

*Improving lives together*

# Learning Disability Services

- Residential Services with Nursing
- Residential Services
- Supported Living Services
- Specialist Day Services



# Welcome

Cygnets was established in 1988. Since then we have developed a wide range of social care services for adults with autism, learning disabilities and those requiring elderly care 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 social care team of 2944 employees empower 694 individuals across 66 residential, supported living, nursing and day services to consistently make a positive difference to their lives.



Cygnets Social Care is part of the Cygnets Group which also provides healthcare services for young people and adults in England, Scotland and Wales.



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# Introduction

**O**ur services have considerable experience and expertise in supporting individuals with a learning disability to develop independent skills and to live an active and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

Most importantly with the right support and help we empower each individual to progress along their care pathway to an environment that suits their needs.

The services we offer are Residential (with and without nursing), Supported Living and Specialist Day Services.

## STOMP

Cygnēt Supports STOMP and has committed to the STOMP pledge.

**Stopping the over-medication of adults and young people with a Learning Disability, Autism or both.**

# Our resident profile:

- > Adults from the age of 18+ years
- > Individuals with a primary diagnosis of learning disability accompanied with behaviours that challenge including mental illness or a forensic background
- > Individuals with a secondary diagnosis of personality disorder or autism
- > May have communication challenges
- > May have associated complex needs
- > May have physical health needs
- > Individuals using our day services may present with:
  - Physical disabilities
  - Tracheostomy needs
  - Complex body postures
  - Epilepsy
  - Mobility needs
  - Will be living at home or within the community



18+ years



Male / Female  
/ Mixed



Mental Health  
Act Status: Informal



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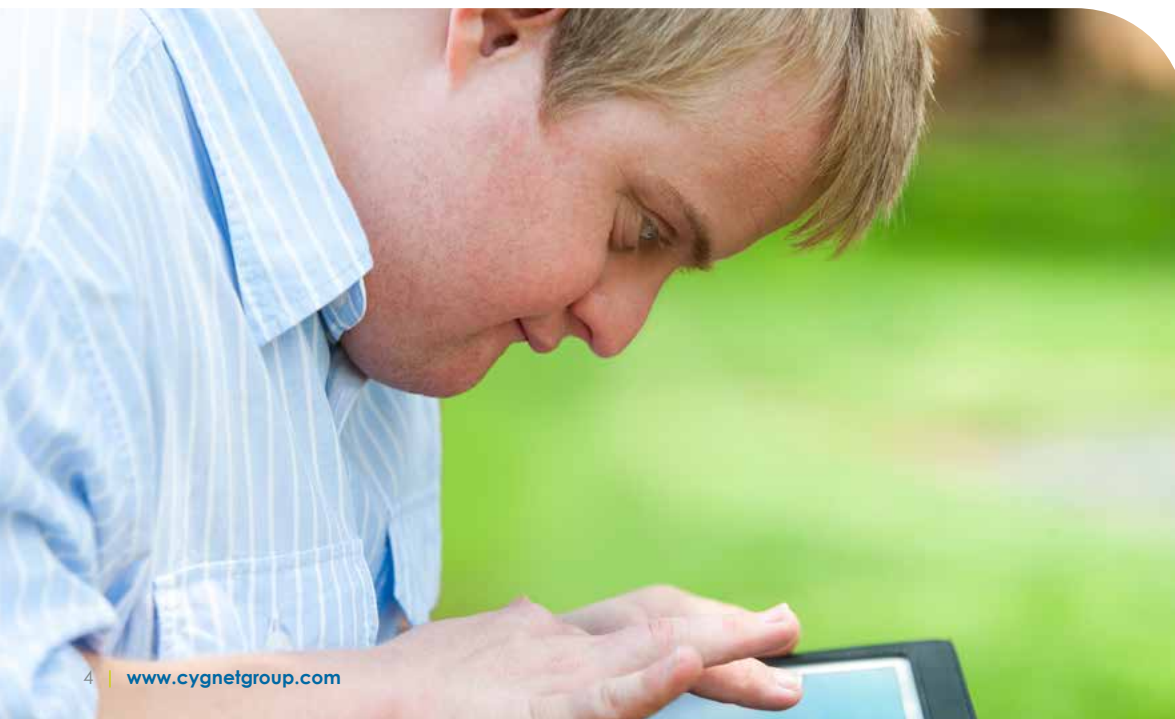
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## Our services at a glance:

- > High staffing ratios
- > 24/7 x 365 days (excludes Day Services)
- > Anger management & positive behaviour support
- > Daily living skills
- > Community participation
- > Meaningful activities

## Our multi-disciplinary teams:

- > Psychiatry
- > Psychology
- > Occupational therapy
- > Speech and language therapy
- > Nursing
- > Specialist trained support workers

## Our outcome measurement tools:

### Residential Services:

- > Social Care LD GAP
- > Behaviours that Challenge
- > Health Risk Levels
- > Eating & Drinking
- > Personal Care & Hygiene
- > Domestic Tasks
- > Communication
- > Social interaction
- > Community Presence & Participation
- > Activity Engagement FCSP (Functional Communication and Skill Profile)

### Day Services:

- > GAP (Global Assessment of Progress)
- > Respiratory conditions
- > Eating & drinking skills
- > Daily risk assessments
- > Communication abilities
- > Mobility & positioning



# Our Model of Support - Residential Services

At Cygnet Social Care we believe that each individual with a **learning disability** has the right to a happy and fulfilled life regardless of their level of support.

To help guide us and make sure we are all working together to achieve this we have formed **Our Model of Support for our Residential Services**. A guide that shows what we do as an organisation to support individuals with **learning disabilities**.



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# Ellen Mhor, Tayside

2-4 Ellen Street, Dundee, Tayside, Scotland DD1 2QH

## Residential Services with Nursing



18+ years



Mixed Gender



12 beds

**E**llen Mhor is a specialist residential service with nursing, supporting up to 12 adults living with learning disabilities and complex needs, and who may have an autistic spectrum condition. The team also supports individuals who have behaviours that may challenge and associated mental or physical health needs. We provide specialist nursing care and support that is tailored to individual needs, promoting independence and community integration.

Ellen Mhor is a large detached house with its own private garden situated in a residential area of Dundee. Everyone at Ellen Mhor has their own en-suite bedroom and they are encouraged and supported to personalise their rooms. There is a choice of three living areas that residents can choose from, as well as a bright and airy dining room and conservatory. There is a life skills kitchen and lounge area where residents are supported in a small group to develop and maintain independent living skills such as menu planning and preparing their own drinks, snacks and meals.

In Dundee, there are many activities for residents to access, including leisure centres, cinema, theatre, markets, shops and cafés. The team at Ellen Mhor aim to promote individuals' independence. They do this by working closely with residents to ensure that their wishes, needs and interests are met. Ellen Mhor has regular house meetings where they discuss a wide range of topics from meal planning to arranging their social calendars.

Our experienced staff team use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies. Individuals may come to Ellen Mhor for many reasons. They may be moving through their care pathway from a hospital setting or may require extra support during a difficult period in their life, or they could be on a pathway to a place of their own.

## Our facilities:

- > En-suite bedrooms
- > Choice of living areas
- > Bright dining room
- > Life skills kitchen
- > Activity room
- > Patio and seating areas



Newly created sensory garden created and designed by residents



Graded all 4's with the Care Inspectorate



Achieved the Dignity in Care Award

Therapeutic earnings scheme available, residents can apply for paid work within the service



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Sarah's Journey

Find out more >

Read about how the team at Ellen Mhor transformed Sarah's life.





# Hollyhurst, County Durham

118 Woodland Road, Darlington, County Durham, North East DL3 9LN

## Residential Services with Nursing



18+ years



Mixed Gender



22 beds in 4 living units

**Hollyhurst is a specialist residential service with nursing, supporting individuals with learning disabilities and complex needs in Darlington, County Durham. The specialist MDT led team support individuals who have additional mental or physical health needs and behaviours that may challenge.**

The team specialise on taking people who are in a crisis. Depending on the individual's level of need, we provide different levels of support within 3 areas:

**14 beds in the main house** - there are a number of living areas including a quiet lounge and two large communal lounges. In addition the service has a resident's café, life skills kitchen, IT room as well as a relaxation room. Everyone has their own bedroom, some of which are en-suite, which they are encouraged to decorate and personalise to suit their own personal style.

**4 single occupancy flats** – these bespoke flats provide individuals with more complex support needs in their own space to live more independently with staff support. We support individuals to gain the skills needed for moving on to supported living.

## Our community links:

- > Shops and restaurants
- > Swimming pools and leisure centres
- > Vocational opportunities
- > Community facilities specialising for individuals with learning disabilities
- > Great transport links

## Our facilities:

- > Multiple lounges
- > Communal dining room
- > Gardens
- > Café area
- > Bespoke accommodation for individuals with more complex support needs
- > Life skills kitchen

**Hollyhurst Lodge** – within the grounds, this 2 bedroom bungalow is a bespoke self-contained service delivering 24 hour support for two individuals. This service was specially designed in partnership with local commissioners and community teams to provide personalised support for two adults with complex needs.

Hollyhurst is a detached period property is set in its own private gardens which is accessed by a private tree-lined driveway. Located in the town of Darlington, the residents have access to a great range of recreational and leisure facilities as well as being just a short drive away from some beautiful County Durham countryside.

**Service is currently being extensively refurbished and developed to meet the needs of the individuals we support**



**Gardens providing space for individuals to play sports or relax with friends and family**



**Supporting residents to go on holidays and day trips**



**Extensive links with local community facilities for individuals with learning disabilities including; performing arts, vocational colleges and volunteering opportunities**



**Host regular parties for families and individuals from other local Cygnet learning disabilities services**



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# Hope House, Cleveland

59 Hutton Avenue, Hartlepool, Cleveland, North East TS26 9PW

## Residential Services with Nursing



18+ years



Mixed Gender



11 beds in 11 living units



Scan the QR code or  
click here to view  
virtual tour

**B**ased in Hartlepool, Hope House supports adults living with a learning disability, including individuals who have additional mental and physical ill-health and behaviours that may challenge. The name Hope House was chosen by one of the gentlemen who moved into the service when it first opened. He said, "I am always hoping for something and always hoped to live in this area."

Hope House was specially designed in partnership with local commissioners and community teams to create bespoke, self-contained apartments that provide personalised support. The service design is split into two separate elements, based on the residents' specific individual requirements:

- > **Hope House** has 5 self-contained apartments, which host a bathroom, a kitchenette and a living / dining room. In addition, Hope House also has 1 en-suite bedroom.
- > **Hope Lodge** has one en-suite bedroom and three individual apartments, each with their own lounge. In addition to this private space, Hope Lodge also has a spacious dining kitchen and a lounge, enabling the individuals living here to socialise and develop their independent living skills.

Residents are supported to access local community facilities within Hartlepool town centre, which is within walking distance. A few of the community facilities available are colleges, swimming pools, a cinema, shops, a disco, and a gardening club.

Hope House has a dedicated activity coordinator who supports residents to have individual activity plans, which are created based on each person's likes and hobbies. Their goal is to enable individuals to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.

## Our facilities:

- > Bespoke apartments, each with their own living space
- > Living and dining areas
- > Kitchenettes
- > Communal and private gardens

## Our community links:

- > Colleges
- > Swimming pools
- > Cinema
- > Shops
- > Disco
- > Gardening club
- > Restaurants and cafés
- > Colleges and work placement settings
- > Great transport links



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# Lindsay House, Tayside

119 Americanmuir Road, Dundee, Tayside, Scotland DD3 9AG

## Residential Services with Nursing



18+ years



Mixed  
Gender



2 beds in 2 self-contained living units

**L**indsay House consists of two bespoke single person apartments providing a more independent living environment. Lindsay House is suitable for individuals with a learning disability who also have additional complex needs and behaviours that may challenge, requiring bespoke staffing packages.

These apartments each have their own front door, lounge and personalised en-suite bedroom, as well as a kitchen to support learning independent living skills and a shared private garden.

The individuals at **Lindsay House** are supported to access the extensive array of community amenities, including leisure centres, social clubs, shops, colleges, and work placement settings. They may also enjoy walks and visits to the nearby botanical gardens and Discovery Quay.

Lindsay House was designed with wellness in mind, providing a safe and comfortable environment that promotes independent living based on the specific individual requirements.

Each resident has their own individual activity plan, which is created based on their likes and hobbies. Their goal is to enable individuals to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.



## Our facilities:

- En-suite bedrooms
- Kitchen
- Lounge
- Each apartment has its own front door
- Enclosed garden

## Our community links:

- Local leisure centres
- Social clubs
- Shops
- Colleges
- Botanical gardens
- Discovery Quay
- Great transport links



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# Oaklands, Northumberland

Anick Road, Hexham, Northumberland, North East NE46 4JR

## Residential Services with Nursing



18+ years



Mixed Gender



15 beds (10 + 5 single occupancy flats)

**Oaklands is a specialist residential service with nursing, supporting individuals with learning disabilities and complex needs in Hexham, Northumberland. The team support individuals who have additional mental or physical health needs and behaviours that may challenge.**

The service has undergone exciting developments to create single occupancy living for 5 individuals who may require additional staff support.

- > 5 single occupancy flats - These self-contained living areas provide the opportunity for 5 individuals with more challenging needs to live in their own space with staff support. Each flat has a lounge, kitchen/diner, en-suite bedroom as well as a staff observation area. In addition one of the flats is located away from the main house and has its own front door and garden.
- > 10 en-suite bedrooms with multiple lounge and dining facilities. Other facilities within the service that are accessible for all individuals include a sensory room, large garden, café area and a conservatory.

