

Improving lives together

Neuropsychiatric Services

- Neuropsychiatric Rehabilitation
- Neurodegenerative Services
- Residential Services



Welcome

Cygnnet 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 health care team of 7740 employees empower 2000 individuals across 83 services to consistently make a positive difference to their lives.



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



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Introduction

Cygnat Health Care offers a range of neurological services for individuals with acquired brain injuries and neurodegenerative disorders. Our person-centred and flexible model aims to reduce risk, maximise independence, improve quality of life and where possible, help those affected to fully recover.

Our programmes are delivered through our pioneering myPath model, which is adapted to treat individuals service users with neuropsychiatric conditions including acquired brain injuries and neurodegenerative disorders. We place a strong emphasis on service user outcomes, which are measured via our comprehensive range of outcome tools.

Our models allow us to define step-by-step objectives that cover all areas of an individual's psychological and behavioural rehabilitation. The key areas of our care models are: Assessment, Treatment and Intervention, Consolidation and Discharge.

Our dedicated clinical teams provide interdisciplinary input including occupational therapy, psychiatry, psychology, physiotherapy, and speech and language therapy.

We never underestimate the importance of family involvement in the care of our service users. Families provide valuable insight into an individual's character, choices and ambitions. Where appropriate, our interdisciplinary team will work closely with relatives in order to help their loved ones make a positive difference within their lives. In addition, we recognise that no family is ever prepared and ready to deal with the results of brain injury. Depending on need, our interdisciplinary team may offer psychoeducation and guidance to families in order to understand the condition, behavioural disturbances and come to terms with personality change. As part of our guidance, families may be taught rehabilitation techniques, which will help them to support and care for their loved ones.

Our service user profile:

- Affected by a neurological condition where challenging behaviour is the leading impairment
- May have a forensic history
- May have complex physical health needs
- With a diagnosis of:
 - Established or suspected Acquired Brain Injury including those sustained through trauma, anoxia, stroke, tumour, virus or infection
 - Established or suspected neurodegenerative condition including Huntington's Disease
 - Specialist Dementia e.g. Pick's Disease, Frontotemporal Dementia
 - Korsakoff's Syndrome or other substance abuse related brain injury
- Presenting symptoms may include:
 - Dysphasia or other communication problems
 - Dysphagia with or without the requirement of PEG support/modified diets
 - Moderate to severe cognitive impairment
 - Respiratory difficulty requiring support of BiPAP (Bi-level Positive Airway Pressure) or CPAP (Continuous Positive Airway Pressure)
 - Mobility impairments
- Presenting comorbidities may include:
 - Psychiatric disorders including psychoses
 - Complex epilepsy
 - Post-ictal psychosis
 - Organic personality disorder



18+ years



Male / Female



Legal Framework Status:
Detained Informal
Community Treatment
Orders DoLS/LPS



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Our services at a glance:

- High staffing ratios
- 1:1 weekly therapy
- Treatment for co-morbid psychiatric conditions
- Risk assessment and management
- Occupational therapy
- Physiotherapy
- Cognitive rehabilitation
- Mobility programmes
- Reacquisition of coordination skills
- Daily living skills
- Speech and language therapy
- Techniques to enhance executive function
- Overview and stabilisation of medication with monitoring of side effects
- Assessment and management of physical health issues
- Can offer a 3-6 month assessment package if required
- Specialist transition pathways
- Community reintegration assessment

Our interdisciplinary teams:

- Neuropsychiatrist/Psychiatrist
- Neuropsychologist/Psychologist
- Occupational therapy
- Physiotherapy
- Speech and language therapy
- Nurses across RMN/RGN/RNLD disciplines
- Support workers

Our outcome measurement tools:

Our comprehensive range of outcome tools and measures evaluate progress to ensure a holistic view of recovery. These include:

Cognitive assessments:

- Test of Premorbid Functioning (TOPF)
- Wechsler Adult Intelligence Scale IV (WAIS IV),
- Addenbrooke's Cognitive Examination III (ACE-III)
- Effort testing
- Repeatable Battery for the assessment of Neuropsychological Status (RBANS)
- Wechsler Memory Scale IV (WMS IV)
- Rivermead Behavioural Memory Test (RBMT)
- Visual Object Space Perception Battery (VOSP)
- Delis-Kaplan Executive Function System (D-KEFS)
- Behavioural Assessment of Dysexecutive Syndrome (BADS)
- Aphasia Screening Test, Mt Wilga High Level Language Test
- Pyramids and Palm Trees
- Clinical Evaluation of Language Fundamentals (CELF)

Functional assessments:

- Functional Independence Measure / Functional Assessment Measure (FIM-FAM)
- Global Assessment of Progress (GAP)
- Daily Living Skills (DLSOS)
- Dysphagia assessment
- Dysarthria assessment
- Robertson Dysarthria Profile
- Communication Checklist Adult (CC-A)
- ADL Scale



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Our myPath Care Model

myPath is at the heart of our services. It offers the men and women in our care a range of outcome measures. These are integrated in care plans and are subsequently reviewed regularly by the members of the interdisciplinary team.

