

*Improving lives together*

# Neuropsychiatric Services

- Neuropsychiatric Rehabilitation
- Neurodegenerative Services
- Residential Services



# 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

Cygnet Health Care offers a range of neurological services for individuals with acquired brain injuries and neurodegenerative disorders. Our person-centred and flexible model aims to reduce risk, maximise independence, improve quality of life and where possible, help those affected to fully recover.

Our programmes are delivered through our pioneering myPath model, which is adapted to treat individuals service users with neuropsychiatric conditions including acquired brain injuries and neurodegenerative disorders. We place a strong emphasis on service user outcomes, which are measured via our comprehensive range of outcome tools.

Our models allow us to define step-by-step objectives that cover all areas of an individual's psychological and behavioural rehabilitation. The key areas of our care models are: Assessment, Treatment and Intervention, Consolidation and Discharge.

Our dedicated clinical teams provide interdisciplinary input including occupational therapy, psychiatry, psychology, physiotherapy, and speech and language therapy.

We never underestimate the importance of family involvement in the care of our service users. Families provide valuable insight into an individual's character, choices and ambitions. Where appropriate, our interdisciplinary team will work closely with relatives in order to help their loved ones make a positive difference within their lives. In addition, we recognise that no family is ever prepared and ready to deal with the results of brain injury. Depending on need, our interdisciplinary team may offer psychoeducation and guidance to families in order to understand the condition, behavioural disturbances and come to terms with personality change. As part of our guidance, families may be taught rehabilitation techniques, which will help them to support and care for their loved ones.



## Our service user profile:

- Affected by a neurological condition where challenging behaviour is the leading impairment
- May have a forensic history
- May have complex physical health needs
- With a diagnosis of:
  - Established or suspected Acquired Brain Injury including those sustained through trauma, anoxia, stroke, tumour, virus or infection
  - Established or suspected neurodegenerative condition including Huntington's Disease
  - Specialist Dementia e.g. Pick's Disease, Frontotemporal Dementia
  - Korsakoff's Syndrome or other substance abuse related brain injury
- Presenting symptoms may include:
  - Dysphasia or other communication problems
  - Dysphagia with or without the requirement of PEG support/modified diets
  - Moderate to severe cognitive impairment
  - Respiratory difficulty requiring support of BiPAP (Bi-level Positive Airway Pressure) or CPAP (Continuous Positive Airway Pressure)
  - Mobility impairments
- Presenting comorbidities may include:
  - Psychiatric disorders including psychoses
  - Complex epilepsy
  - Post-ictal psychosis
  - Organic personality disorder



18+ years



Male / Female



Legal Framework Status:  
Detained Informal  
Community Treatment  
Orders DoLS/LPS



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## Our services at a glance:

- High staffing ratios
- 1:1 weekly therapy
- Treatment for co-morbid psychiatric conditions
- Risk assessment and management
- Occupational therapy
- Physiotherapy
- Cognitive rehabilitation
- Mobility programmes
- Reacquisition of coordination skills
- Daily living skills
- Speech and language therapy
- Techniques to enhance executive function
- Overview and stabilisation of medication with monitoring of side effects
- Assessment and management of physical health issues
- Can offer a 3-6 month assessment package if required
- Specialist transition pathways
- Community reintegration assessment

## Our interdisciplinary teams:

- Neuropsychiatrist/Psychiatrist
- Neuropsychologist/Psychologist
- Occupational therapy
- Physiotherapy
- Speech and language therapy
- Nurses across RMN/RGN/RNLD disciplines
- Support workers

## Our outcome measurement tools:

Our comprehensive range of outcome tools and measures evaluate progress to ensure a holistic view of recovery. These include:

### Cognitive assessments:

- Test of Premorbid Functioning (TOPF)
- Wechsler Adult Intelligence Scale IV (WAIS IV),
- Addenbrooke's Cognitive Examination III (ACE-III)
- Effort testing
- Repeatable Battery for the assessment of Neuropsychological Status (RBANS)
- Wechsler Memory Scale IV (WMS IV)
- Rivermead Behavioural Memory Test (RBMT)
- Visual Object Space Perception Battery (VOSP)
- Delis-Kaplan Executive Function System (D-KEFS)
- Behavioural Assessment of Dysexecutive Syndrome (BADS)
- Aphasia Screening Test, Mt Wilga High Level Language Test
- Pyramids and Palm Trees
- Clinical Evaluation of Language Fundamentals (CELF)

### Functional assessments:

- Functional Independence Measure / Functional Assessment Measure (FIM-FAM)
- Global Assessment of Progress (GAP)
- Daily Living Skills (DLSOS)
- Dysphagia assessment
- Dysarthria assessment
- Robertson Dysarthria Profile
- Communication Checklist Adult (CC-A)
- ADL Scale



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# Our myPath Care Model

**myPath** is at the heart of our services. It offers the men and women in our care a range of outcome measures. These are integrated in care plans and are subsequently reviewed regularly by the members of the interdisciplinary team.

By using the model we can define and set step-by-step objectives that cross all areas of an individual's psychological and neurological rehabilitation development.



