

*Improving lives together*

# Secure Services

- Medium Secure Mental Health
- Medium Secure Personality Disorder
- Medium Secure Mental Health and Specialist Deaf
- Low Secure Mental Health
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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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## Introduction

Cygnnet Health Care offers a nationwide network of secure mental health services, providing over 300 beds across medium and low secure wards. This includes a range of highly specialist services for Deaf adults and individuals with a personality disorder.

Our secure services are therapy and recovery-focused, providing assessment, treatment and rehabilitation for both men and women. The aim is to effectively progress individuals through the secure care pathway, into the least restrictive environment possible while working to reduce the possibility of readmission back into secure care.

Cygnnet Health Care's comprehensive network of integrated care pathways means we can support individuals to move through their recovery journey from medium to low secure, and onto specialist step-down rehabilitation services as required. This approach helps to shorten the length of time an individual stays within services, improving the experience for the service user and enhancing value with NHS commissioners.

We are able to provide a comprehensive prison transfer assessment service for prisoners, including those who have yet to be sentenced and who need an assessment and clinical recommendation for the courts.

## Our service user profile:

- Detained under the Mental Health Act, including those under Ministry of Justice restrictions
- Requiring assessment and treatment in a secure environment
- Presenting active or potential risk to others
- Have a diagnosis of:
  - Severe and enduring mental health problems
  - Psychotic disorder
  - Schizoaffective disorder
  - Schizophrenia
  - Personality disorder
- May be exhibiting dangerous and challenging behaviour
- May have dual diagnosis with substance misuse
- May require a specialist service for treatment or management of personality disorder, autism spectrum disorder
- May be deaf, hard of hearing or have other complex communication needs



18+ years



Male/Female



Mental Health Act status:  
Detained



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## Our services at a glance:

- > Medium to Low Secure pathway
- > Extensive multi-disciplinary team input
- > Sex Offender Treatment Programmes (SOTP)
- > Other offender related programmes including fire setting
- > Substance misuse treatment programmes
- > Specialist inputs as appropriate including DBT, Communication and Translation specialist, Speech and Language Therapy
- > 100% CQUIN compliant
- > Recovery colleges
- > Quality Network for Forensic Mental Health Services accredited

## Our multi-disciplinary teams:

- > Consultant psychiatrists and specialty doctors
- > Clinical and forensic psychology
- > Nursing
- > Occupational Therapy
- > Social work
- > Substance misuse practitioners
- > Service User Engagement and Recovery College Leads

## Our outcome tools:

- > HCR-20
- > HoNOS Secure / Clustering
- > STAR / START risk assessment
- > My Shared Pathway
- > EssenCES
- > Global Assessment of Progress (GAP)
- > Recovery Star
- > MOHOST
- > MoPPs (Move on Plans Protocol)
- > BPRS, LUNSERS
- > Assessment of Communication and Interaction Skills (ACIS)

## Measures

- 1 Improved quality of life
- 2 Greater autonomy and independence
- 3 Reduction in risk behaviour and improved mental, physical and social wellbeing
- 4 Reduction in length of stay in secure hospitals



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# Our Model of Care for our Mental Health Secure Services



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

# Our myPath Care Model

To ensure we cater for each person's journey and achieve long-term results, we have created a unique approach to secure care for our service users. Our aim is to balance recovery with security and ensure that each service user is able to participate safely and as fully as possible in their care to achieve a successful discharge from hospital. To help achieve this we apply our care model, **myPath**.

**myPath** is our overarching care model that 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 secure services, myPath is structured to support individuals with a range of complex care needs including personality disorder, mental illness, ASD and communication needs relating to Deafness, working with them to develop truly individualised programmes that support them through their pathway.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and ensures immediate support is provided. Each individual is offered a minimum of 25 hours meaningful activity each week, which is evidenced and documented within an individualised activity timetable based around understanding mental health needs and developing daily living skills. All individual care pathways are reviewed in full by the multi-disciplinary team on a weekly basis and guided by a dynamic care plan that is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our secure services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments and changes in well being, whilst formulating plans over potential future risks for longer term management.

In applying myPath, our team is able to be responsive in their approach, determine length of stay, and ensure that people can move as quickly as possible to the most appropriate and least restrictive environment.



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# Our approach

All of Cygnet's secure services are recovery and outcome-focused and are underpinned by My Shared Pathway. The aim of My Shared Pathway is to support the planning of a person's time in hospital, encouraging the individual to work collaboratively with clinical and therapy teams to identify outcomes that will help reduce their time spent in secure care.

Collaborative risk assessment is key to engaging people and empowering them to take ownership of their recovery journeys.

Our hospitals have extensive multi-disciplinary teams offering a wide range of therapies. We offer a "working week" of therapeutic input to enable people to engage in a minimum of 25 hours of structured therapy and meaningful activity per week. We develop tailor-made rehabilitation programmes, which aim to:

- Provide rehabilitation tailored to individual needs
- Identify recovery goals in collaboration with the individuals
- Help people regain independence by maximising skills potential
- Work with local services to aid reintegration into the community
- Effectively balance therapy and security



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# Service User Engagement and Co-production

Service user engagement is at the heart of what we do and we believe we are one of the industry's leading providers in this regard.

