



Improving lives together

Mental Health and Specialist Deaf Services

- > Medium Secure
- > Low Secure

Welcome

Cygnets 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.

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



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Memberships and Affiliations:





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Introduction

Cygnnet Health Care provides highly specialised services for men and women who are Deaf or hard of hearing and who have complex mental health needs including mental illness, personality disorder, autism spectrum disorder or learning disability.

As a national provider of Mental Health and specialist Deaf services, we offer specialist, person-centred care pathways for Deaf individuals with varying mental health diagnoses. Staff are highly skilled in British Sign Language (BSL) and the services are well known for innovation and development within the field.

Our specialist Deaf services provide expertise and resources to enable service users with complex communication needs to participate safely and as fully as possible in their care and achieve outcomes to support their discharge from hospital.

At Cygnnet Hospital Bury we provide specialist low secure Deaf services for men and medium and low secure services for women.

We use a recovery model and support individuals to achieve realistic goals by accessing meaningful assessment and treatment.

Our service user profile:

- > Deaf / hard of hearing individuals with complex communication needs alongside mental illness, personality disorder, learning disability or developmental disorders such as autism
- > Requiring assessment and/or treatment in a medium or low secure setting
- > May require inpatient care as a result of significant risk of aggression, absconding self-harm, suicide or vulnerability
- > May or may not have a forensic history



18+ years



Male and Female



Mental Health Act Status:
Detained



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Our services at a glance:

- > Individualised and accessible for Deaf service users
- > Deaf and hearing staff who are highly skilled in British Sign Language (BSL)
- > Full in-house interpreting team
- > All About Me - award winning mental health recovery package for Deaf service users
- > Adapted therapies
- > Highly specialised, culturally sensitive treatment
- > Deaf advocacy service provided by SignHealth

Our outcome measurement tools

- > All About Me (AAM) Deaf Recovery Package
- > PROM
- > START
- > HCR20
- > HoNOS / Clustering
- > Global Assessment of Progress (GAP)
- > MOHOST (Model of Human Occupation Screening Tool)
- > Communication Sunburst



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Our multi-disciplinary teams:

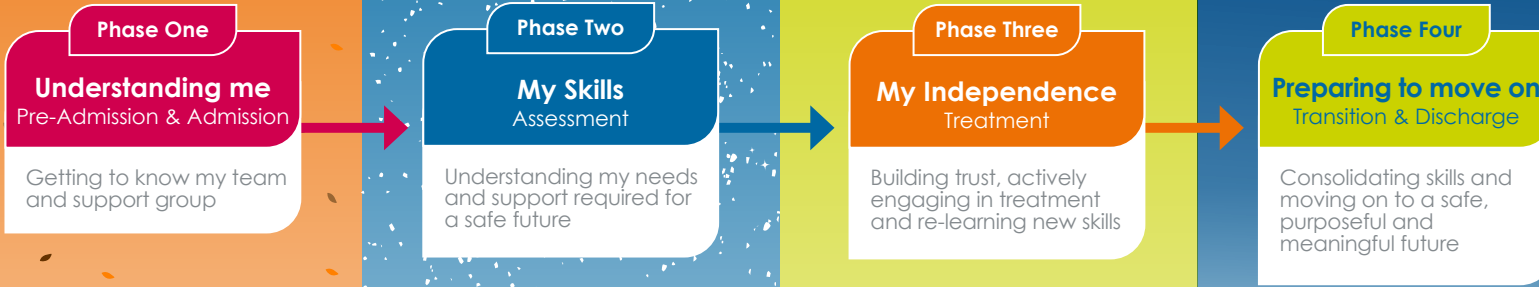
- > Consultant psychiatrists and specialty doctors
- > Nursing
- > Psychology
- > Occupational Therapy
- > Qualified BSL interpreters
- > Communication and translation specialist
- > Patient engagement lead
- > Support workers



Our Model of Care



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Thank you to all services users and staff who contributed to our Model of Care

Pre-admission

Early multi-disciplinary team assessment, risk formulation and determination.

Assessment phase

Comprehensive assessment using CANFOR, HCR20, RSVP, SAPROF, Sunburst Communication Assessment, Start, MOHOST, neurological and language assessment, introduction of recovery tools and production of length of stay.

Active treatment phase

Adapted psychological therapies to meet individual communication needs utilised including Life Minus Violence, sex offender treatment programmes and dialectical behavioural therapies. Service users are empowered to understand their diagnoses and address mental disorder issues.

Recovery, rehabilitation and pre-discharge phase

Focus on preparation for life in the community or next phase of care. Intensive occupational and social therapy, close liaison with community mental health teams and NHS gatekeepers to support the next phase or discharge.

