



Improving lives together

Supported Living Services

**Community support
for individuals with:**

- Learning disabilities
- Autism
- Mental health needs
- Behaviours that may challenge

Welcome

Cygnnet 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 care team

of 2945 employees empower 694 individuals across 67 residential, supported living and day services to consistently make a positive difference to their lives.



Cygnnet Social Care is part of the Cygnnet Group

which also provides healthcare services for young people and adults in England, Scotland and Wales.



Click the buttons to find out more about our Supported Living Services

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myPath Care Model

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Case Study

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How to Make a Referral



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Male & Female



18+ Years

Introduction

Our priority is to ensure that the individuals we support 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 and enable each individual to successfully live in a community-based service that is suitable for their needs.

Our services have considerable experience and expertise in supporting individuals with learning disabilities, autism and mental health needs, who may have behaviours that challenge to develop independent skills and to live an active and happy life.

The support we provide in our services is person-centred and tailored depending upon the individual's needs.

Our resident profile:

- > Age Range: 18+ years
- > Gender: Male & Female
- > Mental Health Act Status: Informal
- > A primary diagnosis of:
 - Learning disabilities
 - Autism
- > May have associated mental health needs
- > May have a history of repeated hospital admissions
- > May present with behaviours that challenge
- > May present with communication challenges

Our Person-centred Approach

Within our supported living services we provide a completely person-centred approach. We ensure that we put the individual at the centre of everything we do.

Our teams customise the support to each individual depending on their needs, including the focus on identity, citizenship and inclusivity.

Our teams work with each individual to help them achieve the following REACH standards

- 1 I choose who I live with
- 2 I choose where I live
- 3 I have my own home (with a tenancy or ownership)
- 4 I choose who supports me and how I am supported
- 5 I choose my friends and my relationships
- 6 I get help to make changes in my life
- 7 I choose how to be healthy and safe
- 8 I choose how I am part of the community
- 9 I have the same rights and responsibilities as other citizens



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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 and autism spectrum disorder.

myPath is an overarching care model that serves to monitor individual's 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.

myPath



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Our Approach to Supported Living

Supported 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.

Cygnets Social Care are experienced in supporting individuals who may lack capacity to choose where they live, we work 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.



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How we support individuals

- > Working with individuals 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 Locations:

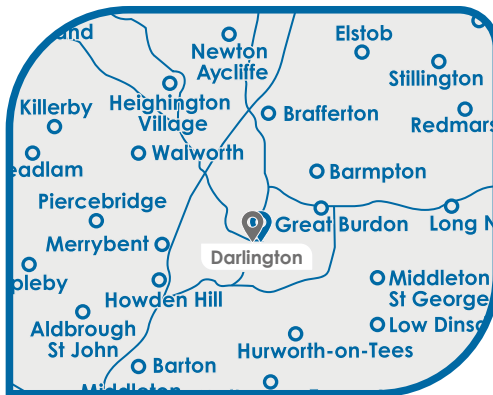


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North East Supported Living



- 📍 **Darlington** - 4 bed bungalow
- 📍 **Registered address:**
118 Woodland Road, Darlington,
Co Durham, North East DL3 9AG
T: 01325 638722

North West Supported Living



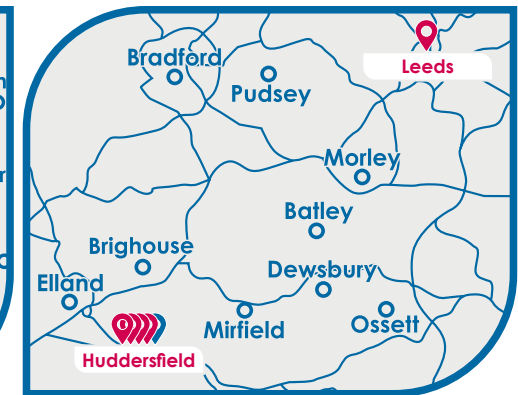
- 📍 **Macclesfield** - 9 single occupancy apartments
- 📍 **Preston** - 1 bed single occupancy house
- 📍 **Warrington** - 1 bed single occupancy house
- 📍 **Wigan** - 2 bed dual occupancy house
- 📍 **Wigan** - 1 bed dual occupancy house
- 📍 **Registered address:**
London Road, Oak Grove,
Macclesfield, North West SK11 0JG
T: 01625 919994

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 tenancies in 3 living units
- 📍 **Huddersfield** - 6 tenancies in 2 living units
- 📍 **Huddersfield** - 3 tenancies in 1 living unit
- 📍 **Leeds** - 18 tenancies in 18 living units
- 📍 **Registered address:**
Oxley Woodhouse, Woodhouse Hill,
Huddersfield, West Yorkshire HD2 1DH
T: 01484 427580

Benjamin's* Journey

North West Supported Living

Supported living for adults with learning disabilities, autism, mental health needs and behaviours that may challenge



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Benjamin's history

Benjamin is a young man in his 30s with a diagnosis of mild learning disabilities, attention deficit hyperactivity disorder (ADHD) and substance misuse. Benjamin lived a troublesome childhood, changing schools regularly due to his complex needs and challenging behaviours. By the time Benjamin was in his early teens he dropped out of the school system.

