



*Improving lives together*

# Child and Adolescent Mental Health Services

- > CAMHS PICU
- > CAMHS Acute
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# 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 care team of 11,500 employees support 7,500 individuals each year across 150 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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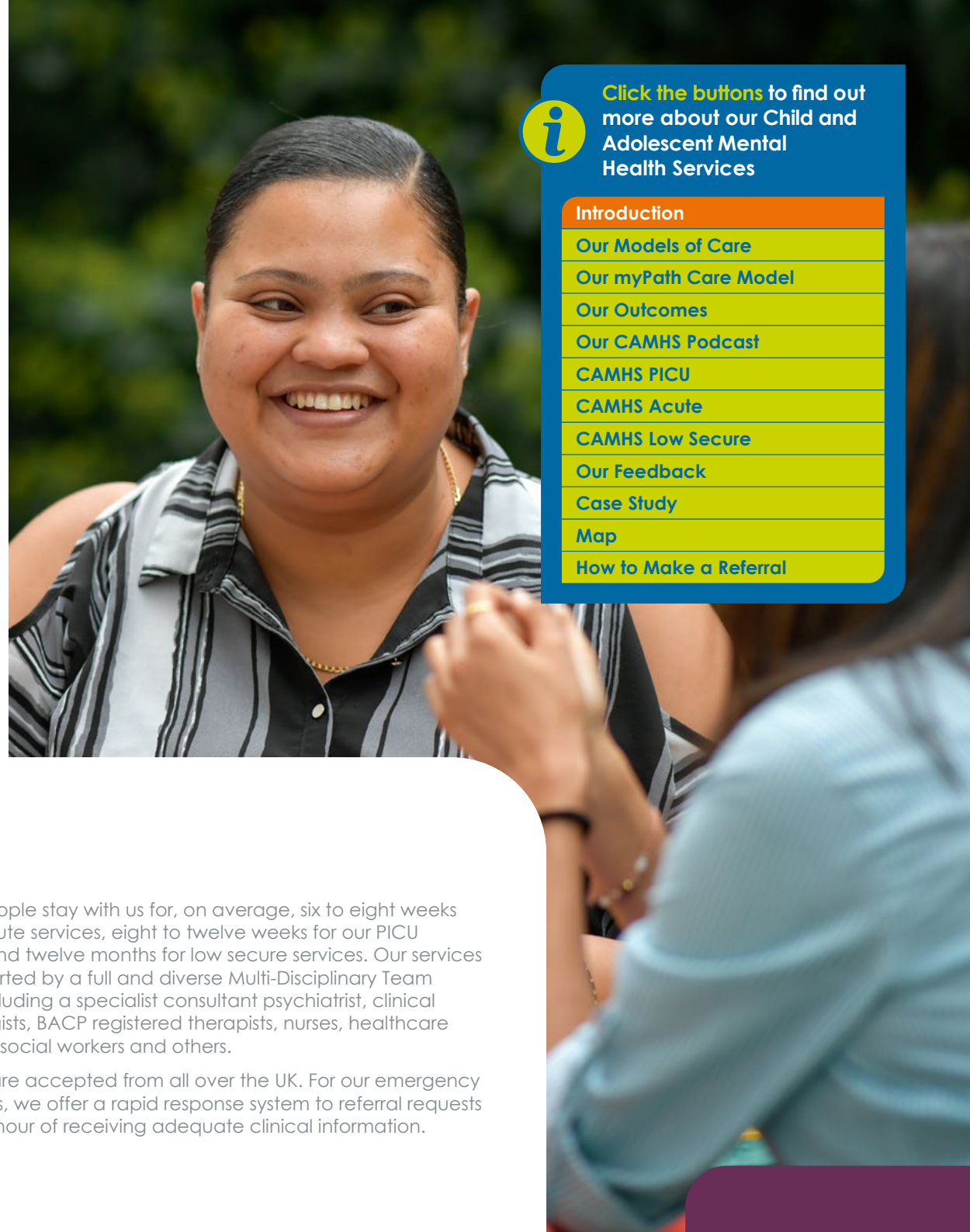
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## Introduction

**Cygnnet Health Care** offers a range of specialist Children and Adolescents Services, focused on supporting young people aged between 12 and 18 in Tier 4 Acute, psychiatric intensive care (PICU) and low secure environments. The aim of our Children and Adolescents Services is to help young people stabilise and return home as soon as possible.

Our services support young people aged up to 18 who are experiencing a variety of acute and complex mental health problems, in a welcoming and nurturing environment.

Young people stay with us for, on average, six to eight weeks for our acute services, eight to twelve weeks for our PICU services and twelve months for low secure services. Our services are supported by a full and diverse Multi-Disciplinary Team (MDT), including a specialist consultant psychiatrist, clinical psychologists, BACP registered therapists, nurses, healthcare assistants, social workers and others.

Referrals are accepted from all over the UK. For our emergency admissions, we offer a rapid response system to referral requests within an hour of receiving adequate clinical information.