Locally at each of our hospitals, service users are placed firmly at the centre of their own care and treatment:

Care planning  
and risk  
assessment  
with MDT

Morning  
planning  
meetings

Ward  
rounds

20 CPA  
standards



Community  
meetings

Participation in  
staff and service  
development

Representation at  
ward governance  
and hospital  
departmental  
meetings

Service user and  
carer satisfaction  
surveys

In addition to the engagement and co-production evidenced daily on a local level at our units, some examples of initiatives our service users have been involved with co-producing across the organisation include:

- > The National Service User Awards
- > Reducing Restrictive Practice initiatives
- > The People's Council
- > Recovery Colleges
- > Experts by Experience
- > Music 2 Empower



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Scan the QR code  
or click here to view  
Music 2 Empower

# Our Outcomes

## 89%

of service users discharged from our adult services stepped down along their care pathway



We offer secure services in 7 out of 10 NHS England regions

Core partner in 10 Adult Secure Provider Collaboratives



“Thank you for all the support she has had throughout this journey. Cygnet has allowed her to become well and supported her to have a safe discharge – the transformation she has made is down to the staff and we can’t thank you enough.”  
- Family member

\*Data relates to a 12 month period up to Dec 2023



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# Recovery College

Cygnit Health Care recognises that each person is an expert in their own care and through our Recovery Colleges we work together with each student on their own personal recovery journey, whatever that may be.

Our Recovery Colleges offer educational courses designed to provide increased understanding of mental health and support individuals through their recovery, promoting hope, opportunity and aspirations for the future. Service users are empowered to become experts in their own wellbeing and recovery.

Each of our Recovery Colleges are unique and have been developed in co-production with the service users at our secure care services. With a wide range of courses on offer from mental health awareness, mindfulness, healthy living, maths, English, music, film production and more, there is something for everyone. Courses are run on site by service users or staff members for their peers and are designed to suit all skill levels and abilities.

The Recovery Colleges are based upon college principles in all aspects of their culture and operation, taking an educational approach to recovery.

Working in co-production, the Recovery Colleges are places where the expertise of those with lived experience is blended with that of professional health care practitioners, reframing the nature of the relationship between professionals and the individuals who use services to one of shared learning and co-production.

Although accredited courses are on offer, the Recovery College is not a substitute for general education and opportunities offered by local educational establishments. It can, however, provide a route on to mainstream education via, for example, 'return to study' courses or provide service users with an opportunity to build self-confidence to progress if they choose.

**I have found it useful to be more actively engaged in the co-production side and it has helped to build up my confidence making me feel that I can do the same in the future**

- Student and expert by experience  
Cygnit Hospital Beckton

**As a student and an expert by experience I find the Recovery College interesting and enables me to learn something new whilst I am in hospital. I enjoy the time I spend in the Recovery College and it is giving me the confidence to go and do other things.**

- Student and expert by experience  
Cygnit Hospital Bierley



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# Recovery College









# Cygnet Hospital Bury, North West

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

Medium Secure MH Medium Secure PD Medium Secure Mental Health and Specialist Deaf

Low Secure Mental Health Low Secure Mental Health and Specialist Deaf



18+ years



Male and Female



113 beds in 9 wards

**C**ygnet Hospital Bury provides a wide range of inpatient mental health services for men and women, including medium and low secure and specialist Deaf and personality disorder services.

## Medium Secure

**West Hampton** and **Lower East** our medium secure services for men with mental illness and complex needs who present with a high level of risk, and where other services may have struggled to diagnose. We work with those we support to develop truly individualised programmes that support them through their care pathway.

We are able to admit individuals with a dual diagnosis of mental illness and personality disorder, autism spectrum disorder or learning disability.

**Upper West** is our medium secure service for both hearing and Deaf women, supporting those with a range of complex needs including personality disorder, mental illness and detachment disorders.

We also provide two medium secure services that specialise in treating men with a diagnosis of personality disorder at Cygnet Hospital Bury; **Madison** and **Columbus Wards**.

## Low Secure

**East Hampton and Upper East** are our low secure services for men with mental illness, and both support men experiencing complex mental illness and/or personality disorder.

**Lower West** is our female low secure service and supports hearing and Deaf service users.

**Bridge Hampton** is our low secure mental health and specialist Deaf service for Deaf men.

Across all of our medium and low secure services, service users are supported by a dedicated multi-disciplinary team who work with individuals to assess their needs and create a discharge pathway to the community. Treatment is based on the principles of recovery including psychological therapies, occupational therapy, social therapy, physical healthcare and medication.

Risk assessment tools are used and a clinical formulation is developed to inform the management plans for each person.

