

*Improving lives together*

# PICU and Acute Services

- > PICU
- > Acute



# 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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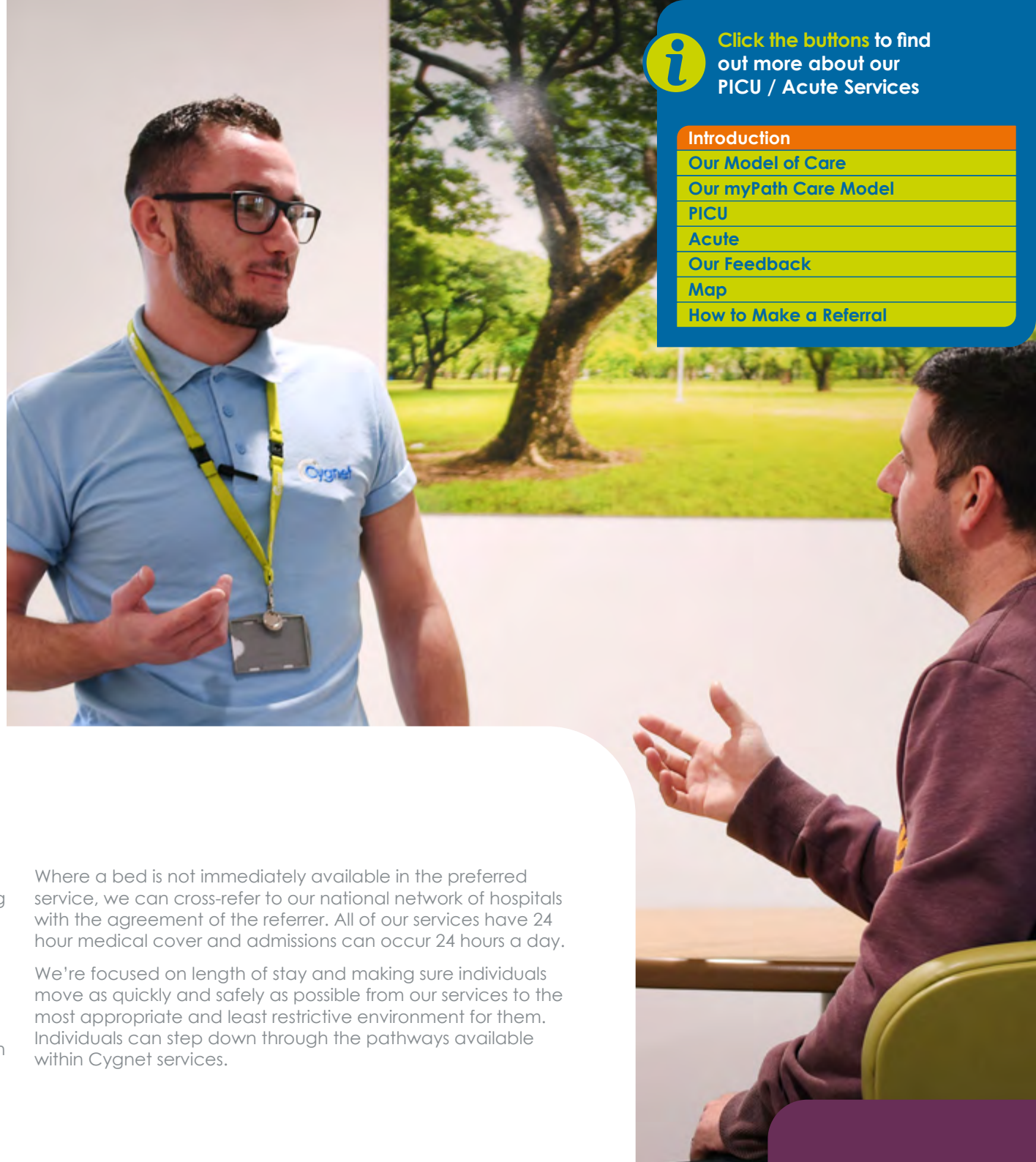
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# Introduction

We offer a national network of more than 750 urgent admission beds to meet the acute needs of adults requiring rapid access to mental health services, including those who may need an intensive care environment.

