

**Useful Contacts for Cygnet Hospital
Harrogate Haven Ward:**

Reception: 01423 500 599

Hospital Manager: Gavin Clark

Clinical Manager: Sarah Hinton

Ward Manager: Jack Hughes

Consultant Psychiatrist: Dr Beg

Social Worker: Maria Musat

Occupational Therapist: Tom Meredith

Psychologist: Afshan Chaudary

MHA Administrator: Robyn Steel

**We welcome feedback and your views
are very important to us.**

**If you would like to provide feedback
please complete the attached Family
and Carer Survey and return to the ad-
dress on the front.**

**You can also scan the QR code and
complete online:**



**Cygnet's Family,
Friends and Carers
Satisfaction Survey**

Other useful external contacts:

MIND - an excellent starting point for wider information.

<https://www.mind.org.uk/>

Patient Advice Liaison Service—offers confidential advice,
support and information for patients, family and carers

<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/>

Carers Trust—support, advice and resources for unpaid
carers

<https://carers.org/>

Carers assessments—You may be entitled to a carers
assessment to identify any support you may need. Our social
work team can direct you if required.

Contact us at www.Cygnetgroup.com

Get in touch

Cygnet Health Care
4 Millbank, 3rd Floor,
Westminster,
London, SW1P 3JA

Family, Friends & Carer Information



Cygnet Hospital Harrogate, 23 Ripon Road, Harrogate, HG1 2JL

Haven Ward

Haven Ward is a male emergency acute inpatient service accepting informal patients as well as people detained under the Mental Health Act.

People are admitted when they are struggling to manage their mental health in the community and need a short period of support in hospital.

The aim of admission is to help improve people's mental health and work with patients, carers and the home area to identify and provide any support needed to enable a safe discharge and appropriate aftercare.

The average length of stay is around 30 days.



[Haven TV lounge]

Visiting the Hospital

We encourage visiting and are flexible with visiting times.

If you would like to visit a relative/friend, we ask that you make telephone contact 24 hours in advance to book a room. Your relative/friend must agree to the visit first.

Children under 18 must be accompanied by an adult and our Social Worker must assess prior to attending.

On site parking is available. Please report to reception upon arrival. Please remember to bring a form of ID.

Please be aware you can contact your loved ones home authority for support with travel costs.

Consent

Without the consent we cannot share information you. We understand this frustrating and upsetting but we can still talk to you about the process of care and you can provide us with important information about your loved one which can help with their care.

Process of care:

We look to assess service users and review medication in the early stages of admission and begin planning for discharge from admission to prevent delays later.

Alongside service users and yourselves with consent we devise care plans which consider treatment, risk management and obstacles to discharge. We work alongside professionals from the funding authority to do this.

Please see the attached model of care for an overview.

Each week service users attend ward rounds (sometimes called MDT meetings) where they are seen by the consultant and the MDT to review progress and tailor the care plans. You may wish to attend these meetings or be provided with updates— please let us know.

The MDT (Multi-disciplinary team) comprises of:

Consultant, Speciality Doctor, Occupational Therapist, Psychologist, Assistant Psychologist, Social Worker, Assistant Social Worker and members of the nursing team

There are a range of therapies available and all service users can access a minimum of 25 hours' therapeutic and recreational activity each week. As an acute service we do not start longer-term/more complex therapy.



[Therapy ADL kitchen]

Other meetings:

Care Programme Approach (CPA): A multi agency meeting to review care

Section 117 meeting: Prior to discharge.

Mental Health Tribunal: Where a detained service user appeals their section

Further information:

Hospital website—provides information and photos on the hospital, wards, team and how to get here.

<https://www.cygnetgroup.com/locations/cygnet-hospital-harrogate/>

Introductory call—with consent, upon admission, we will contact you to give an overview of the service and allow you to ask any questions.

Carers information board—This is situated in reception and provides information for carers including survey results and how to make a complaint.

Carers forum—The Hospital Manager holds bi-monthly open forum by Zoom to provide updates about the hospital and for carers to feedback and ask any questions. We will inform you of upcoming meetings.

Regional and National Carers Networks— Meet 6 monthly and annually respectively. If you would like to get involved and contribute your ideas to the company please let us know.

Carers Lead—Clinical Manager Sarah Hinton is the lead contact for any carer-related questions

Please feel free to contact the hospital and speak to a member of staff at any time for more information and updates.



[The rear garden]