## Therapy and Activity Programmes:

Programmes are tailored to individual needs and our MDT work with service users to identify treatment options. Our full range of programmes includes:

- DBT
- ASSIST (PD intervention)
- EMDR
- Fire setting
- Life Minus Violence
- CBT for psychosis
- Schema Therapy
- Sex Offender Treatment Programme (SOTP)
- Substance misuse
- Adapted therapy programmes for Deaf patients

Service users are also supported by our psychology and occupational therapy departments in anger management, social skills development, daily living skills, healthy living, IT skills training, education and vocational development.

## Our facilities:

- En-suite bedrooms
- Range of communal spaces
- Gym
- Laundry
- Occupational therapy kitchen
- Therapy garden
- External sports pitch
- Woodland walkways down to the Elton Reservoir



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# Cygnet Hospital Stevenage, East

Graveley Road, Stevenage, Hertfordshire, East SG1 4YS

Medium Secure Mental Health

Low Secure Mental Health



18+ years



Male



29 beds in 2 wards



Scan the QR code or click here to view a virtual tour of Cygnet Hospital Stevenage

**C**ygnet Hospital Stevenage provides a range of secure services for men and women in medium and low secure environments. We provide assessment, treatment and specialist therapies for individuals with a range of mental illness.

**Peplau Ward** is our medium secure service for men. The service can support individuals who may experience behaviours that are challenging, including self-harm or aggression. This can include individuals who might be considered a risk to others or who have been involved in the criminal justice system. Many service users in our medium secure services have experienced difficulties with substance misuse, legal highs and alcohol.

**Saunders Ward** is our male low secure service providing intensive rehabilitation designed to support individuals to move safely along their care pathway. There is a dynamic programme of therapy and activity, designed to support the transition between inpatient services and the community.



## Our facilities:

- > Outdoor space
- > Social areas
- > ADL kitchen
- > Activity rooms
- > Vocational café
- > Large indoor gym hall
- > Multi-gym and outdoor football pitch



The aim of our secure services is to help service users learn how to manage their mental health and reinforce their daily living skills, to prepare them for life in a community setting, or in the least restrictive environment possible.

All wards at Cygnet Hospital Stevenage work closely together to provide a seamless secure care pathway for men and women. Working closely with NHS case managers and commissioners, we are able to provide solutions for service users requiring step-down service options both on-site at Cygnet Hospital Stevenage and across our national network of rehabilitation and specialist services.

## Group Therapy

- > Fire setting Intervention Programme for Mentally Disordered Offenders (FIP-MO)
- > Substance Misuse Programme (SMU)
- > Sex Offender Treatment Programme for Mentally Disordered Offenders (SOTP-MO)

## Individual Therapy

- > Cognitive Analytic Therapy (CAT)
- > Cognitive Behavioural Therapy (CBT)
- > Schema Focused Therapy
- > Acceptance and Commitment Therapy (ACT)

There are also drop-in clinics and weekly groups including fire setting, mental health awareness groups, a cognitive behavioural therapy for psychosis programme, substance misuse support and offence related rehabilitation groups.



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# Cygnet Hospital Stevenage, East