# Our service user profile:

## > Diagnosis of:

- Psychosis
- Self-harm and/or suicidal ideation
- Depression or anxiety
- Emerging personality disorder
- Substance misuse – providing there is a primary diagnosis of a mental health problem
- Emotional, social and behavioural difficulties
- Borderline / mild learning disability as a secondary diagnosis
- Disordered eating as a secondary diagnosis
- Autism spectrum disorders, with a mental health primary diagnosis

> May have a forensic history

> May have a history of previous placement breakdowns



12-18 years



Mixed  
Gender/  
Female



Mental Health Act Status:  
**Detained** (must be detained  
for PICU/LSU) **or Informal**



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## Our services at a glance:

- High staffing ratios
- Self-harm treatment
- Cognitive Behavioural Therapy (CBT)
- Anger management
- Anxiety management
- Daily living skills
- Community and social involvement
- On-site Ofsted registered schools
- Dialectical Behaviour Therapy (DBT)
- Mindfulness groups
- Young People's Council
- Family therapy



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## Our multi-disciplinary teams:

- Consultant psychiatrist
- Clinical psychologist
- BACP registered therapists
- Nurses
- Healthcare assistants
- Social workers
- Hospital director
- Ward managers
- Occupational therapist
- Speech and language therapist

## Our outcome measurement tools

- CGAS (Children's Global Assessment Scale)
- HoNOSCA (Health of the Nation Outcome Scales and for Children and Adolescents)
- RCADS (Revised Children's Anxiety and Depression Scale)
- CA-GAP (Child and Adolescent Global Assessment of Progress)
- MFQ (Mood and Feelings Questionnaire)
- Emotional Resilience Framework
- SDQ (Strength and Difficulties Questionnaire)





# CAMHS General Adolescent Unit (GAU) Model of Care

## KITE - Key Interventions of Therapeutic Enabling



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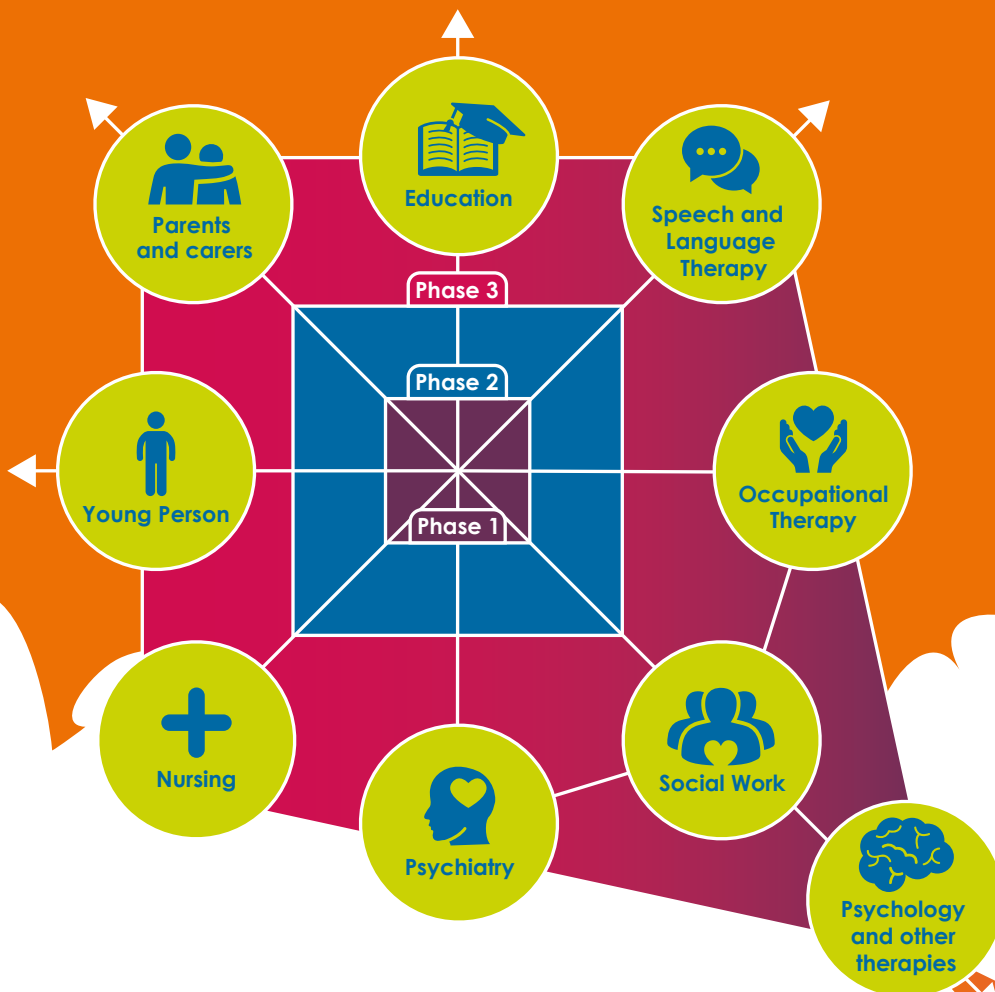
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### Phase 1 - Assessment and Engagement (First 72 Hours)

Phase 1 begins as soon as a referral is made and the team have agreed that a GAU admission would be beneficial. Your parents/carers may be contacted if additional information is needed. Once an admission plan has been made you, your family/carers and community team will be updated.

Within the first few days of your arrival you will be given a ward tour, introduced to each member of the multi-disciplinary team that will be providing your care, and given the opportunity to familiarise yourself with the therapy timetable.

### Phase 2 - Formulation and Treatment (Weeks 1-8)

During phase 2 you will begin to complete initial assessments that will provide a baseline from which you and the team will together create a plan and begin to shape your care. This time is focused on understanding you and your needs, and figuring out how the team can support you. Each disciplinary will offer both 1:1 sessions and group sessions that will make up your therapy timetable.

You will also have regular medication reviews so that adjustments can be made as necessary.

