



Press Release

16 December 2024

For Immediate Release

Latest Figures Show Cygnet's "life changing" mental health rehabilitation services

Service users have described the "life-changing" care at Cygnet's Mental Health Rehabilitation services as latest figures demonstrate the impact services are having on people's recovery.

Cygnet operates 22 Mental Health High Support Inpatient Rehabilitation (Level 2) Services across the UK which help more than 750 people each year. Approximately 540 of those people are treated at a care service less than one hour's travel from their home.

The services support those who are experiencing mental health difficulties and require specialist treatment programmes to help them on their recovery journey. They have the opportunity to learn vocational skills, volunteer in the community, access local job opportunities and build the confidence towards independent living.

In this video, service users spoke candidly about their experiences, saying they believe they could be on the streets, in prison, living chaotic lives, or may not even be alive if it weren't for the support they received.

Lisa is a current service user at Cygnet Raglan House, a 25-bed service in Smethwick, West Midlands. She explained: "If it wasn't for Raglan House, I wouldn't be here.

"Staff have really helped me, people are kind and caring, and they understand and make you feel safe.

"I love it here, when I come back I say I'm going home. It's just so warm."

On average, people stay in Cygnet's rehabilitation services for around 18 months, and in the last five years the length of stay has reduced by over six months.

Additionally, 76% of the individuals discharged from Cygnet's Level 2 Rehabilitation services were able to move back into the community.

Lee Hammon, Cygnet's Chief Commercial Officer, explained: "Our aim is to support people as close to home as possible. We know that maintaining close contact with family, friends and support networks is a vital part of each person's recovery.

"That is why we are proud that 72% of people in our Level 2 Rehabilitation services are within one hour's travel from their home.

"We are equally proud that average length of stay in this service line has reduced by almost 25% over the last five years."

Shaun is a current service user at Cygnet Fountains, a 34-bed high support inpatient rehabilitation (level 2) service for men in Blackburn. Like Lisa, he said the care provided at a Cygnet service was life-changing for him.

"If I wasn't at Cygnet Fountains, I'd be on a standstill at another unit," he said. "When I arrived, it was a fresh start for me.

"If I had been put into the community without coming into rehab, there would have been a high possibility my mental health would have relapsed. I'd have felt isolated, I wouldn't have had the skills and I'd have ended up back in services.

"I've learned more in a rehab than I have in my years climbing up from acute to medium services. The skills I have learnt here has set me up for my future.

"Staff focus on you as an individual. The care I've received is outstanding, it's changed my life coming here."

From September 2023 – September 2024, individuals in the care of Cygnet's mental health rehabilitation services saw an average 66% increase in their daily living skills between admission and discharge.

Commissioners have also praised the standard of care across the services with 100% of Mental Health Rehabilitation Customers who completed a recent customer survey, saying Cygnet is a provider they can trust.

"Our rehabilitation services are helping people to not only survive, but to thrive," Lee explained.

"We give them a sense of purpose. Through our personalised care plans, they practise every day life skills, access education and vocational training, volunteer in the community, all with the aim of living independently.

"When community provision is stretched, mental health rehabilitation gives people access to the support they need and prevents the revolving door of acute readmissions."

Stephen Finn, Cygnet CEO of Health Care, added: "Our staff are our driving force behind our care and make a meaningful difference every day. They offer expertise and compassion as they walk alongside each individual, offering guidance and support every step of the way on their journey to recovery.

"Our rehabilitation services are more than treatment. They are about transforming lives. Our services help to get individuals back on their feet, back to work and out into the community where they can contribute positive to society and the economy again.

"They support people to access education, vocational training and work, particularly in paid roles, which can help recovery in so many ways. For example,

building routine and structure to the day, giving a sense of purpose and achievement, delivering access to social relationships and developing daily living skills."