

Improving lives together

Learning Disability Services

- High Dependency Complex Care
- Community Rehabilitation



Welcome

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



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



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



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Introduction

Our priority is to ensure that individuals with learning disabilities enjoy the same right to a happy and fulfilled life as others. We ensure that individuals in our care feel safe in their environment, are understood and are able to communicate to the best of their ability. Most importantly with the right support and help we empower each individual in our care to successfully progress to a community-based service that is suitable for their needs.

Our 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 accept emergency, planned and pre-assessed admissions and provide a multi-disciplinary approach.

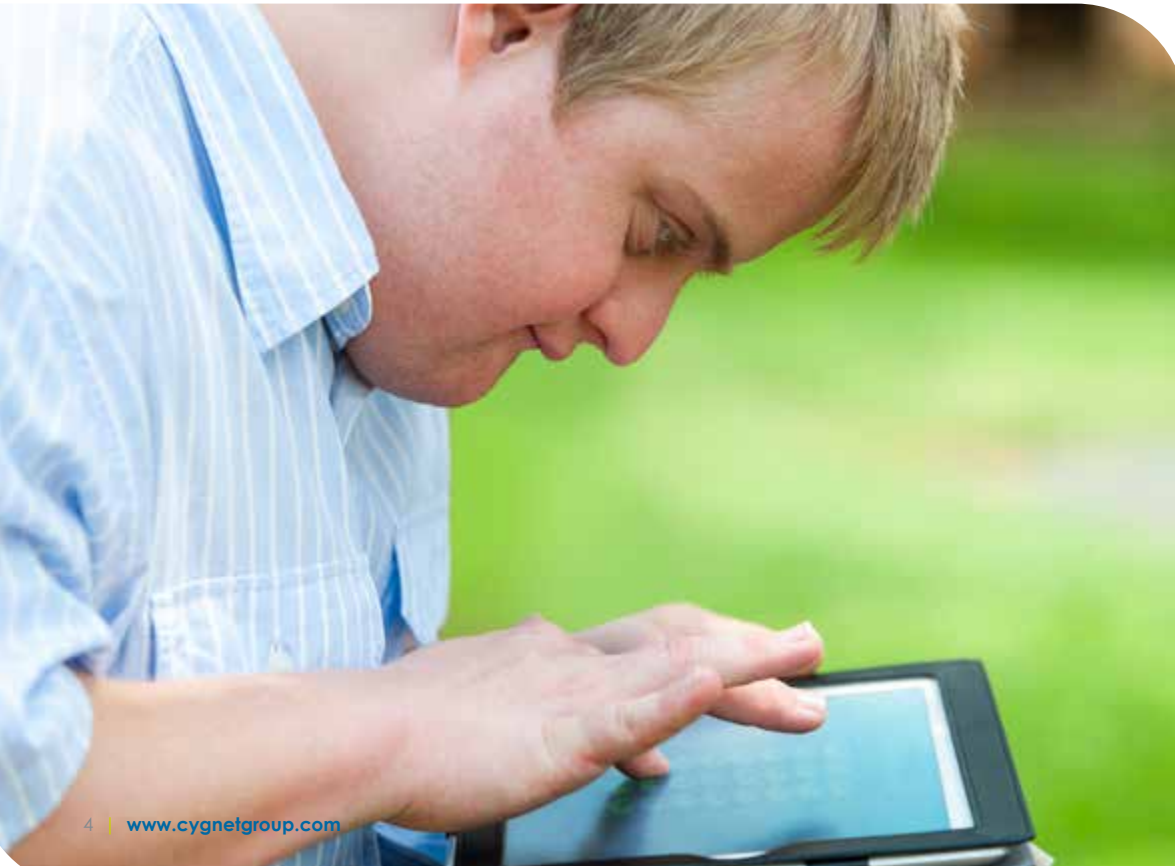
We are able to take referrals 24 hours a day, 7 days a week and offer a same day response time to emergency referrals. Decisions on a placement will be made within 24 hours after we receive adequate clinical information.

STOMP

Cygnat 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 service user profile:

- > Primary diagnosis of learning disability and mental health complex needs
- > May have autism or Asperger's Syndrome requiring highly structured and / or modified stimuli environments
- > May have a forensic history
- > May present with co-morbid presentations:
 - Challenging behaviour
 - Personality disorder
 - Schizophrenia, depression, bi-polar disorder
 - Dual diagnosis
 - Complex needs and / or multiple diagnoses
- > May have a history of repeated hospital admissions