Graveley Road, Stevenage, Hertfordshire, East SG1 4YS

**Medium Secure Mental Health** **Low Secure Mental Health**



18+ years



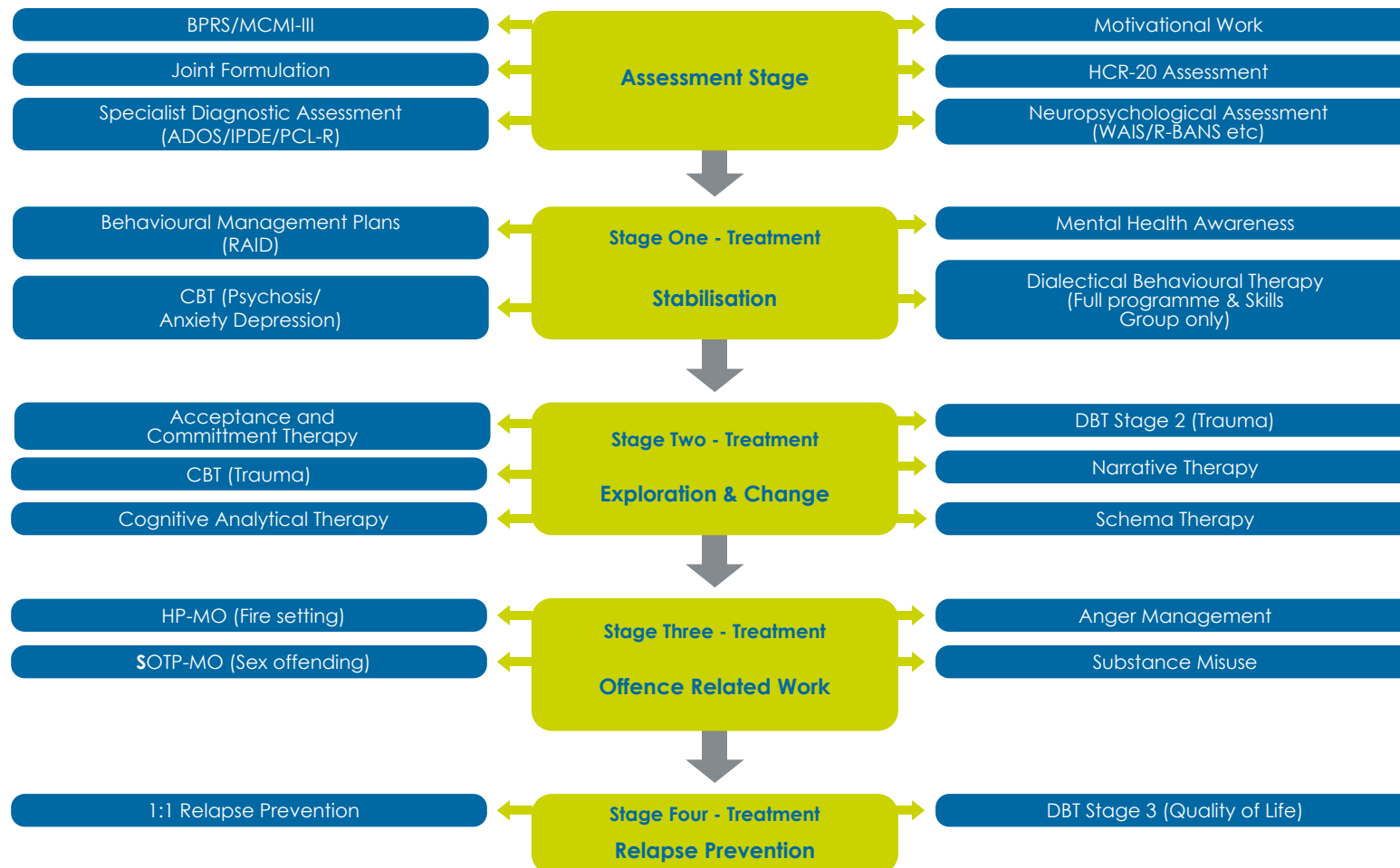
Male



29 beds in 2 wards

## Psychological Assessment and Treatment Pathway

We provide a comprehensive psychological assessment and therapy programme across our four secure wards at Cygnet Hospital Stevenage. Our psychologists are trained in a variety of psychological assessment and therapeutic models, allowing them to offer a personalised package of assessment and therapies to service users.



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# Cygnet Hospital Bierley, Yorkshire & Humber

Bierley Lane, Bradford, West Yorkshire, Yorkshire and Humber BD4 6AD

## Low Secure Mental Health



18+ years



Male and Female



31 beds in 2 wards

**C**ygnet Hospital Bierley provides male and female low secure services in West Yorkshire, on Bronte and Shelley wards. The aim of our secure services is to support individuals to transition towards independent living, or the least restrictive environment. The teams on our secure wards monitor, manage and reduce risk, whilst balancing therapy and security and preparing service users to lead full and independent lives. Care planning is in alignment with My Shared Pathway and is designed to promote recovery.

**Bronte Ward** is our 15 bed female low secure service, offering assessment, recovery based treatment and rehabilitation for women who have on-going and challenging mental health problems and may have a dual diagnosis. Women admitted to Bronte Ward may have a history of involvement in the criminal justice system, and may experience behaviours that challenge, such as aggression, self-harm and vulnerability. We are able to support women with a secondary diagnosis of personality disorder.

**Shelley Ward** is our 16 bed male low secure service, providing recovery based treatment for men whose mental health needs result in continuing and ongoing disturbed or challenging behaviour and who may have a dual diagnosis. Many of our service users have a significant forensic history and we work closely with external agencies including the Ministry of Justice and MAPPA. Individual sex offending treatment is offered on Shelley Ward and RSVP (the Risk of Sexual Violence Protocol) is used on the ward to evaluate risk.

## Our facilities:

- > En-suite bedrooms
- > Secure courtyards, including outdoor therapy space and gym equipment
- > Polytunnel
- > ADL kitchen
- > Therapy and activity spaces including group room, art room and IT classroom
- > Sensory room
- > Gym

**Bronte and Shelley Ward** benefit from our regional network of step-down mental health rehabilitation and specialist services, enabling local care pathways for service users to remain close to home and in the least restrictive environment.

The hospital is conveniently located just off the M62, in a quiet suburb of Bradford, with strong links to the local community.

## Our Therapy Programme aims to:

- > Provide psychological assessment and treatment including individual and group therapies
- > Provide rehabilitation tailored to individual needs
- > Identify recovery goals in collaboration with the service user
- > Help service users regain independence by maximising skills potential
- > Work with local services to aid reintegration into the community
- > Balance security and therapy
- > Access to a standardised treatment programme for those with a history of substance misuse is available via individual and group therapy



**Co-produced social hub**  
featuring games consoles and recording studio



**Regular inter-ward events**  
including seasonal, cultural and religious celebrations



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The ward here is great and the staff are lovely, you really have some amazing staff here.  
- Service user



# Cygnet Hospital Blackheath, London

80-82 Blackheath Hill, London SE10 8AD

## Low Secure Mental Health



18+ years



Male



16 beds

**Meridian Ward is a low secure service that can support up to 16 men. It aims to balance the needs of therapy and security whilst helping prepare service users to lead full and independent lives in the community.**

Discharge is discussed from the very beginning; service users are asked what they want to achieve from being at Meridian and everyone works together to develop a plan that can help achieve these key goals.

