifying Occupational  
Change, Outcomes Recorded

### Occupational Therapy Pathway

The occupational therapy pathway can be aligned to My Shared Pathway to evidence occupational change:





# Cygnet Hospital Derby, East Midlands

100 City Gate, London Road, Derby, East Midlands DE24 8WZ

Low Secure Mental Health

Low Secure Personality Disorder



18+ years



Male and Female



29 beds in 2 wards

**C**ygnet Hospital Derby provides low secure and mental health rehabilitation services for men and women in a modern, purpose-built hospital.

**Litchurch Ward** is our male low secure service that can support up to 15 men who have mental health or dual/multiple diagnosis needs. The ward is suitable for individuals who are moving on from medium security placements and who have engaged in dangerous and/or chronic challenging behaviour and who may pose a continuing and ongoing risk to others or themselves. We can also support service users who represent a persistent risk of absconding to avoid treatment, those who find it difficult to engage and those who have a dual or multiple diagnosis, which could include substance misuse and/or personality disorder.

Together with our Wyvern Unit and Wyvern Court, Litchurch Ward forms part of our integrated male care pathway at Cygnet Hospital Derby, enabling men who are admitted into a low secure setting to progress towards more community focused rehabilitation.

**Alvaston Ward** is a 14 bed specialist low secure service for women with a primary diagnosis of emotionally unstable personality disorder and/or mental illness. The ward can support women with highly complex needs and those who have experienced previously unsuccessful placements.

The primary pre-cursor to an admission to Alvaston Ward is that the person is ready to engage in a therapeutic programme. Service users may have a history of involvement in the criminal justice system or may present with significantly challenging behaviour, severe self-neglect and vulnerability.

The multi-disciplinary team proactively use Dialectical Behavioural Therapy (DBT) and Schema Therapy. The DBT programme is adapted to the needs of the service users and is tailored for individuals who may have educational or learning difficulty issues, such as dyslexia, which may act as barriers to the standard DBT programme.



Alvaston Ward has achieved the Enabling Environments Award from the Royal College of Psychiatrists' Centre for Quality Improvement.



INVESTORS IN PEOPLE | Gold

Cygnet Hospital Derby are proud to hold the Investors in People Gold Award.

## Psychological Therapy

Our team of forensic, clinical and assistant psychologists offer a variety of therapeutic interventions and personalised packages of therapy to our service users.

The team provide a range of therapies delivered in group and individual settings, including DBT, Schema Therapy, psychodynamic psychotherapy, CBT, trauma work, substance misuse and offending behaviour interventions.

### Our facilities:

- > En suite bedrooms
- > External secure courtyard
- > Fully equipped gym
- > Art room
- > IT classroom
- > Therapy kitchen

When I came to Cygnet Hospital the staff were so friendly and supported me when I was low...I had a say on my Care Plans and I was happy with them... Cygnet Hospital Derby is a friendly environment and caring. I treat it as my home because it is homely and a safe place.  
- Service User

Cygnet Hospital Derby has been a life changing experience. It has offered me so much which has allowed me to develop skills, insight, confidence and much more. I just wish there were more hospitals like this one. I now feel empowered and ready to live my life. - Service user, Alvaston Ward



Click the buttons to find out more about our Secure Services

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# Cygnet Hospital Maidstone, South East

Gidd Pond Way, Off Newnham Court Way, Weaving, Maidstone, Kent, South East ME14 5FY

## Low Secure Mental Health



18+ years



Male



16 beds

**S**altwood Ward provides a 16 bed low secure service for men with enduring mental illness, including those with a personality disorder at Cygnet Hospital Maidstone, Kent.

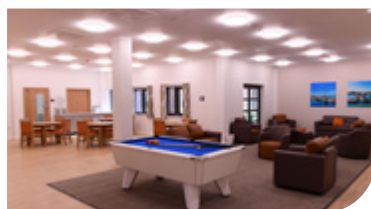
The service is provided in a joint working arrangement with Kent and Medway Partnership NHS Foundation Trust, and promotes shared understanding and practice. The NHS Trust undertakes case management and employs social workers who work at the hospital, while Cygnet Health Care provide psychiatry, nursing, therapy, and ancillary staff, and operate the service. This allows for opportunities of shared learning and shared excellence.

The multi-disciplinary team is integrated and work as one, sharing expertise. The Trust also has extensive community links, which can be particularly helpful for service users moving towards discharge, thus helping to keep lengths of stay to a minimum.

Our new male high dependency inpatient rehabilitation service, Kingswood Ward at Cygnet Hospital Maidstone, provides a pathway for men from Saltwood Ward requiring a step-down to a lower level of security.