18+ years



**Male / Female /
Mixed**



**Mental Health Act Status:
Detained or Informal**



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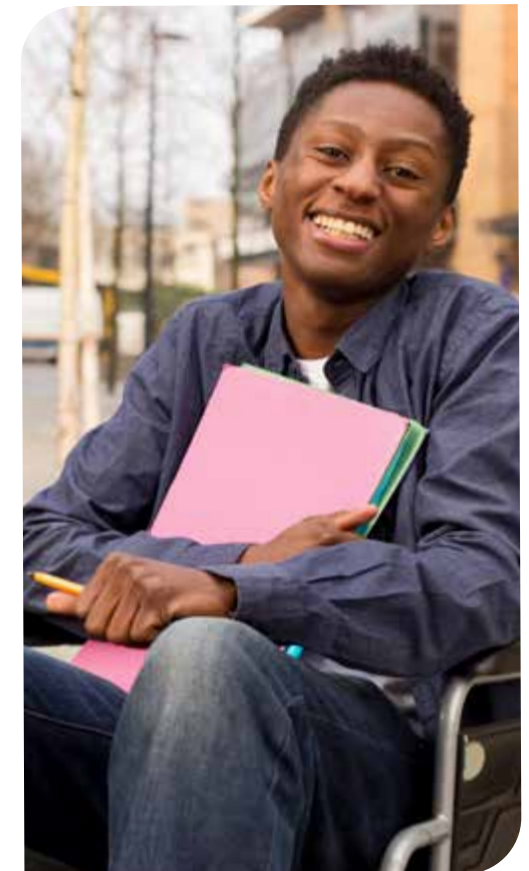
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Our services at a glance:

- > High staffing ratios
- > 24/7 x 365 days
- > Specialist treatments such as:
 - Self-harm treatment
 - Addictions treatment
 - Dialectical Behaviour Therapy (DBT)
- > 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:

- > LD GAP (Global Assessment of Progress)
- > Behaviours that Challenge (such as the Behaviour Problems Inventory)
- > FCSP (Functional Communication and Skills Profile)
- > Social Inclusion and Engagement
- > Daily Risk Assessments
- > Quality of Life (such as the WHO-QOL / MANS-LD)
- > LD DLSOS (Daily Living Skills Observation Scale)
- > Physical Health
- > Overview of Mental State LD-GAF
- > HoNOS (Health of the Nation Outcome Scales)
- > START (Short-Term Assessment of Risk and Treatability)
- > MOHOST (Model of Human Occupation Screening Tool)
- > Clinical risk assessments (START, HCR-20 & RSVP)
- > BPRS, LUNERS



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Our Model of Care

At Cygnet Health Care we are doing all we can to make a **positive difference**.

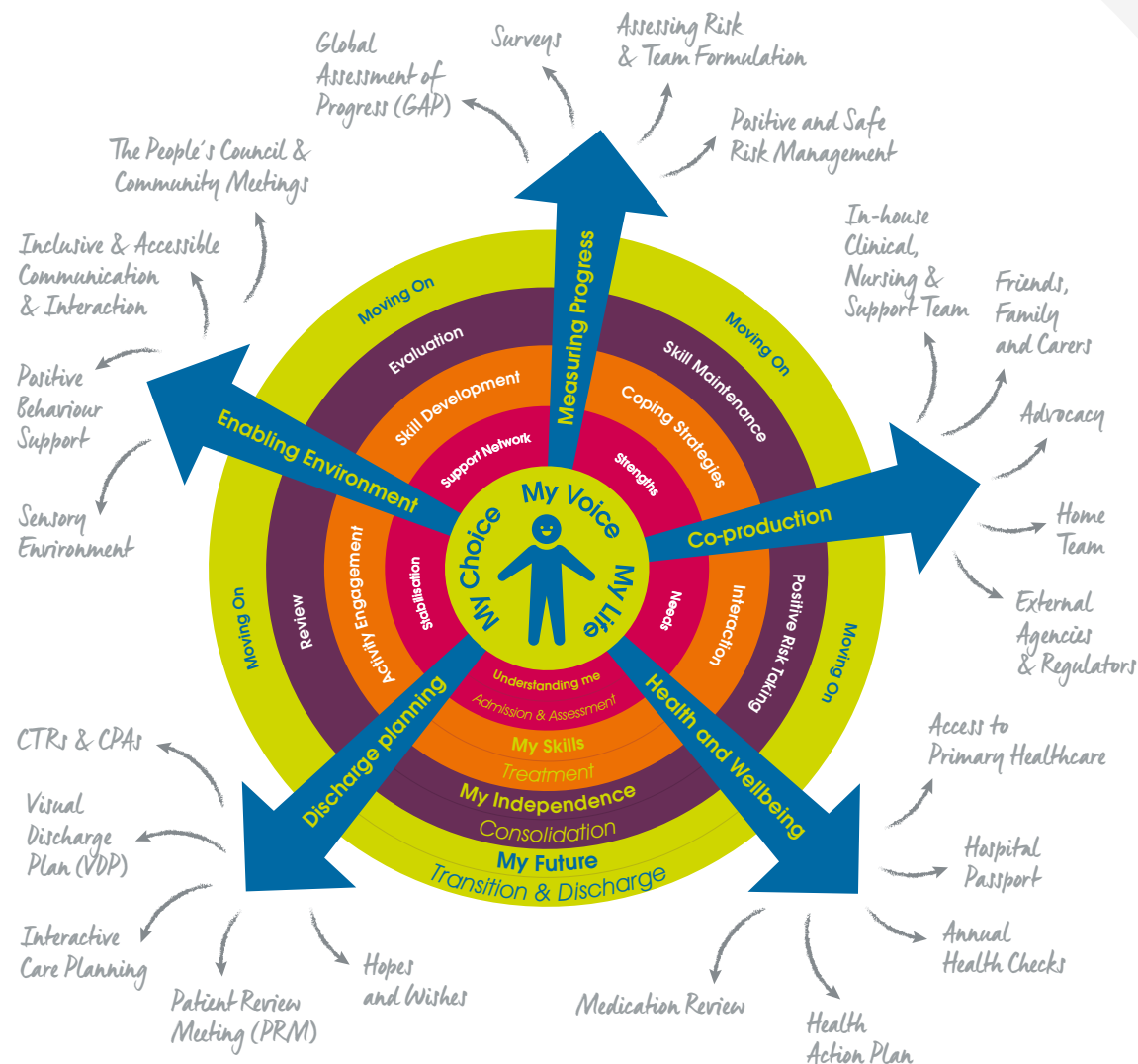
To help everyone work together to achieve this we have collaboratively created **Our Model of Care** for our **Learning Disability Services**.