By using the model we can define and set step-by-step objectives that cross all areas of an individual's psychological and neurological rehabilitation development.



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Discharge Destinations



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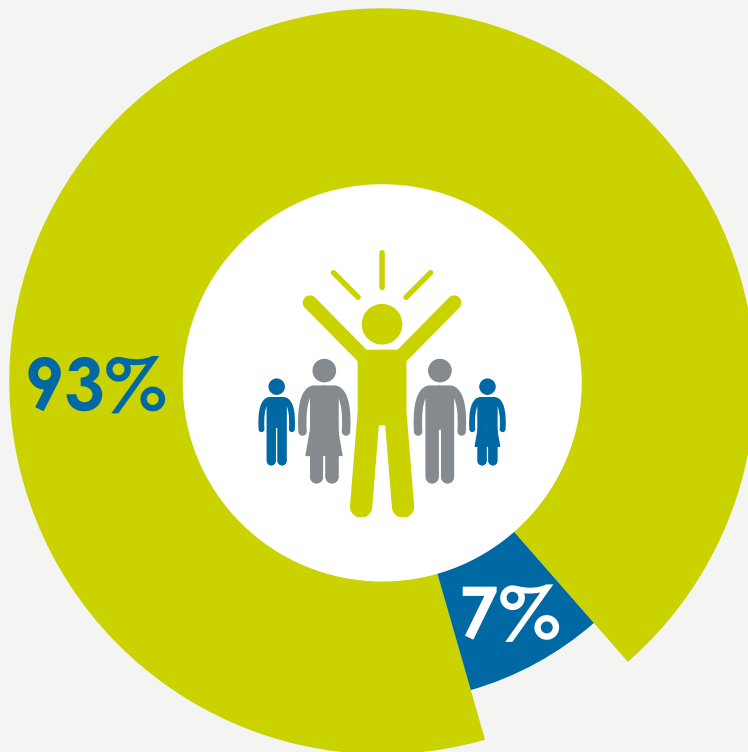
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Moved into a similar or lower level service, or closer to home



Moved to a higher level of support

93%

of the individuals discharged from our Neuropsychiatric inpatient services in 2023 were able to move closer to home or step down along their pathway into the community*

*Data from a 12 month period up to December 2023

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 Neuropsychiatric Services**.

The Model of Care explains what we do as an organisation **to support individuals with acquired brain injuries and neurodegenerative disorders**.



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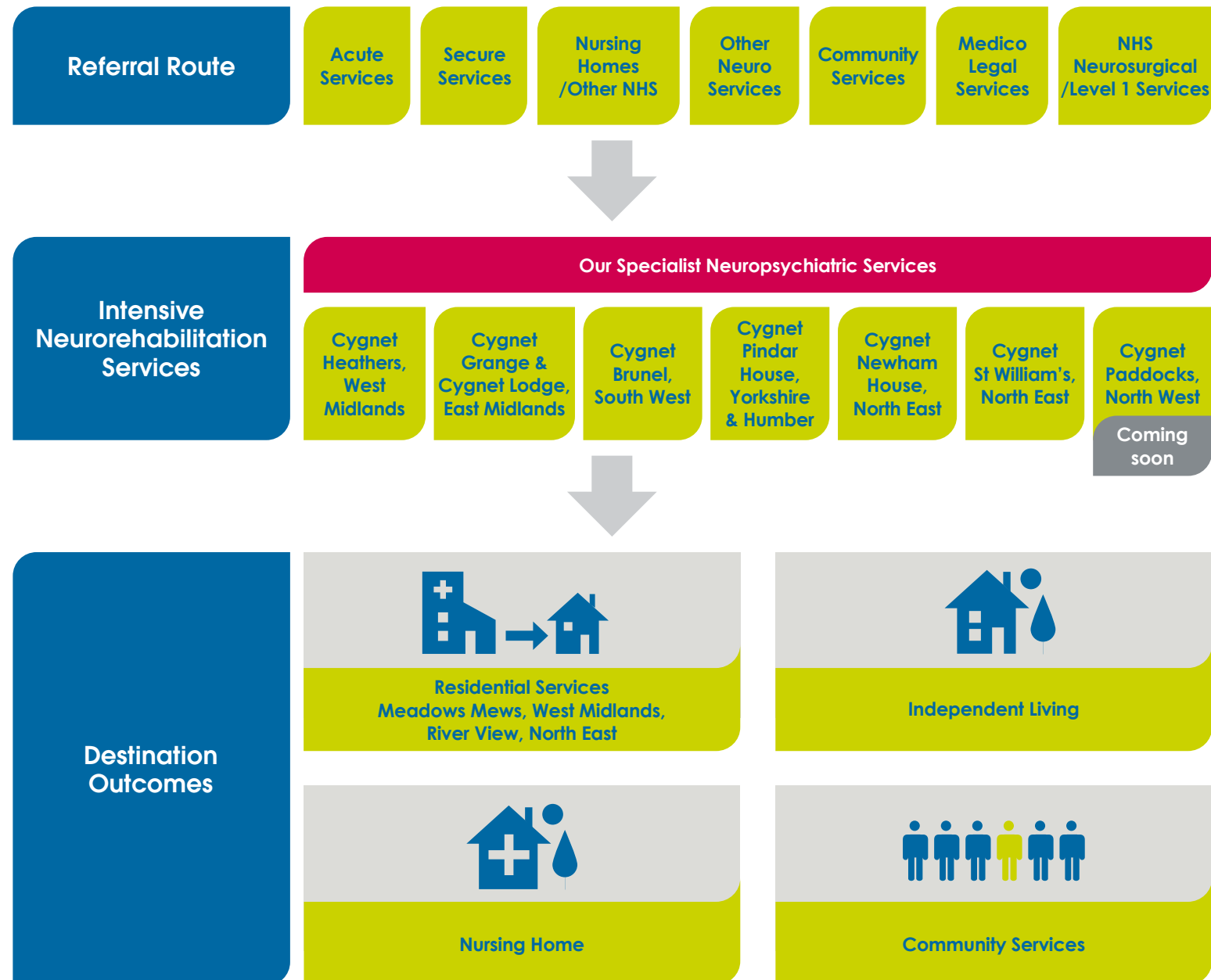
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Our service user pathways