### Our facilities:

- En-suite double bedrooms
- Extensive social and recreational space
- Activities of Daily Living (ADL) kitchen
- Safe outdoor space
- Provision of on-site evening classes



On **Saltwood Ward** we provide a full therapeutic induction incorporating a structured daily activity programme, which includes:

- Social Group
- Self-Harm Management
- Anger Management
- Dietetic Assessment and Advice
- Life Skills
- Education
- Recovery Groups
- Ward Based Activities
- Daily Planning Meeting
- Current Affairs Group
- Recreational Activities
- Relaxation
- Gardening
- Art Group

Service users on Saltwood Ward also have access to qualified teachers and can undertake on-site evening classes. We are also a registered exam centre, which allows service users to sit exams on-site.

### NHS New Care Model Partner

Cygnet Hospital Maidstone is a core and active provider partner in the South East (KSS) New Care Model for Adult Secure Services, led by the three NHS Provider Trusts within the region. The primary focus of the partnership is to be able to offer secure care within the South East region when a service user requires it. Also to keep lengths of stay within secure services as appropriately short as possible, while achieving the treatment goals set out.



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Of the individuals discharged from Saltwood Ward at Cygnet Hospital Maidstone from 87% between Jan 22 - Nov 22 were able to move downstream along their care pathway.



# Cygnet Hospital Sheffield, Yorkshire & Humber

83 East Bank Road, Sheffield, Yorkshire and Humber S2 3PX

## Low Secure Mental Health



18+ years



Female



15 beds

**S**pencer Ward at Cygnet Hospital Sheffield is a 15 bed inpatient service providing assessment and treatment for women with mental health disorders. Treatment is aimed at identification and management of needs rather than just a particular diagnosis. We are dedicated to providing gender sensitive care and treatment for women detained under the Mental Health Act. Spencer Ward is the only female low secure unit in South Yorkshire.

On **Spencer Ward**, our service users are at the heart of everything we do. We believe that every woman has the potential for recovery, personal growth and an improved quality of life.

Our service is underpinned by the following guiding principles:

- 1 Empowerment
- 2 Involvement
- 3 Patient centred care
- 4 Evidence based practice
- 5 Team work

Cygnet Hospital Sheffield is located close to Sheffield city centre, and a wealth of community and transport facilities.

## Our facilities:

- > En-suite bedrooms
- > Large communal lounge
- > Separate dining area
- > ADL kitchen
- > Activities room
- > Quiet room / library
- > De-stimulus room
- > Dedicated child and family visiting area available

## Key elements of our service provision

- > Effective Multi Disciplinary Team (MDT) working
- > Effective implementation of the CPA approach
- > Individual care planning with service user involvement
- > Collaborative risk assessment and risk management with service user involvement
- > Close working with local NHS England Specialist Commissioning Team
- > Family and carer involvement

Through the above we aim to promote adjustment, prevent relapse and enhance the likelihood of successful reintegration into the community.

Service users can take part in community activities and day trips which include: bowling, mini golf and visits to local parks, trips to Raves Park to visit the llama enclosure. Most activities take place twice a week



Occupational Therapy has helped service users to obtain volunteer jobs in the community and have links with local boarding kennels



En-suite bedrooms



Occupational Therapist trained in sleep hygiene



Fully equipped gym



Education access at Sheffield City College



Multidisciplinary (MDT) team consisting of:

- > Ward Doctor
- > Forensic Psychologist
- > Assistant Psychologist
- > Occupational Therapist
- > OT Assistant
- > Responsible Clinician
- > Ward Manager
- > Social worker and Social worker assistant
- > Activity Coordinator
- > Art Therapist



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# Cygnet Hospital Woking, South East

Redding Way, Knaphill, Woking, Wessex, South East GU21 2QS

Low Secure Mental Health



18+ years



Male and Female



29 beds in 2 wards

**C**ygnet Hospital Woking provides male and female care pathways, from secure services through to mental health rehabilitation.

**Oaktree Ward** is our female low secure service, where women can receive assessment and treatment for mental illness; we can also work with women who need more intensive rehabilitation. We provide care for women who may have complex needs, co-morbidity and those who may experience behaviours that challenge.

**Greenacre Ward** is our male low secure service. Men on Greenacre may experience behaviours that are challenging, including self-harm or aggression and may be considered a risk to others or have been involved in the criminal justice system.