Our range of emergency admission services for adults include hospitals that can provide psychiatric intensive care, acute wards for individuals with mental health illness.

We offer a one hour response time to referrals, with a decision on a placement no more than an hour after we receive adequate clinical information.

Where a bed is not immediately available in the preferred service, we can cross-refer to our national network of hospitals with the agreement of the referrer. All of our services have 24 hour medical cover and admissions can occur 24 hours a day.

We're focused on length of stay and making sure individuals move as quickly and safely as possible from our services to the most appropriate and least restrictive environment for them. Individuals can step down through the pathways available within Cygnet services.

## Our service user profile: PICU/Acute

- Experiencing difficulties that present a risk to the wellbeing of themselves or others that cannot be treated in an open environment
- Diagnoses may include:
  - Acute mental illness
  - Acute depressive illness
  - Psychosis
  - Schizophrenia
  - Bipolar disorder
  - Personality disorder
  - Dual diagnosis
  - Autism or Asperger's Syndrome
- May present with co-morbid presentations:
  - Self-harm
  - Substance misuse issues
  - Complex needs



**18+ years**



**Male/Female**



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



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**Our dedicated bed coordinators available 24/7 to help you find the right support, at the right time.**

Our friendly team will ensure a seamless process from referral to decision.



One hour decision time from receipt of full clinical information



Online bed availability tool, and daily bed alert emails



Named bed managers for block contracted beds, providing daily updates and managing patient flow

## Our services at a glance:

- > High staffing ratios
- > Admissions 24 hours a day
- > 24 hour medical cover
- > Short length of stay
- > Substance misuse / addictions treatment
- > Comprehensive national network of step-down pathways
- > Weekly clinical update reports

## Our multi-disciplinary teams:

- > Consultant psychiatrists
- > Specialty doctors
- > Nursing
- > Psychology
- > Occupational therapy
- > Healthcare support workers
- > Social workers
- > Substance misuse practitioners



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# Our Model of Care

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My Past

New Beginnings

I will live in an environment that enables me

I will be supported by specially trained staff

The team supporting me will be resilient and striving

My progress will focus on improving quality of life

At Cygnet Health Care we are doing all we can to make a **positive difference**. To help guide us & ensure we are working together to achieve this we have collaboratively developed our Model of Care for our PICU/Acute Services. A guide that **shows what we do as an organisation to meet the acute needs of adults requiring rapid access to mental health services, including those who may need an intensive care environment.**

My Future

## Stage One

### Admission & Assessment Understanding me (72 hours)

- > Induction to the ward and introduction to the team
- > Welcome pack provided to the individual in our care including Mental Health Act rights and advocacy services
- > Admitting nurse to complete initial care plan, including physical health risk assessment, admissions checklist & GAP score
- > Medical team to review response to medication and liaise with GP as appropriate
- > Complete physical health investigation
- > Invite Care Coordinator and family to ward rounds

## Stage Two

### Formulation My Skills (1 week)

- > Formulation of diagnosis, review care plan and risks
- > Complete OT (Occupational Therapy) and Psychology screening and assessment
- > MDT (Multi-disciplinary team) review & communication with stakeholders

## Stage Three

### Treatment My Independence (1 - 4 weeks)

- > Weekly MDT review, daily review of enhanced observation levels, weekly review of psychological engagement
- > Debrief and reflective practice after serious incidents, restraints and seclusions
- > Monitor compliance with treatment plan and identification of relapse signatures
- > MDT to consider discharge planning

## Stage Four

### Transition & Discharge My Future (4 - 8 weeks)

- > MDT to invite Care Coordinator and family to discharge meeting
- > Handover of clinical records, body maps and any safeguarding issues
- > Nurse to complete discharge GAP score, Ward Doctor to complete discharge summary within 10 working days
- > Discharge notification to be sent within 24 hours of discharge

Enabling and Nurturing Environment

# Our myPath Care Model

**myPath** is our unique 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 PICU and acute services, **myPath** is structured to support short term admissions for those individuals who have a mental illness and also require preparation for independent life within the community, or for moving into mainstream rehabilitation.