## Our facilities:

- > En-suite bedrooms
- > Multiple lounges
- > 2 dining rooms
- > Activity space
- > Large garden with seating and allotment
- > Sensory room
- > Café area
- > 5 individual flats with their own lounge, kitchen diner and

**Large garden** including picnic area, local wildlife including pheasants, a greenhouse and vegetable patch



**Oaklands** is a large detached property with extensive living areas. Close to the historic market town of Hexham, residents can access a good choice of recreational and leisure facilities. These include a swimming pool, a library, parks and shops, as well as the beautiful surrounding countryside.

Oaklands has a dedicated activity coordinator who supports residents to have individual activity plans, created based on each person's likes and hobbies. Individuals are supported to plan menus, shop and prepare food with support to increase their daily living skills in readiness for moving on.

## Our community links:

- > Shops and restaurants
- > Swimming pools and leisure centres
- > Hadrian's Wall
- > Queen's Hall Arts Centre
- > Vocational opportunities
- > Beautiful countryside including Hadrian's Wall and local farms during lambing season
- > Community centres specialising for individuals with learning disabilities



Weekly Makaton signing café

Individuals supported to access local volunteering opportunities



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*Stephen's Journey*

Find out more >

Read about how the team at Oaklands transformed Stephen's life.





# Old Leigh House, Essex

3 Old Leigh Road, Leigh-on-Sea, Essex, East SS9 1LB

## Residential Services with Nursing



18+ years



Male



6 beds

**Old Leigh House supports men living with a learning disability and complex needs. The team can also support those who have mental and physical health needs, as well as behaviours that may challenge and a history of offending.**

Old Leigh House is a large semi-detached house, overlooking a park. The service has a choice of lounges and communal areas for residents to choose from and a small garden at the back of the house. The house has been specially adapted and has an accessibility lift for those individuals who come to us with mobility needs.

Residents can enjoy a wide range of activities at the seaside towns nearby, with many coastal walks to enjoy, as well as some lovely beaches. They can also visit the shops or take part in local activities, such as bowling, going to the theatre, visiting the zoo, go karting or going to the cinema. The service also benefits from being within easy access to two main train lines into London.

Old Leigh House has a dedicated occupational therapist and activity coordinator who support residents to have individual activity plans, created based on each person's likes and hobbies. Their goal is to enable residents to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.

Individuals come to Old Leigh House for different reasons; they may require more support than can be provided in a supported living setting or they may be moving along their care pathway from a hospital placement. Whatever the reason, the team at Old Leigh House can offer specialist input based on individual need to deliver flexible and effective support.

## Our community links:

- > Colleges
- > Bowling
- > Shops
- > Theatre
- > Coastal walks and beaches
- > Excellent transport links to London

## Our facilities:

- > En-suite bedrooms
- > Choice of living areas
- > Dining room
- > Small private garden

**"I feel the staff caring for my son are very competent and they go above and beyond in order to do their job in the best way."**

Family member

**In-house Multi-Disciplinary Team**  
consisting of Nurses, Occupational Therapy,  
Speech and Language Therapy



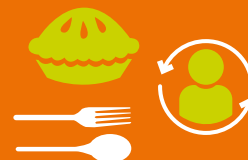
**Supporting individuals to build friendship groups in the local community**



**Easy read and other accessible information available to all residents**



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



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*Henry's Journey*

Find out more >

Read about how the team at Old Leigh House transformed Henry's life.







# Ranaich House, Stirling

Leewood Road, Dunblane, Stirling, Scotland FK15 0DR

## Residential Services with Nursing



18+ years



Mixed Gender



14 beds in 2 living units



Scan the QR code or click here to watch Steven's Story

**R**anaich House is a specialist residential service with nursing, supporting adults with learning disabilities and complex needs, including those with mental health or physical health needs. We provide specialist nursing care and support that is tailored to individual needs, promoting independence and community integration.

**Ranaich House** is a large period detached property, formerly a private Victorian villa with coach house, stables and mature woodland gardens. The main house has 12 en-suite bedrooms, a number of good sized living areas, dining room, a gym and sensory room, as well as two life skills kitchens, where individuals can plan menus and prepare their own drinks, snacks and meals. Externally there is a spacious and private garden which hosts seating areas, a greenhouse and herb garden and plenty of space for playing sports and games.

Within the grounds at Ranaich House we have the Coach House which is a two bedroomed cottage. The Coach House has staff support at all times and offers residents the opportunity to experience more independence, whilst living in a safe environment. It has its own front door and enclosed, private gardens.

Ranaich House is located in a beautiful area in Dunblane, with stunning scenery of mountain views. The local area has an abundance of amenities and the residents are supported to access these.

For those wanting to venture a little further, Stirling and Falkirk are a short drive away. The activity coordinator at Ranaich House is focussed on ensuring that residents can be part of their local community and have access to education, employment and other day opportunities to meet their needs.

## Our facilities:

- > 12 en-suite bedrooms
- > 2 bedroom Coach House
- > Good sized lounges including a movie room and games consoles
- > Dining areas
- > 2 activities of Daily Living (ADL) skills kitchen
- > Large garden with seating areas, a greenhouse and herb garden and plenty of space for playing sports and games
- > Sensory room
- > Gym
- > Arts and craft stations located around the house

## Our community links:

- > Cafés and restaurants
- > Parks
- > Library
- > Shops
- > Countryside walks
- > Great public transport links to Stirling and Falkirk
- > Colleges
- > Sports facilities including the tennis club, the Dunblane Hydro and the Dunblane centre



Rated '5 Very Good' by the Care Inspectorate

Person-centred meal planning, residents plan, shop and cook their own meals



Therapeutic earnings programme to enable residents to gain employment skills and earn money at the same time



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## Philip's Journey

Find out more >

Read about how the team at Ranaich House transformed Philip's life.





# The Fields, South Yorkshire

Spa Lane, Woodhouse, Sheffield, South Yorkshire, Yorkshire & Humber S13 7PG

Residential Services with Nursing

Residential Services



17+ years



Mixed Gender



54 beds in 7 living units

**T**he Fields is a specialist residential service in Sheffield, South Yorkshire for adults with learning disabilities who may have behaviours that challenge as well as associated complex needs.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

The Fields is split into seven different living areas, six of which are residential and one is a registered nursing service:

## > Residential with nursing

- Willows – 10 beds

## > Residential

- Ferns – 10 beds
- Limes – 10 beds
- Acorns – 10 beds
- Poplars – 6 beds
- Hollies – 4 beds
- Oaks – 4 beds



Each unit has its own garden, lounge, kitchen and dining space as well as en-suite facilities. Central to all the units is a large open space called the sensory garden. This space is available for all residents and is a popular space for activities, parties, live shows and entertainers.

The Fields is situated in Woodhouse in Sheffield, which is a vibrant residential area, with easy access to shops and local amenities. The Fields has access to its own fleet of transport, which is used to take residents to appointments and for home visits. The residents are also able to engage in community activities with some of the favourite being visiting the zoo, plane spotting at the airport, museums and trips to the seaside.

The two activity coordinators support individuals in creating their person-centred activity planners and developing daily living skills both inside the home and out in the community.

We enable each individual to build upon their skills to achieve further independence and confidence, leading to a better quality of life.

Willow is our only residential service with nursing, however the nurses (RGN, RNLD & RMN) in this living unit oversee the other units providing additional support to the support team should someone become unwell.



Rated **'Outstanding'** in well-led and 'Good' overall by the CQC

**Easy read and other accessible** information available to all residents



## High retention of staff

throughout the service – Over 50% of staff have been at the service for 5 years or more



**7 gardens** – residents are able to grow their own plants and will often have competitions



**Twice weekly** independent advocacy visits



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# Thistle House, Dundee

14 Fairfield Road, Broughty Ferry, Dundee, DD5 1PL

## Residential Services with Nursing



18+ years



Mixed Gender



10 beds

**S**ituated in a residential area of Dundee, Thistle House is a specialist residential service supporting up to ten individuals with learning disabilities and complex needs. The team of nurses and support workers also support those with behaviours that may challenge, as well as those who have associated mental health needs.

**Thistle House** is a purpose-built building with its own gardens. The service delivers 24 hour care and support within a structured environment. There are a number of living areas for individuals to choose from, whether they want time to socialise as a group, or to spend time alone. Everyone has their own en-suite bedroom, which they are encouraged to decorate and personalise to suit their own personal style.

The service also features a state of the art sensory room as well as a number of different outdoor spaces for individuals to choose from. There is a supported life skills kitchen where individuals can plan and cook meals and snacks for themselves and their visitors.

Thistle House is located in the city of Dundee, which has an extensive array of community amenities, including leisure centres, social clubs, shops, colleges, and work placement settings. Individuals can also enjoy walks and visits to the nearby botanical gardens and Discovery Quay.

The dedicated activity coordinator supports residents to have individual activity plans, based on each person's likes and hobbies. Their goal is to enable residents to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure.

Individuals come to Thistle House for different reasons; they may require more support than can be provided in a supported living setting, or they may be moving along their care pathway from a hospital placement. Whatever the reason, Thistle House can offer specialist input based on individual need to deliver flexible and effective support.

## Our facilities:

- > En-suite bedrooms, which individuals are supported to personalise
- > Choice of living and dining areas
- > Life skills kitchens
- > Sensory room
- > Garden



## Our community links:

- > Leisure centres
- > Social clubs
- > Colleges
- > Botanical gardens
- > Discovery Quay



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# Toller Road, Leicestershire

13 Toller Road, Stoneygate, Leicester, East Midlands LE2 3HP

## Residential Services with Nursing



18+ years



Mixed Gender



8 beds



Scan the QR code or click here to watch a short video on Toller Road

**T**oller Road is an 8 bed specialist residential service, supporting adults with learning disabilities and complex needs, including those with mental health or physical health needs. We can also provide specialist nursing care, with support tailored to individual needs, promoting independence and community integration.

**Toller Road** is in a quiet residential area in Leicester close to the city centre. The service is very close to local amenities with really good bus and rail links nearby.

Each individual that comes to Toller Road is unique in their own way, we ensure that we have a robust transition plan in place so that we can focus on the needs of that individual. The team ensures that the support provided is person-centred to each resident. Everything we do is catered around their needs, whether that be going out on an excursion, visiting their families, attending college or perhaps even making their own cup of tea.

Toller Road is a semi-detached house with its own private garden. Everyone at Toller Road has their own en-suite bedroom and they are encouraged and supported to personalise their rooms. There is a quiet lounge and also an activity lounge for the residents to share. The service also has a life skills kitchen where individuals can plan menus and prepare their own drinks, snacks and meals and do their own laundry too should they wish.

## Our community links:

- Cinema
- Crazy golf
- Local parks (Victoria Park and Bradgate Park)
- Colleges
- Shops, cafés and restaurants
- Sports clubs
- Community gym
- Physical therapy visits
- Learning disabilities disco

## Our facilities:

- Quiet lounge
- Activity lounge
- Sensory facilities
- En-suite bedrooms
- Assisted bathroom
- Spacious garden with seating area
- Activities of Daily Living (ADL) skills kitchen
- Accessible ground floor bedrooms
- En suite wet rooms



Supporting individuals to enhance their skills and their social circles



A homely environment with 24 hour nursing support



Regular parties and family visits to celebrate special occasions and birthdays



Nearby we have a number of colleges and universities that provide courses for individuals with learning disabilities



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David's Journey

Find out more >

Read about how the team at Toller Road transformed David's life.





# Trinity House, Lockerbie

38 Carlisle Road, Lockerbie, Scotland DG11 2DS

## Residential Services with Nursing



18+ years



Mixed Gender



13 beds in 2 living units

**L**ocated in the heart of a residential community in Lockerbie, Trinity House is a specialist residential service with nursing, supporting adults with learning disabilities and complex needs. The team also support individuals who have behaviours that may challenge and associated mental or physical health needs.

Trinity House has 11 en-suite bedrooms in a detached period property set away from the main road. There is a choice of living areas, a bright dining room, an activities room and a life skills kitchen. Outside there is large garden where the residents grow their own vegetables and they have chickens who provide eggs for the service.

Also in the grounds is a 2 bed bungalow, this part of the service supports those who are making their move towards more independent living. As well as its own kitchen and living space, the bungalow also has its own private garden.

The individuals at Trinity House may be stepping down from hospital provision or may need a more robust package of care than can be provided in supported living. They may also be on a journey towards a place of their own.

On-site multi-disciplinary team consisting of  
**psychology and speech and language therapy**



Residents are supported to attend  
**college courses**



Handyman provides **woodwork workshops** for residents



**Large garden** for entertaining

## Our facilities:

- > En-suite bedrooms
- > Choice of living areas and dining room
- > Activities room
- > Life skills kitchen
- > Garden with greenhouses and seating areas

## Our community links:

- > Leisure centres
- > Sensory centres
- > Hydrotherapy centre
- > Social clubs
- > Shops
- > Colleges and work placement settings
- > Local river for fishing



Residents **grow their own vegetables** and have chicken's to **provide their eggs**



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*Lizzie's Journey*

[Find out more >](#)

Read about how the team at Trinity House transformed Lizzie's life.





# Willow House, Birmingham

229 Portland Road, Edgbaston, Birmingham, West Midlands B17 8LS

## Residential Services with Nursing



18+ years



Mixed Gender



8 beds

**W**illow House is a specialist residential service with nursing for adults with learning disabilities and complex needs behaviours that may challenge.

We also support individuals who have associated mental and physical health needs, including those with a secondary diagnosis of autism. With our in-house qualified Mental Health and Learning Disability Nurses (RMN's and RNLD's), we can provide specialist nursing care and support, which is tailored to the needs of the individual. We can also offer bespoke packages including Speech and Language Therapy input for individuals that may require it. We aim to promote increased independence and community integration for the individuals in our care.