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Cygnet Brunel, Bristol

Crow Lane, Henbury, Bristol, South West BS10 7DP

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



32 beds across 4 wards



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

Cygnet Brunel in Bristol is a 32 bed facility offering an extensive Neuropsychiatric treatment, care and rehabilitation pathway. The service is unique in its ability to provide a dedicated pathway to meet the complex needs of service users within their care. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The individually designed units facilitate a clear and distinctive care and treatment pathway for those affected by an Acquired Brain Injury (ABI) or Traumatic Brain Injury (TBI); where behaviours that challenge are the overarching impairment to recovery and rehabilitation.

Our rehabilitative pathway is lead by an all-encompassing in-house clinical and medical team - ensuring person-centred outcomes are maximised through interdisciplinary working which places the individual at the heart of their discharge planning.



Our Services:

Ketch creates a goal focused Neuropsychiatric rehabilitation pathway. The therapeutic rich environment engages service users and offers them the opportunity to maximise their independence, providing post-acute specialist rehabilitation beds for NHS England.

Clipper offers a safe and therapeutic setting for those affected by an acquired brain injury whose nursing and care dependency requires more input from our nursing team. This may mean that service users have a PEG or RIG, catheter or complex physical health support requirements. Those service users affected by neurodegenerative conditions who require maintenance therapy and positive behavioural support to help maintain function and manage disease progression are also supported on this ward. Quality of life is key to the ward's ethos.

Pilot supports individuals with a co-morbid diagnosis of ABI and Organic Behaviour Disorder. Bespoke treatment pathways help to manage impairments generated by both ABI and Mental Health conditions, ensuring symptom regulation is maintained for optimum recovery and quality of life.

Yawl offers a slower stream Neuropsychiatric Rehabilitation pathway for men affected by an ABI. The ward offers service users an opportunity to maximise their skills through a slower stream approach enabling them to transfer their skills into the community and day to day living prior to their successful discharge.

Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Two spacious gardens
- > Living room
- > Atrium with fish tank and dining facilities
- > Sensory room
- > Gym
- > Bright Minds Development Centre

We can accommodate men with complex physical health needs



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Cygnet Grange, Nottinghamshire

39-41 Mason Street, Sutton-in-Ashfield, Nottinghamshire, East Midlands NG17 4HQ

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



8 beds

Cygnet Grange is an 8 bed Neuropsychiatric rehabilitation, care and treatment facility for those affected by acquired brain injuries. This service accepts urgent admissions where a service user requires a safe place to start treatment at the earliest possible time, as well as planned admissions.

Based in a residential area of Sutton-in-Ashfield, Cygnet Grange provides a homely environment, supporting men to maximise their independence and improve their quality of life. Similar to our nearby sister service, Cygnet Lodge, the service is community based, providing excellent access to local amenities, whilst also being within 10 miles of three National Parks, offering easy access to open spaces. The community-facing element of the service is key in supporting and promoting positive risk taking.

Cygnet Grange has a small, consistent staff team, with high staff to service user ratios. We provide a Total Communication Environment, which informs the ethos and physical environment of the service. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency and reduce confusion for those we support..