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# Discharge Destinations



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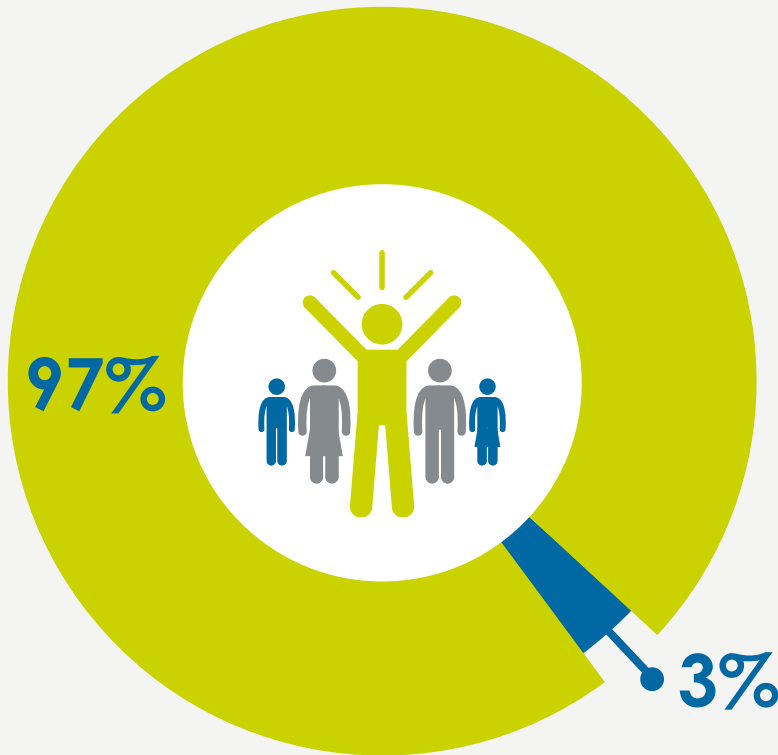
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Moved into a similar or lower lever service, or closer to home



Moved to a higher level of support

# 97%

of the individuals discharged from our Neuropsychiatric inpatient services in 2024 were able to move to a similar or less restrictive service\*

\*Data from a 12 month period up to January 2025

# Our Model of Care

At Cygnet Health Care we are doing all we can to make a positive difference. To help everyone work together to achieve this we have collaboratively created our **Model of Care for our Neuropsychiatric Services**.

The Model of Care explains what we do as an organisation **to support individuals with acquired brain injuries and neurodegenerative disorders**.



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## Understanding me

The team starts by getting to know you through conversations and assessments. The team will find out what you like, what you dislike, what support you need to stay safe and well, what goals you would like to work on during your time in hospital.

## My Skills

The team will support you to use your existing skills and develop new skills so that you can enjoy life as much as possible and remain safe and well.

## My Independence

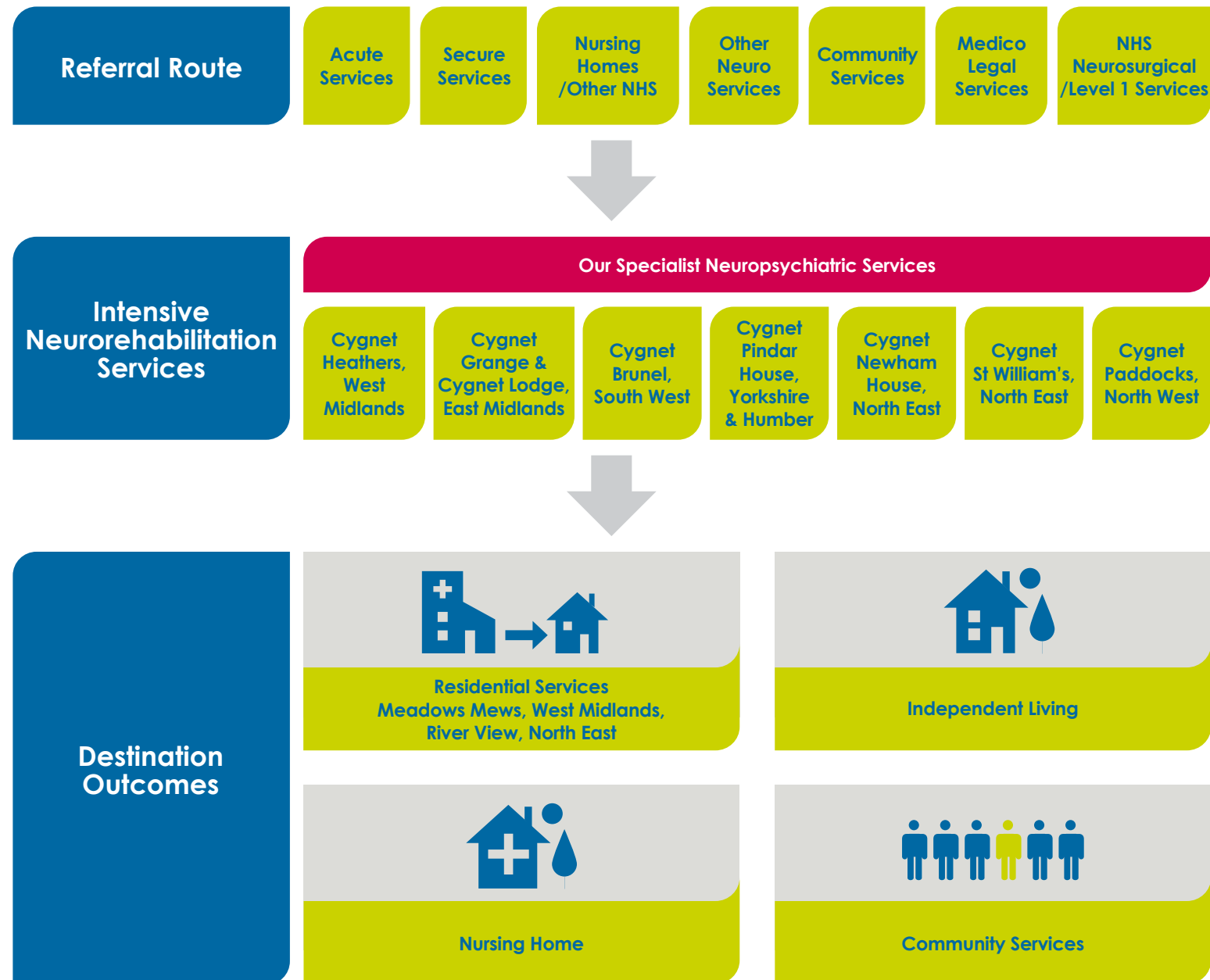
The team will support you to become as independent as possible. If you find some things difficult to do by yourself, the team will support you with these things to keep you safe and well.