Located within the community of Edgbaston in Birmingham, Willow House is a spacious detached house with two comfy living areas, a dining room and a conservatory where individuals can have private time with their families, friends or other visitors. Everyone has their own en-suite bedroom, which they are encouraged to personalise and decorate to make their own. There is a life skills kitchen where residents can plan and cook meals for themselves and their visitors. Willow House also has a nice garden with seating areas for relaxing outside with friends.

### Weekly house meeting for individuals to have their say, including 'you said, we did'



### Art therapy sessions provided in-house



### Independent advocate attends the service weekly



### Support residents on person-centred holidays and trips



### Supporting individuals to attend sessions at a local learning disability charity to help increase their independent living skills e.g., cooking & budgeting



## Our facilities:

- > En-suite bedrooms
- > Dining room
- > Therapy kitchen
- > Lounge
- > Variety of activity areas
- > Garden



Willow House is well connected by bus to Birmingham city centre, and individuals are supported to visit shops, the large library, local museums and restaurants. Nearby Cadbury World is also very popular. The activity coordinator leads monthly trips to local historic and cultural sights, which everyone enjoys. The city centre offers excellent rail links to neighbouring cities and further afield.

The team at Willow House aim to promote individuals' independence. They do this by working closely with residents to ensure that their wishes, needs and interests are met. Willow House has regular house meetings where they discuss a wide range of topics from meal planning to arranging their social calendars.

Individuals may come to Willow House for many reasons. We can provide a safe and homely environment for individuals on a pathway to more independent living, or, for those who may require a higher level of support than a residential setting can offer. Individuals may also come to us from hospital or from home.

## Weekly well-being Wednesday sessions



## Our community links:

- > Birmingham city centre
- > Shops
- > Cafés and restaurants
- > Library
- > Museums
- > Cadbury World



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## William's Journey

Find out more >

Read about how the team at Willow House transformed William's life.







## 4, 5, 7 The Sycamores, Derbyshire

4, 5, 7 The Sycamores, South Normanton, Derbyshire DE55 3BJ

### Residential Services



18+ years



Male



6 beds in 3 self-contained living units

**4, 5, 7 The Sycamores** is a residential service in Normanton, Derbyshire. This homely service supports six men with learning disabilities, who may also have a secondary diagnosis of autism spectrum disorder.

The service is made up of three, two bed bungalows with a shared spacious garden and outdoor seating. Each bungalow has its own open plan lounge and kitchen where individuals are supported to develop their daily living skills. In addition, each bungalow has two en-suite bedrooms and the men we support are encouraged to personalise their own space.

We empower each individual to function to a higher therapeutic level with careful consideration of staffing interventions and clinical input. This gives our residents the freedom and independence to flourish and develop their skills.

Each resident receives an individualised care and support plan which is tailored to their own needs. This helps enable them to achieve successful community living and break a cycle of placement breakdown.

**4, 5, 7 The Sycamores** is located in the picturesque market town of South Normanton and two miles away from the busy Alfreton town centre. Residents have access to all the local amenities to ensure full integration into community life.

### Our community links:

- South Normanton Hub providing training opportunities
- Local colleges and libraries
- Local gym and leisure centre
- McArthurGlen shopping outlet
- Local high street
- Great public transport links
- Derbyshire Peak District
- Tissington and High Peak Trails

### Our facilities:

- Spacious garden with outdoor seating
- Three, two bed bungalows
- En-suite bedrooms
- Each bungalow has its own open plan lounge and kitchen where residents are supported to develop their daily living skills



### Dual occupancy bungalows

enabling individuals to develop skills before stepping down to independent living



Occupational therapy and speech and language therapy are available as required



Nursing is available 8 hours per day, Monday - Friday



Responsible Clinician involved in care, treatment and regular reviews



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# Adele Cottages, Nottinghamshire

Rufford Colliery Lane, Rainworth, Nottinghamshire, East Midlands NG21 0HR

## Residential Services



18+ years



Male



2 beds

**A**dele Cottages are 2 one-bed houses providing residential support for men with learning disabilities, associated complex needs and who may have behaviours that challenge. We provide placements for adults who require a supportive home, with round the clock care. The aim of the service is to provide a pathway from Cygnet Sherwood Lodge and other hospitals back to community living.

Adele Cottages are two spacious 1 bedroom houses down a quiet country lane in Rainworth, Nottinghamshire. The houses have plenty of communal spaces including large gardens, lounges and kitchens where individuals are supported to develop their daily living skills.

We provide support to our residents by providing them with the ability to enhance and maintain their daily living skills. In order to encourage each individual to maintain autonomy and independence as far as possible, individuals are not excluded from undertaking activities simply because there is an element of risk involved. Positive risk taking is considered an integral part of living.



## Our community links:

- > Sutton Centre Community College and West Nottinghamshire College
- > Local shops and supermarkets
- > Voluntary work
- > Dove Dance: a popular local disco
- > Stable management and horse riding (Bolsover)
- > Bike riding, walks and picnics at Sherwood Pines
- > Vocational links: Forestry Commission, PAVES, grass roots, Willow Tree Farm, Bumbles Café
- > Craft / woodwork sessions Local church
- > Oaktree and Creswell Leisure Centres

## Our facilities:

- > Lounge
- > Separate dining room
- > Kitchen for development of daily life skills
- > Garden with outdoor seating
- > Downstairs WC
- > Separate laundry

Support provided by an advanced nurse practitioner and an assistant psychologist at the service



Occupational therapy and speech and language therapy are available as required



Supporting individuals to enhance their social skills



## 2 houses

enabling individuals to develop skills before stepping down to independent living



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# Beacon House, West Yorkshire

281 Beacon Road, Wibsey, Bradford, West Yorkshire, Yorkshire & Humber BD6 3DQ

## Residential Services



18+ years



Mixed Gender



16 beds in 6 living units

**B**eacon House is a specialist residential service in West Yorkshire. We support individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

The service is in a great location in Wibsey, Bradford, close to many community facilities and also on the doorstep of some beautiful countryside walks. The residents are encouraged to be involved in the local community and also supported to visit the city centre which is a 15 minute bus ride away, there is no shortage of community integration.

**Beacon House** is split into 6 different living units across 4 floors enabling individuals to live in smaller groups. We have a 3-bed, a 5-bed and four 4-bed units. Each living unit has its own lounge, dining room, kitchen, bathrooms and en-suite facilities (some with full bathrooms and some with en-suite toilet). Externally we have a large garden with space for playing games and also a number of picnic tables allowing for summer entertaining.

In conjunction with the other local Cygnet residential services, we have some fantastic projects that residents can attend regularly including bakery, textiles and horticultural work. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence.

Individuals may come to Beacon House for many reasons. They may be moving through their care pathway from a hospital setting or may require extra support during a difficult period in their life, or they could be on a pathway to a place of their own.

## Our community links:

- Cafés, restaurants and gastropubs
- Local colleges & libraries
- Leisure and sporting facilities nearby
- Cinema, bowling and other leisure facilities
- Beautiful parks and countryside on the doorstep
- Great public transport links
- Barbers and hairdressers

**i** **i**

An education centre providing **AQA accredited courses**, supporting the development of skills

**Specialist training** delivered to staff tailored to the needs of the residents, e.g. dementia training

Individuals can be supported to attend **local colleges** should they wish to

**Promote family involvement** as much as possible



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Hansa Lodge, Essex  
Hawkstone, West Yorkshire  
Kirkside House, West Yorkshire  
Kirkside Lodge, West Yorkshire  
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# Beckly, West Yorkshire

56 Cooper Lane, Shelf, Halifax, West Yorkshire, Yorkshire & Humber HX3 7RG

## Residential Services



18+ years



Mixed Gender



12 beds in 3 self-contained living units

**B**eckly is a specialist residential service in Halifax, West Yorkshire, supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

The service is split into Beckly House and Beckly Lodge. **Beckly House** has 8 en-suite bedrooms, 3 of which are on the ground floor and are suitable for individuals with mobility issues. In addition they have communal living areas including a lounge, dining room, a conservatory and activity space. **Beckly Lodge** is two 2-bed units, each with their own en-suite toilets. One of the units has a shared living space for 2 individuals in a large open plan area whilst the second 2-bed unit has separate lounges for the individuals who live there. Externally there is a large garden with plenty of space for outdoor activities, sports, barbeques and parties.

Beckly is located in the village of Shelf, which is in-between the cities of Halifax and Bradford. In a great location, steeped with history, the service is close to many community facilities, fantastic nature walks and good transport links. The residents are encouraged to be involved in the local community as much or as little as they wish to be.

In conjunction with the other local Cygnet residential services, we have some fantastic projects that residents can attend regularly including bakery, textiles and horticultural work. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence in a safe and familiar environment.

### Education centre

– provides AQA accredited courses tailored to each individual's skills. Courses include IT, arts and craft, budgeting, music and many more



### Bakery project

– Individuals are taught how to make cakes and other sweet treats, whilst also learning about the safety aspects of a kitchen



### Gardening project

– learning how to grow produce of their own in a vegetable patch



**Textiles project** – giving individuals the opportunity to learn to sew and create new things each week



## Our community links:

- > Cafés and restaurants
- > Local colleges & libraries
- > Beauty salons
- > Theatres and cinemas
- > Bowling and other leisure facilities
- > Beautiful parks and countryside on the doorstep
- > Great public transport links



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- Hansa Lodge, Essex
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# Chaseways, Hertfordshire

Chaseways, Sawbridgeworth, Hertfordshire, East CM21 0AS

## Residential Services



18+ years



Mixed  
Gender



6 beds in 3 self-contained living units

**L**ocated in the heart of the community in Sawbridgeworth, Chaseways is a residential service providing outcome focused care for adults with moderate / severe learning disabilities, who may have behaviours that challenge and associated complex needs.

**Chaseways** is a six bed home consisting of three, two bed flats. Each flat has a kitchen, laundry facilities and garden for the two individuals to share, as well as their own separate lounges, bedrooms and en-suite bathrooms.

The home is within walking distance of local amenities including colleges and work opportunities and is easily accessible by both road and rail, Harlow Mill Station is just over a mile away.

At Chaseways we have experience in supporting individuals who have had multiple placement breakdowns. We work with each resident to ensure that their life is filled with things that they enjoy, whilst also supporting them to develop their life skills to enable them to live independently.

We understand that the relationships our residents have with their family and friends are very important and integral to their well-being. Therefore we ensure that we enable the individual to stay in touch with loved ones and help facilitate home visits.



## Our community links:

- > Shopping centres
- > Cinemas
- > Restaurants, pubs & cafés
- > Local village amenities
- > Walks along the canal
- > Good public transport
- > Trampolining
- > Bowling
- > Wall climbing
- > Leisure centres

**Ensuring meaningful involvement**  
by working inclusively, collaboratively  
and in genuine partnership



**Supporting individuals**  
to enhance their skills and  
their social circles



**Weekly  
person-centred  
meal planning**  
including shopping  
and cooking



"I would like to say how much I appreciate how much work all the staff have put into the support of my son since he arrived. I believe the staff are managing him very well and his behaviour has improved beyond measure. Whenever I visit I can see that he is happy and has a genuine rapport with the staff and for that I am very grateful." **Parent**



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# Cherry Tree House, Nottinghamshire

Park Hall Road, Mansfield Woodhouse, Nottinghamshire, East Midlands NG19 8QX

## Residential Services



18+ years



Mixed Gender



6 self-contained apartments

**C**herry Tree House is a specialist residential service in Mansfield Woodhouse, Nottinghamshire, supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

**Cherry Tree House** offers six self-contained apartments, configured to meet the needs of the residents in single occupancy accommodation offering them the next step along their care pathway towards greater independence. Each apartment has its own bedroom, living and dining space, bathroom and kitchen. The ground floor apartments have their own garden as well as being able to share the larger communal garden with upstairs apartments.

Located down a quiet lane, just a 10 minute drive from the bustling town of Mansfield, the individuals supported at Cherry Tree House have access to a large and varied range of community facilities and activities, including cinemas, bowling and local events.

Ongoing assessment and a core staff team means that we are able to meet the changing needs of individuals as they progress through their care pathway, while ensuring their safety is maintained and their independence is supported.

We ensure day-to-day practice is embedded in an overarching framework of support whereby the whole team around the person consciously takes into account the interaction, communication and flexibility of each individual we support. We provide a comprehensive individually tailored care and support plan that is delivered by the staff team in an integrated, systematic and consistent manner.



## Our community links:

- > Whitepost Farm
- > Mansfield Museum and Art Gallery
- > Sherwood Pines
- > Rufford Abbey Park
- > Water Meadow Leisure Centre
- > Retail parks and local shops
- > Cinemas and bowling alleys
- > Restaurants, pubs and cafés
- > Alton Towers



**Resident produces own newsletter** for other residents to read called 'Cherry Tree Chatterbox'



**Excellent location** with easy access to Mansfield town and Nottingham



**Achieved the Dignity in Care Award**



**Supporting individuals** to fulfil their potential and achieving a meaningful life



"This is the best care that my son has received in his lifetime." **Parent**



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# Conifers, Derbyshire

1 Central Avenue, Borrowash, Derby, Derbyshire, East Midlands DE72 3JZ

## Residential Services



18+ years



Mixed Gender



7 beds

**C**onifers is a specialist residential home providing outcome focused care for adults with a primary diagnosis of profound to moderate learning disability and autism with associated complex needs. We aim to provide a safe, comfortable and effective environment, promoting independence and community integration. Person-centred planning is at the heart of everything we do, based on each person's specific needs. We understand that consistency and continuity of care is important for the individuals we support.

**Conifers** is a seven bed home with en-suite bedrooms located on the ground floor, enabling the team to support individuals who may be in a wheelchair.

The home is situated in a leafy village close to local amenities. Derby City Centre is 4 miles away and Nottingham City Centre is 14 miles away. Conifers is easily accessible due to good road and rail links.