We are also able to support admissions for assessment; with a proposed length of stay of 3 - 6 months, we can work with individuals and their teams to determine their needs and identify a suitable care pathway.

Our facilities:

- En-suite bedrooms
- Therapy kitchen
- Multi-functional outdoor space
- Polytunnel
- Bathroom equipped with hoist
- Dining room
- Living room with football table

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our person-centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.

Rated **Good** by Headway, the Brain Injury Association



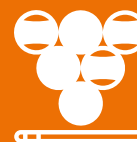
Every Thursday service users access a local snooker hall



Gym and swimming access is available externally if required



The service has a pool table and tournaments are held for service users



Cygnet Grange has access to a communal garden where service users can get involved to develop their skills.



A maths and english tutor visits the service once a week



Psychology has developed 'memory monday' with a range of activities to help develop and improve memory



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Cygnet Heathers, West Bromwich

Grout Street, West Bromwich, West Midlands B70 0HD

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



20 beds in 2 wards



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

Cygnet Heathers is a 20 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with acquired brain injury or other neurological conditions. As a Headway Approved Provider the service is recognised for its commitment to continuous service improvement. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

Our focus is on creating an environment that engages the people we support and sets the tone for recovery. Cygnet Heathers has been designed and equipped with an all-integrated physical environment to aid individuals neurobehavioural rehabilitation process. Our specifically designed environment assists the men to manage visual, spatial and perceptual difficulties.

Careful and innovative interior design using recessive lighting and zoned colour ways and floorings reduce the frustrations and confusion that service users may be dealing with resulting in an overall reduction of risk.

Cygnet Heathers is located in Great Bridge near Birmingham, which offers easy access to shops, local libraries, community centres and parks. A perfect blend of real life settings further supporting rapid recovery.

Our ethos and physical environment are informed by a Total Communication Environment approach. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency for service users.

We are also able to support admissions for assessment; with a proposed length of stay of 3 - 6 months, we can work with individuals and their teams to determine their needs and identify a suitable care pathway.

Educational and vocational support is key to recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Cygnet Heathers has its Approved Provider accreditation with Headway, the Brain Injury Association. The service was evaluated across six domains; Culture, Systems & Processes, Workforce Development, Service Delivery, Governance Leadership and Management & Quality, and finally, Environment.

The Headway assessment team rated Cygnet Heathers as 'Outstanding' in five domains and 'Good' in Service Delivery resulting in the service being upgraded to overall 'Outstanding' following the last inspection.

Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Multi-functional outdoor space
- > Living room

Close relationship with community team to ensure a smooth discharge pathway



★ ★ ★ ★ ★
Rated **Outstanding** by Headway, the Brain Injury Association



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"I cannot believe how amazing a gentleman he is now compared to when he was first admitted to Cygnet Heathers, I didn't think that such a positive change to his presentation and quality of life could be achieved. - Commissioner"

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Cygnet Lodge, Nottinghamshire

2A Sandown Road, Sutton-in-Ashfield, Nottinghamshire, East Midlands NG17 4LW

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



8 beds



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Cygnet Lodge is an 8 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injuries. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

Established in 2012, Cygnet Lodge was our first neuropsychiatric service. Located nearby our sister service, Cygnet Grange in Sutton-in-Ashfield, Cygnet Lodge is a community-facing service with strong links and easy access to local amenities, as well as being within 10 miles of three national parks.

The layout and environment of Cygnet Lodge means that the interdisciplinary team is fully integrated in the day to day activities of the service, and we are able to work with individuals who may have slightly higher dependency needs. Three of the eight bedrooms are on the ground floor, meaning that Cygnet Lodge is also able to accommodate individuals who may be less mobile.

Our homely environment aims to reduce risk, improve quality of life and to support service users to maximise their independence. The community-facing element of the service is key in supporting and promoting positive risk taking.

Our ethos and physical environment are informed by a Total Communication Environment approach. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency and reduce confusion for our service users.

We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Educational and vocational support is key to recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Multi-functional outdoor space
- > Living room

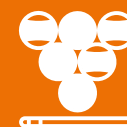
Every Thursday service users access a local snooker hall



Gym and swimming access is available externally if required



The service has a pool table and tournaments are held for service users



Cygnet Lodge has access to a communal garden where service users can get involved to develop their skills.



A maths and english tutor visits the service once a week



Psychology has developed 'memory monday' with a range of activities to help develop and improve memory



Rated **Good** by Headway, the Brain Injury Association



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Cygnet Newham House, Middlesbrough

Hemlington Village Rd, Middlesbrough, North East TS8 9DE

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Female



20 beds



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

Cygnet Newham House is our Neuropsychiatric care and treatment service for women. We accept unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The hospital provides treatment for women affected by acquired brain injuries (ABI). It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease like Huntington's Disease, a longer term placement to support and help manage the progression of their symptoms.