## My Future

The team will support you to find the right place to live after you have left hospital. The team will ensure you have the support you need after you have left hospital.



# Our Service User Pathways



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# Cygnet Brunel, Bristol

Crow Lane, Henbury, Bristol, South West BS10 7DP

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



32 beds across 4 wards

**C**ygnet Brunel in Bristol is a 32 bed facility offering an extensive Neuropsychiatric treatment, care and rehabilitation pathway. The service is unique in its ability to provide a dedicated pathway to meet the complex needs of service users within their care. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The individually designed units facilitate a clear and distinctive care and treatment pathway for those affected by an Acquired Brain Injury (ABI) or Traumatic Brain Injury (TBI); where behaviours that challenge are the overarching impairment to recovery and rehabilitation.

Our rehabilitative pathway is lead by an all-encompassing in-house clinical and medical team - ensuring person-centred outcomes are maximised through interdisciplinary working which places the individual at the heart of their discharge planning.

**I am stunned by how well he is doing here.**  
- Commissioner



## Our Services:

**Ketch** creates a goal focused Neuropsychiatric rehabilitation pathway. The therapeutic rich environment engages service users and offers them the opportunity to maximise their independence, providing post-acute specialist rehabilitation beds for NHS England.

**Clipper** offers a safe and therapeutic setting for those affected by an acquired brain injury whose nursing and care dependency requires more input from our nursing team. This may mean that service users have a PEG or RIG, catheter or complex physical health support requirements. Those service users affected by neurodegenerative conditions who require maintenance therapy and positive behavioural support to help maintain function and manage disease progression are also supported on this ward. Quality of life is key to the ward's ethos.

**Pilot** supports individuals with a co-morbid diagnosis of ABI and Organic Behaviour Disorder. Bespoke treatment pathways help to manage impairments generated by both ABI and Mental Health conditions, ensuring symptom regulation is maintained for optimum recovery and quality of life.

**Yawl** offers a slower stream Neuropsychiatric Rehabilitation pathway for men affected by an ABI. The ward offers service users an opportunity to maximise their skills through a slower stream approach enabling them to transfer their skills into the community and day to day living prior to their successful discharge.



★ ★ ★ ★ ★  
**Rated Outstanding** by Headway,  
the Brain Injury Association

## Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Two spacious gardens
- > Living room
- > Atrium with fish tank and dining facilities
- > Sensory room
- > Gym
- > Bright Minds Development Centre

**We can accommodate men with complex physical health needs**



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# Cygnet Grange, Nottinghamshire

39-41 Mason Street, Sutton-in-Ashfield, Nottinghamshire, East Midlands NG17 4HQ

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



8 beds

**C**ygnet Grange is an 8 bed Neuropsychiatric rehabilitation, care and treatment facility for those affected by acquired brain injuries. This service accepts urgent admissions where a service user requires a safe place to start treatment at the earliest possible time, as well as planned admissions.

Based in a residential area of Sutton-in-Ashfield, Cygnet Grange provides a homely environment, supporting men to maximise their independence and improve their quality of life. Similar to our nearby sister service, Cygnet Lodge, the service is community based, providing excellent access to local amenities, whilst also being within 10 miles of three National Parks, offering easy access to open spaces. The community-facing element of the service is key in supporting and promoting positive risk taking.