Our pathway is enhanced by access to our nearby community-focused mental health rehabilitation facility, Cygnet Lodge Lewisham, which enables us to provide an integrated care pathway to reduce lengths of stay and enhance the outcome for service users.

### Our facilities:

- > En-suite bedrooms
- > Gym
- > On-ward computer access
- > ADL kitchen
- > Multi-faith room
- > Therapy room



Service users can be supported in attending educational courses, and work in local voluntary employment. In this respect the location of the hospital is ideal, being in urban London's Zone 2, near Greenwich and Deptford. It is also close to local parks and colleges.

The Psychological therapies team at Cygnet Hospital Blackheath provide a comprehensive range of assessments and interventions that simultaneously address mental health issues and facilitate management of risk. Our pathway has three components:

- 1 **Assessment and Stabilisation**
- 2 **Exploration and Change**
- 3 **Recovery and Maintenance**

Interventions focused on the individual's mental health and on risk / offence are offered, including:

- > Cognitive Behavioural Therapy (CBT)
- > Dialectical Behaviour Therapy (DBT) Based Coping Skills
- > Offence Chain Analysis
- > Good Lives Model
- > Substance Use Treatment Programme (SUTP)
- > Life Minus Violence – Enhanced (LMV-E)
- > Life Minus Violence – Harmful Sexual Behaviour (LMV-HSB)



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**You care about me a lot it feels nice, everybody is nice, I feel like I am at home. - Service user**



**5 Focusing on the Future** Sustaining aspirations/lifestyle (Moving on), Or Evaluation & Reassessment



**1 Assessments** OT Practice Models (MoCA, MoHO), Sensory Profile, Recovery Star



### Occupational Therapy Pathway

The occupational therapy pathway can be aligned to My Shared Pathway to evidence occupational change:



**4 Outcomes Framework** Identifying Occupational Change, Outcomes Recorded

**A Shared Pathway** OT Interventions Core OT Pathways



**A Shared Understanding** Case Formulation - skills, interests & roles, Goal Setting





# Cygnet Hospital Derby, East Midlands

100 City Gate, London Road, Derby, East Midlands DE24 8WZ

Low Secure Mental Health

Low Secure Personality Disorder



18+ years



Male and Female



31 beds in 2 wards

**C**ygnet Hospital Derby provides low secure and mental health rehabilitation services for men and women in a modern, purpose-built hospital.

**Litchurch Ward** is our male low secure service that can support up to 15 men who have mental health or dual/multiple diagnosis needs. The ward is suitable for individuals who are moving on from medium security placements and who have engaged in dangerous and/or chronic challenging behaviour and who may pose a continuing and ongoing risk to others or themselves. We can also support service users who represent a persistent risk of absconding to avoid treatment, those who find it difficult to engage and those who have a dual or multiple diagnosis, which could include substance misuse and / or personality disorder.

Together with our Wyvern Unit and Wyvern Court, Litchurch Ward forms part of our integrated male care pathway at Cygnet Hospital Derby, enabling men who are admitted into a low secure setting to progress towards more community focused rehabilitation.

**Alvaston Ward** is a 16 bed specialist low secure service for women with a primary diagnosis of emotionally unstable personality disorder and/or mental illness. The ward can support women with highly complex needs and those who have experienced previously unsuccessful placements.

The primary pre-cursor to an admission to Alvaston Ward is that the person is ready to engage in a therapeutic programme. Service users may have a history of involvement in the criminal justice system or may present with significantly challenging behaviour, severe self-neglect and vulnerability.

The multi-disciplinary team proactively use Dialectical Behavioural Therapy (DBT) and Schema Therapy. The DBT programme is adapted to the needs of the service users and is tailored for individuals who may have educational or learning difficulty issues, such as dyslexia, which may act as barriers to the standard DBT programme.



Alvaston Ward has achieved the Enabling Environments Award from the Royal College of Psychiatrists' Centre for Quality Improvement.



**FORENSIC**  
QUALITY NETWORK  
FOR FORENSIC  
MENTAL HEALTH SERVICES

## Psychological Therapy

Our team of forensic, clinical and assistant psychologists offer a variety of therapeutic interventions and personalised packages of therapy to our service users.

The team provide a range of therapies delivered in group and individual settings, including DBT, Schema Therapy, psychodynamic psychotherapy, CBT, trauma work, substance misuse and offending behaviour interventions.