We adopt a values based, social model of disability with **My Choice, My Voice, My Life** sitting at the heart of our model, empowering care, support and treatment to be provided through the lens of any individual.



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Our myPath Care Model

To ensure we cater for each person's journey and achieve long-term results, we have created a unique approach to care for individuals with learning disabilities.

myPath is an overarching care model that serves to monitor service user engagement levels, manage their records, assess their progress and formulate a personalised and dynamic care plan with measurable targets. The model embraces a wide range of evidence-based tools such as pharmaceutical inputs, daily living skills, progressive community-based outcomes and risk management plans. myPath ensures the delivery of high quality and inclusive care that is continually evaluated through robust operational and clinical governance frameworks.

myPath is tried and trusted and delivers industry-leading results.



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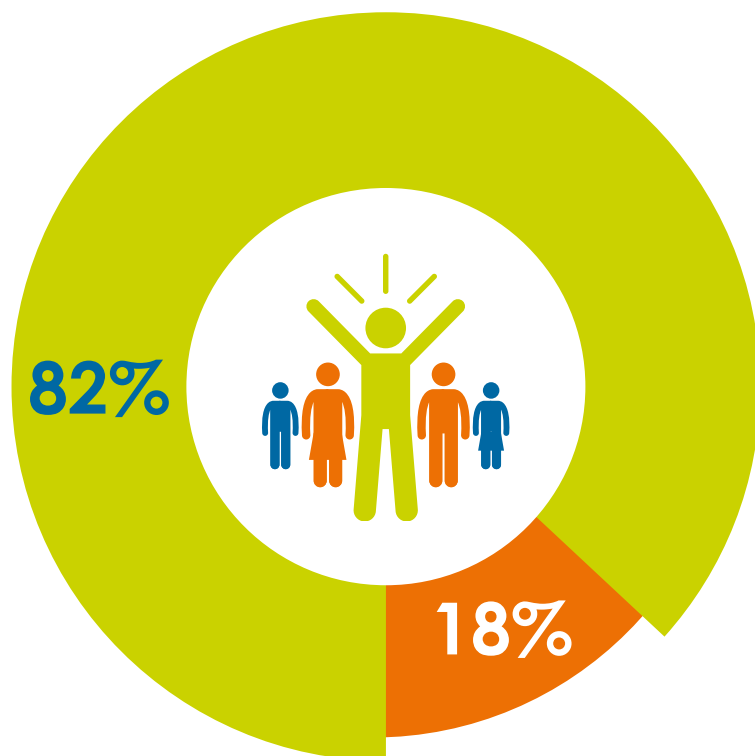
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Our Outcomes



Moved into the community
or closer to home



Moved to a higher
level of support



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82%

of the individuals discharged from our High Dependency Complex Care services in 2023 were able to **move closer to home or step down along their care pathway into the community**

* January 2023 - October 2023



Cygnet Bostall House, London

Bostall Heath, Knee Hill Road, Abbey Wood, London SE2 0AT

High Dependency Complex Care



18+ years



Male



6 beds



Cygnet Bostall House is a high dependency complex care service for men with a learning disability and associated complex needs. The team can also support those with additional mental health needs and behaviours that may challenge.

We want the men in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Cygnet Bostall House is a spacious detached property, surrounded by beautiful parks and gardens in the heart of Abbey Wood, London. Individuals have a choice of lounges and communal areas to relax in, an activities of daily living (ADL) kitchen, as well as the benefit of 2 large gardens. When an individual comes to Cygnet Bostall House, we find out how they would like to personalise their room and we support them to make it their own. We also like to find out what they like to do and what interests them. Service users are supported to plan menus, shop and prepare food to increase their daily living skills in readiness for moving on.

Locally there is a large and varied choice of community activities, including bowling, gyms, cafés and shops. For more variety in activities, central London is only half an hour away by train. Individuals are also supported to access education at local colleges and have paid or voluntary work placements to increase their independence.