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, which is evidenced and documented within an individualised activity timetable based around understanding mental health needs and developing daily living skills. All individuals' 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 PICU and acute services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments and changes in wellbeing 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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# PICU

**O**ur national network of PICUs cater for emergency admissions for men and women experiencing an acute period of mental illness that cannot be managed in an open acute inpatient setting. All admissions are detained under the Mental Health Act. Referrals come to us from all areas including acute services, prison, or via the criminal justice system.

The focus of our PICUs is stabilisation, and moving individuals as quickly as possible to the most appropriate and least restrictive environment, whilst avoiding the need for readmission. This is achieved through the provision of a short term intensive assessment and treatment programme, designed to support service users to regain a sense of control and order in their lives so they can ultimately return home.

The men and women we support come to us in crisis, and often present with very complex needs and increased risks that compromise their physical or psychological wellbeing, or that of others. We can also assess and transfer urgent prison referrals swiftly.

Our teams work closely and collaboratively with service users, their families and the referrer to provide a seamless pathway from referral to discharge.

Care and treatment in a PICU is person-centred and delivered by a comprehensive multi-disciplinary team. There is an emphasis on the use of relational security, safety, recovery programmes and pharmacology in the management of risk, challenging behaviour and enduring mental health disorders. Training, coaching and supervision of staff enable the clinical team to remain knowledgeable and skilled in the provision of modern, appropriate, compassionate and safe care to service users.

We provide a full programme of therapy and meaningful activity across our services, including on and off-ward therapies and 1:1 and group sessions. Therapeutic interventions and activities offered by our services include:

- Dialectical Behaviour Therapy (DBT) informed therapy
- Substance misuse programmes
- Cognitive Behavioural Therapy (CBT) and Cognitive Analytic Therapy (CAT)
- Schema Therapy
- Eye Movement Desensitisation and Reprocessing Therapy (EMDR)
- Hearing Voices groups
- Active Life programmes
- Psychoeducation
- Comprehensive occupational therapy programmes

Our PICU and acute wards work closely together to form comprehensive acute care pathways across the group. Working closely with commissioning teams, we are able to offer pathways out of PICU where clinically appropriate and therapeutically beneficial, across our comprehensive network of specialist services, including acute services, mental health rehabilitation and specialist personality disorder or neuropsychiatric services.



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Average length of stay is

**7 weeks**

across our PICU services (2023)



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**Pippin Ward**  
**Cygnets Appletree**  
 Frederick Street, Meadowfield, County Durham, North East DH7 8NT  
 T: **0191 378 2747**  
 Age: **18+** Gender: **Female** Beds: **10**



**Svanna Ward**  
**Cygnets Hospital Beckton**  
 23 Tunnan Leys, Beckton, London E6 6ZB  
 T: **020 7511 2299**  
 Age: **18+** Gender: **Female** Beds: **12**



**Tyler Ward**  
**Cygnets Hospital Blackheath**  
 80-82 Blackheath Hill, London SE10 8AD  
 T: **0208 694 2111**  
 Age: **18+** Gender: **Male** Beds: **14**



**South Hampton**  
**Cygnets Hospital Bury Dunes**  
 Buller Street, off Bolton Road, Bury, North West BL8 2BS  
 T: **0161 762 7200**  
 Age: **18+** Gender: **Male** Beds: **12**



**Castle Ward**  
**Cygnets Hospital Godden Green**  
 Godden Green, Sevenoaks, Kent, South East TN15 0JR  
 T: **01732 763 491**  
 Age: **18+** Gender: **Female** Beds: **13**



**Roxeth Ward**  
**Cygnets Hospital Harrow**  
 London Road, Harrow on the Hill, London HA1 3JL  
 T: **020 8966 7000**  
 Age: **18+** Gender: **Male** Beds: **12**