Cygnet Newham House is a modern, purpose-built facility that has been designed specifically to provide a clinically-led evidence based neuropsychiatric pathway for those individuals presenting with behaviours that challenge as a result of their ABI or neurological insult.

We aim to create an environment in which the women in our care feel supported to utilise our full therapy programme. Working with the experienced interdisciplinary team, individuals will work towards increased independence in preparation for the next step in their recovery journey.

Person-centred care plans are developed in collaboration with service users, families and professionals, giving individuals ownership of their treatment and discharge planning.

The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living - either with support or independently.

From day one arriving at Newham House I just knew this was the right place for her. The staff were so welcoming it just felt right. - Family member



Our facilities:

- En-suite individual bedrooms
- Therapy kitchen and additional therapy spaces
- Dining room
- Communal lounge
- Quiet room
- Fully equipped gym
- IT room
- Multi-functional outdoor space including gardens
- Accessible bathrooms
- On-site laundry facilities
- Specific dietary needs met by our in-house catering team



Award winning Consultant Clinical Neuropsychologist in the UKABIF 2023 awards

Themed cultural, seasonal and religious celebrations and parties



Regular carers, family and friends forums



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Cygnet Paddocks, Widnes

Wilmere Lane, Widnes, North West WA8 5UY

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



28 beds

Cygnet Paddocks is our new specialist Neuropsychiatric Rehabilitation service for men. The service will provide a dedicated care pathway for men affected by acquired brain injury (ABI) or neurological conditions, where behaviours that challenge are the overarching impairment to recovery and rehabilitation. The service is due to open in June 2024.

The individually designed wards will replicate the well-established rehabilitation and treatment pathways already successfully offered by Cygnet in other Neuropsychiatric Rehabilitation services; facilitating a clear and distinctive care and treatment pathway led by an all-encompassing in-house clinical and medical team.

We ensure person-centred outcomes are maximised through inter-disciplinary working, whilst keeping the individual at the heart of their discharge planning.

This service will be able to accept individuals using a variety of legal frameworks, including those under the Mental Health Act.

Cygnet Paddocks is located in Widnes, in the North West. The local area has many parks and nature reserves, and the service is well connected by public transport to nearby supermarkets, cafés and leisure activities.

Our facilities:

- En-suite individual bedrooms
- Ground floor bedrooms
- Therapy kitchen and additional therapy spaces
- Dining room
- Communal lounges
- Quiet rooms
- Fully equipped gym
- Multi-functional outdoor space including gardens
- IT room
- Accessible bathrooms
- On-site laundry facilities
- Visitor room
- Specific dietary needs met by our in-house catering team

Service name chosen by service users at Cygnet Pindar House



Co-produced model of care to underpin each individual's care planning



Promoting community skills such as using public transport and road safety



In-house comprehensive interdisciplinary team



Building community links



Offering a pathway to independent or community living



NEW
Opening June 2024



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Cygnet Paddocks, Widnes

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Cygnet Pindar House, Barnsley

Upper Sheffield Road, Barnsley, South Yorkshire, Yorkshire & Humber S70 4PX

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



22 beds



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

Cygnet Pindar House is our 22 bed Neuropsychiatric care and treatment service for men affected by acquired brain injuries. It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease, like Huntington's Disease, a caring and longer term placement to support and help manage the progression of their symptoms. The service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The hospital is a modern purpose-built facility, designed specifically to provide a clinically-led evidence-based neuropsychiatric pathway for individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment to engage service users and offer them the opportunity to maximise their independence.

We are able to accept men with complex physical health needs and have en-suite bedrooms located on the ground floor for men with mobility impairments.

We provide an in-house Neuropsychiatry interdisciplinary team dedicated to the 22 service users at Cygnet Pindar House. Our person centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

I could not have gotten here without you all, you are the best team I could have asked for, thank you.
- Former service user



Our facilities:

- > En-suite individual bedrooms
- > Multi-functional outdoor space including gardens
- > Therapy kitchen and additional therapy spaces
- > Accessible bathrooms with hoists
- > Dining room
- > On-site laundry facilities
- > Communal lounge
- > Specific dietary needs met by our in-house catering team
- > Quiet lounge
- > IT room
- > Fully equipped gym



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Cygnet St William's, Darlington

Cornwall Avenue, Darlington, County Durham, North East DL1 2LJ

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



12 Beds



Scan the QR code or click here to watch a short video on Cygnet St William's

Cygnet St William's is a 12 bed Neuropsychiatric care and treatment facility offering those affected by acquired brain injuries. It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease, like Huntington's disease, a caring and longer placement to support and help manage the progression of their symptoms. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The hospital is a modern purpose-built facility which has been designed specifically to provide a clinically-led evidence-based neuropsychiatric pathway for those individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment which engages our service users and offers them the opportunity to minimise their challenging behaviour and maximise their independence.