Our community links:

- Danson Park
- Royal Museums Greenwich
- Bowling
- Gyms and cinemas
- Shopping centres
- Local learning disability social groups

Our facilities:

- En-suite bedrooms
- Choice of communal lounges and dining room
- Private garden
- Kitchen for learning life skills
- Activity room with pool table

Personal trainer visits the service weekly



Weekly cooking sessions



Support individuals to access colleges, including courses specifically for individuals with learning disabilities



"My son is fortunate to be cared for by such a caring and professional group of people."
Family member



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Cygnet Cedars, Birmingham

37 Broadway Avenue, Bordesley Green, Birmingham, West Midlands B9 5LY

Outstanding ★

High Dependency Complex Care



18+ years



Male



24 beds (22 + 2 step-down flats)



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

Cygnet Cedars is a 24-bed high dependency complex care service for men with learning disabilities, associated complex needs and who may have behaviours that challenge. We accept emergency referrals and the team are experienced in managing them quickly and efficiently to ensure the transition for each individual is as smooth as possible.

Within the hospital are two step-down single occupancy flats. With their own lounge, kitchen, en-suite bedroom and their own front door, allowing for further community integration and focus on daily living skills.

Cygnet Cedars is centrally located in Bordesley Green, just 3 miles away from Birmingham City Centre. With great transport links on the doorstep, the individuals have an extensive array of local amenities including leisure centre, gyms, shopping centres, workplace settings and colleges.

Our in-house multidisciplinary team (MDT) supports each individual to achieve their own goals. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models and positive behaviour support to assist individuals in working towards an empowered and positive future.

Our speech and language therapy approaches include a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs, alongside social skills.

The occupational therapy team promotes setting realistic goals. By using a person-centred and holistic approach, the team enable the individual to achieve things that are meaningful to them.

The therapy programme at Cygnet Cedars offers activities balancing self-care, productivity and leisure. These activities and functional tasks support positive mental health. The team support service users to identify routine, roles, interests and occupational demands.

Our facilities:

- En-suite bedrooms
- Spacious communal areas
- Interlinked gardens and a courtyard for sports
- Therapy kitchen and laundry service to support skills development
- Gym
- Barber
- IT café
- Games room
- Sensory Room
- Art & Craft room

2 single occupancy flats

to enable individuals to further develop their skills before stepping down into the community



★ ★ ★ ★ ★
Rated
'Outstanding' with
the CQC in all 5 KLOE's



Individuals supported to **gain independence** in their daily living skills



Our community links:

- Local leisure centres and gyms
- Birmingham adult education centres and colleges
- Bowling
- Shopping centres
- Pets as Therapy charity
- Birmingham City Football Club



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"Thank you so much for your dedication, support, compassion and keeping me safe and investing in me.

Thank you so much to the whole team and a big star to you all"

Family member





Cygnet Elms, Birmingham

162-164 Streetly Road, Birmingham, West Midlands B23 7BD

High Dependency Complex Care



18+ years



Female



10 beds

Outstanding ☆



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

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

At **Cygnet Elms** we want the women in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models and positive behaviour support in order to assist individuals in working towards an empowered and positive future.

The occupational therapy service aims to create a sensory modulated environment and one that is physically safe. It aims to maximise each individual's independence through the support and development of functional activities of daily living and life skills. In addition, it aims to support the staff, through ongoing staff training, modelling and working collaboratively within the wider team.

Our speech and language therapy approaches a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs alongside social skills. A range of individualised accessible information is provided where required to facilitate learning and aid understanding.

Our facilities:

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

★ ★ ★ ★ ★
Rated 'Outstanding' with the CQC in all 5 KLOE's

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



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



On-site beauty salon and gym



Our community links:

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

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Cygnet Hospital Colchester, Essex

Boxted Road, Colchester, Essex, East CO4 5HF

High Dependency Complex Care



18+ years



Male



9 beds + 1 bespoke apartment

Oak Court at Cygnet Hospital Colchester provides dedicated, person-centred support to men with a learning disability, associated complex needs and behaviours that challenge, who are at different stages of their care pathway.

We encourage the men in our care to make their own choices and live as independently as they are able to. To achieve this, we have developed our model of care in which the in-house multi-disciplinary team (MDT) adopt a values-based social model of disability with My Choice, My Voice, My Life sitting at the heart of the model.

The service has two areas that have been developed to support individuals with different levels of need:

- > Nine beds within Oak Court accommodate service users who are in crisis or those with high dependency needs within a safe environment. We work closely with the MDT to provide a care and treatment plan that enables the service user to move along their care pathway at their own pace.
- > A spacious one bed, single person bespoke apartment provides either a more independent living environment, or a low stimulus space for an individual.

Oak Court is located in the heart of the community in Colchester which is Britain's oldest recorded town. The individuals we support have access to a wide range of community facilities locally including, Colchester Zoo, Colchester Football Club, beautiful parks and excellent shopping and dining facilities.