**Franklin Ward**  
**Cygnets Hospital Hexham**  
 Anick Road, Hexham, Northumberland, North East NE46 4JR  
 T: **01434 408660**  
 Age: **18+** Gender: **Female** Beds: **10**



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**Nash Ward**  
**Cygnet Hospital Kewstoke**  
 Beach Road, Kewstoke, Weston-super-Mare, Somerset, South West BS22 9UZ  
 T: **01934 428989**  
 Age: **18+** Gender: **Male** Beds: **12**



**Bearsted Ward**  
**Cygnet Hospital Maidstone**  
 Gidds Pond Way, off Newnham Court Way, Weavering, Maidstone, South East ME14 5FY  
 T: **01622 580 330**  
 Age: **18+** Gender: **Male** Beds: **16**



**Rosa Ward**  
**Cygnet Hospital Oldbury**  
 Salop Drive, Oldbury, West Midlands B68 9AG  
 T: **01214 200 211**  
 Age: **18+** Gender: **Female** Beds: **12**



**Fern Ward**  
**Cygnet Hospital Sherwood**  
 Rufford Colliery Lane, Mansfield, Nottinghamshire, East Midlands NG21 0HR  
 T: **01623 701386**  
 Age: **18+** Gender: **Male** Beds: **12**



**Chamberlain Ward / Pattison Ward**  
**Cygnet Hospital Stevenage**  
 Graveley Road, Stevenage, Hertfordshire, East SG1 4YS  
 T: **01438 342942**  
 Age: **18+** Gender: **Male** Beds: **24 across 2 wards**



**Acorn Ward**  
**Cygnet Hospital Woking**  
 Redding Way, Knaphill, Woking, Surrey, South East GU21 2QS  
 T: **01483 795100**  
 Age: **18+** Gender: **Female** Beds: **10**



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## Carter Ward

### Cygnet Hospital Wolverhampton

140 Wolverhampton Road, Wolverhampton, West Midlands, WV11 1UH

T: **01902 886 571**

Age: **18+** Gender: **Male** Beds: **12**



## Bennu Ward

### Cygnet Hospital Wyke

Blankney Grange, Huddersfield Road, Wyke, Bradford, Yorkshire & Humber BD12 8LR

T: **01274 605500**

Age: **18+** Gender: **Male** Beds: **12**



## Beck Ward

### Cygnet Joyce Parker Hospital

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

T: **02475 100 150**

Age: **18+** Gender: **Male** Beds: **12**



**NEW**

## Billington Ward

### Cygnet Kenney House

Wester Hill Rd, Oldham, North West OL8 2QH

T: **0161 7624730**

Age: **18+** Gender: **Female** Beds: **12**



## Albert Ward

### Cygnet Victoria House

Barton Street, Darlington, County Durham, North East DL1 2LN

T: **01325 385 240**

Age: **18+** Gender: **Male** Beds: **9**



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# Acute

**O**ur acute inpatient psychiatric services provide a safe and stabilising environment for men and women who are in crisis, experiencing an acute episode of mental illness and requiring an emergency admission. Service users may be informal or detained under the Mental Health Act.

The ethos across our services is about assessing and treating individuals in the least restrictive environment and planning for discharge in a robust and timely fashion. With a focus on stabilisation, we support service users to manage their mental health, reinforce daily living skills and prepare for independent life back in the community.

Our teams work closely and collaboratively with the people we support, their families and the referrer to provide a seamless pathway from referral to discharge. Our approach is recovery focused and supported by comprehensive multi-disciplinary teams, contributing to shorter lengths of stay.

Our short-term psychological interventions are based on a Cognitive Behavioural Therapy (CBT) approach and we also provide specialist substance misuse support and psychoeducation, alongside a comprehensive occupational therapy programme.

Due to the robust environment at our services, we are able to actively support service users at the challenging end of the acute spectrum, without requiring admission to a PICU service.

We work closely with NHS referring teams to keep lengths of stay as short as possible and to ideally discharge individuals home, or move them back to a less restrictive environment.