We provide a resource intensive in-house Neuropsychiatry interdisciplinary team dedicated to the 12 service users at Cygnet St William's. Our person-centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

Physical health care clinic is supported by a Registered General Nurse



Therapy kitchen and additional therapy spaces



Multi-functional outdoor space including garden



Close to local town of Darlington, with access to cinemas, parks, shopping and cafes



Our facilities:

- > En-suite individual bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Living room
- > Additional communal areas
- > Multi-functional outdoor space including gardens
- > Accessible bathrooms
- > On-site laundry facilities
- > Specific dietary needs met by our in-house catering team



Thank you so much for caring for my Dad for the past couple of years, he was lucky to be in a great place.
- Family member



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Meadows Mews, West Bromwich

45 A-E Tame Road, Tipton, West Bromwich, West Midlands DY4 7JA

Residential Services



18+ years



Male



10 beds in 5 self-contained apartments



Scan the QR code or click here to watch a short video on Meadows Mews



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Meadows Mews is an enhanced community residential service for men with neuropsychiatric or neurodegenerative conditions who may have behaviours that challenge alongside social and complex needs. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

Meadows Mews acts as a transition from inpatient rehabilitation for individuals who have been able to progress through the hospital pathway but now require the ability to return to the community, where participation in both social and domestic activities is vital for their quality of life and long term future in the community.

It is vital therefore, that a robust and effective community reintegration programme is provided for those coming out of a hospital setting. We ensure that they can achieve their most independent and positive lifestyle, taking full advantage of all their hard work to achieve a level of recovery that can allow them to explore living in the community.

It can be daunting for service users to go from a hospital setting to living in the community with minimal restrictions. This is why residents at Meadows Mews will continue to receive psychiatric, psychological, occupational therapy and support worker interventions and support, as required. The aim of this treatment is to complete brain injury rehabilitation in the community setting with emphasis on making the necessary specialist help available outside the hospital setting.

Meadows Mews comprises of ten bedrooms split across five self-contained apartments in a row, to create a sense of community for our residents. All these homes feature a rear garden with patio area, driveway for visitors, living / dining room, bathroom plus additional WC and fitted kitchens offering appliances.

We accept people on Community Treatment Orders (CTOs), conditional discharges and individuals under a Court of Protection order.

Our approach:

We place individuals at the heart of everything in a partnership arrangement wherever possible.

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.

★ ★ ★ ★ ★
Rated **OUTSTANDING** in 'Systems & Processes' and 'Service Delivery' by Headway, and **GOOD** overall

Dedicated support staff to promote independence through daily living skills, such as cooking and washing



Promote community skills such as: Public transport skills and road safety



Dedicated Therapy Co-ordinator to support individually or within a group



Interdisciplinary team including:

- > Responsible Clinician
- > Specialist Doctor
- > Clinical Psychology
- > Assistant Psychology
- > Home Manager
- > Therapy Co-ordinator



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River View, Darlington

30/31 Victoria Embankment, Darlington, County Durham, North East DL1 5JR

Residential Services



18+ years



Male



4 beds in 4 self-contained apartments



Scan the QR code or click here to view the virtual tour on River View

River View is an enhanced community residential service for men with neuropsychiatric or neurodegenerative conditions in Darlington, who may have behaviours that challenge alongside additional social and complex needs. The service is now open and accepting referrals.

River View acts as a transitional service from inpatient Neuropsychiatric rehabilitation for those individuals who have been able to progress through the hospital pathway but now require the ability to return to the community; where participation in both social and domestic activities is vital for their quality of life and long term future in the community.

It is essential that a robust and effective community reintegration programme is provided for those coming out of a hospital setting to ensure that they can achieve their most independent and positive lifestyle, taking full advantage of all their hard work to achieve a level of recovery that can allow them to explore living in the community.

It's a daunting thought for service users to go from a hospital setting to living in the community with minimal restrictions. This is why residents at River View will continue to receive psychiatric, psychological, occupational therapy and support worker interventions and support, as required. The aim of this treatment is to complete brain injury rehabilitation in the community setting with emphasis on making the necessary specialist help available outside the hospital setting.

Each apartment has a bedroom with an en-suite bathroom, kitchen/dining area and living room.

Our facilities:

- > En-suite bedrooms
- > Each apartment has a lounge, kitchen and dining area
- > Ground floor apartments have access to a courtyard area
- > Nearby green space at South Park

Our approach:

We place individuals at the heart of everything in a partnership arrangement wherever possible.

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.



Our Interdisciplinary team:

- > Psychologist
- > Occupational Therapist
- > Speech and Language Therapist
- > Physiotherapist
- > Clinical Hospital Manager
- > Therapy Coordinator
- > Nurses across RMN/RGN/RNLD disciplines
- > Support Workers
- > GP cover from local practice



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Isobel's* Journey

Cygnets Newham House, Middlesbrough

Neuropsychiatric Service for Women



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Isobel's history

Isobel came to Cygnets Newham House in October 2020 from a neurological rehabilitation unit after suffering a Traumatic Brain Injury (TBI) in December 2019 following a fall at home. This resulted in a subdural and subarachnoid haemorrhage. Isobel had an operation called a craniotomy which meant that part of her skull was removed.