We provide a resource intensive dedicated in-house Neuropsychiatry inter-disciplinary team. Our person-centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focussed on discharge planning to support service users to return to community living – either with support or independently.

We are also able to support admissions for assessment; with a proposed length of stay of 3 - 6 months, we can work with individuals and their teams to determine their needs and identify a suitable care pathway.

## Our facilities:

- En-suite bedrooms
- Therapy kitchen
- Multi-functional outdoor space
- Polytunnel
- Bathroom equipped with hoist
- Dining room
- Living room with football table

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our person-centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.

Rated **Good** by Headway, the Brain Injury Association



Every Thursday service users access a local snooker hall



Gym and swimming access is available externally if required



Cygnet Grange has access to a communal garden where service users can get involved to develop their skills.



A maths and english tutor visits the service once a week



Psychology has developed 'memory monday' with a range of activities to help develop and improve memory



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# Cygnet Heathers, West Bromwich

Grout Street, West Bromwich, West Midlands B70 0HD

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



20 beds in 2 wards

**C**ygnet Heathers is a 20 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with acquired brain injury or other neurological conditions. As a Headway Approved Provider the service is recognised for its commitment to continuous service improvement.

Our focus is on creating an environment that engages the people we support and sets the tone for recovery. Cygnet Heathers has been designed and equipped with an all-integrated physical environment to aid individuals neurobehavioural rehabilitation process. Our specifically designed environment assists the men to manage visual, spatial and perceptual difficulties.

Careful and innovative interior design using recessive lighting and zoned colour ways and floorings reduce the frustrations and confusion that service users may be dealing with resulting in an overall reduction of risk.

Cygnet Heathers is located in Great Bridge near Birmingham, which offers easy access to shops, local libraries, community centres and parks. A perfect blend of real life settings further supporting rapid recovery.

Our ethos and physical environment are informed by a Total Communication Environment approach. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency for service users.

We are also able to support admissions for assessment; with a proposed length of stay of 3 - 6 months, we can work with individuals and their teams to determine their needs and identify a suitable care pathway.

Educational and vocational support is key to recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Cygnet Heathers has its Approved Provider accreditation with Headway, the Brain Injury Association. The service was evaluated across six domains; Culture, Systems & Processes, Workforce Development, Service Delivery, Governance Leadership and Management & Quality, and finally, Environment.

The Headway assessment team rated Cygnet Heathers as 'Outstanding' in five domains resulting in a rating of 'Outstanding' following the last inspection.

## Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Multi-functional outdoor space
- > Living room

Close relationship  
with community team  
to ensure a smooth  
discharge pathway



★ ★ ★ ★ ★  
Rated **Outstanding**  
by Headway, the Brain  
Injury Association



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**I cannot believe how amazing a gentleman he is now compared to when he was first admitted to Cygnet Heathers, I didn't think that such a positive change to his presentation and quality of life could be achieved. - Commissioner**

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# Cygnet Lodge, Nottinghamshire

2A Sandown Road, Sutton-in-Ashfield, Nottinghamshire, East Midlands NG17 4LW

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



8 beds

**C**ygnet Lodge is an 8 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injuries. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

Cygnet Lodge is registered as a hospital and has been designed specifically to provide a clinically-led evidence-based neuropsychiatric pathway for those individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment which engages individuals and offers them the opportunity to minimise their behaviours of distress and maximise their independence.

The layout and environment of Cygnet Lodge means that the interdisciplinary team is fully integrated in the day to day activities of the service, and we are able to work with individuals who may have slightly higher dependency needs. Three of the eight bedrooms are on the ground floor, meaning that Cygnet Lodge is also able to accommodate individuals who may be less mobile.

Our homely environment aims to reduce risk, improve quality of life and to support service users to maximise their independence. The community-facing element of the service is key in supporting and promoting positive risk taking.

We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Educational and vocational support is key to recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

## Our facilities:

- > En-suite bedrooms
- > Bathroom equipped with hoist
- > Therapy kitchen
- > Dining room
- > Multi-functional outdoor space
- > Living room

Every Thursday service users access a local snooker hall



Gym and swimming access is available externally if required



Cygnet Lodge has access to a communal garden where service users can get involved to develop their skills.



A maths and english tutor visits the service once a week



Psychology has developed 'memory monday' with a range of activities to help develop and improve memory



Rated **Good** by Headway, the Brain Injury Association



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# Cygnet Newham House, Middlesbrough

Hemlington Village Rd, Middlesbrough, North East TS8 9DE

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Female



20 beds

**C**ygnet Newham House is our 20-bed neuropsychiatric care and treatment facility providing rehabilitation for women affected by acquired brain injuries (ABI).

The hospital provides a safe and secure place to aid recovery alongside offering those diagnosed with a progressive neurological disease like Huntington's Disease, a placement to support and help manage the progression of their symptoms.

Cygnet Newham House is a modern, purpose-built facility that has been designed specifically to provide a clinically-led evidence based neuropsychiatric pathway for those individuals presenting with behaviours that challenge as a result of their ABI.