Our PICU and acute wards work closely together to form comprehensive acute care pathways across the group. Working closely with commissioning teams, we are able to offer pathways out of PICU where clinically appropriate and therapeutically beneficial, across our comprehensive network of specialist services, including acute services, mental health rehabilitation and specialist personality disorder services.



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# Provided at:



## Crocus Ward

### Cygnets Hospital Kidsgrove

Boathorse Road, Kidsgrove, Stoke-on-Trent, Staffordshire ST7 4JAT

T: **01782 378672**

Age: **18+** Gender: **Female** Beds: **20**



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**Baldock Ward**  
**Cygnets Kenney House**  
Wester Hill Rd, Oldham, North West OL8 2QH  
T: **0161 7624730**  
Age: **18+** Gender: **Female** Beds: **16**



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[Cygnets Hospital Bierley, West Yorkshire](#)

[Cygnets Hospital Bury Dunes, North West](#)

[Cygnets Hospital Colchester, East](#)

[Cygnets Hospital Godden Green, South East](#)

[Cygnets Hospital Harrogate, Yorkshire & Humber](#)

[Cygnets Hospital Harrow, London](#)

[Cygnets Hospital Hexham, North East](#)

[Cygnets Hospital Kewstoke, South West](#)

[Cygnets Hospital Kidsgrove, West Midlands](#)

[Cygnets Hospital Oldbury, West Midlands](#)

[Cygnets Hospital Sherwood, East Midlands](#)

[Cygnets Hospital Stevenage, East](#)

[Cygnets Hospital Taunton, South West](#)

[Cygnets Hospital Woking, South East](#)

[Cygnets Hospital Wolverhampton, West Midlands](#)

[Cygnets Hospital Wyke, West Yorkshire](#)

[Cygnets Joyce Parker Hospital, West Midlands](#)

[Cygnets Kenney House, North West](#)

[Cygnets Lodge Woking, South East](#)

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# Our Feedback



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“We are very pleased with the positive outcome of this case and we would like to thank you all for your hard and effective multi-agency work to reduce the risk and increase the safety of parents and supporting a young woman when she needed this support.” – **External Health Professional**



“The hospital was like a second family. The care I received from all the staff was exceptional. I just want to say a massive thank you for all the help I received.” – **Service user**



“I am so thankful for all of you, I feel so comfortable with the team, and so much better he is in your care.” – **Family member**



“You have all turned my life around and got me back on track. Not only have you saved my life, you have given it back to me. You are incredible.” – **Service user**



“I just wanted to say a huge thank you for your support and dedication to [patient] and her family.” – **External Health Professional**



“I would just like to thank all of the staff as if it wasn't for them I wouldn't be in the stable position I am now. They were always around and supportive to attend to any needs I had, whether it was just making cups of tea or just sitting and listening to me when I was distressed.” – **Service user**