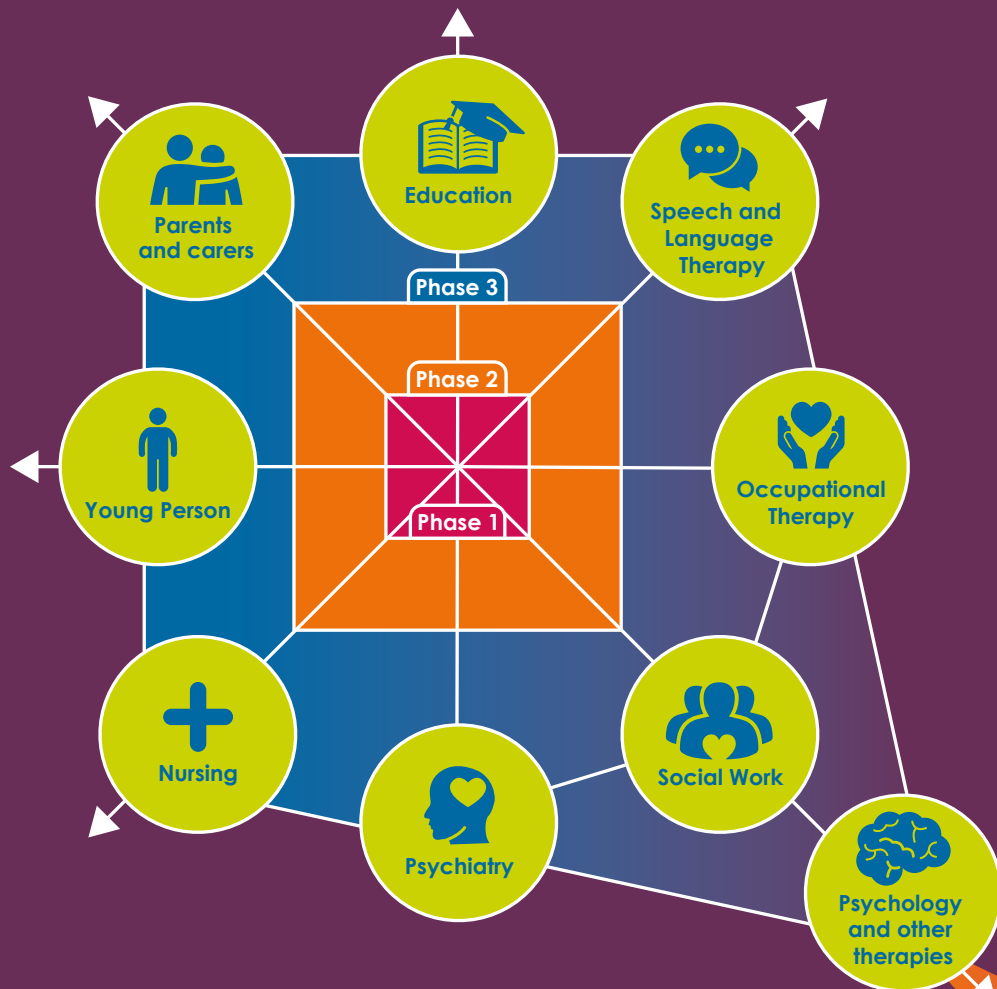
### Phase 3 - Transition and Discharge (Weeks 9-12)

Phase 3 is focused on preparing you for the next step in your pathway - whether that be discharge into the community or a step up within the mental health system. Contact made will be with your family/carers and community team to ensure that this process is as smooth as possible and that you receive the appropriate level of support throughout.

# CAMHS Psychiatric Intensive Care Unit (PICU)

## Model of Care

### KITE - Key Interventions of Therapeutic Enabling



#### Phase 1 - Pre-admission and Admission (First 72hrs)

Phase 1 begins as soon as a referral is made and the team have agreed that a PICU admission would be beneficial. Your parents/carers may be contacted if additional information is needed. Once an admission plan has been made you, your family/carers and community team will be updated.

Within the first few days of your arrival you will be given a ward tour, introduced to each member of the multi-disciplinary team that will be providing your care, and given the opportunity to familiarise yourself with the therapy timetable.

#### Phase 2 - Formulation and Treatment (Weeks 1-6)

During phase 2 you will begin to complete initial assessments that will provide a baseline from which you and the team will together create a plan and begin to shape your care. This time is focused on understanding you and your needs, and figuring out how the team can support you. Each disciplinary will offer both 1:1 sessions and group sessions that will make up your therapy timetable.

You will also have regular medication reviews so that adjustments can be made as necessary.

#### Phase 3 - Transition and Discharge (Weeks 6-8)

Phase 3 is focused on preparing you for the next step in your pathway - whether that be discharge into the community or a step up within the mental health system. Contact made will be with your family/carers and community team to ensure that this process is as smooth as possible and that you receive the appropriate level of support throughout.