Our facilities:

- > En-suite bedrooms
- > Extensive communal areas including lounge and dining room
- > Activities of daily living kitchen and laundry service
- > Quiet room
- > Sensory room
- > Large garden
- > Multi-faith room
- > Gym
- > Activity centre
- > IT room

Our community links:

- > Colchester football club
- > Colchester Zoo
- > Adult community college
- > Dedham boating lake for picnics and paddling
- > Cafés, shops and restaurants
- > Voluntary work placements
- > Colchester leisure world

Supporting service users to access local volunteering job opportunities and in-house therapeutic earnings

Supporting service users' sensory processing needs



Physical health is a high priority at Oak Court and our dedicated physical health nurse works closely with GP's, dentist's and other external agencies



"We are very grateful for all the support Oak Court staff have given to our son."
Family member



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Cygnet Hospital Taunton, Somerset

Orchard Portman, Somerset, South West TA3 7BQ

High Dependency Complex Care



18+ years



Male



9 beds

Redwood Ward at Cygnet Hospital Taunton is a 9 bed high dependency complex care service for men with learning disabilities and associated complex needs who may also have behaviours that challenge. Each individual in our care begins a personalised care pathway that helps them develop necessary skills to move towards a less restrictive setting in the community. We want the men in our care to make their own choices and live as independently as they are able to.

The service is set in 10 acres of land surrounded by farmland. This quiet and tranquil setting is perfect for service users to enjoy the countryside. With great transport links, the team encourage and support individuals to be part of the local community. Taunton town centre offers contrast to the quieter country life with market places, shopping malls and many other entertainment areas such as restaurants, theatres and cinemas.

On **Redwood Ward**, each individual has their own en-suite bedroom as well as communal spaces including lounge, dining room, conservatory and a therapy room. Externally there is a sensory garden, horticultural area where service users are learning how to grow their own herbs, as well as plenty of outdoor space for parties, sports and BBQs. Our comprehensive MDT includes a mix of learning disability nurses (RNLD) and general nurses (RGN) as well as occupational therapy, speech and language therapy and psychology, meaning we are able to accommodate service users who may have complex physical health needs and associated diagnoses.

In addition, we are able to work with individuals who may present with specific high risks through the use of evidence based risk assessments. The team supports individuals in behaviour management, emotional regulation and offence-related work.

Our facilities:

- En-suite bedrooms
- Spacious communal lounge
- Garden with outside seating including a horticultural area
- Dining room
- Therapy kitchen
- Conservatory
- Internal sensory garden



Person-centred meal planning
including shopping and cooking

MDT offer drop in sessions
on top of scheduled therapy



Supporting individuals to gain voluntary work in the community



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



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Cygnet Manor, Nottinghamshire

Central Drive, Shirebrook, Nottinghamshire, East Midlands NG20 8BA

High Dependency Complex Care



18+ years



Male



20 beds

Cygnet Manor supports 20 men with learning disabilities, associated complex needs and who may also have behaviours that challenge, in a homely and community facing environment.

When individuals come to **Cygnet Manor** they can often be mentally and emotionally unstable for various reasons. We believe that by creating a calm and inviting environment we can enhance a person's progress and self-esteem to help them on their care pathway towards a less restrictive setting.

Cygnet Manor is located in the heart of the community in Shirebrook, Nottinghamshire, just a short walk from an extensive array of local amenities including leisure centres, social clubs, shops, colleges and work placement settings.

We want the men in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy as well as art psychotherapy.

We work towards discharge from the point of admission ensuring we collaborate with each individual to create their own pathway to the community and more independent living.

Within the service there are a number of good sized living areas, including lounges, dining areas and activities of daily living (ADL) kitchen, where individuals can develop their skills, as well plenty of outdoor space to enjoy.

Our community links:

- > Cycling at Rother Valley
- > Links with the local football club
- > Willow tree farm
- > Dove Dance
- > West Notts college
- > Local cafés and shops
- > Bowling, cinemas, snooker club and leisure centres

On-site garden and vegetable patch with gardening opportunities



Rated 'Good' overall with the CQC



Accessible service user led care plans including audio



Decision box to enable service users to make collaborative decisions about the environment

Weekly 'Well Person's Clinic' and physical education sessions



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Our facilities:

- > En-suite bedrooms
- > Spacious communal areas
- > Garden with outside seating, a basketball court and facilities to enable individuals to grow their own fruit and vegetables
- > Lounge and dining room
- > Café with pool table
- > Therapy kitchen and laundry service to support skills development
- > Multiple therapy spaces including an art room and a quiet therapy room





Cygnet Sherwood Lodge, Nottinghamshire

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

Outstanding ☆

High Dependency Complex Care



18+ years



Male



26 beds in 2 wards

At Cygnet Sherwood Lodge, we support up to 26 men with learning disabilities and associated complex needs who may also have behaviours that challenge.

Cygnet Sherwood Lodge is split into 2 wards, there are 17 beds on the main ward and a further 9 step-down beds where there is an increased focus on daily living skills, enabling individuals to test out their independent living skills before further community integration.

The service is located in the heart of the community just a short distance from an extensive array of local amenities including leisure centres, social clubs, shops and restaurants.

We want the men in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Our psychology approach aims to replace maladaptive behaviours with positive social interaction. As part of our preparation for core and advanced daily living skills, our occupational therapy led programmes facilitate education, vocational skills and social integration. Our speech and language therapy approaches include PECS communication systems to facilitate learning and general communication skills.