As part of our care pathway, Conifers enables each individual to build upon their skills to achieve further independence, self-advocacy and confidence, leading to better quality of life.

Our team supports individuals in creating person-centred activity planners and developing daily living skills both inside the home and out in the community. Our staff use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

We offer a wide variety of activities for individuals to choose from, including, community outings, sensory therapy, 1:1 activities or simply relaxing indoors listening to music.



## Our facilities:

- > En-suite bedrooms
- > Hoist, specialist beds
- > Spacious communal areas
- > Lounge
- > Outside spaces including a sensory garden & conservatory
- > Laundry facilities
- > Recreational and arts facilities
- > Wheelchair accessible rooms

## Our community links:

- > Elvaston Castle Country Park
- > Pride Park Stadium
- > Derbion Shopping Centre
- > Nottingham Forest Football Club
- > Places of worship
- > Local shops, cafés and restaurants
- > Supermarkets
- > Good road and rail network

Monthly pet therapy



Sessions with music tutor



Independent advocate

attends the service



Community activities

based on each individual's interests



"What a great job all the staff do at Conifers, we really appreciate all you do."  
Family member



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# Dene Brook, South Yorkshire

Dalton Lane, Dalton Parva, Rotherham, South Yorkshire, Yorkshire & Humber S65 3QQ

## Residential Services



18+ years



Mixed Gender



14 beds in 7 self-contained living units

**D**ene Brook is a specialist residential service in Rotherham, South Yorkshire, supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

Dene Brook is split into 7 different living units enabling individuals to live either on their own or in small groups. We have two 3-bed units, two 2-bed units and three 1-bed units, one of which is located in the grounds of Dene Brook and has its own garden and front door. Each of the units has a lounge, kitchen and dining facilities and the shared units all have en-suite toilets with a shared bathroom. In addition we also have an activity room, laundry room and a sensory room for all residents to access. Externally we have a patio area and an extensive grassed garden with plenty of space for playing games/sports and a seating area allowing for summer entertaining.

Dene Brook is located in Dalton Parva, a lovely village in the suburbs of Rotherham. At the end of the road there are buses that take you direct to either Rotherham or Sheffield where there is an abundance of community facilities that you would expect from a major town or city. Locally in the village we are not short on things to do, there are local shops, pubs, cafés and some beautiful countryside. The residents are encouraged to be involved in the local community as much or as little as they wish to be.

In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery and textiles. In addition to that, residents can attend the education centre, providing AQA accredited courses for individuals.

## Our community links:

- > Great public transport links to major local towns and cities
- > Countryside walks
- > Retail parks and local shops
- > Cinemas and bowling alleys
- > Restaurants, pubs and cafés



Residents meetings take place monthly, with pictorial easy read minutes displayed in the service



Person-centred  
keyworker allocation  
– staff and resident interests  
are matched



Regular  
themed  
days  
and parties



"Wanted to thank you for all the hard work and support during the difficult times that we have had, always supportive and show genuine care for the residents." **Family member**



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# Dove Valley Mews, South Yorkshire

75 Park Street, Wombwell, Barnsley, South Yorkshire, Yorkshire & Humber S73 0HL

## Residential Services



18+ years



Mixed Gender



6 beds in 3 living units

**D**ove Valley Mews is a residential service providing outcome focused care for adults with a learning disability, autism and associated complex needs who may have behaviours that challenge.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

Dove Valley Mews is based five miles away from Barnsley town centre in the suburb of Wombwell. Dove Valley Mews offers three apartments, a three, two and one bed apartment, totalling 6 beds. These are configured to meet the needs of the residents which includes communal living areas and an enclosed outdoor garden.

Promoting an individual's independence is very important at Dove Valley Mews, so we ensure that we have a robust transition plan in place so that we can focus on the needs of that individual. The team ensure that the support provided is person-centred to each resident. Everything we do is catered around their needs, whether that be going out on an excursion, visiting their families or perhaps even making their own cup of tea.



## Our facilities:

- > Six en-suite bedrooms
- > Kitchen, lounge and dining facilities
- > Garden with outdoor seating
- > Suitable for wheelchair users

## Our community links:

- > Bowling
- > Cinemas
- > Shopping
- > Barnsley Town Centre
- > Parks
- > Barnsley Metrodome Water Park
- > The Botanical Gardens
- > Leisure Centres



A homely environment with 24 hours support

Supporting individuals to devise their own activity timetable schedules



Supporting individuals to enhance their skills and their social circles



Large garden suitable for entertaining



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# Ducks Halt, Essex

8 Walton Road, Kirby-le-Soken, Essex, East CO13 0DU

## Residential Services



18+ years



Mixed Gender



5 beds

**B**ased in the picturesque village of Kirby-le-Soken, Essex, Ducks Halt supports adults who are living with a learning disability and complex needs, including individuals who may have additional mental and physical health needs, and behaviours that may challenge.

At **Ducks Halt**, each individual we support is unique, they have their own goals, needs and interests. We work with each resident to ensure that their life is filled with activities that they enjoy, whilst also supporting them to develop their life skills to enable them to live independently. We encourage and enable the individuals we support to lead a full and happy life.

Ducks Halt is a detached bungalow in a beautiful small village in Essex, which has a couple of pubs along with a village shop and post office. Just two miles away is Walton-on-the-Naze where the residents regularly visit and make the most of the facilities in a typical seaside town. Nearby there are plenty of community facilities for individuals to access, including shops, colleges, a swimming pool and local parks. Ducks Halt has 2 vehicles for the staff to take the residents out on day trips. Clacton and Colchester are a short journey away, providing an extensive array of activities and places to visit.

Ducks Halt is homely and we support residents to personalise and decorate their room as they would like it to be. The service has relaxing living areas and a kitchen to prepare drinks, food and snacks for themselves or their visitors. There is a large garden with a seating area and space for gardening and other outdoor interests, including hosting parties.

We understand that the relationships our residents have with their family and friends are very important and integral to their well-being. Therefore we ensure that we enable the individual to stay in touch with loved ones and can facilitate home visits.



## Our facilities:

- > 5 bedroom, some of which are en-suite
- > Lounge
- > Dining room
- > Kitchen
- > Large garden with seating area, raised beds for gardening and space for outdoor activities

## Our community links:

- > Beaches including the pier and funfair
- > Leisure centres
- > Colchester zoo
- > Shopping centres
- > Restaurants and cafés
- > Local spa
- > Bowling
- > Excellent transport links

**Promote family involvement** and facilitate home visits



**Residents attend Adult Learning College** for various life skills courses



**Supporting residents** to step-down along their pathway to supported living



"I get to pick out my own menus for what I want to cook and eat."  
Resident



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# Fairways, Suffolk

4 Fullers Field, Swan Lane, Westerfield, Ipswich, Suffolk, East IP6 9AX

## Residential Services



18+ years



Mixed  
Gender



8 beds

**L**ocated in a beautiful Suffolk village, Fairways is a specialist residential service supporting adults with learning disabilities and associated complex needs who may have behaviours that challenge. The home provides longer term placements for individuals who require round the clock care and support. Person-centred planning is at the heart of everything we do, based on each individual's specific need.

Fairways is an 8 bed residential service for adults with learning disabilities, associated complex needs and who may have behaviours that challenge. We provide longer term placements for adults who require a supportive home, with round the clock care.

There are eight bedrooms, all of which are en-suite. The bedrooms are furnished to a high standard. Residents at Fairways are encouraged to personalise their bedroom to their own taste.

Fairways is situated in the village of Westerfield, 2.2 miles from Ipswich, which is steeped in history and has many amenities and attractions. There is a great variety of shops with two modern shopping centres and a busy high street. Ipswich is a short drive from the local countryside and the quayside is a few minutes from the town centre, where an array of yachts and cruisers are moored.

## Our community links:

- > Swimming & Leisure Centre
- > Local day centres
- > Community cafés and hubs
- > Local farms & horse riding
- > Local pubs, restaurants and libraries
- > Drumming therapy
- > Colchester Aqua Springs – for spa and Jacuzzi
- > Bingo
- > New Skills Day Centre

## Our facilities:

- > En-suite bedrooms
- > Large enclosed garden
- > Spacious communal areas including lounge and dining room
- > Therapy kitchen and laundry service to support skills development

**Person-centred recruitment** staff and resident interests are matched



**Community meetings** residents give thoughts and feedback



**Independent advocate** attends the service weekly



**Large garden** suitable for family BBQs and parties



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# Gables, Essex

262 Ipswich Road, Colchester, Essex, East CO4 0ER

## Residential Services



18+ years



Mixed Gender



7 beds

Located in the heart of a residential community in Colchester, Gables is a specialist residential service supporting adults with learning disabilities and associated complex needs who may have behaviours that challenge. The home provides longer term placements for individuals who require round the clock care and support. Person-centred planning is at the heart of everything we do, based on each individual's specific need.

Gables has 7 en-suite bedrooms which the residents are encouraged to personalise to their own tastes. There are communal spaces including living areas, a bright dining room and an activities of daily living (ADL) skills kitchen to support skill development. Outside there is large garden which has seating for the residents to relax and entertain family members and also a quieter sensory garden.

The team at Gables are focused on ensuring that residents are part of their local community and can access various opportunities to meet their needs. We understand that consistency and continuity of care is important for the individuals we care for.

The home is situated in Colchester, which is Britain's oldest recorded town. Colchester is now a thriving, modern town with many great attractions including Colchester Zoo and Colchester Castle Museum. Nearby there are has excellent shopping facilities and many amenities for residents. The coast is a short drive away and London is accessible by regular rail links with journeys taking under an hour.



Supporting individuals to access volunteering opportunities

## Our facilities:

- En-suite bedrooms
- Spacious communal areas including lounge and dining room
- Garden with outside seating
- Therapy kitchen and laundry service to support skills development

## Our community links:

- Gateway College and Wilson Marriage College
- Colchester United Football Club
- Voluntary work centres
- Horticultural community programmes
- Places of leisure and entertainment
- Charity partnerships and fund raising initiatives
- Community environment projects and social outings
- Local shops, libraries and cinemas



"I feel that this is the best home that he has been at, he is safe, cared for with respect. There is plenty of entertainment, activities and social events and my husband and I are included in everything. It is a very caring environment."

Family member



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# Gledholt, West Yorkshire

32 Greenhead Road, Gledholt, Huddersfield, West Yorkshire HD1 4EZ

## Residential Services



18+ years



Mixed Gender



9 beds in 2 self-contained living units

**G**ledholt is operationally a nurse-led service with both service manager and head of care being qualified nurses. We have an in-house multi-disciplinary team (MDT) who support the residents in our care throughout their journey with us. The team consists of a consultant psychologist, psychology assistant, occupational therapist, occupational therapy assistant, activity co-ordinators, nurses and speech and language therapist. We are able to meet the changing needs of our residents as they progress through their care pathway, while ensuring their safety is maintained and their independence supported.

We have a unique care plan pathway called the Visual Discharge Plan (VDP). This approach involves a collaborative process between the individual, their families, the MDT and staff team. It ensures the person is at the heart of their care and takes into account what's important to them, whilst balancing this with the clinical need. This puts the resident at the heart of their care and also ensures that discharge planning commences at the point of admission.

Gledholt is divided into two living areas, the main house and the coach house. The main house, which is split across three floors, offers seven en-suite bedrooms, communal lounges and a kitchen on each floor to enable the residents to shop for and prepare their own meals. The coach house is a two bedroom unit giving the individuals we support the option to spend time in their own space or in the main house. Externally there are beautiful gardens to the front and rear of the building with raised flower beds, outdoor seating and plenty of space for sports, games and parties.

The service is located in a bustling residential area of Huddersfield, in walking distance to an abundance of community facilities. The residents are encouraged to be involved in the local community as much or as little as they wish to be. We have great links with external agencies, including the police, the mental health enhancement team, local hospitals and many more to ensure that our residents are safe and well supported in the community.

## Our community links:

- > Cinemas
- > Local parks
- > Community groups
- > Colleges
- > Shops, cafés and restaurants
- > Sports clubs
- > Great public transport links



**Collaborative care planning** with external agencies to enhance the experience of accessing the community

**Residents are encouraged to cook and prepare their own lunches independently or with staff support**



**Clinical in-reach work** to ensure a safer and smoother transition process both in and out of the service



**Residents are supported** to attend local colleges for English and Maths skills



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# Hansa Lodge, Essex

58 Farm Road, Rainham, Essex, East RM13 9LG

## Residential Services



18+ years



Female



5 beds

**L**ocated in Rainham in Essex, Hansa Lodge is a 5 bedroom residential service for adults with learning disabilities, who may have behaviours that challenge and associated complex needs.

Each individual we support is unique, they have their own goals, needs and interests. We work with each resident to ensure that their life is filled with activities that they enjoy, whilst also supporting them to develop their life skills to enable them to step-down along their care pathway into supported living.

**Hansa Lodge** is a spacious and homely detached property on a residential street within walking distance of local amenities. There is also good public transport links close by with Rainham train station just a short drive away.

Within the service, there are 5-ensuite bedrooms, 2 lounges, a dining room, kitchen with a separate laundry and a spacious activity room. Externally there is a large garden with plenty of space for outside games and activities as well as a place for individuals to grow their own plants and vegetables.

Our team supports individuals in creating person-centred activity planners and developing daily living skills both inside the home and out in the community. Our staff use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

We offer a wide variety of activities for individuals to choose from, including, community outings, 1:1 activities, regular bingo sessions and any excuse for a themed party in the service.

We understand that the relationships our residents have with their family and friends are very important and integral to their well-being. Therefore we ensure that we enable the individual to stay in touch with loved ones and can facilitate home visits.



**Pippa's Journey**

Find out more >

Read about how the team at Hansa Lodge transformed Pippa's life.