Our focus is to create a therapeutic rich environment to engage the women in our care and offer them the opportunity to maximise their independence

Our in-house Neuropsychiatry interdisciplinary team and person-centred approach puts the individual at the centre of their treatment and discharge planning. We offer a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

**From day one arriving at Newham House I just knew this was the right place for her. The staff were so welcoming it just felt right. - Family member**



## Our facilities:

- > En-suite individual bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Communal lounge
- > Quiet room
- > Fully equipped gym
- > IT room
- > Multi-functional outdoor space including gardens
- > Accessible bathrooms
- > On-site laundry facilities
- > Specific dietary needs met by our in-house catering team



**Award winning Consultant Clinical Neuropsychologist in the UKABIF 2023 awards**

Themed cultural, seasonal and religious celebrations and parties



Regular carers, family and friends forums



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# Cygnet Paddocks, Widnes

Wilmere Lane, Widnes, North West WA8 5UY

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



28 beds

**C**ygnet Paddocks is our new specialist Neuropsychiatric Rehabilitation service for men. The service provides a dedicated care pathway for men affected by acquired brain injury (ABI) or neurological conditions, where behaviours that challenge are the overarching impairment to recovery and rehabilitation.

The individually designed wards replicate the well-established rehabilitation and treatment pathways already successfully offered by Cygnet in other Neuropsychiatric Rehabilitation services; facilitating a clear and distinctive care and treatment pathway led by an all-encompassing in-house clinical and medical team.

We ensure person-centred outcomes are maximised through inter-disciplinary working, whilst keeping the individual at the heart of their discharge planning.

This service accepts individuals using a variety of legal frameworks, including those under the Mental Health Act.

Cygnet Paddocks is located in Widnes, in the North West. The local area has many parks and nature reserves, and the service is well connected by public transport to nearby supermarkets, cafés and leisure activities.

## Our facilities:

- > En-suite individual bedrooms
- > Ground floor bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Communal lounges
- > Quiet rooms
- > Physical Therapy Room
- > Multi-functional outdoor space including gardens
- > IT room
- > Accessible bathrooms
- > On-site laundry facilities
- > Visitor room
- > Specific dietary needs met by our in-house catering team



Service name  
chosen by service  
users at Cygnet  
Pindar House



Co-produced  
model of care  
to underpin  
each individuals  
care planning



In-house  
comprehensive  
interdisciplinary team



Offering a pathway to  
independent or  
community living



Promoting community  
skills such as using  
public transport and  
road safety



Building  
community links



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Cygnet Brunel, Bristol

Cygnet Grange, Sutton-in-Ashfield

Cygnet Heathers, West Bromwich

Cygnet Lodge, Sutton-in-Ashfield

Cygnet Newham House,  
Middlesbrough

Cygnet Paddocks, Widnes

Cygnet Pindar House, Barnsley

Cygnet St William's, Darlington

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# Cygnet Pindar House, Barnsley

Upper Sheffield Road, Barnsley, South Yorkshire, Yorkshire & Humber S70 4PX

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



22 beds

**C**ygnet Pindar House is our 22 bed Neuropsychiatric care and treatment service for men affected by acquired brain injuries. It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease, like Huntington's Disease, a caring and longer term placement to support and help manage the progression of their symptoms. The service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

The hospital is a modern purpose-built facility, designed specifically to provide a clinically-led evidence-based neuropsychiatric pathway for individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment to engage service users and offer them the opportunity to maximise their independence.

We are able to accept men with complex physical health needs and have en-suite bedrooms located on the ground floor for men with mobility impairments.

We provide an in-house Neuropsychiatry interdisciplinary team dedicated to the 22 service users at Cygnet Pindar House. Our person centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

**I could not have gotten here without you all, you are the best team I could have asked for, thank you.**  
- Former service user



## Our facilities:

- > En-suite individual bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Communal lounge
- > Quiet lounge
- > Fully equipped gym
- > IT room
- > Multi-functional outdoor space including gardens
- > Accessible bathrooms with hoists
- > On-site laundry facilities
- > Specific dietary needs met by our in-house catering team



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# Cygnet St William's, Darlington

Cornwall Avenue, Darlington, County Durham, North East DL1 2LJ

Neuropsychiatric Rehabilitation

Neurodegenerative Services



18+ years



Male



12 Beds

**C**ygnet St William's is a 12 bed Neuropsychiatric care and treatment facility offering those affected by acquired brain injuries. It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease, like Huntington's disease, a caring and longer placement to support and help manage the progression of their symptoms.

The hospital is a modern purpose-built facility which has been designed specifically to provide a clinically-led evidence-based neuropsychiatric pathway for those individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment which engages our service users and offers them the opportunity to minimise their challenging behaviour and maximise their independence.