Within the service there are a number of good sized living areas, including lounges, dining areas and activities of daily living (ADL) kitchen, where individuals can develop their skills, as well plenty of outdoor space to enjoy. The hospital also has four two-bedded residential units, **Adele Cottage** and **4, 5, 7 The Sycamores**, allowing for further community integration and focus on daily living skills.

Education and music tutors attend the service weekly



Our facilities:

- > En-suite bedrooms
- > Garden with outside seating, facilities to grow fruit and vegetables, forestry school and sensory garden
- > Café with pool table
- > Lounges and dining room
- > Computer room
- > Therapy kitchen and laundry service to support skills development
- > Art and craft room
- > Multi-faith room
- > Gym
- > Games room
- > Family room

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 horseriding (Bolsover)
- > Bike riding, walks and picnics at Sherwood Pines
- > Vocational links: PAVES, grass roots, Willow Tree Farm, Bumbles Café
- > Craft/woodwork sessions
- > Local church
- > Allotment
- > Leisure Centres



On-site forestry school

– individuals learn about bushcraft, survival skills, how to make campfires and bird feeders and more



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Cygnet Views, Derbyshire

22 Wellington Street, Matlock, Derbyshire, East Midlands DE4 3JP

High Dependency Complex Care



18+ years



Female



10 beds

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

At **Cygnet Views**, we encourage the women in our care to make their own choices and live as independently as they are able to. To achieve this, we have developed our model of care in which the in-house multi-disciplinary team (MDT) adopt a values based social model of disability with My Choice, My Voice, My Life sitting at the heart of the model.

The service, which is set over three floors, is situated in the leafy suburb of Matlock with fantastic views of the 19th century landmark, Riber Castle. With great transport links, the team encourage and support the women to be part of the local community. Each individual in our care begins a personalised care pathway that helps them develop necessary skills move towards a less restrictive setting in the community.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models and positive behaviour support in order to assist individuals in working towards an empowered and positive future.

The occupational therapy service aims to create a sensory modulated environment and one that is physically safe. It aims to maximise each individual's independence through the support and development of functional activities of daily living and life skills. In addition, it aims to support the staff, through ongoing staff training, modelling and working collaboratively within the wider team.

Our speech and language therapy approach is a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs alongside social skills. A range of individualised accessible information is provided where required to facilitate learning and aid understanding.

Our facilities:

- > En-suite bedrooms
- > Spacious communal lounge
- > Garden with outside seating including a secret garden and a sensory garden
- > Beauty salon
- > Computer room
- > Multi-faith room
- > Dining room
- > Therapy kitchen and laundry service to support skills development

Staff run a **healthy eating group** each week



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



Supporting individuals to attend local colleges and gyms



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Cygnet Cedars, Birmingham

Cygnet Elms, Birmingham

Cygnet Hospital Colchester, Essex

Cygnet Hospital Taunton, Somerset

Cygnet Manor, Nottinghamshire

Cygnet Sherwood Lodge, Nottinghamshire

Cygnet Views, Derbyshire

Cygnet Wallace Hospital, Tayside

Community Rehabilitation

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Our community links:

- > Chesterfield and Matlock local shopping centres
- > Matlock local art college
- > Matlock local garden centres/coffee shops
- > The ARC Leisure Centre (swimming and gym sessions)
- > Matlock Library
- > Good transport links
- > Matlock Park Farm
- > Whitworth Hall Park and Matlock Park (walking groups)
- > Cinema and bowling in Chesterfield
- > Twycross Zoo



Cygnet Wallace Hospital, Dundee

119 Americanmuir Road, Dundee, Scotland DD3 9AG

High Dependency Complex Care



18+ years



Mixed
Gender



10 beds

Situated in a residential area of Dundee, Cygnet Wallace Hospital provides assessment and treatment for up to ten adults with learning disabilities, with or without autism disorder, as well as complex needs and behaviours. The team can also support those who have additional mental or physical health needs, as well as those who have been detained under the Mental Health (Care and Treatment) (Scotland) Act. We accept emergency referrals and the team are experienced in managing them quickly and efficiently to ensure transition for service users is as smooth as possible.

The team at **Cygnet Wallace Hospital** work towards discharge from the point of admission, ensuring they work with service users to create their own pathway to the community and more independent living. The integrated care pathways ensure each individual is supported to reach their full potential.

Cygnet Wallace Hospital is a detached purposebuilt building, which enables service users to receive bespoke, person-centred support to move through a full recovery pathway. The service is split into multiple areas supporting individuals with different levels of need. This creates a care pathway within Cygnet Wallace Hospital from more acute intensive support towards residential based support, and finally transitional studio flats to prepare individuals for moving on. There are a number of good sized living areas, including lounges, dining areas and life skills kitchens, where individuals can develop their skills, as well as a garden to enjoy outdoor activities.