Games of **bingo** enjoyed regularly by all residents

Regular **pamper days**

Supporting residents to step-down along their pathway to supported living

Regular **celebrations** - any excuse for a party

"Our daughter has been at Hansa Lodge for 2 years and in that time we have always felt supported by the staff. We are very happy with the care and support our daughter has and are made to feel very welcome when we visit." **Parents**



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# Hawkstone, West Yorkshire

Shann Lane, Off Spring Garden Lane, Keighley, West Yorkshire, Yorkshire & Humber BD20 6NA

## Residential Services



18+ years



Mixed Gender



10 beds in 2 self-contained living units

**H**awkstone is a specialist residential service in Bradford, West Yorkshire, supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

**Hawkstone** is split into 2 separate living units, Hawkstone House and Hawkstone Cottage. Hawkstone House is set in a beautiful 19th century building that was originally the Duke of Devonshire's hunting lodge. The building is steeped in history and has a great deal of character including towers and a grand ornate entrance foyer.

Hawkstone House has 6 beds and numerous communal living areas including a lounge, conservatory, dining room, bathroom, kitchen and an activity room. Externally there is a large garden with a trampoline and a swing as well as a more secluded quiet part of the garden towards the rear of the grounds.

Hawkstone Cottage is modern and very homely with 4 en-suite bedrooms as well as a lounge, dining room, kitchen and a lovely seating area in front of the cottage surrounded by beautiful flower beds, making it a perfect location for afternoon tea.

Hawkstone is located in Keighley, which has an abundance of community facilities, fantastic nature walks and good transport links. The residents are encouraged to be involved in the local community as much or as little as they wish to be. In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery, textiles and horticultural work. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence.

## Our community links:

- > Cliffe Castle Park & Museum
- > Tarn Lake
- > Skipton Castle
- > Bolton Abbey
- > East Riddlesden Hall Trust
- > Bronte museum in Howarth
- > Vintage carriages and Railway museum
- > Keighley Bus Museum
- > Keighley & Worth Valley Steam Railway
- > Keighley Civic Centre & Police museum
- > Local Leisure Centre
- > Library
- > Local shops all within walking distance

**Monthly theme nights, movie nights, karaoke nights and games night at the service**



**"Having known this resident for 25 years this is the most settled and calm I have ever seen her since coming to Hawkstone House."**  
Community nurse

**Residents meetings** take place monthly, with pictorial easy read minutes displayed in the service



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# Kirkside House, West Yorkshire

1 Spen Lane, Kirkstall, Leeds, West Yorkshire, Yorkshire & Humber LS5 3EJ

## Residential Services



18+ years



Mixed Gender



7 beds in 3 living units

**L**ocated in a historical area in Leeds, Kirkside House is a specialist residential service providing outcome focused care for adults with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

There are 3 living areas within **Kirkside House** all supporting individuals who are at different stages in their care pathway. There is a 4 bed unit for individuals to live in small groups with lounge, dining room and kitchen. The service then has a 2 bed ground floor unit, allowing 2 individuals their own space. This part of the service is suitable for individuals who may have physical/mobility issues. Finally, we have a 1 bed bespoke unit for an individual who requires 2-1 care. This unit has its own living space and its own private garden.

Externally there is a large garden which is shared with Kirkside Lodge (also a residential service located in the same grounds). There is plenty of space in the garden for individuals to participate in the horticultural project, where they grow their own vegetables, create hanging baskets, or enjoy the sensory garden and outside space.

We also host the bakery project, these two projects and a textile project are ran in conjunction with the other local Cygnet residential services. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence in a safe and familiar environment.

We ensure we involve family or advocates in an individual's care. We have high staffing levels to ensure that we are able to meet the changing needs of the residents as they progress through their care pathway.

The service is in walking distance of community facilities including shopping centres, cafés and leisure centres. It is also only a 1 minute walk from the 800 year old Kirkstall Abbey, where the residents can visit to enjoy the surroundings, learn about the historical ruins or visit the on-site café.

## Our community links:

- > Cinemas
- > Local parks
- > Community groups
- > Colleges
- > Shops, cafés and restaurants
- > Sports clubs
- > Great public transport links
- > 20 minutes to Leeds City Centre
- > Excellent transport links and local amenities



**Supporting individuals to enhance their social skills**



**Gardening project -** hosted in the large garden where individuals learn how to grow produce



“ I am very lucky that my daughter is living at Kirkside, long may it continue - family member ”

**Easy read and other accessible information** available to all residents



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# Kirkside Lodge, West Yorkshire

1 Spen Lane, Kirkstall, Leeds, West Yorkshire, Yorkshire & Humber LS5 3EJ

## Residential Services



18+ years



Mixed Gender



8 beds in 4 self-contained living units

**L**ocated in a historical area in Leeds, Kirkside Lodge is a specialist residential service providing outcome focused care for adults with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

There are 4 living areas within **Kirkside Lodge**, a 3 bed unit, two 2 bed units and a 1 bed unit. Each unit has its own living space with lounge, dining room, kitchen and en-suite facilities enabling individuals to live as independently as they are able to.

Externally there is a large garden which is shared with Kirkside House (also a residential service located in the same grounds). There is plenty of space in the garden for individuals to participate in the horticultural project where they grow their own vegetables, create hanging baskets, enjoy the sensory garden or even just sit and enjoy the outside space.

In addition at Kirkside, we also host the bakery project, these two projects and a textile project are ran in conjunction with the other local Cygnet residential services. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence in a safe and familiar environment.

We ensure we involve family or advocates in an individual's care. We have high staffing levels at Kirkside Lodge, this ensures that we are able to meet the changing needs of the residents as they progress through their care pathway.

The service is located in a historical residential area of Leeds, in walking distance to an abundance of community facilities including shopping centres, cafés and leisure centres. It is also only a 1 minute walk from the 800 year old Kirkstall Abbey, where the residents can visit to enjoy the surroundings, learn about the historical ruins or visit the on-site café. The residents are encouraged to be involved in the local community as much or as little as they wish to be.

## Our community links:

- > Cinemas
- > Local parks
- > Community groups
- > Colleges
- > Shops, cafés and restaurants
- > Sports clubs
- > Great public transport links
- > 20 minutes to Leeds City Centre
- > Excellent transport links and local amenities



Focused on **reducing restrictive practice**

**Gardening project** hosted in the large garden where individuals learn how to grow produce



"We can relax knowing she is happy and so well cared for. We just wanted to say thank you." **Family member**

**Good relationship with local CLDT**



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# Langdale House, West Yorkshire

56 Gledholt Road, Huddersfield, West Yorkshire, Yorkshire & Humber HD1 4HR

## Residential Services



18+ years



Mixed Gender



8 beds

**L**angdale House is a specialist residential service supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge in Huddersfield.

Langdale House accommodates up to eight residents and offers spacious communal areas, a dedicated activity room and an enclosed outdoor garden within a homely family-style environment. The service is in a central location opposite a popular community park. Just a 10 minute walk into Huddersfield town centre and with a bus stop outside the house with transport links to all major cities, there is no shortage of community integration.

We believe that it is essential for individual's well-being to have purpose in their day-to-day life and to learn new skills. We have established different work projects to introduce vocational and learning activities where the individuals we support can learn valuable skills and develop confidence.

Ongoing assessments enable us to meet the changing needs of residents as they progress through their care pathway while ensuring their safety is maintained and their independence supported. Regular review meetings involving the resident, their family and professionals are held to review outcomes, set new goals and re-assess support levels as individuals' progress.

Individuals come to Langdale House for different reasons; they may require more support than can be provided in a supported living setting or they may be moving along their care pathway from a hospital placement. Whatever the reason, the team can offer specialist input based on individual need to deliver flexible and effective support.



*Daniel's Journey*

[Find out more >](#)

Read about how the team at Langdale House transformed Daniel's life.

## Our community links:

- > Local cafés, restaurants and pubs
- > Local colleges & libraries
- > Huddersfield town centre –shops, cinema, museums
- > Huddersfield train station with good links to Leeds and Bradford
- > Greenhead Park offers a café, tennis courts, a pond and garden area and hosts regular festivals

**An education centre** providing AQA accredited courses, supporting the development of skills



**Monthly themes parties** including different foods and decorations to match the theme selected by the residents



**Employment projects**, such as bakery, textiles and horticultural work to help deliver meaningful occupation



**Person-centred recruitment** staff and residents interests are matched



## Our facilities:

- > Ensuite bedrooms on the ground and 1st floor
- > 2 lounges
- > Kitchen
- > Dining room
- > Multi-faith room
- > External gardens to the front and rear of the building



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# Longfield House, West Yorkshire

Oakleigh Road, Clayton, Bradford, West Yorkshire, Yorkshire & Humber BD14 6NP

## Residential Services



18+ years



Mixed Gender



9 beds in 5 self-contained living units

**L**ocated in the friendly village of Clayton in the suburbs of Bradford, Longfield House is a specialist residential service providing outcome focused care for adults with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

Person-centred planning is at the heart of everything we do and we are able to meet the changing needs of our residents as they progress through their care pathway, while ensuring their safety is maintained and their independence supported.

**Longfield House** consists of 5 different living units, a 5 bed unit and 4 single occupancy flats. The 5 bed unit has communal living spaces with lounge, dining room and kitchen and each resident has their own en-suite facilities. There are then 4 individual flats, one in the main house and 3 in the coach house. These provide the opportunity for individuals to be more independent and live in their space. The flats are also able to be used to support those who require extra support who find it difficult to share space with others. Externally there is a courtyard and a garden with plenty of space for individuals to have BBQ's, garden parties or even just sit and enjoy the outside space.

The service is located on the outskirts of Bradford and has fantastic public transport links into Bradford and Halifax. In addition to the community facilities in the local towns and cities there is also an abundance of community facilities nearby in the village. The residents are encouraged to be involved in the local community as much or as little as they wish to be and there is no shortage of places to visit within walking distance too including parks, farms, pubs and cafés.

In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery, textiles, horticultural and education. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence.

## Our community links:

- > Cinemas
- > Local parks
- > Colleges
- > Shops, cafés and restaurants
- > Sports clubs
- > Great public transport links
- > Excellent local amenities
- > Community groups, including some for individuals with learning disabilities



**Specialist training**  
delivered to staff  
tailored to the needs of  
the residents



Individuals can be  
supported to attend  
local colleges  
should they wish to



Supporting individuals to express their views and  
**be involved in making  
decisions about their care**



"Thank you to everyone at Longfield House for all their hard work, we appreciate that you keep us up to date by sending regular photos of our loved one doing activities." **Family member**



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# Lowry House, Lancashire

Pudding Lane, via Viner Way, Godley, Hyde, North West SK14 3BS

## Residential Services



17+ years



Mixed Gender



12 beds in single or dual occupancy apartments

**L**owry House is a 12 bed specialist residential service, supporting adults with learning disabilities, complex needs and behaviours that may challenge, including those with mental health needs.

We provide specialist care and support that is tailored to individual needs, promoting independence and community integration. We encourage and enable the residents to lead a full and happy life and work with them to find out their strengths, abilities and preferences so that their care can be as person-centred as possible.

There are 7 apartments at **Lowry House**, 3 of which are single occupancy to allow individuals to live in their own space and 4 of them are dual occupancy, for individuals who are more suited to living in small groups. Each apartment has its own lounge, dining room, kitchen and bathroom facilities.

The service also has some shared communal space for residents, including a well-equipped gym, games room, activity room and computer suite. Externally there is a nice garden that all residents have access to. The garden has plenty of space for outdoor activities and a vegetable garden where the residents learn how to grow their own produce.

Located in a great location in Hyde, Greater Manchester, the service is close to many community facilities. Major public transport links are on the doorstep and Manchester City Centre is a popular destination as it is just a short bus journey away.

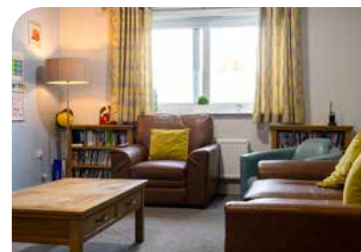
Individuals may come to Lowry House for many reasons. They may be moving through their care pathway from a hospital setting or may require extra support during a difficult period in their life, or they could be on a pathway to a place of their own.

## Our community links:

- > Hyde Leisure Pool
- > Country Parks
- > Bowling
- > Cinema
- > Local pubs, cafés & restaurants
- > Wheels for all cycling group
- > Ambitions Social Group



Rated '**Outstanding**' in responsive with the CQC



Close links with a number of groups that cater for individuals with learning disabilities, including cycling, football and social groups



"All the staff support me well and listen to all of my concerns and how I wish to be supported." **Resident**

In-house multi-disciplinary team (MDT) including psychology, speech and language therapy and occupational therapy



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# Norcott House, West Yorkshire

75 Leeds Road, Liversedge, West Yorkshire, Yorkshire & Humber WF15 6JA

## Residential Services



18+ years



Mixed Gender



11 beds in 4 self-contained living units

**L**ocated in the suburbs of Liversedge in West Yorkshire, Norcott House is a specialist residential service providing outcome focused care for adults with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

Norcott House is split into 4 different living units, a 4 bed unit, and 3 bed unit and two 2 bed units. Each unit has its own living space with lounge, dining room, kitchen and en-suite facilities to enable to individuals to live as independently as they are able to. Externally there is a garden with plenty of space for individuals to have BBQ's, garden parties or even just sit and enjoy the outside space.

The service is located in-between Bradford, Leeds and Huddersfield, so with fantastic public transport links there is an abundance of community facilities including shopping centres, cinemas and leisure centres. The residents are encouraged to be involved in the local community as much or as little as they wish to be and there is no shortage of places to visit within walking distance too including parks, pubs and cafés.

In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery, textiles and horticultural work. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence.