We provide a resource intensive in-house Neuropsychiatry interdisciplinary team dedicated to the 12 service users at Cygnet St William's. Our person-centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

## Physical health care clinic

is supported by a Registered General Nurse



## Therapy kitchen

and additional therapy spaces



Multi-functional outdoor space including garden



Close to local town of Darlington, with access to cinemas, parks, shopping and cafes



## Our facilities:

- > En-suite individual bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Living room
- > Additional communal areas
- > Multi-functional outdoor space including gardens
- > Accessible bathrooms
- > On-site laundry facilities
- > Specific dietary needs met by our in-house catering team



“Thank you so much for caring for my Dad for the past couple of years, he was lucky to be in a great place.”  
- Family member



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# Meadows Mews, West Bromwich

45 A-E Tame Road, Tipton, West Bromwich, West Midlands DY4 7JA

## Residential Services



18+ years



Male



10 beds in 5 self-contained apartments



**M**eadows Mews is an enhanced community residential service for men with neuropsychiatric or neurodegenerative conditions who may have behaviours that challenge alongside social and complex needs. This service accepts unplanned, often urgent admissions where a service user requires a safe place to start treatment at the earliest possible time as well as planned admissions.

Meadows Mews acts as a transition from inpatient rehabilitation for individuals who have been able to progress through the hospital pathway but now require the ability to return to the community, where participation in both social and domestic activities is vital for their quality of life and long term future in the community.

It is vital therefore, that a robust and effective community reintegration programme is provided for those coming out of a hospital setting. We ensure that they can achieve their most independent and positive lifestyle, taking full advantage of all their hard work to achieve a level of recovery that can allow them to explore living in the community.

It can be daunting for service users to go from a hospital setting to living in the community with minimal restrictions. This is why residents at Meadows Mews will continue to receive psychiatric, psychological, occupational therapy and support worker interventions and support, as required. The aim of this treatment is to complete brain injury rehabilitation in the community setting with emphasis on making the necessary specialist help available outside the hospital setting.

Meadows Mews comprises of ten bedrooms split across five self-contained apartments in a row, to create a sense of community for our residents. All these homes feature a rear garden with patio area, driveway for visitors, living / dining room, bathroom plus additional WC and fitted kitchens offering appliances.

We accept people on Community Treatment Orders (CTOs), conditional discharges and individuals under a Court of Protection order.

## Our approach:

We place individuals at the heart of everything in a partnership arrangement wherever possible.

We ensure day-to-day practice is embedded in an overarching framework of support whereby the whole team around the person consciously takes into account the interaction, communication and flexibility of each individual we support.

★ ★ ★ ★ ★  
**Rated outstanding**  
in 'Systems & Processes'  
and 'Service Delivery'  
by Headway, and  
**good** overall

**Dedicated support**  
staff to promote  
**independence**  
through daily  
living skills, such  
as **cooking**  
and **washing**



**Promote**  
community  
skills such as:  
**Public**  
transport skills  
and  
**road safety**



**Dedicated Therapy**  
**Co-ordinator to**  
**support individually**  
**or within a group**



## Interdisciplinary team including:

- > Responsible Clinician
- > Specialist Doctor
- > Clinical Psychology
- > Assistant Psychology
- > Home Manager
- > Therapy Co-ordinator



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# River View, Darlington

30/31 Victoria Embankment, Darlington, County Durham, North East DL1 5JR

## Residential Services



18+ years



Male



3 beds in 3 self-contained apartments

**R**iver View is an enhanced community residential service for men with neuropsychiatric or neurodegenerative conditions in Darlington, who may have behaviours that challenge alongside additional social and complex needs. The service is now open and accepting referrals.

River View acts as a transitional service from inpatient Neuropsychiatric rehabilitation for those individuals who have been able to progress through the hospital pathway but now require the ability to return to the community; where participation in both social and domestic activities is vital for their quality of life and long term future in the community.

It is essential that a robust and effective community reintegration programme is provided for those coming out of a hospital setting to ensure that they can achieve their most independent and positive lifestyle, taking full advantage of all their hard work to achieve a level of recovery that can allow them to explore living in the community.

It's a daunting thought for service users to go from a hospital setting to living in the community with minimal restrictions. This is why residents at River View will continue to receive psychiatric, psychological, occupational therapy and support worker interventions and support, as required. The aim of this treatment is to complete brain injury rehabilitation in the community setting with emphasis on making the necessary specialist help available outside the hospital setting.

Each apartment has a bedroom with an en-suite bathroom, kitchen/dining area and living room.

## Our facilities:

- > En-suite bedrooms
- > Each apartment has a lounge, kitchen and dining area
- > Ground floor apartments have access to a courtyard area
- > Nearby green space at South Park

## Our approach:

We place individuals at the heart of everything in a partnership arrangement wherever possible.

We ensure day-to-day practice is embedded in an overarching framework of support whereby the whole team around the person consciously takes into account the interaction, communication and flexibility of each individual we support.