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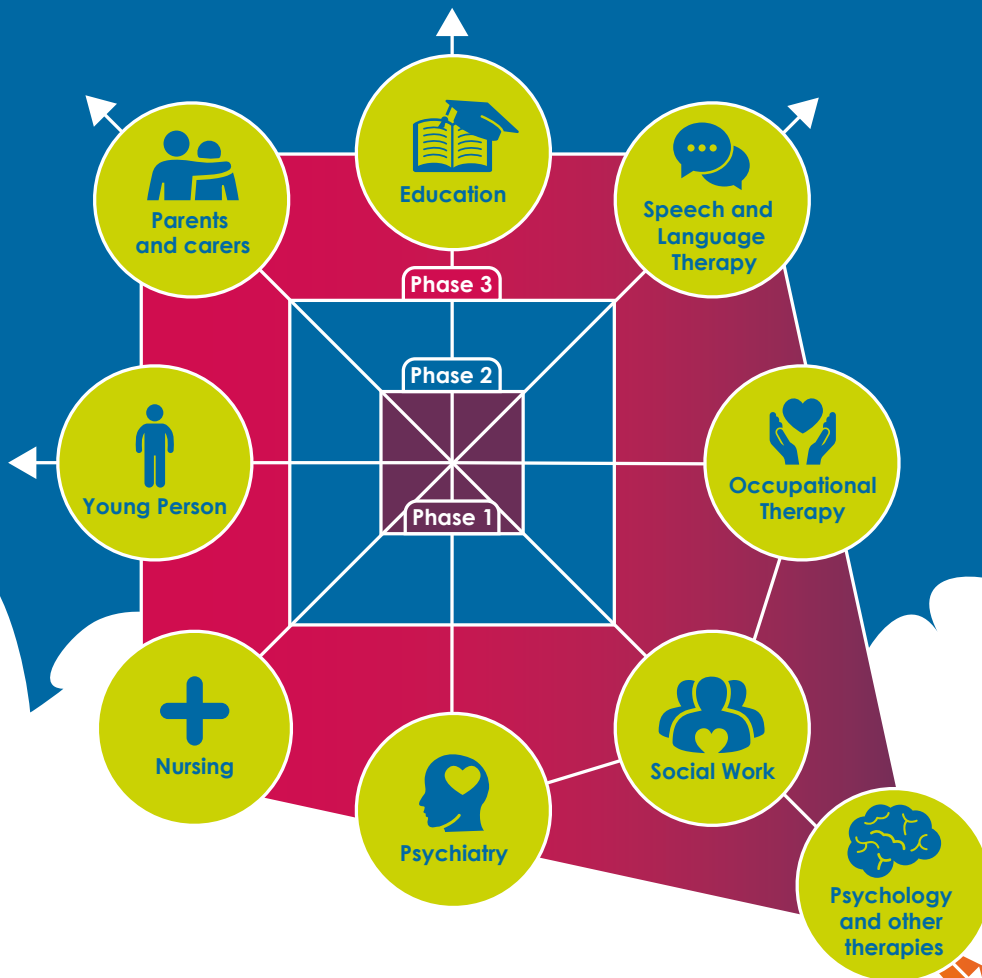
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# CAMHS Low Secure Model of Care

## KITE - Key Interventions of Therapeutic Enabling



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### Phase 1 - Assessment and Engagement (First 72 Hours)

Phase 1 begins as soon as a referral is made and the team have agreed that a GAU admission would be beneficial, Your parents/carers may be contacted if additional information is needed. Once an admission plan has been made you, your family/carers and community team will be updated.

Within the first few days of your arrival you will be given a ward tour, introduced to each member of the multi-disciplinary team that will be providing your care, and given the opportunity to familiarise yourself with the therapy timetable.

### Phase 2 - Formulation and Treatment (Weeks 1-8)

During phase 2 you will begin to complete initial assessments that will provide a baseline from which you and the team will together create a plan and begin to shape your care. This time is focused on understanding you and your needs, and figuring out how the team can support you. Each disciplinary will offer both 1:1 sessions and group sessions that will make up your therapy timetable.

You will also have regular medication reviews so that adjustments can be made as necessary.

### Phase 3 - Transition and Discharge (Weeks 9-12)

Phase 3 is focused on preparing you for the next step in your pathway - whether that be discharge into the community or a step up within the mental health system. Contact made will be with your family/carers and community team to ensure that this process is as smooth as possible and that you receive the appropriate level of support throughout.

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# Our myPath Care Model

When a young person is admitted into our services, our main aim is to help them to stabilise and achieve discharge to the least restrictive environment as soon as possible. Our services support young people who are experiencing a variety of acute and complex mental health problems, in a welcoming and nurturing environment. Therapeutic support is provided by a diverse and specialist multi-disciplinary team, who apply our care model, **myPath**.

**myPath** is our unique overarching care model that monitors service user engagement levels, manages their records, assesses their progress and formulates a personalised and dynamic care plan with measurable targets. Within our Child and Adolescent Mental Health Services, **myPath** is designed to make sure that young people have the chance to be fully involved in their treatment pathway from admission to discharge, whilst receiving access to high quality education through specialist facilities.

Our staff teams understand how to give individuals the appropriate support using tailored programmes of care. For each young person, 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 co-produced management plans and longer term risk management tools. Each young person has an individualised activity timetable built around essential skills of personal interest and a care plan that is designed with the young person and reviewed with them on a weekly basis. In addition to national outcome measurements, we also measure progress by using our specialist outcome tool, Child and Adolescent Global Assessment of Progress (CA-GAP), which collates all aspects of a young person's progress from admission to discharge and assists us with identifying areas of focus when care planning. **myPath** promotes the combination of mental wellbeing and stability with educational needs to support young people to return to full-time education, employment or training, wherever possible.