## Our community links:

- > Cinemas
- > Local parks
- > Community groups
- > Colleges
- > Shops, cafés and restaurants
- > Sports clubs
- > Great public transport links
- > Excellent local amenities



**"I like the staff. I like doing more independent things – making my own dinner, making my own breakfast and drinks" Resident**

**Good relationship with the Community Learning Disability Team (CLDT)**



**Accessible information available to all residents**

**"My son has been a lot happier since moving to Norcott House. I feel he is being cared for properly. I believe that staff listen to parents as well as my son himself. I've got nothing bad to say about Norcott House. My son is more content and clearly feels safe, so this makes me feel content." Family member**



**Employment projects, such as bakery, textiles and gardening work to help deliver meaningful occupation**



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# Norcott Lodge, West Yorkshire

75 Leeds Road, Liversedge, West Yorkshire, Yorkshire & Humber WF15 6JA

## Residential Services



18+ years



Mixed Gender



9 beds in 4 self-contained living units

**L**ocated in the suburbs of Liversedge in West Yorkshire, Norcott Lodge is a specialist residential service providing outcome focused care for adults with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

Person-centred planning is at the heart of everything we do and we are able to meet the changing needs of our residents as they progress through their care pathway, while ensuring their safety is maintained and their independence supported.

**Norcott Lodge** is in a modern building and is split into 4 different living units. We have a 4 bed and a 3 bed unit that allows individuals to live together in small groups. Each unit has its own communal living space, kitchen diner, bathroom and en-suite toilets. In addition, we also have 2 self-contained apartments for individuals with more complex needs who need extra 1-1 support. Externally there is a large garden with seating areas, space for outdoor activities and BBQs and parties.

The service is located in-between Bradford, Leeds and Huddersfield, so with fantastic public transport links there is an abundance of community facilities including shopping centres, cinemas and leisure centres. The residents are encouraged to be involved in the local community as much or as little as they wish to be and there is no shortage of places to visit within walking distance too including parks, pubs and cafés.

In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery, textiles, gardening and an education centre. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence.

## Our community links:

- > Cinemas
- > Bowling
- > Local parks
- > Community groups
- > Colleges
- > Country Parks
- > Shops, cafés and restaurants
- > Sports clubs
- > Discos
- > Great public transport links to Huddersfield, Bradford, Wakefield and Leeds
- > Excellent local amenities

An education centre, providing **AQA** accredited courses, supporting the development of skills



Staff support residents on holidays and day trips



Focus on reducing restrictive practice



Homely environment with 24/7 support



Employment projects, such as bakery, textiles and gardening work to help deliver meaningful occupation



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# Outwood, West Yorkshire

12 Outwood Lane, Horsforth, West Yorkshire, Yorkshire & Humber LS18 4JA

## Residential Services



18+ years



Mixed Gender



10 beds in 3 self-contained living units

**L**ocated in Horsforth, a charming village in the suburbs of Leeds, Outwood is a specialist residential service for adults. We provide outcome focused care for individuals with learning disabilities, autism and associated complex needs who may have behaviours that challenge.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

**Outwood** consists of an 8 bed unit and two 1 bed single occupancy flats. The main unit has 8 en-suite bedrooms with 3 large communal lounges, a kitchen and dining room. The two flats are both self-contained for individuals to live independently in their own space with staff support. Externally there is a large garden that has plenty of space for individuals to participate in sports and games or just enjoying the outside space.

We ensure we involve family or advocates in an individual's care. We have high staffing levels at Outwood, this ensures that we are able to meet the changing needs of the residents as they progress through their care pathway.

The service is in a great location enabling the residents to benefit from excellent community facilities including shopping centres, cinemas, pubs & cafés. The residents are encouraged to be involved in the local community as much or as little as they wish to be.

In conjunction with the other local Cygnet residential services, we have some fantastic projects that residents can attend regularly including bakery, textiles and horticultural work. These projects introduce vocational and learning activities designed to give residents the opportunity to learn valuable skills and develop confidence in a safe and familiar environment.

## Our community links:

- > Cinemas
- > Local parks
- > Community groups
- > Colleges
- > Shops, cafés and restaurants
- > Bowling
- > Short bus ride to Leeds City Centre
- > Excellent transport links and local amenities
- > Day services



*Aaron's Journey*

[Find out more >](#)

Read about how the team at Outwood transformed Aaron's life.

**Supporting individuals to attend local colleges**



**Attending galas and other community events at Kirkstall Abbey**



**Supporting individuals to enhance their social skills and attend day services**



"Outwood's team have responded to resident's needs, the use of alternative strategies to physical intervention and that commitment to learning lessons, being reflective and being responsive to changes in behaviour." **Professional referring to a transition**



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# Oxley Woodhouse, West Yorkshire

Woodhouse Hill, Huddersfield, West Yorkshire, Yorkshire & Humber HD2 1DH

## Residential Services



18+ years



Mixed Gender



7 beds in 7 self-contained living units

**Oxley Woodhouse is a specialist residential service in Huddersfield, West Yorkshire, supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge**

**Oxley Woodhouse** is set in a beautiful 19th-century building that is steeped in character and history. The service is split into 7 smaller living areas. The main house has two 5-bed units and a male only 3-bed unit. Each unit has its own lounge, kitchen and dining space as well as en-suite facilities. One of the 5-bed units has a large arts and crafts room whilst the other has a cinema room for all residents to access and enjoy.

Additionally in the Lodge, there are 4 single occupancy flats. These flats are suitable for individuals with more challenging behaviour and require additional staff support. Again, each flat has its own lounge, dining room, kitchen and en-suite facilities.

Some of our bedrooms that are located on the ground floor are suitable for individuals who have mobility issues and perhaps require a wheelchair. Externally there is a large garden with enough space for individuals to mix and have BBQ's or to have their own time enjoying the outdoor space.

In conjunction with the other local Cygnet residential services, we have some great projects that residents can attend regularly including bakery, textiles and gardening. In addition to that, in the Lodge we have the education centre, providing AQA accredited courses for individuals from Oxley Woodhouse and their peers from other local services.

## Our community links:

- > Great public transport links to major local towns and cities
- > Canal walks
- > Retail parks and local shops
- > Cinemas and bowling alleys
- > Restaurants, pubs and cafés

**Person-centred recruitment – residents are involved in the interview process**



**Easy read and other accessible information available to all residents**



**Gardening project – learning how to grow produce of their own in a vegetable patch**



**Onsite Education centre – provides AQA accredited courses tailored to each individual and what their skills are. Courses include IT, arts and craft, budgeting, music and many more**



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# Redlands, County Durham

122 Woodland Road, Darlington, County Durham, North East DL3 9LP

## Residential Services



18+ years



Mixed Gender



5 beds

**B**ased in Darlington, County Durham, Redlands supports individuals who are living with a learning disability and complex needs, and can also support those with associated mental or physical health needs.

Redlands is a large detached house set in a large garden, close to the market town of Darlington. There is a choice of living and dining areas for residents to use and a large kitchen for preparing food. Everyone has their own bedroom, which they are supported to decorate and personalise. Promoting an individual's independence is very important to the team and residents are encouraged to prepare food and drink for themselves and their visitors. Developing self-care and daily living skills is a key element of daily life at Redlands. Externally there is an established garden with a patio and seating areas for residents to relax on their own or with visitors.

Promoting independence is very important to the team and individuals are encouraged to prepare food and drink for themselves with staff support. Developing self-care and daily living skills is a key element of life at Redlands.

Within walking distance from Redlands are local amenities including shops, a post office, cafés and pubs. Also a short distance away is Darlington town centre, offering many more community facilities for individuals to access, including leisure centres, social clubs, shops, colleges, and work placement settings. The residents are encouraged to be involved in the local community as much or as little as they wish to be. The dedicated activity coordinator supports individual activity plans, which are created based on their likes and hobbies.

## Our community links:

- > Shops
- > Cafés and restaurants
- > Leisure centres
- > Social clubs
- > Shops
- > Colleges and work placement settings
- > Walking distance to Darlington town centre

## Our facilities:

- > Bedrooms with shared bathrooms
- > Choice of living and dining areas
- > Large kitchen
- > Large garden with patio and seating areas
- > Laundry room



Supporting residents on person-centred holidays and day trips



Close links with a number of local groups that cater for individuals with learning disabilities



10 mins from Darlington train station with rail links to major towns and cities



"It is so rewarding that he is getting such a secure, loving and good quality of life." **External Professional**



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# Shear Meadow, Hertfordshire

Bourne End, London Road, Hemel Hempstead, Hertfordshire, East HP1 2RJ

## Residential Services



18+ years



Mixed Gender



4 single occupancy apartments

**S**hear Meadow is a residential service providing outcome focused care for adults with learning disabilities, who may have behaviours that challenge and associated complex needs.

**Shear Meadow** is a bright, modern and relaxing service that consists of 4 self-contained apartments. Each has their own lounge, kitchen and en-suite bedroom with a shower. In addition, the service also has a number of central communal areas where individuals can meet and spend time with others including a large conservatory and a lounge with a communal television. Externally we have a lovely garden where individuals are supported to grow their own plants and vegetables.

The home is on the outskirts of the town of Hemel Hempstead, and within walking distance of the village of Bourne End in Hertfordshire. There are pleasant walks along the Grand Union Canal and Hemel Hempstead town centre offers a good selection of local shops and amenities. For local shops and pubs, Bourne End is only a few minutes walk away. Hemel Hempstead is easily accessible by both road and rail. The residents are encouraged to be involved in the local community as much or as little as they wish to be.

Individuals come to Shear Meadow for different reasons; they may require more support than can be provided in a supported living setting or they may be moving along their care pathway from a hospital placement. Whatever the reason, the team at Shear Meadow can offer specialist input based on individual need to deliver flexible and effective support.

## Our community links:

- > Horse riding
- > Local gym & swimming pool
- > Local library & cultural centres
- > Local cafés & restaurants
- > High street shops
- > Great public transport links



**Promoting family involvement** where appropriate



**Independent advocate** attends the service



**Supporting individuals** to be independent, develop life skills and take part in activities and hobbies of their choice

**Residents are encouraged** to cook and prepare their own lunches independently or with staff support



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# The Orchards, Essex

Station Road, Thorrington, Essex, East CO7 8JA

## Residential Services



18+ years



Male



5 beds

**B**ased in Thorrington, Essex, The Orchards supports men with a learning disability, and can also support men who have complex needs and behaviours that may challenge.

At The Orchards, each individual we support is unique, they have own goals, needs and interests. We work with each resident to ensure that their life is filled with activities that they enjoy, whilst also supporting them to develop their life skills to enable them to live independently. We are proud at The Orchards to have a great track record in enabling residents to step-down along their care pathway into supported living.

The Orchards is a detached property on a quiet residential street in Thorrington, a small village in Essex, which has a pub and a café along with a village shop and post office. Just two miles away is Brightlingsea, where the residents regularly visit and make the most of the facilities in a typical seaside town. Nearby there are plenty of community facilities for individuals to access, including shops, colleges, a swimming pool and a local park in a pretty waterside setting. Clacton and Colchester are a short journey away, providing an extensive array of activities and places to visit. Each individual has their own bedroom, which they are encouraged to personalise and decorate to show their individuality.

The Orchards has a large living space and well equipped kitchen-dining area for residents to use. The kitchendiner is the hub of the house where residents are encouraged to help prepare food and drinks for themselves and visitors. Developing self-care and daily living skills is a very important part of life at The Orchards.

Externally there is a large, well-maintained garden, where individuals participate in gardening and enjoy growing their own vegetables. The garden has a seating area for relaxing or hosting barbeques and an outdoor gym. The outside area at The Orchards also boasts an activities centre, where residents can take part in an array of activities including weekly clay sessions with a specialist tutor.

We understand that the relationships our residents have with their family and friends are very important and integral to their well-being. Therefore we ensure that we enable the individual to stay in touch with loved ones and can facilitate home visits, no matter the distance.

## Our facilities:

- > 5 large en-suite rooms
- > Full-size outside gym
- > Lounge
- > Dining room
- > Kitchen
- > Activity centre
- > Spacious garden with room for external activities and BBQs

**Well equipped outdoor gym**  
located in the garden



**Promote family involvement** and facilitate home visits regularly



**Residents attend Supported Learning College** for courses such as IT safety, cooking and construction



**Access to a private swimming pool** for residents each week



"I honestly can't thank you enough for caring for our son. It is such a blessing to us that he is in such safe and caring arms."  
**Family Member**



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# Thornfield House, West Yorkshire

261 Highfield Road, Idle, Bradford, West Yorkshire, Yorkshire & Humber BD10 8QY

## Residential Services



18+ years



Mixed Gender



7 beds

**T**hornfield House is a specialist residential service supporting individuals with learning disabilities, complex needs and behaviours that may challenge in Bradford, West Yorkshire.

Thornfield House supports 7 individuals and offers spacious communal areas including a lounge, dining room, kitchen, and a large activity / cinema room. Externally we have beautiful gardens to the front and the rear of the building which feature, plenty of space for outdoor games, BBQ, seating area and a sensory room.

Located in the suburbs of Idle in Bradford, the home is within close proximity to local services and amenities, including major transport links. The residents not only can access local towns and cities but we are very close to the beautiful Yorkshire countryside.

We believe that it is essential for individual's well-being to have purpose in their day-to-day life and to learn new skills. We have established different work projects to introduce vocational and learning activities where the individuals we support can learn valuable skills and develop confidence.

Ongoing assessments enable us to meet the changing needs of residents as they progress through their care pathway while ensuring their safety is maintained and their independence supported.

Regular review meetings involving the resident, their family and professionals are held to review outcomes, set new goals and re-assess support levels as individuals' progress.

The management and staff team have comprehensive training, including all mandatory training and bespoke training specific to the needs of the residents.