Throughout his adolescence and 20s, Benjamin's life became more chaotic and he developed an addiction to illegal substances, this made him more vulnerable and put his life at risk. He was in and out of prison on multiple occasions and found himself homeless. As a result of his behaviours, his family kept their distance and he was on his own.

In early 2020 Benjamin, who was living in a homeless unit, was referred to Cygnet Cedars, where he was sectioned under the mental health act. Cygnet Cedars is a high dependency complex care service for men with learning disabilities, associated complex needs and who may have behaviours that challenge. Throughout the 18 months Benjamin was at Cygnet Cedars he received care and treatment from the multi-disciplinary team, he was able to withdraw from drug use, he stopped offending and it was here that he received his diagnosis of ADHD.

Benjamin built up a relationship with the staff and his peers at Cygnet Cedars and could see the change in himself so worked with the team to begin the journey to learning how to live independently again.

When Benjamin came to us

Benjamin initially came to North West Supported Living on a Section 17 leave from Cygnet Cedars, it was only for a short period of time before he was moved onto a community DoLs (Deprivation of Liberty safeguards), which was less restrictive.

At first, he was very excited about moving into his own place, however, there was also some anxiety about being back in the community and the prospect of relapse in either his drug use or criminal behaviour.

Benjamin seemed to struggle when he arrived at North West Supported Living with having 1-1 staff due to his supervision requirements, he also took a long time to get to know and trust people.

After years of crime, substance misuse, homelessness, prison and hospital, Benjamin struggled to know who he was anymore.

Benjamin's care

The team at North West Supported Living needed to gain Benjamin's trust, so they ensured that they provided him consistency with his staff team. They got to know him, worked with him on his positive behaviour support plan and became aware and mindful of his triggers. If there were any new members of the team introduced they were given specific training to ensure they knew as much about Benjamin as possible before they started working with him.

Once the team gained his trust, they soon started to see that he was very friendly and wanted to befriend everyone.

Whilst the team were happy that he was starting to come out of his shell, they knew that they needed to work on boundaries with him. It is not always appropriate to greet everyone like they are a close friend or family member.

Upon arrival in his new flat, Benjamin became quite disheartened by the fact that in his mind, his home still resembled a hospital, with plain white and magnolia walls. The team did some research with him to find out what styles and colours he liked. They then supported him to find paint, wallpaper and furnishings that he liked to decorate his flat. Benjamin loved the whole process of putting his own stamp on it and making it his own.

Benjamin and the team spoke in depth about his future plans and what he wanted to achieve. They helped him enrol at a local college where he completed a bricklaying course and Maths and English. He found a volunteer role working at a local hospice in their garden. This means a lot to Benjamin as eventually, he wants to find a job where he is working to help others, like a support worker.

Benjamin today

Benjamin now has a great outlook on life, he is comfortable being out in the community alone, and he has had no instances of offending or any substance misuse.

After completing his bricklaying course at college he now wants to further that skill so is currently waiting to hear about a local construction work course he can enrol on.

Benjamin's relationship with his family has improved beyond belief. His younger brother now looks up to him as a role model and visits often.

The future is looking very bright for Benjamin and the team is looking forward to supporting him to achieve his goals and dreams.

In Benjamin's own words

"I've really turned a corner. I finally feel safe again. I can go out the front door and not worry about the harm which might come to me. The staff are amazing, they are all there to help you. I don't trust people easily but I trust all of them here. It's just a lovely, nice place. We have all got different needs here but the staff know how to handle all of us.

"I feel I am getting all my confidence back and I have a smile back on my face. I wouldn't be like this now without the staff here.

"A big goal for me was to get my family back. I've done that and I've regained their trust. I've got everyone behind me now.

"I didn't want a life where I was constantly looking over my shoulder or the police were knocking at the door. I wanted a life I could feel hopeful about. I've made it, I got through the worst and I feel proud of myself. That is a gift the team at Cygnet have given me."

Map

North East Supported Living

Registered address:
118 Woodland Road, Darlington,
Co Durham, North East DL3 9AG
T: 01325 638722

Location:
Darlington

North West Supported Living

Registered address:
London Road, Oak Grove,
Macclesfield, Cheshire,
North West SK11 0JG
T: 01625 919994

Multiple locations:
Macclesfield, Preston,
Warrington & Wigan

Staffordshire Supported Living

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

Multiple locations:
Birmingham & Wolverhampton

Yorkshire Supported Living

Registered address:
Oxley Woodhouse, Woodhouse Hill,
Huddersfield, West Yorkshire HD2 1DH
T: 01484 427580

Multiple locations:
Huddersfield & Leeds



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Our planned admissions referral steps



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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'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



 **Cygnet Social Care**
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Westminster, London
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 **0207 123 5706**

www.cygnetgroup.com

Follow us on social media:



CYG-515 | Date of Preparation: 05/02/24

Integrity

Trust

Empower

Respect

Care