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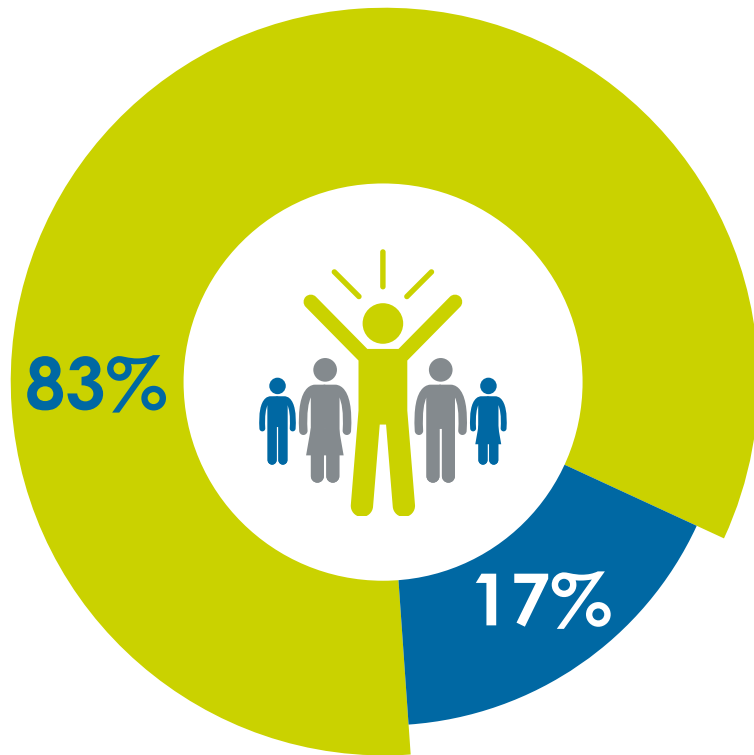
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# Discharge Destinations



Moved to a less restrictive / similar service or home



Moved to a higher level of support

Average length of stay is

**3 months**

in our CAMHS PICU services

Average length of stay is

**2 months**

in our CAMHS Acute services

Average length of stay is

**12 months**

in our CAMHS Low Secure services



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**83%**

of young people discharged from our CAMHS services in 2023 were able to move closer to home or step down along their care pathway

# Our CAMHS Podcast

## Walking In Our Shoes

This podcast is dedicated to showcasing real journeys through our adolescent inpatient wards at Cygnet Hospital Sheffield.

This podcast series is co-produced by some of the young people at Cygnet Hospital Sheffield, as well as some of the parents and carers. The intention behind this series is to showcase the reality of what an inpatient stay on an adolescent ward is like.

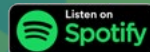
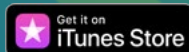


Cygnet CAMHS Podcast: [www.cygnetgroup.com/podcasts/walking-in-our-shoes-the-cygnet-camhs-podcast](http://www.cygnetgroup.com/podcasts/walking-in-our-shoes-the-cygnet-camhs-podcast)



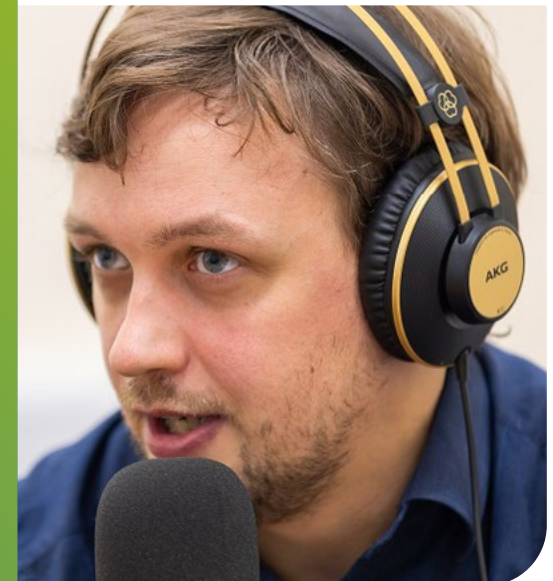
### Episodes:

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- > **Episode 3:** – Occupational Therapy and Art Therapy
- > **Episode 4:** – Education
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# Cygnet Hospital Bury, North West

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



CAMHS PICU

CAMHS Acute

CAMHS Low Secure



12-18 years



Mixed Gender



44 beds in 4 wards

Cygnet Hospital Bury offers CAMHS Tier 4 PICU, general acute and low secure services across four wards, which provide a defined treatment pathway from admission through to intervention and discharge, including rapid assessment and treatment. There is a diverse educational programme, teaching a range of subjects at the on-site school, Excel and Exceed Centre, which is registered with the Department for Education.

**Buttercup Ward** and **Primrose Ward** are our CAMHS PICU wards for young people aged between 12 and 18. The services are for young people primarily referred from CAMHS acute services who, in the context of a severe mental illness, exhibit a high level of risk that cannot be safely managed in a CAMHS general adolescent unit, and where the level of risk is not of a persistent nature that would require longer term care in a secure environment.

**Wizard House** is our 12 bed general CAMHS acute ward. This service is provided for young people with a range of mental disorders associated with significant impairment and/or significant risk to themselves or others, such that their needs cannot be safely and adequately met by community Tier 3 CAMHS or specialist education facilities. This includes young people with mild learning disability, autism, or disordered eating who do not require Tier 4 CAMHS learning disability services.

## Our facilities:

- > En-suite bedrooms
- > Spacious communal areas
- > Outdoor sports areas
- > Training kitchen to support skills development
- > On-site Ofsted registered school
- > IT café



My son has been discharged from Primrose Ward, I truly and honestly cannot thank them enough. All staff...have gone above and beyond for us as a family. It's heartbreaking having your child away from you but they're outstanding. I can't put into words how lovely everyone is. - Parent

**Mulberry Ward** is our low secure service which supports girls aged between 12 and 18. The ward can positively support girls who may need a longer stay in an inpatient setting within a low secure environment. We offer a care and treatment pathway for individuals who may have complex mental health issues and whose needs and risks are such they need to be supported in this environment.

The service focuses on working with young people to understand their mental health and their risks and support their recovery, enabling them to be successfully discharged to a less restrictive environment and to reduce the possibility of relapse and likelihood of requiring a secure service in the future.