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

Our facilities:

- > En-suite bedrooms, which individuals are supported to personalise
- > Choice of living and dining areas
- > Garden
- > Therapy kitchen and laundry service to support skills development

Our community links:

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

Breakfast
club
ran by
service user



Personalised
swimming
lessons
for service users



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How to Make a Referral





4, 5, 7 The Sycamores, Derbyshire

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

Community Rehabilitation



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



Assistant psychologist

available 2 days a week



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

Gledholt, West Yorkshire

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Adele Cottages, Nottinghamshire

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

Community Rehabilitation



18+ years



Male



2 beds

Adele 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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Gledholt, West Yorkshire

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

Community Rehabilitation



18+ years



Mixed Gender



9 beds in 2 self-contained living units

Gledholt 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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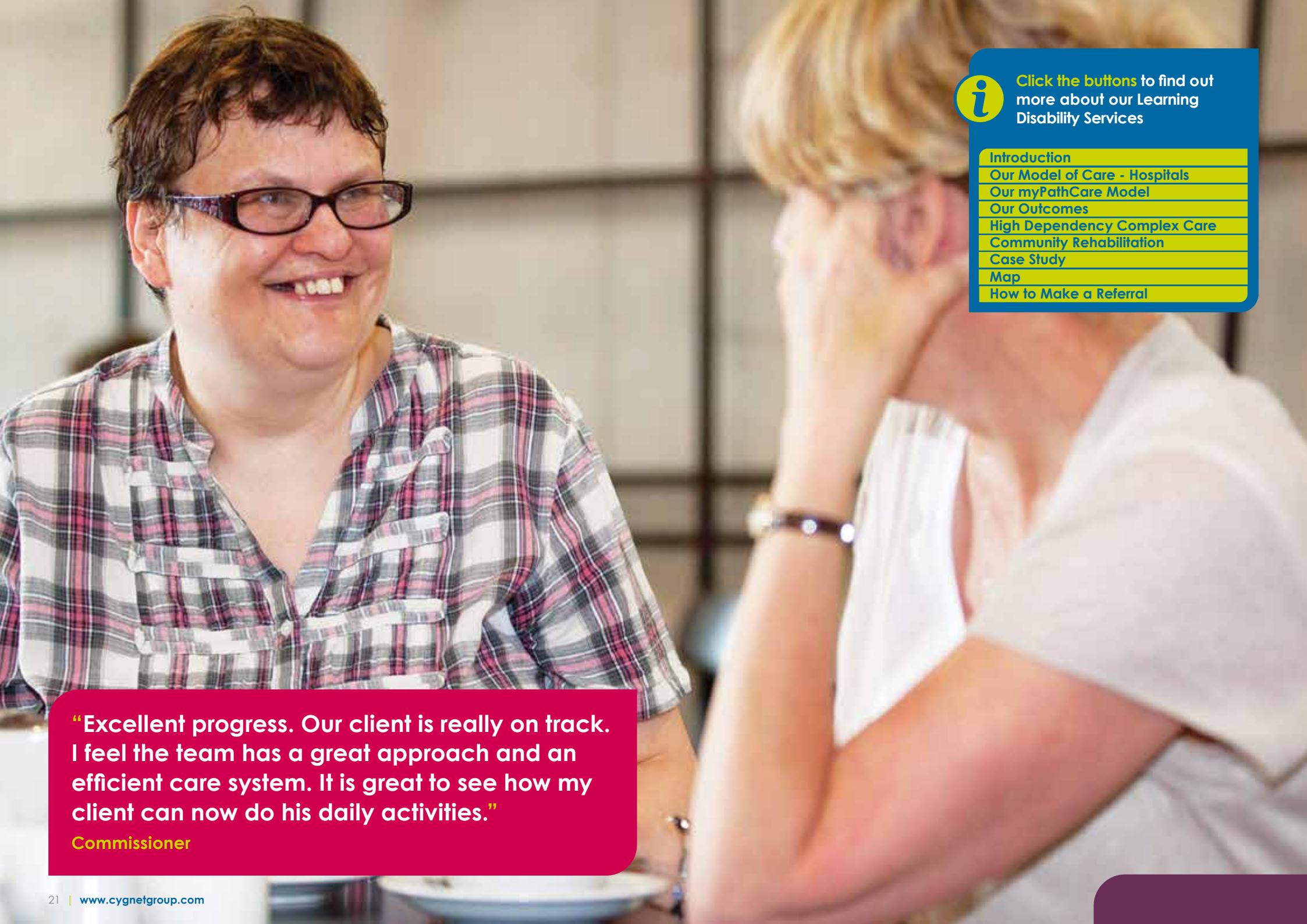
[Gledholt, West Yorkshire](#)

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“Excellent progress. Our client is really on track. I feel the team has a great approach and an efficient care system. It is great to see how my client can now do his daily activities.”

Commissioner



Robert's* Journey

Cygnets Bostall House, London

High dependency complex care service for men with learning disabilities



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Robert's history

Robert is a young man with diagnoses of autism spectrum disorder and mild learning disability. He has spent much of his life in services after his first admission in childhood.

Robert was frequently admitted to hospital or transferred to Psychiatric Intensive Care Units (PICU) wards in the context of psychotic symptoms, in the background of limited insight. He had often presented as agitated, aggressive, paranoid, and neglected his self-care. He disengaged from mental health services when he was in the community and missed appointments with the mental health team.

When Robert came to us

Robert joined us from a large inpatient hospital where he had frequent incidents of violence and aggression and had assaulted a member of staff. Cygnets Bostall House is a small community-facing service with an environment that better suited Robert's needs.