### Our facilities:

- > En suite bedrooms
- > External secure courtyard
- > Fully equipped gym
- > Art room
- > IT classroom
- > Therapy kitchen

**“When I came to Cygnet Hospital the staff were so friendly and supported me when I was low...I had a say on my Care Plans and I was happy with them... Cygnet Hospital Derby is a friendly environment and caring. I treat it as my home because it is homely and a safe place.”**  
- Service user

**“Cygnet Hospital Derby has been a life changing experience. It has offered me so much which has allowed me to develop skills, insight, confidence and much more. I just wish there were more hospitals like this one. I now feel empowered and ready to live my life.”** - Service user, Alvaston Ward



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# Cygnet Hospital Maidstone, South East

Gidd Pond Way, Off Newnham Court Way, Weaving, Maidstone, Kent, South East ME14 5FY

## Low Secure Mental Health



18+ years



Male



16 beds

**S**altwood Ward provides a 16 bed low secure service for men with enduring mental illness, including those with a personality disorder at Cygnet Hospital Maidstone, Kent.

The service is provided in a joint working arrangement with Kent and Medway Partnership NHS Foundation Trust, and promotes shared understanding and practice. The NHS Trust undertakes case management and employs social workers who work at the hospital, while Cygnet Health Care provide psychiatry, nursing, therapy, and ancillary staff, and operate the service. This allows for opportunities of shared learning and shared excellence.

The multi-disciplinary team is integrated and work as one, sharing expertise. The Trust also has extensive community links, which can be particularly helpful for service users moving towards discharge, thus helping to keep lengths of stay to a minimum.

Our male high support inpatient rehabilitation service, Kingswood Ward at Cygnet Hospital Maidstone, provides a pathway for men from Saltwood Ward requiring a step-down to a lower level of security.

### Our facilities:

- > En-suite double bedrooms
- > Extensive social and recreational space
- > Activities of Daily Living (ADL) kitchen
- > Safe outdoor space
- > Provision of on-site evening classes

On **Saltwood Ward** we provide a full therapeutic induction incorporating a structured daily activity programme, which includes:

- > Social Group
- > Self-Harm Management
- > Anger Management
- > Dietetic Assessment and Advice
- > Life Skills
- > Education
- > Recovery Groups
- > Ward Based Activities
- > Daily Planning Meeting
- > Current Affairs Group
- > Recreational Activities
- > Relaxation
- > Gardening
- > Art Group

Service users on Saltwood Ward also have access to qualified teachers and can undertake on-site evening classes. We are also a registered exam centre, which allows service users to sit exams on-site.

### NHS New Care Model Partner

Cygnet Hospital Maidstone is a core and active provider partner in the South East (KSS) New Care Model for Adult Secure Services, led by the three NHS Provider Trusts within the region. The primary focus of the partnership is to be able to offer secure care within the South East region when a service users requires it. Also to keep lengths of stay within secure services as appropriately short as possible, while achieving the treatment goals set out.



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Proud to be a certified Triangle of Care member



# Cygnet Hospital Sheffield, Yorkshire & Humber

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

## Low Secure Mental Health



18+ years



Female



15 beds

**S**pencer Ward at Cygnet Hospital Sheffield is a 15 bed inpatient service providing assessment and treatment for women with mental health disorders. Treatment is aimed at identification and management of needs rather than just a particular diagnosis. We are dedicated to providing gender sensitive care and treatment for women detained under the Mental Health Act. Spencer Ward is the only female low secure unit in South Yorkshire.

On **Spencer Ward**, our service users are at the heart of everything we do. We believe that every woman has the potential for recovery, personal growth and an improved quality of life.

Our service is underpinned by the following guiding principles:

- 1 Empowerment
- 2 Involvement
- 3 Person-centred care
- 4 Evidence based practice
- 5 Team work

Cygnet Hospital Sheffield is located close to Sheffield city centre, and a wealth of community and transport facilities.

## Our facilities:

- > En-suite bedrooms
- > Large communal lounge
- > Separate dining area
- > ADL kitchen
- > Activities room
- > Quiet room / library
- > De-stimulus room
- > Dedicated child and family visiting area available

## Key elements of our service provision

- > Effective Multi Disciplinary Team (MDT) working
- > Effective implementation of the CPA approach
- > Individual care planning with service user involvement
- > Collaborative risk assessment and risk management with service user involvement
- > Close working with local NHS England Specialist Commissioning Team
- > Family and carer involvement

Through the above we aim to promote adjustment, prevent relapse and enhance the likelihood of successful reintegration into the community.

**Service users can take part in community activities and day trips which include:** bowling, mini golf and visits to local parks, trips to Raves Park to visit the llama enclosure. Most activities take place twice a week



**Occupational Therapy has helped** service users to obtain volunteer jobs in the community and have links with local boarding kennels



**Fully equipped gym**



**Proud to be a certified Triangle of Care member**

**Education access at Sheffield City College**



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**I just wanted to take a moment to express my deepest gratitude for all the help you've given me with my mental health. Your support, guidance, and understanding have meant the world to me, and I couldn't have come this far without you. Thank you from the bottom of my heart for everything you've done for me. You truly are a blessing in my life. - Service user**





# Cygnet Hospital Woking, South East

Redding Way, Knaphill, Woking, Wessex, South East GU21 2QS

Low Secure Mental Health



18+ years



Male and Female



29 beds in 2 wards

**C**ygnet Hospital Woking provides male and female care pathways, from secure services through to mental health rehabilitation.