Our myPath care model

myPath is our unique overarching care model which serves to monitor service user engagement levels, manage their records, assess individual progress and formulate a personalised and dynamic care plan with measurable targets. Within our Deaf Services, **myPath** promotes collaborative care and treatment pathways from admission to discharge with a focus on setting realistic goals through access to meaningful assessment and treatment.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and encourages positive risk-taking through robust management plans that focus on reducing restrictive practice, personalised risk assessment and self-directed coping strategies where possible. Each individual is offered a minimum of 25 hours meaningful activity in the categories of self-care, leisure and productivity, which is evidenced and documented within an individualised activity timetable based on recovery and personalised preferences. All individual care pathways are guided by a dynamic care plan which is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our Deaf Services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments, setbacks and changes in well-being and when utilised within care planning allows us to evidence quality and innovation.



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Cygnet Hospital Bury, North West

Buller Street, off Bolton Road, Bury, North West BL8 2BS

Medium Secure Mental Health and Specialist Deaf

Low Secure Mental Health and Specialist Deaf



18+ years



Male and Female



35 beds in 3 wards

Cygnet Hospital Bury provides Mental Health and Specialised Deaf services in medium and low secure settings. We offer individualised assessment, care and treatment of a wide range of mental disorders, alongside complex communication needs.

The hospital team includes both Deaf and hearing professionals who provide expertise and resources to support the individuals in our care. Service users may have communication needs alongside a mental illness, autism, learning disability or personality disorder. We support them to participate safely and as fully as possible in their care to achieve outcomes required to be discharged from hospital and continue their care pathway successfully.

Bridge Hampton is our specialist low secure Mental Health and Specialist Deaf service for Deaf men.

Upper West is our female medium secure service, while **Lower West** is our female low secure service.

Our community links:

- > Rochdale and Bolton colleges
- > Local Deaf clubs across the North West
- > Canal and River Trust
- > Leisure facilities including swimming and gym

Our facilities:

- > State of the art Recovery College including media suite
- > Sensory equipment
- > Occupational therapy kitchen
- > Therapy garden
- > Gym
- > Woodland walkways down to Elton Reservoir

All three wards support hearing and Deaf service users.

All of our Mental Health and specialist Deaf services use a recovery model and support each individual to achieve realistic goals by:

- > Establishing and understanding their communication style, how it has developed and the factors that are likely to impact upon communication and behaviour
- > Understanding the psychological, social, emotional and developmental impacts for people that have experienced language deprivation
- > Determining what potential a person has to improve communication and identify strategies and coping mechanisms
- > Developing highly individualised and accessible packages of care, in line with the All About Me Deaf Recovery Package

We offer a total communication environment with care and treatment programmes that are tailored to each individual's needs. Our person-centred approach allows us to create bespoke care plans addressing both physical and mental health needs.

Our service has received national recognition for its pioneering work in making recovery and outcome focused work meaningful and accessible. Staff are offered in-house British Sign Language (BSL) training up to level 2 by our in-house interpreting team..

All therapeutic programmes are adapted and delivered to make them meaningful and accessible based on individual language need. People we support have won national awards for service user involvement projects and co-produced the award-winning All About Me Deaf recovery package.

British Sign Language (BSL) is the primary language for service users in their care and treatment packages. In addition we also provide personalised visual adaptations



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Our innovation initiatives:

- Recovery College
- National Service User Awards
- Adapted Safety Intervention training to ensure communication is not restricted
- Mental Health Act code of practice Easy Read adaptation in association with NHS England
- Personalised visual adaptations for Deaf service users with additional learning disabilities and complex needs
- Accessible care plans, whether that be film, pictorial or other formats
- All About Me Deaf Recovery package