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# Cygnet Hospital Sheffield, Yorkshire & Humber

83 East Bank Road, Sheffield, Yorkshire & Humber S2 3PX

CAMHS PICU

CAMHS Acute

CAMHS Low Secure



12-18 years



Mixed Gender



40 beds in 3 wards



Scan QR to listen to the Cygnet CAMHS Podcast



Click the buttons to find out more about our Child and Adolescent Mental Health Services

**C**ygnet Hospital Sheffield offers CAMHS Tier 4 PICU, CAMHS acute and CAMHS low secure services over three wards. They provide individualised care for young people who are experiencing a mental health crisis, and whose needs mean they cannot be supported in community settings. The services provide safe, therapeutic environments with a focus on helping the young person to stabilise, so that hospital treatment is no longer required.

**Unicorn Ward** is a CAMHS Tier 4 PICU service and provides support for young people, both male and female who have complex needs and require high intensity nursing care. The focus is on stabilisation with a view to enabling transition to a general acute ward or back into the care of community services. The service is able to provide robust care and support for young people displaying significant levels of challenging behaviour. The service works with young people to prepare them for discharge back out of service and into their home area.

Unicorn Ward is the first CAMHS PICU service in the country to become CAMHeleon accredited. CAMHeleon celebrates and promotes best practice and the things that really make a positive difference to young inpatients, identifying small changes that have a big impact.

**Pegasus Ward** is a 13 bed general adolescent acute service, providing support for young people, both male and female, and is focused on helping them return home. The service is dedicated to helping young people maintain their school placements, if possible, and admissions can be either formal or informal.

**Griffin Ward** is a 15 bed low secure service that positively supports young people who may need a longer stay in an inpatient setting within a low secure environment. It offers a care and treatment pathway for individuals who may have complex mental health issues and whose needs and risk are such they need to be supported in this environment. The ward focuses on working with individuals to understand their mental health and their risks and support their recovery. This enables them to be successfully discharged to a less restrictive environment and to reduce the possibility of relapse.

Having a PICU, a general adolescent acute service and a low secure service on one site provides a clear therapeutic pathway through the services.

There is a diverse educational programme in place, so that young people can continue their education at the same time as receiving treatment. Education is provided by our on-site Phoenix School, which has a 'Good' rating with Ofsted.

## Our facilities:

- > En-suite bedrooms
- > Spacious communal areas
- > Outdoor sports areas
- > Training kitchen to support skills development
- > On-site Ofsted registered school
- > Gym

Experience we have had with the hospital has been fantastic, they have always kept us informed with what's happening, the staff are very friendly and very helpful with any question we have needed answering. I cannot thank the hospital enough for the help they are giving to my daughter.

Thank you to Cygnet Hospital Sheffield.

- Parent

CAMHeleon accredited



Certified Triangle of Care member



You have a fantastic staff team! I can't thank you or them for the amount of support I receive day in day out! I have never made this much progress in my time in hospital. I have found hope again. I am thriving and I could never do it without your staff team.

- Young person

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# Cygnet Joyce Parker Hospital, West Midlands

2 Lansdowne Street, Coventry, West Midlands CV2 4BF (for Sat Nav use CV2 4FN)

CAMHS PICU

CAMHS Acute

CAMHS Low Secure



12-18 years



Mixed Gender



42 beds in 4 wards

**C**ygnet Joyce Parker Hospital is our state-of-the-art Child and Adolescent Mental Health Services (CAMHS) hospital in Coventry. The service supports young people aged between 12 and 18 with mental health needs in psychiatric intensive care, acute and low secure environments. The aim of service is to help young people stabilise and return home as soon as possible.

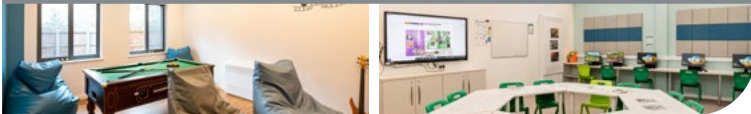
**Mermaid** and **Faun Ward** are our CAMHS PICU services for young people with severe mental illness. Mermaid Ward is a 10 bed mixed gender service, and Faun Ward is an 8 bed service specifically for females.

The focus on both wards is on stabilisation with a view to enable transition to a general acute ward or back into the care of community services. The services provide robust care and support for young people displaying significant levels of challenging behaviour. The average length of stay on these wards is eight to twelve weeks.

Referrals are accepted from all over the UK. We offer a rapid response system and aim to respond to referral requests within an hour of receiving adequate clinical information.

## Our facilities:

- > En-suite bedrooms
- > Therapy room
- > Spacious communal areas including gender specific lounges
- > Outdoor sports areas and a gym
- > Accommodation suite for families and carers
- > On-site Ofsted-registered school, Summit School
- > Training kitchen to support skills development
- > Multi-faith room



**Pixie Ward** is a 10 bed general adolescent acute service providing support for young people, both male and female, and is focused on helping them return home. The service is dedicated to helping young people maintain their school placements, if possible, and admissions can be either formal or informal. There is a diverse educational programme teaching a range of subjects available at the on-site school, Summit School.

**Dragon Ward** is a 14 bed CAMHS low secure service for young people with complex mental health needs. 6 of these beds are our low-stimulus beds for bespoke care packages. These aim to support young people with increased risks or multiple complex needs that may prevent them from progressing along their care pathway in a busy ward environment.

The ward supports young people who may need a longer stay in an inpatient setting within a low secure environment. The service focuses on working with young people to understand their mental health, their risks and support their recovery, enabling them to be successfully discharged to a less restrictive environment and to reduce the possibility of relapse and likelihood of requiring a secure service in the future.