## Our Interdisciplinary team:

- > Psychologist
- > Occupational Therapist
- > Speech and Language Therapist
- > Physiotherapist
- > Clinical Hospital Manager
- > Therapy Coordinator
- > Nurses across RMN/RGN/ RNLD disciplines
- > Support Workers
- > GP cover from local practice



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# Tanya's\* Journey

**Cygnets Newham House, Middlesbrough**  
Neuropsychiatric Service for Women



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## History

Tanya is a woman who, in her forties, suffered a brain injury. The impact was life-changing and left her unable to walk, with poor memory and confusion. After a period of stabilisation in hospital, she was referred to Cygnets Newham House to support her to continue her rehabilitation and re-learn the skills she would need to return to independent living.

## When she came to us

"On arrival at Cygnets Newham House, I was really frightened" Tanya recalls, "I didn't know what to expect or what the people were going to be like, and I was still confused about where I was and why I was there." Tanya was not mobile and so required staff support to tend to her personal care.

The confusion and memory problems impacted Tanya's confidence and motivation.

## Care

The team spent a lot of time getting to know Tanya and helping her to settle in to Cygnets Newham House. They encouraged her to decorate her bedroom how she wanted it, and that made her feel a little more at home.

OT (Occupational Therapy), Psychology and SLT (Speech and Language Therapy) worked together to provide orientation resources to support Tanya to feel safe and understand where she was and why she was there. The entire Newham team then applied these techniques on a daily basis. In collaboration with her, they worked on a care plan that would help her to achieve her goals.

She had regular input from the in-house physiotherapist and OT, who focussed on supporting Tanya to be able to utilise her foot splint and build on mobility. They also helped her to develop skills in ADL's (Activities of Daily Living) for example independence with personal care, getting up and dressed and showered, and completing day to day tasks such as making a hot drink or breakfast and accessing the community to do shopping.





## Care (continued...)

The activity coordinator, Mandy, made sure to understand Tanya's likes, dislikes and hobbies to tailor an activity plan to be fun and engaging. Prior to her injuries, Tanya had been a florist and so Mandy was able to incorporate floristry sessions which helped Tanya to recover some lost skills.

Reflecting on these sessions, Tanya said "I'm really proud of all the work I have done with Mandy, the sewing and cooking, but especially the flower arranging."

Through Tanya's hard work and motivation, with support from the team, she began taking daily walks outside the service, just a short distance at first and gradually lengthening until she was able to go shopping, visit local garden centres and enjoy a coffee in town.

Tanya was supported to stay in touch with her family, who also played a big part in her rehabilitation.

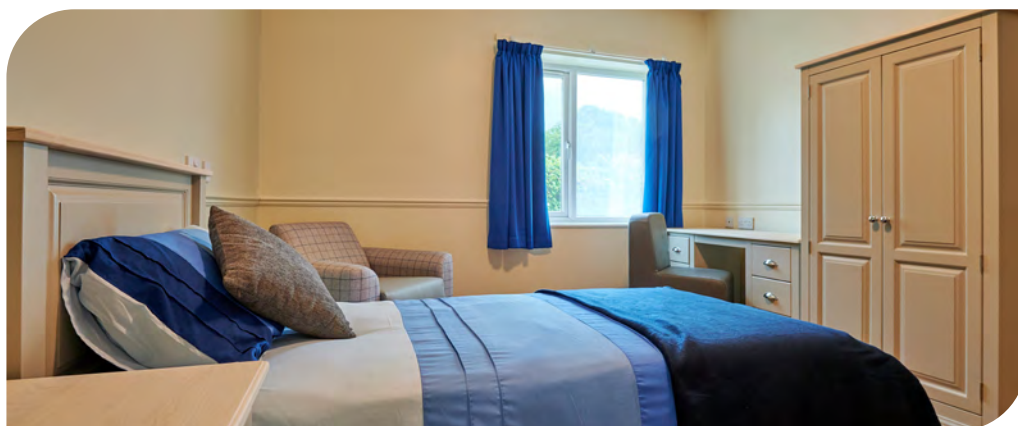
## Today

Today Tanya is feeling positive about the future, she is looking forward to moving into her own flat and has made some cushions to take with her. She now enjoys activities again - board games and puzzles in particular, and is able to cook her own meals and tend to her self-care.

Tanya is now able to walk unaided for short distances and has a walker and a wheelchair for when she wants to access the community, or for longer distances.

The team at Cygnet Newham House noted the massive improvement in Tanya, from not recognising her surroundings or being able to walk, to being able to cook meals independently and enjoy daily walks. When asked about her advice for others, Tanya said "Stay strong and you will get there. It can be a long road, but it's a good road to be on – you will come out of the other side."

\*Name has been changed to protect her identity.



