

Improving lives together

# Specialist residential service for adults with learning disabilities and complex needs

Redlands, Darlington

Good

Now taking referrals



Based in Darlington, County Durham, Redlands supports individuals with learning disabilities, complex needs and can also support those with associated mental or physical health 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.



Mixed gender



5 beds



18+ years

## 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



## Our service at a glance

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. Externally there is an established secure sensory 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 placements. The residents are encouraged to be involved within 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.



Rated 'Good' by the CQC

Resident's meetings take place monthly

Regular in-house themed events and parties

Supporting individuals to visit families and loved ones

Supporting residents on person-centred holidays and day trips

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

Independent advocate attends the service regularly

Easy read and other accessible information available to residents

Consistently 100% of residents achieve over 25 hours of activities each week

Allotment and sensory garden for residents to use

"The staff team are so knowledgeable about the residents and the service is a very homely environment".  
External Professional

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

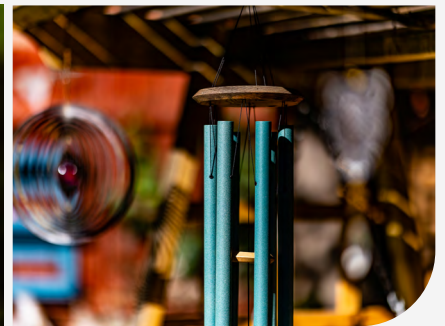
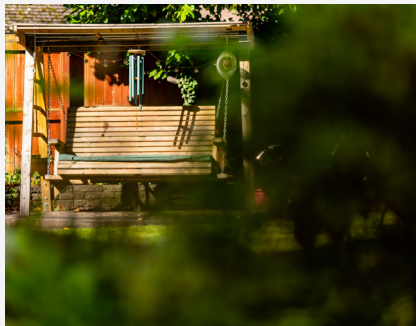
A homely environment with 24 hours support

**Our community links:**

- > Shops
- > Cafés and restaurants
- > Leisure centres
- > Social clubs
- > Shops
- > Community MDT
- > Alzheimer's Society
- > Dementia Friends

**Our facilities:**

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



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

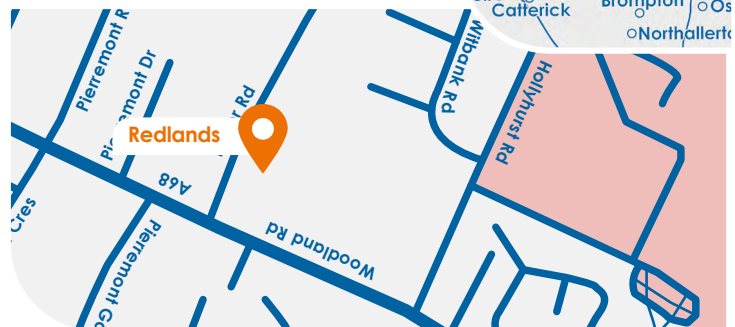
**Our referral process:**

- 1 Referral made to Cygnet referrals team via 0808 164 4450/[chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)
- 2 Assessment arranged and undertaken via our management team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans and funding information
- 5 Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement

## Where are we?

**Redlands**  
122 Woodlands Road, Darlington, Co Durham DL3 9LP

**Phone number**  
01325 243788



CYG-1096 | Date of Preparation: 16/02/24

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