Joyce Parker was a caring and dedicated support worker at one of our services in the West Midlands who sadly passed away during the COVID pandemic. In her honour and remembrance we have named the hospital after her.

**"Thank you so much for helping – the staff have been amazing and after seeing our son today and seeing the amazing improvement we feel like we can actually relax now and that our son is in good hands and being cared for."**

**Parent - Mermaid Ward**

**"We cannot thank you enough for the time and ways in which you included us in her treatment, and always made us feel valued as parents."**

**- Parents - Dragon Ward**



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# Our Feedback

“I feel superb, thanks to all of the staff on my journey to become better in myself.” – **Young person, Cygnet Hospital Bury**



“Thank you all for looking after my daughter over the last 6 months. I have been so grateful for all you have done to help her on her healing journey.” – **Family member**



“You have a fantastic staff team! I have never made this much progress in my time in hospital. I have found hope again.” – **Young person, Cygnet Hospital Sheffield**



“I’d like to take this opportunity to thank all at Cygnet Joyce Parker Hospital for everything they have done and continue to do in helping her not only to ‘want’ to live again; but also provided her with the safe and nourishing environment to help her realise she can achieve that.” – **Family member**



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# Felicity's\* Journey

**Pixie Ward,**  
**Cygnets Joyce Parker Hospital, Coventry**  
**General Adolescent Acute Service**



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## Felicity's history

Felicity is a young woman in her teenage years. She has suspected Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD). When she attended primary school she had lots of behavioural incidents which disrupted her education. Teachers reported that Felicity was easily distracted in class, fidgety, agitated and displayed erratic behaviour.

At secondary school her behaviour worsened, which she would not acknowledge. This included telling lies, which created gaps in her education.

Her emotional and behavioural difficulties resulted in her being moved to an alternative education provision which catered to her needs.

Her home environment was challenging, and following a sexual assault her behaviour escalated. She was using unhealthy coping mechanisms such as going out late, drinking alcohol, taking cannabis and going missing. Felicity coped with mood fluctuations via self-harm, as she described preferring physical pain over emotional pain.

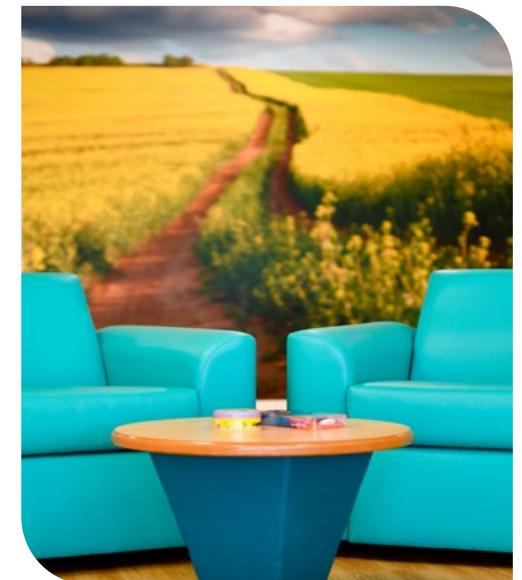
Throughout these difficulties, Felicity never accessed any formal mental health services.

## When Felicity Came to Us

Felicity was admitted to Cygnets Joyce Parker Hospital under Section 2 of the Mental Health Act. She presented with chaotic behaviour, due to an attempted overdose on the day of admission.

She struggled with restrictions, and displayed increasingly aggressive behaviours towards staff as they tried to prevent her from hurting herself.

When she arrived at Cygnets Joyce Parker Hospital, Felicity was also very reluctant to engage with the on-site Summit School for her education, she would often fall asleep during education time or refuse to attend.





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## Felicity's Care

Felicity slowly started to engage with the Multi-disciplinary team (MDT). The nursing and therapy departments were able to stabilise her medication and put into place an observation reduction plan, Felicity found this empowering to have more freedom within the hospital.

The psychology sessions were challenging for Felicity, as they explored relationship boundaries and self-harm. These topics were difficult for her to discuss, it was clear that she had been using unhealthy coping mechanisms to deal with tough emotions and traumatic events.

The team slowly encouraged Felicity to take her Section 17 leave, this was a huge milestone as she was slowly able to regain independence in the community, and started to rebuild connections with family and friends.

Felicity only began engaging academically with Summit School when her exams were imminent. She would speak with education staff and was polite, gradually she started to attend school more as her mood stabilised with new medication.

Felicity faced challenges along her recovery journey, including deteriorations in her mental health and increased desire to self-harm as a means of coping.

Through these times the staff provided wrap around support and regular reviews to keep her safe. In spite of the challenges, Felicity was supported by Summit School to still attend education.

Her teachers tailored her Individual Education Plan (IEP) to provide strategies for educational success, not only in her exams but in other subject areas. When the exams were imminent Felicity engaged really well with her lessons and became more motivated.

She sat her exams within Summit School, and was provided with a prompter as an access arrangement and allowed supervised rest breaks. Felicity received her final results in late 2023, she received grade 4 in three subjects and was delighted with this news.



## Felicity Today

Felicity is compliant with her medication, and continuing to engage well with the psychology team. Although it has been challenging for her at times, she now understands the importance of self-care and seeking support. Felicity is working on a discharge plan, so that she is able to manage her triggers within a community setting when she moves on.

Felicity is currently waiting for a placement within the community, and is working with her social worker to find a location closer to her family home.