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# Map | Our Specialist Services by Region

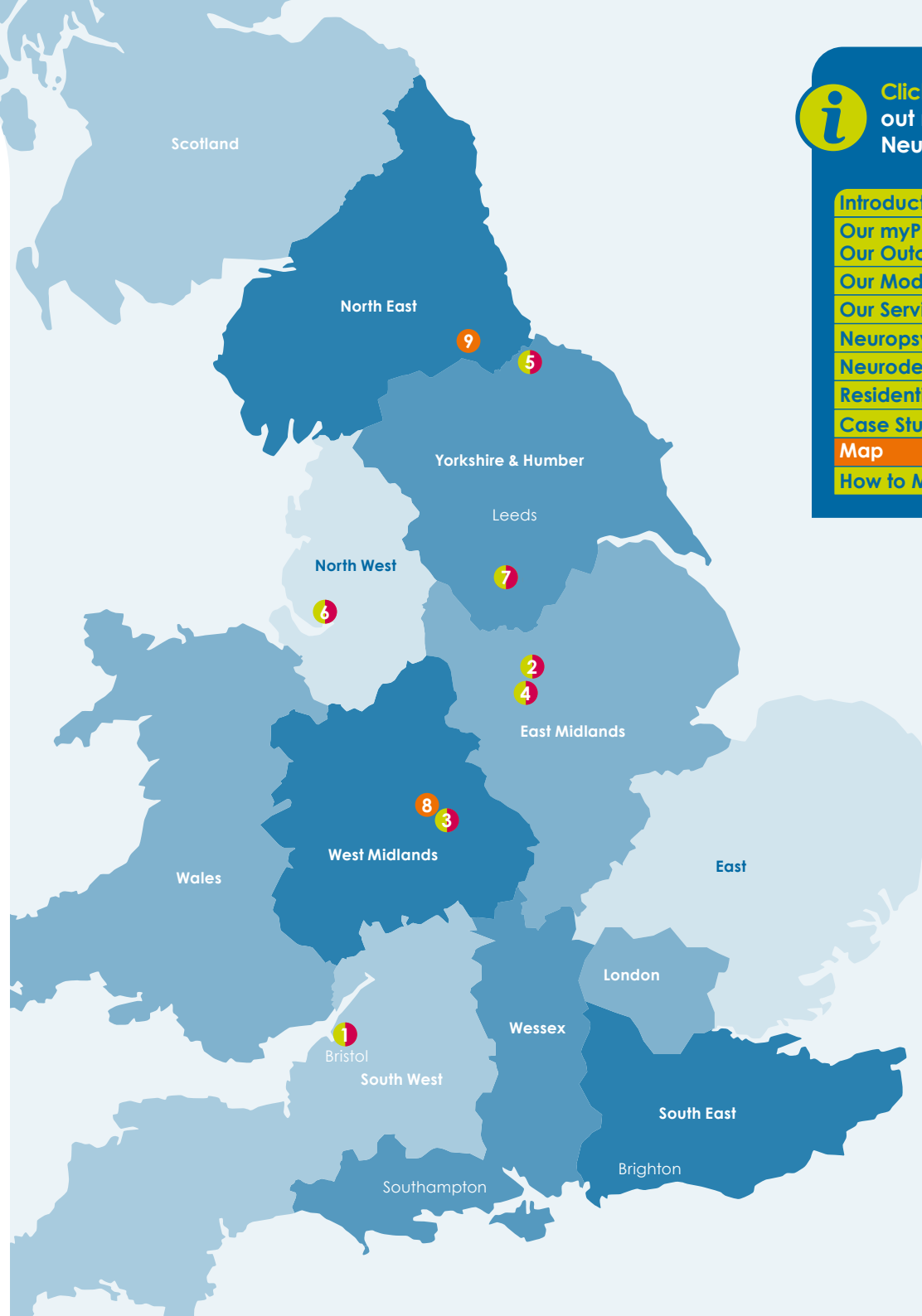
## Neuropsychiatric Rehabilitation

## Neurodegenerative Services

- 1 Cygnet Brunel**  
Crow Lane, Henbury,  
Bristol, South West BS10 7DP  
T: **0117 440 1080**
- 2 Cygnet Grange**  
39-41 Mason Street, Sutton-in-Ashfield,  
Nottinghamshire, East Midlands NG17 4HQ  
T: **01623 669 036**
- 3 Cygnet Heathers**  
Grout Street, West Bromwich,  
West Midlands B70 0HD  
T: **0121 796 2730**
- 4 Cygnet Lodge**  
2A Sandown Road, Sutton-in-Ashfield,  
Nottinghamshire, West Midlands NG17 4LW  
T: **01623 669 028**
- 5 Cygnet Newham House**  
Hemlington Village Rd, Middlesbrough,  
North East TS8 9DE  
T: **01642 573 640**
- 6 Cygnet Paddocks,**  
Wilmere Lane, Widnes,  
North West WA8 5UY  
T: **01244 563 271**
- 7 Cygnet Pindar House**  
Upper Sheffield Road, Barnsley, South Yorkshire,  
Yorkshire & Humber S70 4PL  
T: **01226 668 020**

## Residential Services

- 8 Meadows Mews**  
45 A-E Tame Road, Tipton,  
West Bromwich, West Midlands DY4 7JA  
T: **0121 726 3370**
- 9 River View**  
30/31 Victoria Embankment,  
Darlington, County Durham,  
North East DL1 5JR  
T: **01325 244 960**



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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@nhs.net](mailto:chcl.referrals@nhs.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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[www.cygnetgroup.com](http://www.cygnetgroup.com)

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CYG-604 | Date of Preparation: 28/08/25



Integrity

Trust

Empower

Respect

Care