Our teams across our secure services support a focus on recovery, reducing the time individuals have to spend on the ward. Minimising length of stay is a key focus and our secure wards benefit from being part of our integrated pathways of care, which aim to smooth transitions and shorten lengths of stay. These pathways include our on-site female PICU, Acorn Ward and female mental health rehabilitation service, Picasso Ward, and our neighbouring male mental health rehabilitation service, Cygnet Lodge Woking.

## Treatment:

Our services provide three core treatment phases:

- Assessment in safe and supportive environment
- Treatment and engagement
- Recovery and rehabilitation

The final pre-discharge stage focuses on recovery and rehabilitation work and includes daily living skills, offence related work and further psychological interventions. In this phase service users make significant use of community placements and services.

We use a model of treatment based on the principles of the recovery model of care including psychological therapies, occupational therapy, social therapy, physical healthcare and medication. Risk assessment tools are used and a clinical formulation is developed to inform the management plans for each patient.

Our Psychology Department undertakes specialist psychological assessments, including personality, risk and neuropsychological assessments. They also provide individual, group and family interventions. A range of evidence-based therapeutic approaches are offered, including Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT), acceptance and commitment, motivational interviewing, solution focused approaches and family work.

The hospital benefits from access to a Buddhist Temple nearby, as well as a chaplain who visits weekly



Access to a local GP who visits weekly



Access to a music studio



Service users can benefit from access to a fully equipped gym and gym instructor



En-suite bedrooms



## Our facilities:

- En-suite bedrooms
- Outdoor space
- Social areas
- ADL kitchen
- Activity rooms
- Gym

Service users can take part in a range of activities including:

- Swimming sessions
- Walking groups
- Cycling groups



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# Cygnet Hospital Clifton, East Midlands

Clifton Lane, Clifton, Nottingham, East Midlands NG11 8NB

Low Secure Personality Disorder



18+ years



Male



25 beds in 2 wards



Scan the QR code or click here to watch a short video on Cygnet Hospital Clifton

**C**ygnet Hospital Clifton is a 25 bed specialist low-secure service for men with a personality disorder, who also present with complex mental health needs and challenging behaviours.

The treatment model we provide at Clifton Hospital is delivered in the context of a cohesive multi-disciplinary, psychologically informed team approach, with the service user at its centre. We aim to create opportunities for sustained positive behavioural change, by applying a consistent approach where the men in our care feel encouraged to develop positive interpersonal skills to reduce maladaptive or pathological behaviours.

**The hospital is set out across two wards;**

**Ancaria Ward** is the admissions/initial treatment ward, which focuses on rehabilitation, in preparation for moving on into the community or supported living.

**Acorn Ward** focusses on rehabilitation, to prepare for a move into the community or supported accommodation.

At Cygnet Hospital Clifton we aim to sequence interventions according to Professor Livesley's integrated treatment model. The therapeutic milieu aims to ensure consistency and optimal conditions for growth and change in a positive and effective environment.

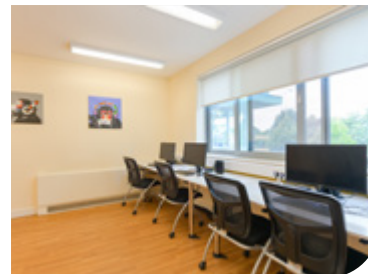
At Cygnet Hospital Clifton we aim to sequence interventions according to Professor Livesley's integrated treatment model. The therapeutic milieu aims to ensure consistency and optimal conditions for growth and change in a positive and effective environment.

**Cygnet Hospital Clifton has helped me with my recovery by challenging my behavioural problems and changing my thoughts to move to a more positive way, giving me more confidence to deal with different disappointments, changing my ways of thinking and giving me responsibility with (a course on) the Recovery College. - Service User**

## Prison Transfer Programme

We also offer a specialised three month prison transfer programme, for stabilisation and assessment of prisoners whose mental health needs cannot be met in the prison environment.

- **Referrals and assessment:** We provide a rapid response to referrals, assessment within the prison environment, quick decision on suitability for transfer within five working days and liaison with MoJ over transfer warrants
- **Comprehensive inpatient assessment:** Twelve week assessment programme including full diagnostic and risk formulations, IQ and neurological assessments, stabilisation and treatment plan



## Our facilities:

- En-suite bedrooms
- Extensive secure gardens
- Gym
- ADL kitchen
- Woodwork shop
- IT classroom
- Recovery College



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# Cygnet Hospital Harrow, London

London Road, Harrow-on-the-Hill, London HA1 3JL

Low Secure Autistic Spectrum Disorder and Mental Health



18+ years



Male



16 beds

**C**ygnet Hospital Harrow provides diagnostic, assessment and inpatient services for men with a diagnosis of autism spectrum disorder, Asperger's syndrome or High Functioning Autism, often with co-morbid mental health needs.