On admission, Robert continued to have aggressive outbursts when he was experiencing anxiety. He found communicating his emotions and needs very difficult and would prefer not to engage in an activity that he wasn't sure he could complete. Due to some of these difficulties and anxieties, Robert wasn't utilising community leave or engaging with his activity timetable.

Robert's care

The team at Cygnets Bostall House identified that a key goal would be to work with Robert to support him to express his emotions and have the tools to better manage them. The speech and language therapist (SLT) introduced Robert to a visual tool that associated emotions with colours but adapted this in collaboration with him to use visual prompts that would make sense and feel personal to him.

The first step was using the tool to identify emotions in others, then within himself and in different scenarios. The team used a role-play type game to 'guess the emotion' which made it a fun experience for Robert. Once his understanding had developed they worked with him to come up with ideas on how he could self-regulate or ask for help.

It took several months for Robert to develop a comprehensive understanding of the tool, but in time he was using it for himself without prompts and using it to open up to staff about how he was feeling.

In his one-to-one SLT sessions, Robert was reassured that there was no such thing as a 'bad' emotion. It was explained to him that everyone feels sad or angry or stressed at times and that we can all help each other, this further eased his anxiety. The tool was then generalised to his ward activities. Staff encouraged him to utilise the coping mechanisms that helped him feel calm – walking around the garden for example.

As the tool had boosted Robert's confidence, he was also making progress in sticking to his therapeutic timetable and at times when he would previously have withdrawn from a task, he began to tell staff how he was feeling and they could work together to see if there was a solution.

The occupational therapy team were able to support Robert to utilise his community leave, and in time, unescorted leave. He often heads to the local shops to purchase ingredients which he then takes home to prepare his own meals. Robert also engages in group activities and likes to play pool.



Robert today

Robert now has a good relationship with the team and loves to chat. He can identify his own goals and targets and works with staff to plan the steps needed to achieve them. They are currently working on improving his short-term memory. The team at Cygnets Bostall House are extremely proud of Robert and hope to support him to move on to live more independently in the near future.

*Name has been changed to protect his identity

Map | Our specialist services by region

High Dependency Complex Care

- 1 **Cygnat Bostall House**
Bostall Heath, Knee Hill Road,
Abbey Wood, London SE2 0AT
T: 020 8319 7954
- 2 **Cygnat Cedars**
37 Broadway Avenue,
Bordesley Green, Birmingham,
West Midlands B9 5LY
T: 0121 771 1216
- 3 **Cygnat Elms**
162-164 Streetly Road,
Birmingham, West Midlands
B23 7BD
T: 0121 274 0302
- 4 **Cygnat Hospital Colchester**
Boxted Road, Mile End,
Essex, East CO4 5HF
T: 01206 848000
- 5 **Cygnat Hospital Taunton**
Orchard Portman, Somerset,
South West TA3 7BQ
T: 01823 336 457
- 6 **Cygnat Manor**
Central Drive, Shirebrook,
Nottinghamshire, East
Midlands NG20 8BA
T: 01623 741 730
- 7 **Cygnat Sherwood Lodge**
Rufford Colliery Lane, Mansfield,
Nottinghamshire, East Midlands
NG21 0HR
T: 01623 499 980
- 8 **Cygnat Views**
22 Wellington Street, Matlock,
Derbyshire, East Midlands
DE4 3JP
T: 01629 831 004
- 9 **Cygnat Wallace Hospital**
119 Americanmuir Road,
Dundee, Scotland DD3 9AG
T: 01382 819 910

Community Rehabilitation

- 10 **4, 5, 7 The Sycamores**
4, 5, 7 The Sycamores,
South Normanton, Derbyshire,
East Midlands DE55 3BJ
T: 01733 811622
- 11 **Adele Cottages**
Rufford Colliery Lane, Rainworth,
Nottinghamshire, East Midlands
NG21 0HR
T: 01623 499980
- 12 **Gledholt**
32 Greenhead Road,
Huddersfield, Yorkshire &
Humber HD1 4EZ
T: 01484 507810



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How to Make a Referral



We are able to take referrals 7 days a week.

To make a referral please;

Call:
0808 164 4450

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

Crisis referral steps:

- 1 Referral made directly to Cygnet service or to Cygnet referral team via **0808 164 4450/chcl.referrals@nhs.net**
- 2 Feedback provided on whether our service can meet the service user's needs on same day receipt of full clinical information
- 3 Admission agreed and arranged with referring team following confirmation of funding*

*Admissions are accepted Monday to Friday within the hours of 8am - 5pm.

Planned admissions referral steps:

- 1 Referral made to Cygnet referrals team via **0808 164 4450 /chcl.referrals@nhs.net** or via your regional Business Relationship Manager
- 2 Assessment arranged and undertaken via our assessment team
- 3 Feedback provided on whether our service can meet the individual needs
- 4 Assessment pack formulated including care plans and funding information
- 5 Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement



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

 **0207 123 5706**

www.cygnetgroup.com

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Integrity

Trust

Empower

Respect

Care