Since her admission, and completion of exams, Felicity has stated that she would like to work in healthcare. She has made incredible progress during her time at Cygnet, and all the staff wish her the best for the future.



\*Name has been changed to protect her identity.



# Map | Our specialist services by region

## CAMHS PICU

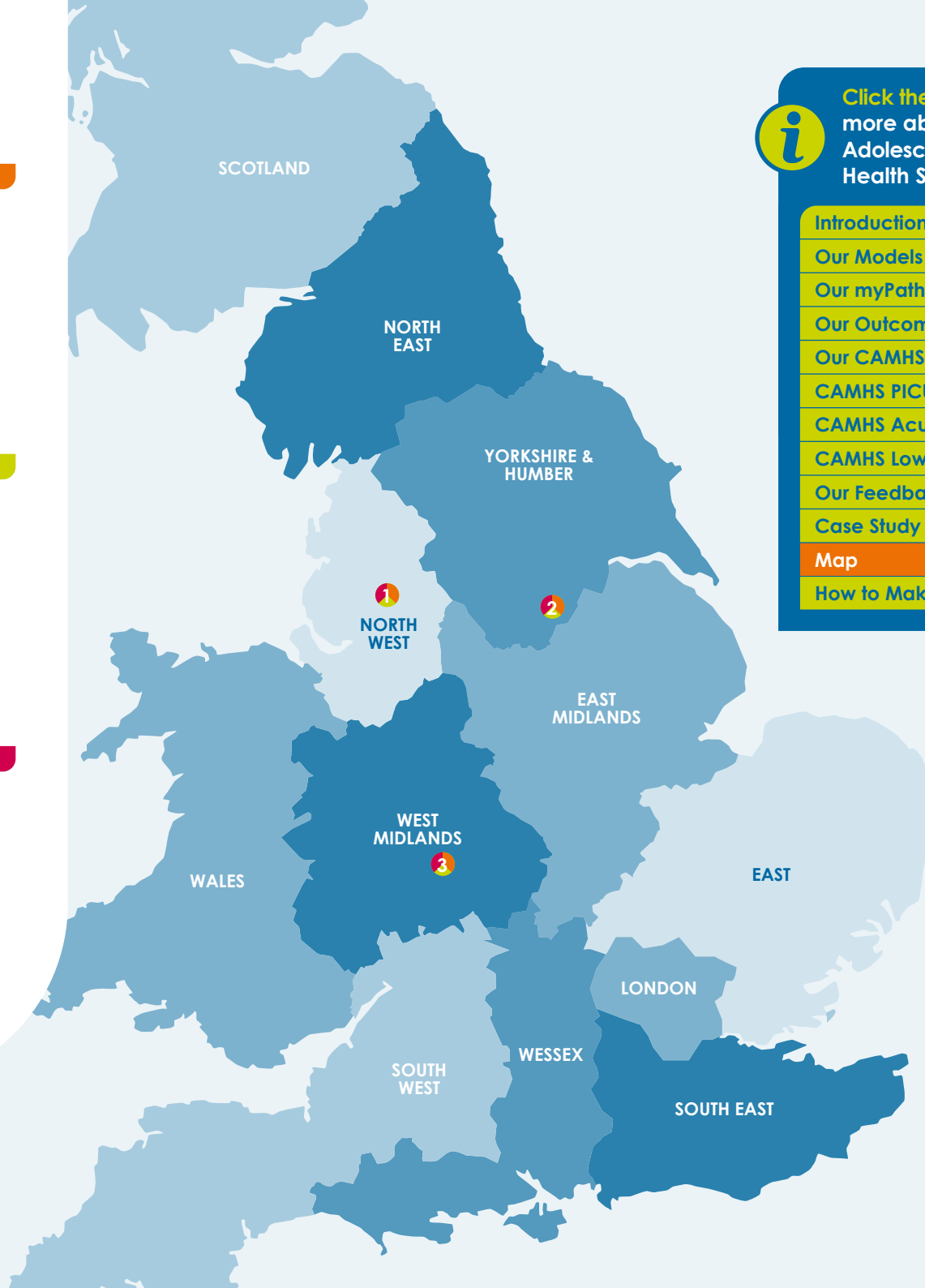
- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury, North West BL8 2BS  
T: **0161 762 7200**
- 2 Cygnet Hospital Sheffield**  
83 East Bank Road, Sheffield, Yorkshire & Humber S2 3PX  
T: **0114 279 3350**
- 3 Cygnet Joyce Parker Hospital**  
2 Lansdowne Street, Coventry, West Midlands CV2 4BF  
(for Sat Nav use CV2 4FN)  
T: **02475 100 150**

## CAMHS Acute

- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury, North West BL8 2BS  
T: **0161 762 7200**
- 2 Cygnet Hospital Sheffield**  
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- 3 Cygnet Joyce Parker Hospital**  
2 Lansdowne Street, Coventry, West Midlands CV2 4BF  
(for Sat Nav use CV2 4FN)  
T: **02475 100 150**

## CAMHS Low Secure

- 1 Cygnet 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](mailto:chcl.referrals@nhs.net)

or contact your regional Business Relationship Manager.

## CAMHS PICU/Acute referral steps:

- 1 Referral made to Cygnet referrals team via **0808 164 4450** / [chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)
- 2 Feedback provided on whether our services can meet the service user's needs within 1 hour of receipt of adequate clinical information
- 3 Admission agreed and arranged with referring team following confirmation of funding

## CAMHS Low Secure referral steps:

- 1 Referral made to Cygnet referrals team via **0808 164 4450** / [chcl.referrals@nhs.net](mailto: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

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