The Springs Unit provides low secure accommodation for up to 16 men. We provide a person-centred approach in a centre of excellence, providing a rehabilitative environment to facilitate the safe and effective care of service users with behaviours which may challenge. The Springs Unit works closely with the other on-site ASD services, **The Springs Centre** (Crisis ASD, Highly specialised ASD/MH Service) and **The Springs Wing** (Highly specialised ASD/MH Service), that form part of a step-down pathway for the men in our care.

The aim of the service is to help service users better understand their condition and to support them in ways that will help them prepare for more time in the community, and a move to the least possible restrictive environment for them.

## Model of Care

The Springs Unit uses an extended behavioural modification model of care. As the first step in developing a treatment programme, the Multi-disciplinary Team (MDT) work with individuals to comprehensively assess their strengths and difficulties. This involves a full diagnostic assessment alongside assessing symptoms, risks and needs.

### Our facilities:

- > Calm, relaxing and secure environments
- > Spacious communal areas
- > En-suite bedrooms
- > Activity spaces
- > Gym
- > Gardens with outdoor seating
- > Fully equipped occupation therapy service
- > Rehabilitation kitchen
- > IT café

The team use functional analysis to assess any behavioural challenges including looking at when these occur and under which circumstances. The team can then work with the service user to generate theories about what function the behaviour has for the individual and identify the maintaining factors. Specific interventions for the individual can then be designed and tested including pharmacological, psychological, rehabilitative, or social. On-going testing and monitoring can help establish whether the intervention is helping and adjustments can be made as necessary.

Care involves family and significant others to help with re-integration into the community. All staff, not just clinically focused roles, are trained in understanding autism, helping create an understanding and supportive environment for all service users no matter who they are engaging with.

A full daily programme is important for service users at the Springs Unit, and personal choice and options are at the fore of each person's own individual timetable.

Space is paramount for this service user group and the Springs Unit is laid out with this in mind.

100%



of individuals feel the ward staff are caring and supportive

100%



of individuals feel they are involved in decisions about their care and treatment

100%



of service users are aware of how to make a complaint



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Data taken from period Jan 22 - Dec 22





## Case Study

# Raymond's\* Journey

## Springs Unit at Cygnet Hospital Harrow, London Low Secure Autism Spectrum Disorder and Mental Health Service



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## Raymond's History

Raymond is 31 years old who has a diagnosis of paranoid schizophrenia, Emotionally Unstable Personality Disorder (EUPD), ADHD, Learning Disability and conduct disorder. He also has a history of substance and alcohol misuse, deliberate self-harm and suicidal ideation.

Raymond's mother attempted to have him assessed by Child and Adolescent Mental Health Services at the age of 15 but he declined to engage. His initial contact with adult mental health services was in May 2009. He had been referred by his General Practitioner (GP) for a mental health assessment, but because Raymond declined to engage, he was not assessed for a further few months until August 2009.

Raymond had previously spent a number of years in mental health services. When he was referred to Cygnet he was ready to step-down from a Medium Secure Service and was subsequently assessed in March 2020 for the Springs Unit at Cygnet Hospital Harrow.

The Springs Unit supports men with Autism Spectrum Disorder (ASD) or mild learning disability and other co-morbid mental health needs with behaviours that may challenge. Raymond was nervous about the move, but agreed Cygnet Hospital Harrow looked like a positive next step in his recovery and was subsequently admitted to The Springs Unit on Ministry of Justice (MoJ) restrictions.

## When Raymond came to us

Raymond settled in quickly onto the ward and was introduced to the Multi-disciplinary Team (MDT) and his fellow service users. At the start of his admission Raymond was very understanding of the restrictions imposed due to the pandemic. He worked very well with the staff supporting him and appeared to take it all in his stride.

Raymond did experience periods of difficulty and could present with increased periods of self-isolation, he would disengage from activities, fluctuate in his mood, appear thought disordered and at times become depressed. Raymond would also express heightened levels of paranoia which in turn increased episodes of aggression with verbal threats and physical violence towards others.



## Raymond's Care

The MDT felt Raymond needed a full medication review and much needed input from the nursing staff and therapy services. Soon after a full medical review, Raymond was offered therapies to suit his needs and gain what he could from the specialist Springs Unit rehabilitation programme. He did however decline to engage in Dialectical Behaviour Therapy (DBT) as he felt he had covered this extensively in a previous admission. The MDT were keen not to go over old ground and wanted what was best for Raymond's recovery and agreed with Raymond, not to pursue this type of therapy.