**Oaktree Ward** is our female low secure service, where women can receive assessment and treatment for mental illness; we can also work with women who need more intensive rehabilitation. We provide care for women who may have complex needs, co-morbidity and those who may experience behaviours that challenge.

**Greenacre Ward** is our male low secure service. Men on Greenacre may experience behaviours that are challenging, including self-harm or aggression and may be considered a risk to others or have been involved in the criminal justice system.

Our teams across our secure services support a focus on recovery, reducing the time individuals have to spend on the ward. Minimising length of stay is a key focus and our secure wards benefit from being part of our integrated pathways of care, which aim to smooth transitions and shorten lengths of stay. These pathways include our on-site female PICU, Acorn Ward and female mental health rehabilitation service, Picasso Ward, and our neighbouring male mental health rehabilitation service, Cygnet Lodge Woking.

## Treatment:

Our services provide three core treatment phases:

- Assessment in safe and supportive environment
- Treatment and engagement
- Recovery and rehabilitation

The final pre-discharge stage focuses on recovery and rehabilitation work and includes daily living skills, offence related work and further psychological interventions. In this phase service users make significant use of community placements and services.

We use a model of treatment based on the principles of the recovery model of care including psychological therapies, occupational therapy, social therapy, physical healthcare and medication. Risk assessment tools are used and a clinical formulation is developed to inform the management plans for each patient.

Our Psychology Department undertakes specialist psychological assessments, including personality, risk and neuropsychological assessments. They also provide individual, group and family interventions. A range of evidence-based therapeutic approaches are offered, including Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT), acceptance and commitment, motivational interviewing, solution focused approaches and family work.

The hospital benefits from access to a Buddhist Temple nearby, as well as a chaplain who visits weekly



Access to a music studio



Access to a local GP who visits weekly



Service users can benefit from access to a fully equipped gym and gym instructor



Cygnet Hospital Woking has been the best place I have been in, all of the staff and doctors have been very supportive. - Service user on Oaktree Ward

## Our facilities:

- En-suite bedrooms
- Outdoor space
- Social areas
- ADL kitchen
- Activity rooms
- Gym

Service users can take part in a range of activities including:

- Swimming sessions
- Walking groups
- Cycling groups



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# Cygnet Hospital Clifton, East Midlands

Clifton Lane, Clifton, Nottingham, East Midlands NG11 8NB

Low Secure Personality Disorder



18+ years



Male



25 beds in 2 wards



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

**C**ygnet Hospital Clifton is a 25 bed specialist low secure service for men with a personality disorder, who may also present with complex mental health needs.

The treatment model we provide at Cygnet Hospital Clifton is delivered in the context of a psychologically-informed team approach, with the individual at its centre.

We offer tailored multidisciplinary team (MDT) input including psychiatry, nursing, occupational therapy and social work to meet each individuals needs. Our medical interventions are informed by National Institute for Health and Care Excellence (NICE) guidelines.

The hospital is set out across **two wards**;

**Ancaria Ward** is the admissions / initial treatment ward, which focuses on rehabilitation, in preparation for moving on into the community or supported living. Ancaria Ward offers a defined pathway through to Acorn Ward.

**Acorn Ward** focuses on rehabilitation, to prepare for a move into the community or supported accommodation.

**Cygnet Hospital Clifton has helped me with my recovery by challenging my behavioural problems and changing my thoughts to move to a more positive way, giving me more confidence to deal with different disappointments, changing my ways of thinking and giving me responsibility with (a course on) the Recovery College. - Service User**



**New Social Hub**  
co-produced with  
service users

**100%**

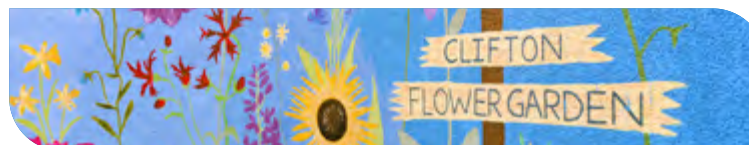
of those discharged  
from Acorn Ward  
**stepped down**  
along their  
**care pathway\***

\*12 months data as of Oct 24



## Our facilities:

- > En-suite bedrooms
- > Extensive secure gardens
- > Gym
- > ADL kitchen
- > Woodwork shop
- > IT classroom
- > Recovery College



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# Ruth's\* Journey

**Bronte Ward, Cygnet Hospital Bierley, West Yorkshire**  
Low Secure Service for Women



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## Ruth's history

Prior to her admission to Bronte Ward, Ruth recalls feeling extremely stressed and scared. She explained that she was "completely shut off from the world". She was experiencing auditory hallucinations and felt confused about her symptoms, which only added to the distress she was feeling.

Ruth struggled initially with the new people and staff around her on the ward, they made her feel uneasy and building trust took time. She didn't want to take her medications as she felt they were negatively impacting her mood and weight.

It became clear that Ruth also needed additional support with daily living skills such as housing, finances and rebuilding relationships.