Individuals come to Thornfield House for different reasons; they may require more support than can be provided in a supported living setting or they may be moving along their care pathway from a hospital placement. Whatever the reason, the team can offer specialist input based on individual need to deliver flexible and effective support.

**An education centre** providing AQA accredited courses, supporting the development of skills



**Employment projects**, such as bakery, textiles and gardening work to help deliver meaningful occupation



## Our community links:

- > Bowling and sensory swimming pool
- > Duck and Dive hydrotherapy pool
- > Shipley bowling alley
- > Thostle Nest riding school
- > Leeds adaptive cycling
- > Leeds jump arena (trampolining)



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# Trinity Lodge, Lockerbie

Townhead Street, Lockerbie, Scotland DG11 2AG

## Residential Services



18+ years



Mixed Gender



6 beds (incl. 2 self-contained flats)

**NEW**  
now open

**T**rinity Lodge is a new specialist residential service supporting adults with learning disabilities and complex needs. The team supports individuals who have behaviours that may challenge and associated mental or physical health needs.

This new residential service supports the ongoing aging needs of current residents at Trinity House, a residential service with nursing, also in Lockerbie. The service also accepts external referrals.

**Trinity Lodge** supports 6 individuals in 3 living units, 2 single occupancy flats and 4 en-suite bedrooms with communal living space. The en-suite bedrooms are located on the first floor and the facilities include a communal and quiet lounge, a dining room, a kitchen, an accessible bathroom, a shared garden with seating and space for outdoor activities. The 2 flats are located on the ground floor and each has its own front door giving individuals added independence. Both flats have their own lobby, en-suite bedroom, kitchen and lounge diner as well as a private garden solely for their own use.

Located in the heart of a residential part of Lockerbie, the service has an abundance of community-based activities and facilities. The residents will be encouraged to be involved in the local community as much or as little as they wish to be.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.



## Our community links:

- > Leisure, hydrotherapy and sensory centres
- > Social clubs
- > Shops and cafés
- > Colleges and work placement settings
- > Local river for fishing

## New social enterprise café

Within the service will be a new social enterprise café. This café will be open initially a couple of days a week and will be **open to the public**. The residents from Trinity Lodge and Trinity House will be offered the opportunity to **develop skills** in catering and customer service whilst contributing to all **aspects of working** in a café environment.



Ensuring residents have a **positive experience**



**Promoting a safe environment** to establish positive risk-taking



**Encourage social networking** or leisure pursuits, maximising the wider use of the community



**Actively involve individuals** in shaping their service, how it will be delivered and reviewed



**Support residents to explore** and develop new personal life experiences and maintain existing interests



**Having a fulfilling life** based on choice and opportunities



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# Walkern Lodge, Hertfordshire

14A Walkern Road, Stevenage, Hertfordshire East SG1 3QX

## Residential Services



18+ years



Mixed Gender



4 beds in 3 self-contained living units

**W**alkern Lodge is a residential home providing outcome focused care for adults with learning disabilities, who may have behaviours that challenge and associated complex needs.

**Walkern Lodge** is a four-bed home, comprising of two one-bed apartments and one two-bed apartment with spacious communal lounges. All bedrooms have en-suite bathrooms and externally there is a spacious communal garden which features a lovely summerhouse and plenty of space for summer BBQs.

The home is situated in Stevenage in the county of Hertfordshire. Walkern Lodge is close to all local amenities, the city centre and surrounding countryside as well as having major transport links to London and Milton Keynes.

Ongoing assessment and high staffing levels, based on a minimum ratio of one staff member to two residents, means that we are able to meet the changing needs of residents as they progress through their care pathway, while ensuring their safety is maintained and their independence supported. Regular review meetings involving the resident, their family and professionals are held to review outcomes, set new goals and re-assess support levels as individuals' progress.

The management and staff team have comprehensive training, including all mandatory training and bespoke training specific to the needs of the residents. Whatever the reason, the team at Walkern Lodge can offer specialist input based on individual need to deliver flexible and effective support.

## Our community links:

- > Local cafés & restaurants
- > Gordon Craig Theatre
- > Stevenage Arts & Leisure Centre
- > Fairlands Valley Park
- > Knebworth House
- > Stevenage Museum
- > Stevenage Football Club
- > Local colleges & libraries



**Supporting residents to study and achieve qualifications**



**Independent advocate** attends the service weekly

## Person-centred recruitment

- staff and residents interests are matched



"I am thankful for how the team at Walkern Lodge has cared for my daughter. I know she presents with very complex challenging needs, but she has made a lot of progress at Walkern Lodge." **Parent**



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# Woodrow House, Cheshire

1 Brownsville Road, Stockport, Cheshire, North West SK4 4PE

## Residential Services



18+ years



Mixed Gender



9 beds in 1 living unit and 5 self-contained apartments

Outstanding ★



Scan the QR code or click here to hear about Amanda's journey

**W**oodrow House is our community specialist residential home providing outcome focused care for adults with learning disabilities, who may have behaviours that challenge and associated complex needs.

**Woodrow House** is split into 6 different living units, 5 single occupancy apartments and a four bed unit with communal living areas. Each of the units have their own lounge, dining room, kitchen and bathroom facilities and the shared unit has a well-equipped activity room and computer suite. Externally there is a large garden that all residents have access to. The garden has a plenty of space for outdoor activities including sports, games and socialising at summer BBQs and garden festivals.

Located in a great location in the suburbs of Heaton Moor in Stockport, Woodrow House is close to many community facilities. The residents are encouraged to be involved in the local community, there is no shortage of community integration. Major public transport links are on the doorstep with Stockport and Manchester being within easy reach. As part of our care pathway, Woodrow House enables each individual to build upon their skills to achieve further independence, self-advocacy and confidence, leading to a better quality of life.

Our team supports individuals in creating person-centred activity planners and developing daily living skills both inside the home and out in the community. The integrated multi-disciplinary team (MDT) consists of occupational therapy, speech and language therapy, psychology and psychiatry.

## Our community links:

- > Reddish Vale Country Park
- > Heaton Moor Park
- > Local pubs and restaurants
- > Cinema, library and other leisure activities
- > Great public transport links



**In-house multi-disciplinary team (MDT)** including psychology, speech and language therapy and occupational therapy

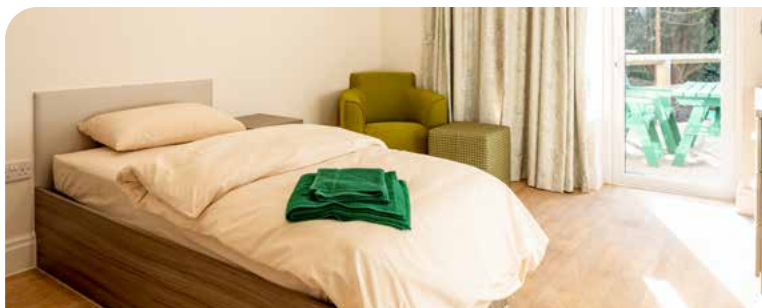


**Residents are supported** with in-house therapeutic earnings



★ ★ ★ ★ ★  
Rated **'Outstanding'** by the CQC

**Ensuring meaningful involvement** by working inclusively, collaboratively and in genuine partnership



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# Supported Living

Working with individuals in their journey towards independence



18+ years



Mixed  
Gender



82 placements

**S**upported Living is an important step towards independence. We know how important it is for individuals to have the right support so they can live the life they want to live.

We support individuals with learning disabilities, autism, mental health needs and behaviours that challenge. Individuals are supported to hold their own tenancy agreement with a registered housing association. Individuals who are interested in our services, may have previously been detained within a hospital setting and are ready for a step down placement within their local community.

Cygnet Health Care are experienced in supporting individuals who may lack capacity to choose where they live and would work closely alongside our commissioning partners to ensure that correct legal frameworks are in place in order for them to live successfully in the community.

Offering experienced, trained staff twenty-four hours a day, the service benefits from a core staffing team. Each individual would be allocated an experienced and consistent staff team and training would be bespoke to individual support needs which enables tenants to live as independently and safely as possible.

When individuals come to our supported living services, we take the time to get to know them, their preferences, as well as their hopes and dreams for the future. We support individuals with a personal discharge plan to achieve their goals and aspirations and ensure they feel they are in control of their own life.

## How we support individuals:

- > Working with them to find out their strengths, abilities and preferences – We get to know them, their families, carers advocates and other people who are important to them and their care and support
- > Helping individuals to set goals as part of their support plan
- > Working with individuals to help them achieve their goals
- > Making sure that individuals have easy read information about their rights and choices in whatever format and language they choose
- > Providing person-centred practical help for individuals, such as training and support on how to manage their home, their money, gardening, housework and healthy living
- > Helping individuals to build relationships and access whatever community activities they would like to take part in

## Our resident profile:

- > Diagnosis of learning disability and/or autism
- > May have associated mental health needs
- > Behaviours that may challenge
- > Communication challenges



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# Supported Living

Working with individuals in their journey towards independence



18+ years



Mixed  
Gender



82 placements



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## North East Supported Living



📍 Darlington - 4 bed bungalow

📍 Registered address:

118 Woodland Road, Darlington,  
Co Durham, North East DL3 9AG  
T: 01325 638 722

## North West Supported Living



📍 Macclesfield - 9 single occupancy apartments

📍 Preston - 1 bed single occupancy house

📍 Warrington - 1 bed single occupancy house

📍 Wigan - 2 bed dual occupancy house

📍 Wigan - 1 bed dual occupancy house

📍 Registered address:

London Road, Oak Grove,  
Macclesfield, North West SK11 0JG  
T: 01625 919 994

## Staffordshire Supported Living



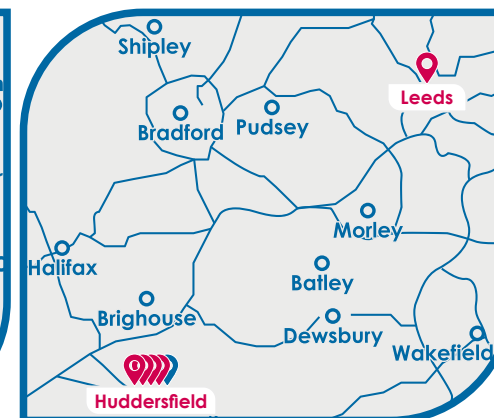
📍 Birmingham - 16 single occupancy apartments

📍 Wolverhampton - 9 single occupancy bungalows

📍 Registered address:

Unit D, Hunters Row Centre, Gaolgate  
Place, Stafford, West Midlands ST16 2AD  
T: 01785 337 999

## Yorkshire Supported Living



📍 Huddersfield - 6 single occupancy apartments

📍 Huddersfield - 6 beds in 3 living units

📍 Huddersfield - 6 beds in 2 living units

📍 Huddersfield - 3 beds in 1 living unit

📍 Leeds - 18 tenancies in 18 living units

📍 Registered address:

Oxley Woodhouse, Woodhouse Hill HD2 1DH  
T: 01484 427 580



# Long Eaton Day Services, Nottinghamshire

4 Milton Street, Long Eaton, Nottinghamshire, East Midlands NG10 1DS

## Specialist Day Services



16+ years



Mixed  
Gender



25 placements

**Long Eaton Day Services specialises in supporting individuals with a primary diagnosis of a learning disability, in addition to those with complex health needs, physical disabilities and those with autism. We have a long history of enhancing the quality of life of the individuals who attend the service.**

We have a focus on demonstrating outcomes and value through our activities, which are derived from our professionals, parents, carers and most importantly the individuals who spend their days with us.

Our services are led by three key disciplines: occupational therapy, physiotherapy and speech and language therapy. Our multi-disciplinary approach allows us to develop a clear and focused activity plan that works towards maximising an individual's potential and gaining the inputs as needed from the on site dedicated clinical team.

With our staff and a clinical team, our staffing model provides one member of staff for every two individuals as a minimum. This allows us to deliver a meaningful activity plan for each individual. Our activity plans are person centred and co-produced, each one taking into account our guests likes, dislikes and comfort zone.

We have different groups that run in different areas of the service to cater to a multitude of social, sensory and support needs. We also have facilities to enable those who would prefer to complete activities alone, to do so with the support of staff.

## Our facilities:

- Equipment designed to optimise sensory experience and heighten relaxation
- Spacious sensory rooms
- Soft zones
- Arts & crafts areas
- Hydrotherapy room with heated pool and hoist
- Cinema room
- Quiet zone
- A fleet of buses to facilitate trips and outings

We provide dedicated transport that is available to and from home, as well as for regular trips out and about into the community and further afield.

Our days are flexible and with the involvement of the individual and their carers, we maximise the time that is spent while they are with us. Our service provides flexibility for families and carers, with opening times from 8am to 8pm Monday to Friday.

## Our guest profile:

- Primary diagnosis of learning disability
- May be wheelchair users
- May have complex physical disabilities and require specialist interventions such as PEG or NG feeding
- May have autism
- May have communication difficulties
- Require full or part time, specialist day services
- Will be living at home or in a community setting such as a residential home

## Our community links:

- Elvaston Castle and Country Park
- Derby Assembly Rooms
- Westfield Shopping Centre
- Buxton Museum
- Local cinema, restaurants and pubs
- Nottingham town centre
- Leisure centres



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# Sheffield Day Services, South Yorkshire

Spa Lane, Woodhouse, Sheffield, South Yorkshire, Yorkshire & Humber S13 7PG

## Specialist Day Services



16+ years



Mixed  
Gender



55 placements

**S**heffield Day Services specialises in supporting individuals with a primary diagnosis of a learning disability, in addition to those with complex health needs, physical disabilities and those with autism. We have a long history of enhancing the quality of life of the individuals who attend the service.

We have a focus on demonstrating outcomes and value through our activities, which are derived from our professionals, parents, carers and most importantly the individuals who spend their days with us.