Raymond's main and true interest was in fishing, he eventually gained escorted fishing leave once per week to a community fishing lake and loved to tell tales of the fish he caught and would beam with pride when doing so. Following a period of doing well in his plan of care and interacting positively in his therapy programme, incidences appeared to vastly decrease. The MDT therefore applied to the MoJ for transfer approval to move through the Springs Pathway at Cygnet Hospital Harrow and step-down to an open rehabilitation service.

The MoJ approved Raymond being stepped down to the Springs Wing open rehabilitation service at Cygnet Hospital Harrow - he was transferred in February 2022. Raymond now has a different Responsible Clinician (RC) but his Psychologist, Assistant Psychologist, Occupational therapist and some of the Nursing team have remained the same.

Raymond was praised for his achievements since the step-down to the Springs Wing and was encouraged to maintain his positive progress, of which he agreed that he was happy to continue with. Soon after his admission to the Wing Raymond progressed to unescorted local shop leave and to unescorted Harrow Town centre leave.

## Raymond Today

Raymond continues to work well with the MDT and is persistent in his approach to gaining independence. So much so that the MoJ have recently approved a move out into a community supported living accommodation, where Raymond is currently having weekly day visits. Furthermore the MoJ have recently now agreed to overnight leave into his new community placement. The Cygnet Hospital Harrow team are very proud of Raymond's progress and will continue to support him in achieving his goals in the future.



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\*Name has been changed to protect his identity

# Map | Our specialist services by region

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- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**
- 2 Cygnet Hospital Stevenage**  
Graveley Road, Stevenage,  
Hertfordshire, East SG1 4YS  
T: **01438 342 942**

## Medium Secure Personality Disorder

- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**

## Medium Secure Deafness and Mental Health

- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**

## Low Secure Mental Health

- 3 Cygnet Hospital Bierley**  
Bierley Lane, Bradford,  
Yorkshire and Humber BD4 6AD  
T: **01274 686 767**
- 4 Cygnet Hospital Blackheath**  
80-82 Blackheath Hill,  
London SE10 8AD  
T: **020 8694 2111**
- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**
- 5 Cygnet Hospital Derby**  
100 City Gate, London Road, Derby,  
East Midlands DE24 8WZ  
T: **01332 365 434**
- 6 Cygnet Hospital Maidstone**  
Gidd Pond Way, Off Newnham  
Court Way, Weaving,  
Maidstone, Kent, East ME14 5FY  
T: **01622 580 330**
- 7 Cygnet Hospital Sheffield**  
83 East Bank Road, Sheffield,  
Yorkshire and Humber S2 3PX  
T: **0114 279 3350**

- 2 Cygnet Hospital Stevenage**  
Graveley Road, Stevenage,  
Hertfordshire, East SG1 4YS  
T: **01438 342 942**
- 8 Cygnet Hospital Woking**  
Redding Way, Knaphill,  
Woking, South East GU21 2QS  
T: **01483 795 100**

## Low Secure Personality Disorder

- 9 Cygnet Hospital Clifton**  
Clifton Lane, Clifton, Nottingham,  
East Midlands NG11 8NB  
T: **0115 945 7070**
- 5 Cygnet Hospital Derby**  
100 City Gate, London Road,  
Derby, East Midlands DE24 8WZ  
T: **01332 365 434**

## Low Secure ASD and Mental Health

- 10 Cygnet Hospital Harrow**  
London Road, Harrow-on-the-Hill,  
London HA1 3JL  
T: **020 8966 7000**

## Low Secure Deafness and Mental Health

- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**



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# How to Make a Referral



**We are able to take referrals 7 days a week.**

To make a referral please;

**Call:**  
**0808 164 4450**

**Email:**  
**chcl.referrals@nhs.net**  
or contact your  
regional Business  
Relationship Manager.

## Planned admissions referral steps:

- 1 Referral made to Cygnet referrals team via **0808 164 4450** / **chcl.referrals@nhs.net** or via your regional Business Relationship Manager
- 2 Assessment arranged and undertaken via our assessment team
- 3 Feedback provided on whether our service can meet the individual 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



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*Improving lives together*



**Cygnet**

4 Millbank, 3rd Floor,  
Westminster, London  
SW1P 3JA

**0207 123 5706**

**www.cygnetgroup.com**

**Follow us on social media:**



CYG-753 | Date of Preparation: 12/07/23



**Integrity**

**Trust**

**Empower**

**Respect**

**Care**