This injury caused Isobel to have cognitive and communication difficulties and also to have a weakness on the left side of her body. As a result Isobel became agitated and frustrated. This was when Isobel was unable to communicate her needs and felt misunderstood and also when she was unable to complete her activities of daily living independently. Isobel could be both verbally and physically aggressive.



On admission

Upon admission to Cygnets Newham House, Isobel had a diagnosis of dysphasia which affects the ability to produce and understand spoken language. Isobel would struggle to understand what was being said to her and also to express what she wanted to say.

Isobel did not fully understand where she was and why and would become angry that she was unable to return home. She had a poor diet and poor sleep pattern. Initially Isobel did not want to engage in her rehabilitation programme and found it hard to build up a relationship with staff.



Isobel was supported to build up trust and to work on small goals. At first it was to encourage her to accept her medication and to accept staff support. Isobel gradually built up a daily routine however continued to be frustrated and would often shout at and hit out at others.

Isobel engaged in sessions with the therapy team to discuss aspects of her brain injury, recovery, and rehabilitation and how she felt. Staff provided Isobel with visual support to help with orientation and planning, this included the use of communication grab sheets.





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Isobel's Care

The Multi-disciplinary team (MDT) used a step by step approach to build up a relationship with Isobel, working closely with the nursing and support work team. Isobel worked with the Occupational Therapist (OT), Physiotherapist, Speech and Language Therapist (SaLT) and Psychologist. In order to build a relationship with Isobel it was important to focus on activities that were meaningful to her, for example having a coffee or accessing the community. Isobel was also supported to maintain contact with her family.

One of Isobel's rehabilitation goals was to promote independence in activities of daily living to maintain her environment. Isobel's view of this goal was 'I do not want staff to do things for me and take away my skills'. Isobel was supported to engage in meaningful activities and grade them accordingly. Isobel was supported to keep her room tidy, do her laundry and to complete daily personal care such as having a shower. Initially she needed a lot of support with this but went on to become more independent and also to gain confidence in her abilities as her function improved.



Isobel gained therapeutic earnings by working alongside the Receptionist at Cygnet Newham House, participating in daily tasks such as laminating, photo copying and signing people in and out of the building. Isobel also started cooking on the unit. This started with making simple cakes alongside the staff however, she then went on to develop the skills needed to participate in shop to cook which would involve Isobel picking a recipe, writing a shopping list, purchasing the ingredients with support and then cooking the meal. When Isobel began cooking, adapted equipment such as a perching stool, spiked chopping board, dycem and an adapted knife with a built up handle were needed. This reduced over time as Isobel progressed with her rehabilitation and she no longer needed adapted equipment and had full function in the left side of her body.

Isobel enjoys participating in activities on the unit which were identified as a weakness when admitted. She enjoys utilising leave and accessing the community with staff and peers, this has also helped with Isobel's mobility and helped increase range of movement, again this was done with a graded approach for Isobel. Isobel has been able to build positive therapeutic relationships and rapport with staff and peers within the service.

Isobel Today

With support from the team, the right medication and Isobel advocating her rehabilitation, she presents as happier and is able to manage her anger and aggression and now engages with staff and her peers. Isobel required 2:1 support at the start of her rehabilitation journey at Cygnet Newham House due to her increase in verbal and physical aggression, she is now on general observations and has had no recent incidents of aggression.

Isobel has become more independent with activities of daily living and has gone on to achieve her long term discharge plan of being placed somewhere closer to family as this is something Isobel has always identified as important to her. Isobel has been working in a local charity shop close to her new placement and has recently had a couple of overnight stays at home and is looking to be returning home full time at the end of the year. We would like to wish Isobel well for the future.

*Name has been changed to protect their identity.