Recovery College

Believe in yourself

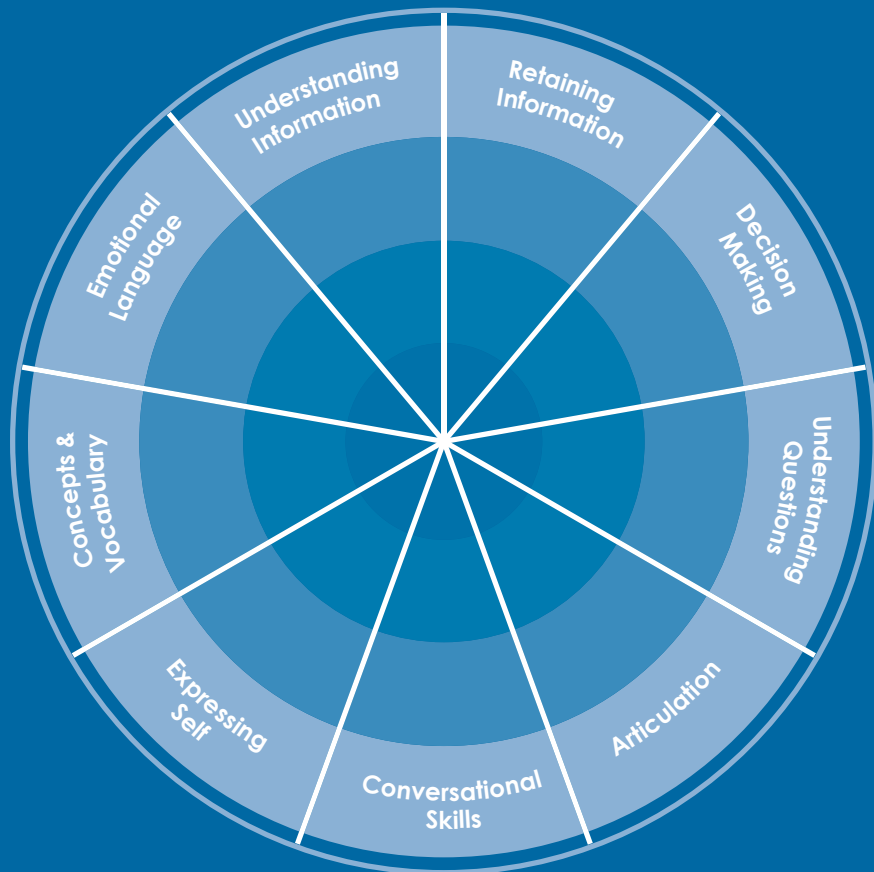


Outcomes

The Sunburst Communication Assessment

At Cygnet Hospital Bury we deliver Sunburst Communication Assessments across all of our adult mental health and specialist Deaf wards. Designed by Lindsey Gagan and Kim Williams, Speech and Language Therapists with extensive experience, the Sunburst is intended to focus structured, functional assessment across nine domains of communication skill and supports individuals and their multi-disciplinary teams to explore strengths and areas of support needed.

This informs the 'Communication' domain of the All About Me recovery package. The Sunburst Communication Assessment was initially piloted and later fully implemented at Cygnet Hospital Bury as part of successive national CQUIN schemes providing vital contribution to national development of this important area of Deaf service improvement.



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Experienced in preparing **complex aftercare packages**



In 2023 **100%** of those discharged from our Deaf Services were able to step down along their care pathway



With **local audiology team** to fix or maintain hearing aids and cochlear implants



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Building **community links** and **strong support systems** in preparation for discharge



“I want to thank all the staff who have supported me greatly, especially since I came back from hospital. They have shown me care and that there are other ways to manage. I have faith in my future and that is because of all the care and support I have received.” - **Service user**



Supporting individuals to **discover their Deaf identity**



“I want to thank all the staff on Upper West for the support that they have given me. There are so many names so difficult to remember everybody but a big thank you. All the nurses and support workers are kind and approachable.” - **Service user**





All About Me

All About Me is an award winning mental health recovery package specifically developed by Deaf service users, for use in Deaf mental health services.

The package was developed as part of a national project that included service users and clinicians from Cygnet Health Care as well as from a number of NHS mental health trusts across England and other independent providers.

All About Me is designed to help service users meet their recovery goals in an individualised way, in a format that is meaningful to them. The recovery tools are provided in British Sign Language (BSL) format rather than English, and the package includes a BSL film and work book along with user friendly form templates.

An understanding of Deaf culture and recovery in mental health services underpin the All About Me package, along with NHS England's accessible information standards.



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Communication	Services
Identity	Information
Understanding My Mental Health	Healthy Living
Problems	Activities
Rights	Relationships

An individual's goals and outcomes are agreed for each of the domains, and these are then rated by individuals in a format that is chosen or created by them; this can be any format including visual, numerical or narrative.

In 2016, service users from Cygnet Hospital Bury took the package to the National Service User Awards where it won an Outstanding Achievement Award for service user involvement.



Map | Our specialist services by region

Low secure mental health and specialist deaf

1 **Cygnēt Hospital Bury**
Buller Street, off Bolton Road, Bury, North West BL8 2BS
T: 0161 762 7200

Medium secure mental health and specialist deaf

1 **Cygnēt Hospital Bury**
Buller Street, off Bolton Road, Bury, North West BL8 2BS
T: 0161 762 7200



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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.

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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Integrity

Trust

Empower

Respect

Care