Our services are led by three key disciplines: occupational therapy, physiotherapy and speech and language therapy. Our multidisciplinary approach allows us to develop a clear and focused activity plan that works towards maximising an individual's potential and gaining the inputs as needed from the on site dedicated clinical team.

With our staff and a clinical team, our staffing model provides one member of staff for every two individuals as a minimum. This allows us to deliver a meaningful activity plan for each individual. Our activity plans are person-centred and co-produced, each one taking into account our guests likes, dislikes and comfort zone.

## Our guest profile:

- > Primary diagnosis of learning disability
- > May be wheelchair users
- > May have complex physical disabilities and require specialist interventions such as PEG or NG feeding
- > May have autism
- > May have communication difficulties
- > Require full or part time, specialist day services
- > Will be living at home or in a community setting such as a residential home

We have different groups that run in different areas of the service to cater to a multitude of social, sensory and support needs. We also have facilities to enable those who would prefer to complete activities alone, to do so with the support of staff.

We provide dedicated transport that is available to and from home, as well as for regular trips out and about into the community and further afield.

Our days are flexible and with the involvement of the individual and their carers, we maximise the time that is spent while they are with us. Our service provides flexibility for families and carers, with opening times from 8am to 8pm Monday to Friday. We are also able to provide a service to assess the needs of an individual, as a standalone service.

## Our facilities:

- > State of the art equipment designed to optimise sensory experience and heighten relaxation
- > Spacious sensory rooms
- > Soft zones
- > Arts & crafts areas
- > Hydrotherapy room with heated pool and hoist
- > Rebound therapy
- > Cinema rooms
- > Beauty and pamper room
- > Quiet zone
- > IT room
- > A fleet of buses to facilitate trips and outings

## Our community links:

- > Weston Park Museum
- > Tycross Zoo
- > Yorkshire Wild Life Park
- > Botanical Gardens
- > Rother Valley
- > Clifton Park
- > Poolsbrook
- > Crystal Peaks
- > Hillsborough Park
- > Wentworth Gardens



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Matthew's  
Journey

Find out more >

Read about how the team at Sheffield Day Services, South Yorkshire transformed Matthew's life.





## Case Study

# Aaron's\* Journey

## Outwood, West Yorkshire

Specialist residential service for adults with learning disabilities, autism and associated complex needs



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## Aaron's history

Aaron is a young man with diagnoses of a severe learning disability, autism and epilepsy. He has accessed the support of social care for most of his life and was previously placed in a residential setting that wasn't meeting his needs. There were concerns around neglect at his placement and so he was referred to Outwood.

## When Aaron came to us

When Aaron joined us at Outwood he was very withdrawn and disengaged from activities. Verbally, he was limited and could only say a word or two. He struggled to communicate his needs and so for a long time they had not been met. That led Aaron to feel extremely frustrated and he expressed this through self-injurious behaviours, these incidents were both frequent and severe. Visits home or into the community made him feel anxious.



## Aaron's care

The team at Outwood were keen to draw upon specialist support for Aaron, both internally from Cygnet and externally from local resources. They built strong links with the community learning disability team who became integral in Aaron's progress through regular meetings to discuss progress, lessons learnt and reflective practice.

The team also reached out to Cygnet's National Practice Development Lead in Learning Disabilities for specialist input into his day-to-day care. She analysed incident reports and requested increased monitoring by staff to help everyone better understand Aaron's needs. She formulated a bespoke activity plan for him, asking the team to feedback regularly so that the plan could be developed based on what worked well. It was ensured that Aaron's neurological and sensory needs were assessed and included in his care planning.

Staff spent time trying to make Aaron feel comfortable and safe at the service by providing consistent support. As they spent more time with him, they were able to build trust and rapport which eased his anxieties, in turn, they were able to pick up on Aaron's cues and needs throughout the day.

Through a combination of the staff building upon their relationships and Aaron feeling more comfortable and confident, he was able to pick up language and set phrases.

He was able to speak short sentences in context, and so staff were able to begin to build some basic food preparation and self-care skills.

As time went on, the incidents decreased and staff were able to really get to know Aaron, he was able to focus on enjoying himself rather than worrying his needs would not be met. They set goals and encouraged him to push himself, whilst also working at a pace that was comfortable for him.

His relaxed and happy attitude was reflected in his visits to home, which were able to be longer and more enjoyable for both Aaron and his family. They gradually built up his confidence enough to visit a local shop, which he was very proud to be able to do. He continues to make the trip weekly.

The team continue to offer a variety of activities through his plan each day, although his favourites are playing music and messy play. The staff will often play the guitar for him which he loves.

**I'm so pleased he's there with you and your team. We feel that he's really safe and that you all really care about him. He's come along so well and it's all down to how dedicated you all are. His talking and daily skills are so far from where they were. I tell you, if anyone ever wanted to move him along they'd have an argument from me for sure! - Parent**



**We are a dedicated team trying to get the best out of people, this truly represents what community care is aiming to do - progress in a way that works for each individual - Service manager**

## Aaron today

Aaron has a great relationship with the team and other residents at Outwood. He can communicate his needs, such as wanting a bath and can take steps to prepare the things he needs. He is a pleasure to be around and loves to be silly, often having banter with the staff. He is kind and caring towards other residents, always wanting to cheer them up if he sees they are feeling down.

His family are happy with the progress he has made and are pleased to see him living his best life. His goals for this year are to further increase his community access.

\*Name has been changed to protect his identity



## Residential Services with Nursing

- 1 Ellen Mhor**  
2-4 Ellen Street, Dundee,  
Scotland DD1 2QH  
T: 01382 279086
- 2 Hollyhurst**  
118 Woodland Road, Darlington,  
County Durham, North East  
DL3 9LN  
T: 01325 252002
- 3 Hope House**  
59 Hutton Avenue, Hartlepool,  
Cleveland, North East TS26 9PW  
T: 01429 224442
- 4 Lindsay House**  
118 Americanmuir Road,  
Dundee, Scotland DD3 9AG  
T: 01382 819910
- 5 Oaklands**  
Anick Road, Hexham,  
Northumberland,  
North East NE46 4JR  
T: 01434 600 684
- 6 Old Leigh House**  
3 Old Leigh Road, Leigh-on-Sea,  
Essex, East SS9 1LB  
T: 01702 711 111
- 7 Ranaich House**  
Leewood Road, Dunblane,  
Stirling, Scotland FK15 0DR  
T: 01786 823 694
- 8 The Fields**  
Spa Lane, Woodhouse,  
Sheffield, South Yorkshire,  
Yorkshire & Humber S13 7PG  
T: 0114 269 1144
- 9 Thistle House**  
119 Americanmuir Road, Dundee,  
Stirling, Scotland DD3 9AG  
T: 01382 819 910
- 10 Toller Road**  
13 Toller Road, Stoneygate,  
Leicester, East Midlands LE2 3HP  
T: 0116 270 3118
- 11 Trinity House**  
38 Carlisle Road, Lockerbie,  
Scotland DG11 2DS  
T: 01576 204 676
- 12 Willow House**  
229 Portland Road,  
Edgbaston, Birmingham,  
West Midlands B17 8LS  
T: 0121 420 0210

## Residential Services

- 13 4, 5, 7 The Sycamores**  
4, 5, 7 The Sycamores,  
South Normanton, Derbyshire,  
East Midlands DE55 3BJ  
T: 01733 811622
- 14 Adele Cottages**  
Rufford Colliery Lane,  
Rainworth, Nottinghamshire,  
East Midlands NG21 0HR  
T: 01623 499980
- 15 Beacon House**  
281 Beacon Road, Wibsey,  
Bradford, West Yorkshire,  
Yorkshire & Humber BD6 3DQ  
T: 01274 501681
- 16 Beckly**  
56 Cooper Lane, Shelf,  
Halifax, West Yorkshire,  
Yorkshire & Humber HX3 7RG  
T: 01274 606350
- 17 Chaseways**  
1 Chaseways, Sawbridgeworth,  
Hertfordshire, East CM21 0AS  
T: 01279 414939
- 18 Cherry Tree House**  
Park Hall Road, Mansfield  
Woodhouse, Nottinghamshire,  
East Midlands NG19 8QX  
T: 01158 966740
- 19 Conifers**  
1 Central Avenue, Borrowash,  
Derby, Derbyshire, East  
Midlands DE72 3JZ  
T: 01332 665298
- 20 Dene Brook**  
Dalton Road, Dalton Parva,  
Rotherham, South Yorkshire,  
Yorkshire & Humber S65 3QQ  
T: 01709 855029
- 21 Dove Valley Mews**  
75 Park Street, Wombwell,  
Barnsley, South Yorkshire,  
Yorkshire & Humber S73 0HL  
T: 01226 448770
- 22 Ducks Halt**  
8 Walton Road, Kirby-le-Soken,  
Essex, East CO13 0DU  
T: 01255 853930
- 23 Fairways**  
4 Fullers Field, Swan Lane,  
Westerfield, Ipswich,  
Suffolk, East IP6 9AX  
T: 01473 214 966
- 24 Gables**  
262 Ipswich Road, Colchester,  
Essex, East CO4 0ER  
T: 01206 841 515
- 25 Gledholt**  
32 Greenhead Road,  
Huddersfield, Yorkshire &  
Humber HD1 4EZ  
T: 01484 507810
- 26 Hansa Lodge**  
58 Farm Road, Rainham,  
East RM13 9LG  
T: 01708 557 369
- 27 Hawkstone**  
Shann Lane, Off Spring  
Garden Lane, Keighley,  
West Yorkshire, Yorkshire &  
Humber BD20 6NA  
T: 01535 288470
- 28 Kirkside House**  
1 Spen Lane, Kirkstall,  
Leeds, West Yorkshire,  
Yorkshire & Humber LS5 3EJ  
T: 0113 278 4131
- 29 Kirkside Lodge**  
1 Spen Lane, Kirkstall,  
Leeds, West Yorkshire,  
Yorkshire & Humber LS5 3EJ  
T: 0113 278 6834
- 30 Langdale House**  
56 Gledholt Road, Huddersfield,  
West Yorkshire, Yorkshire &  
Humber HD1 4HR  
T: 01484 429226
- 31 Longfield House**  
Oakleigh Road, Clayton,  
Bradford, West Yorkshire,  
Yorkshire & Humber BD14 6NP  
T: 01274 882086
- 32 Lowry House**  
Pudding Lane, via Viner Way,  
Godley, Hyde, Manchester,  
Lancashire, North West SK14 3B  
T: 0161 6961 690
- 33 Norcott House**  
75 Leeds Road, Liversedge,  
West Yorkshire, Yorkshire &  
Humber WF15 6JA  
T: 01924 409 100

- 34 Norcott Lodge**  
75 Leeds Road, Liversedge,  
West Yorkshire, Yorkshire &  
Humber WF15 6JA  
T: 01924 408 505
- 35 Outwood**  
12 Outwood Lane, Horsforth,  
West Yorkshire, Yorkshire &  
Humber LS18 4JA  
T: 0113 258 6144
- 36 Oxley Woodhouse**  
Woodhouse Hill, Fartown,  
Huddersfield, West Yorkshire,  
Yorkshire & Humber HD2 1DH  
T: 01484 248143
- 37 Redlands**  
122 Woodland Road, Darlington,  
County Durham, North East DL3 9LP  
T: 01325 243788
- 38 Shear Meadow**  
Bourne End, London Road,  
Hemel Hempstead, Hertfordshire,  
East HP1 2RJ  
T: 01442 864 484
- 39 The Fields**  
Spa Lane, Woodhouse,  
Sheffield, South Yorkshire,  
Yorkshire & Humber S13 7PG  
T: 0114 269 1144
- 39 The Orchards**  
Station Road, Thorrington, Essex,  
East CO7 8JA  
T: 01206 250 676
- 40 Thornfield House**  
261 Highfield Road, Idle,  
Bradford, West Yorkshire,  
Yorkshire & Humber BD10 8QY  
T: 01274 414165
- 41 Trinity Lodge**  
Townhead Street, Lockerbie,  
Scotland DG11 2AG  
T: Coming soon
- 42 Walkern Lodge**  
14a Walkern Road, Stevenage,  
Hertfordshire, East SG1 3QX  
T: 01438 749 301
- 43 Woodrow House**  
1 Brownsville Road, Stockport,  
Cheshire, North West SK4 4PE  
T: 0161 470 9910
- 44 North East Supported Living**  
Office address: 118 Woodland  
Road, Darlington, Co Durham,  
North East DL3 9AG  
T: 01325 638722
- 45 North West Supported Living**  
Office address: London Road,  
Oak Grove, Macclesfield,  
Cheshire SK11 0JG  
T: 01625 468951
- 46 Staffordshire Supported Living**  
Office address: Unit D, Hunters  
Row Shopping Centre, Gaolgate  
Place, Stafford, West Midlands  
ST16 2AD  
T: 01785 337 999
- 47 Yorkshire Supported Living**  
Office address: Oxley Woodhouse,  
Woodhouse Hill, HD2 1DH  
T: 01484 427580

## Specialist Day Services

- 48 Long Eaton Day Services**  
4 Milton Street, Long Eaton,  
Nottinghamshire, East  
Midlands NG10 1DS  
T: 0115 972 8784
- 49 Sheffield Day Services**  
Spa Lane, Woodhouse,  
Sheffield, South Yorkshire,  
Yorkshire & Humber S13 7PG  
T: 0114 269 1177



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**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





 **Cygnet Social Care**  
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SW1P 3JA

 **0207 123 5706**

**[www.cygnetgroup.com](http://www.cygnetgroup.com)**

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CYG-1282 | Date of Preparation: 25/01/24

**Integrity**

**Trust**

**Empower**

**Respect**

**Care**