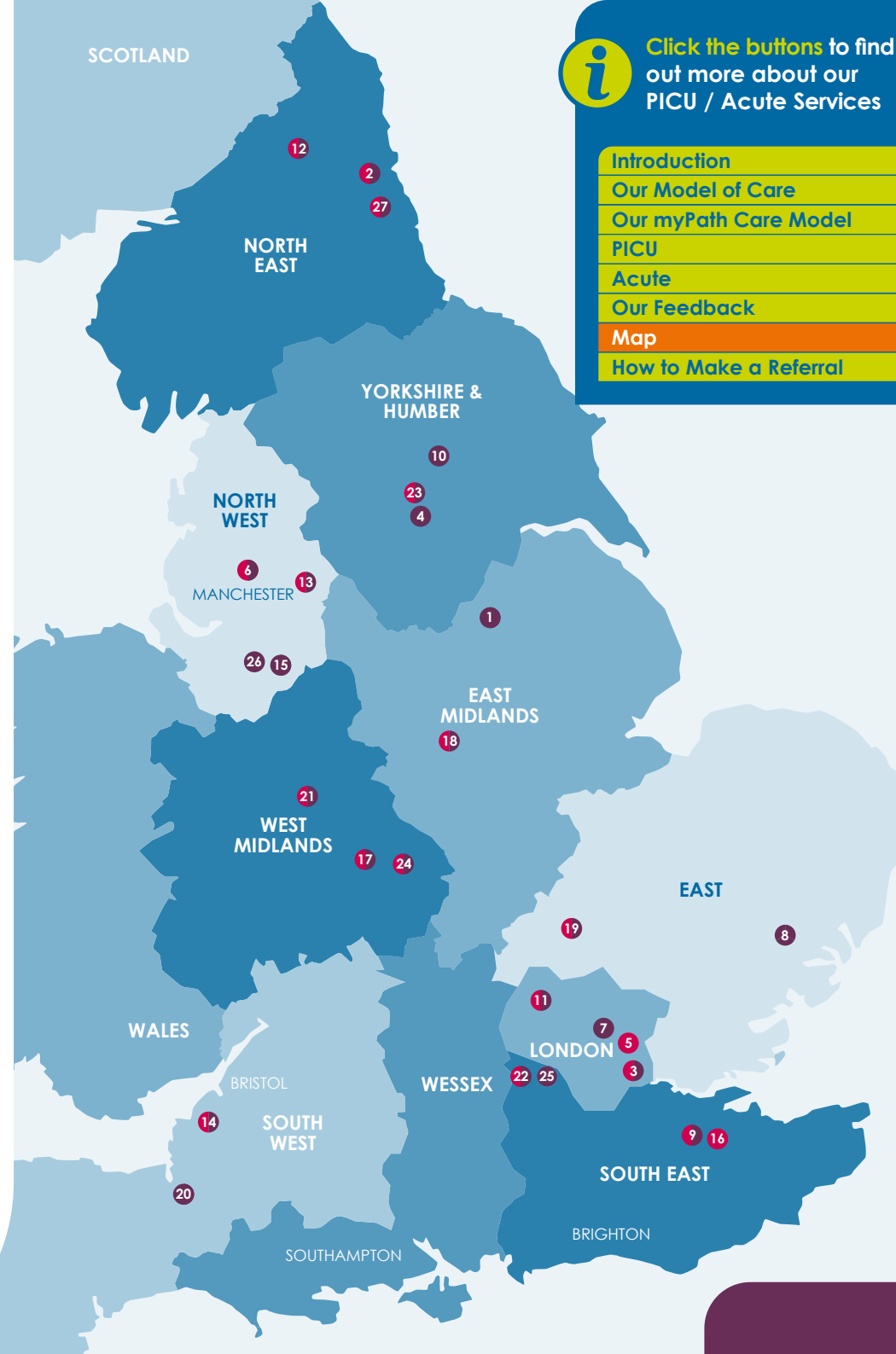


# Map | Our specialist services by region

## PICU Acute

- 1 Cygnet Acer Clinic**  
Worksop Road, Chesterfield,  
Derbyshire S43 3DN  
T: **01246 386 090**
- 2 Cygnet Appletree, Durham**  
Frederick Street, Meadowfield,  
County Durham, North East DH7 8NT  
T: **0191 378 2747**
- 3 Cygnet Hospital Beckton**  
23 Tunnan Leys, Beckton,  
London E6 6ZB  
T: **020 7511 2299**
- 4 Cygnet Hospital Bierley**  
Bierley Lane, Bradford, West Yorkshire,  
Yorkshire & Humber BD4 6AD  
T: **01274 686767**
- 5 Cygnet Hospital Blackheath**  
80-82 Blackheath Hill,  
London SE10 8AD  
T: **020 8694 2111**
- 6 Cygnet Hospital Bury**  
Buller Street, off Bolton Road, Bury,  
North West BL8 2BS  
T: **0161 762 7200**
- 7 Cygnet Churchill**  
Barkham Terrace, Lambeth Road,  
London SE1 7PW  
T: **020 7928 2334**
- 8 Cygnet Hospital Colchester**  
Boxted Road, Mile End,  
Essex, East CO4 5HF  
T: **01206 848000**
- 9 Cygnet Hospital Godden Green**  
Godden Green, Sevenoaks,  
Kent, South East TN15 0JR  
T: **01732 763491**
- 10 Cygnet Hospital Harrogate**  
23 Ripon Road, Harrogate, North  
Yorkshire, Yorkshire & Humber HG1 2JL  
T: **01423 500599**
- 11 Cygnet Hospital Harrow**  
London Road, Harrow on the Hill,  
London HA1 3JL  
T: **020 8966 7000**
- 12 Cygnet Hospital Hexham**  
Anick Road, Hexham,  
Northumberland, North East NE46 4JR  
T: **01434 408660**
- 13 Cygnet Kenney House**  
Wester Hill Road, Oldham,  
North West OL8 2QH  
T: **0161 7624730**
- 14 Cygnet Hospital Kewstoke**  
Beach Road, Kewstoke,  
Weston-super-Mare, South West BS22 9UZ  
T: **01934 428989**