Map | Our specialist services by region

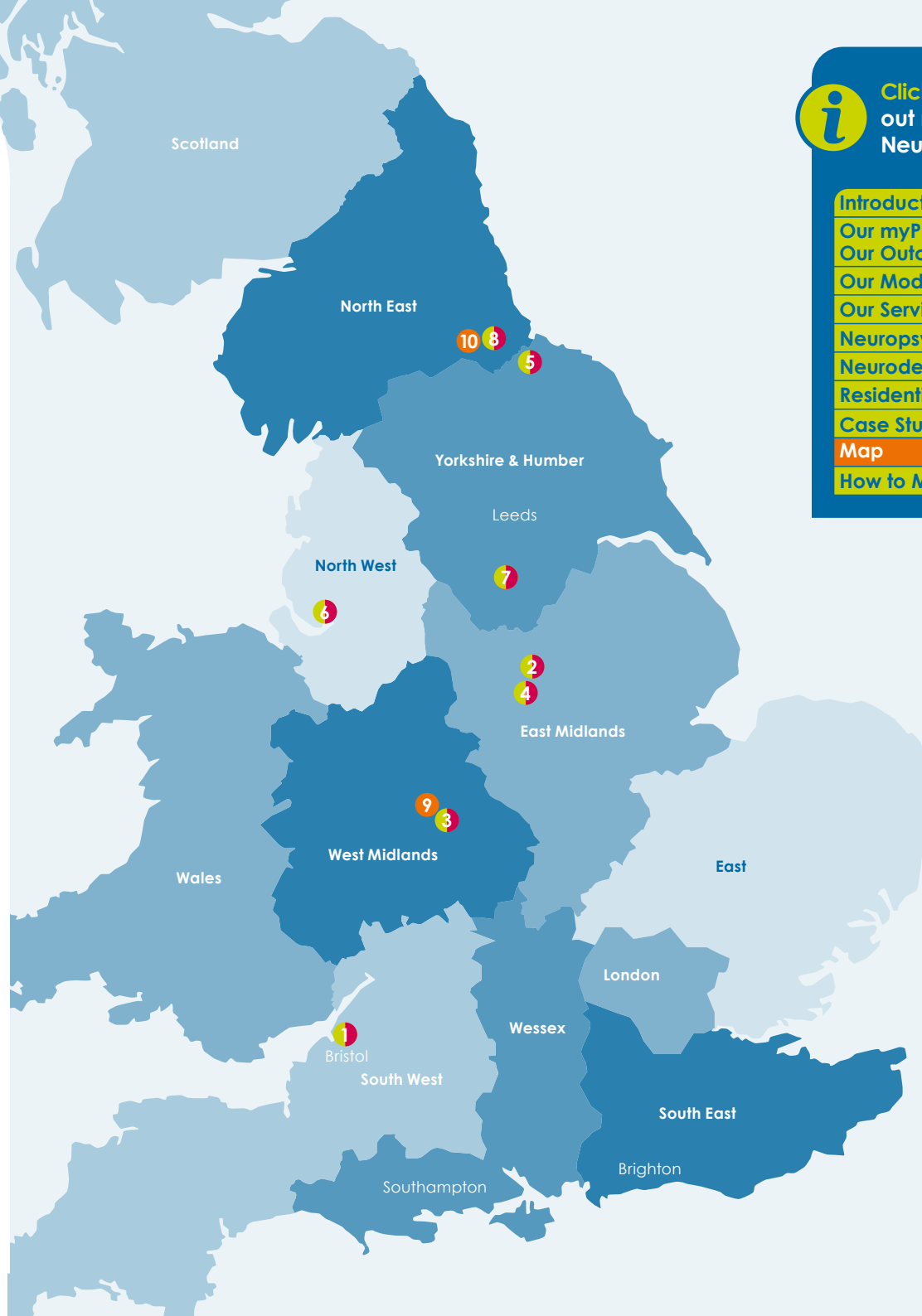
Neuropsychiatric Rehabilitation

Neurodegenerative Services

- 1 Cygnet Brunel**
Crow Lane, Henbury,
Bristol, South West BS10 7DP
T: **0117 440 1080**
- 2 Cygnet Grange**
39-41 Mason Street, Sutton-in-Ashfield,
Nottinghamshire, East Midlands NG17 4HQ
T: **01623 669 036**
- 3 Cygnet Heathers**
Grout Street, West Bromwich,
West Midlands B70 0HD
T: **0121 796 2730**
- 4 Cygnet Lodge**
2A Sandown Road, Sutton-in-Ashfield,
Nottinghamshire, West Midlands NG17 4LW
T: **01623 669 028**
- 5 Cygnet Newham House**
Hemlington Village Rd, Middlesbrough,
North East TS8 9DE
T: **01642 573 640**
- 6 Cygnet Paddocks,**
Wilmere Lane, Widnes,
North West WA8 5UY
T: **Coming soon**
- 7 Cygnet Pindar House**
Upper Sheffield Road, Barnsley, South Yorkshire,
Yorkshire & Humber S70 4PL
T: **01226 668 020**
- 8 Cygnet St William's**
Cornwall Avenue, Darlington, County Durham,
North East DL1 2LJ
T: **01325 638 710**

Residential Services

- 9 Meadows Mews**
45 A-E Tame Road, Tipton,
West Bromwich, West Midlands DY4 7JA
T: **0121 726 3370**
- 10 River View**
30/31 Victoria Embankment,
Darlington, County Durham,
North East DL1 5JR
T: **01325 244 960**



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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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Improving lives together



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CYG-604 | Date of Preparation: 25/01/24



Integrity

Trust

Empower

Respect

Care