## Ruth's care

Ruth appreciated being able to discuss her concerns about the medication with the ward consultant. She was able to work collaboratively with the medical team to identify a treatment plan that worked for her whilst also managing her symptoms.

Reflecting on her daily routine, Ruth shared that occupational therapy was hugely helpful in maintaining consistency and building confidence. She attended walks, groups and cooking sessions which all increased her independence. Ruth said **"It was good to have distractions and stay busy while I was struggling, and then I was able to build on activities which were meaningful to me."**

The social work team worked with Ruth to alleviate some of the other concerns she had, she recalled **"The social worker was very supportive about my housing and finances. She communicated with my mum to help me sort out my passport and helped me to develop relationships with my children again. The social worker saw what was important to me and helped me with my problems."**

During her stay, Ruth was offered and engaged with a number of different psychological treatments. Initially, she began to build therapeutic rapport by attending relaxation-based groups, which helped to increase her capacity for focus.

Ruth later attended an adapted dialectical behavioural therapy (DBT) skills group where she was introduced to mindfulness, distress tolerance, interpersonal effectiveness, and emotion regulation skills. She was motivated to practise these skills after noticing they had helped on a particular occasion over Christmas, where she was feeling uncomfortable being at home with lots of people drinking alcohol around her.

To further support Ruth to manage any cravings or difficult situations, she engaged in a substance misuse intervention which taught her about the impact of substances and explored positive coping strategies to manage urges.

Most recently, Ruth commenced eye movement desensitization and reprocessing (EMDR) sessions to help her to process past experiences and improve her future quality of life.

Ruth was understandably nervous about this, but with reassurance and support from the team, she engaged well.

Ruth described finding this as challenging at times, however, found it helpful to work through some difficult times in a safe space and not feel judged. She shared **"Although EMDR was distressing to start with, safe place imagery and body scan skills have helped me to cope. EMDR has helped me to put my traumatic memories into the right filing cabinet in my head".**

The Bronte team encouraged Ruth to boost her self-compassion; Ruth stated that "through therapy, I was able to develop a more understanding tone towards myself and my experiences".



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## Ruth today

With Ruth's confidence and independence building, she has progressed onto volunteering at the local charity shop, Community Gardens, and with a local church's 'Good Neighbours Project'.

Ruth has recently become a Ward Representative and expressed her enthusiasm for the opportunity, stating, **"It's good that they have this role for people who want to try and change things."**

Ruth is currently in the process of planning for her discharge back home in the community. The team are really proud of her and her progress on Bronte Ward. Ruth has shared that it is important for others struggling to **"Stick at it and things will improve"**.



\*Name has been changed to protect her identity.



# Map | Our specialist services by region

## Medium Secure Mental Health

- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**
- 2 Cygnet Hospital Stevenage**  
Graveley Road, Stevenage,  
Hertfordshire, East SG1 4YS  
T: **01438 342 942**

## Medium Secure Personality Disorder

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

## Medium Secure Mental Health and Specialist Deaf

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

## Low Secure Mental Health

- 3 Cygnet Hospital Bierley**  
Bierley Lane, Bradford,  
Yorkshire and Humber BD4 6AD  
T: **01274 686 767**
- 4 Cygnet Hospital Blackheath**  
80-82 Blackheath Hill,  
London SE10 8AD  
T: **020 8694 2111**
- 1 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**
- 5 Cygnet Hospital Derby**  
100 City Gate, London Road, Derby,  
East Midlands DE24 8WZ  
T: **01332 365 434**
- 6 Cygnet Hospital Maidstone**  
Gidd Pond Way, Off Newnham  
Court Way, Weaving,  
Maidstone, Kent, East ME14 5FY  
T: **01622 580 330**
- 7 Cygnet Hospital Sheffield**  
83 East Bank Road, Sheffield,  
Yorkshire and Humber S2 3PX  
T: **0114 279 3350**
- 2 Cygnet Hospital Stevenage**  
Graveley Road, Stevenage,  
Hertfordshire, East SG1 4YS  
T: **01438 342 942**
- 8 Cygnet Hospital Woking**  
Redding Way, Knaphill,  
Woking, South East GU21 2QS  
T: **01483 795 100**

## Low Secure Personality Disorder

- 9 Cygnet Hospital Clifton**  
Clifton Lane, Clifton, Nottingham,  
East Midlands NG11 8NB  
T: **0115 945 7070**
- 5 Cygnet Hospital Derby**  
100 City Gate, London Road,  
Derby, East Midlands DE24 8WZ  
T: **01332 365 434**

## Low Secure Mental Health and Specialist Deaf

- 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 contact **your regional Business Relationship Manager**.

Alternatively, you can contact the Cygnet Bed Hub on:  
**0808 164 4450 /**  
**chcl.referrals@nhs.net.**



## Planned admissions referral steps:

- 1** Referral made to your **regional Business Relationship Manager** or **0808 164 4450 / chcl.referrals@net**
- 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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Westminster, London  
SW1P 3JA

 **0207 123 5706**

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