- 15 Cygnet Hospital Kidgrove**  
Boathorse Road, Kidsgrove,  
Stoke-on-Trent, Staffordshire, ST7 4JA  
T: **01782 378672**
- 16 Cygnet Hospital Maidstone**  
Gidds Pond Way, off Newnham  
Court Way, Weavering, Maidstone,  
South East ME14 5FY  
T: **01622 580 330**
- 17 Cygnet Hospital Oldbury**  
Salop Drive, Oldbury,  
West Midlands B68 9AG  
T: **0121 420 0211**
- 18 Cygnet Hospital Sherwood**  
Rufford Colliery Lane, Mansfield,  
Nottinghamshire, East Midlands NG21 0HR  
T: **01623 701 386**
- 19 Cygnet Hospital Stevenage**  
Graveley Road, Stevenage,  
Hertfordshire, East SG1 4YS  
T: **01438 342 942**
- 20 Cygnet Hospital Taunton**  
Orchard Portman, Taunton, Somerset,  
South West TA3 7BQ  
T: **01823 336457**
- 21 Cygnet Hospital Wolverhampton**  
140 Wolverhampton Road, Wolverhampton,  
West Midlands, WV11 1UH  
T: **01902 886 571**
- 22 Cygnet Hospital Woking**  
Redding Way, Knaphill, Woking,  
Surrey, South East GU21 2QS  
T: **01483 795 100**
- 23 Cygnet Hospital Wyke**  
Blankney Grange, Huddersfield Road,  
Wyke Bradford, West Yorkshire, Yorkshire  
and Humber BD12 8LR  
T: **01274 605 500**
- 24 Cygnet Joyce Parker Hospital**  
2 Lansdowne Street, Coventry, CV2 4BF  
(for Sat Nav use CV2 4FN)  
T: **02475 100 150**
- 25 Cygnet Lodge Woking**  
Barton Close (off Redding Way), Knaphill,  
Woking, Surrey, South East GU21 2FD  
T: **01483 289 999**
- 26 Cygnet Nield House**  
Bradfield Road, Crewe, Cheshire,  
North West CW1 4QW  
T: **01270 696510**
- 27 Cygnet Victoria House**  
Barton Street, Darlington,  
County Durham, North East DL1 2LN  
T: **01325 385 240**



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# How to Make a Referral



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**We are able to take referrals 7 days a week.**

To make a referral please contact the Cygnet Bed Hub on:  
**0808 164 4450 / [chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net).**

Alternatively, you can contact your **regional Business Relationship Manager.**

## Our referral process:

- 1 Referral made to Cygnet bed hub 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 full clinical information
- 3 Admission agreed and arranged with referring team following confirmation of funding





*Improving lives together*



**Cygnet**

4 Millbank, 3rd Floor,  
Westminster, London  
SW1P 3JA

0207 123 5706

[www.cygnetgroup.com](http://www.cygnetgroup.com)

Follow us on social media:

CYG-759 | Date of Preparation: 13/05/25



Integrity

Trust

Empower

Respect

Care