

*Improving lives together*

# Mental Health and Specialist Deaf Services

- Medium Secure
- Low Secure
- Community Residential





# 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 health care team of 7740 employees empower 2000 individuals across 83 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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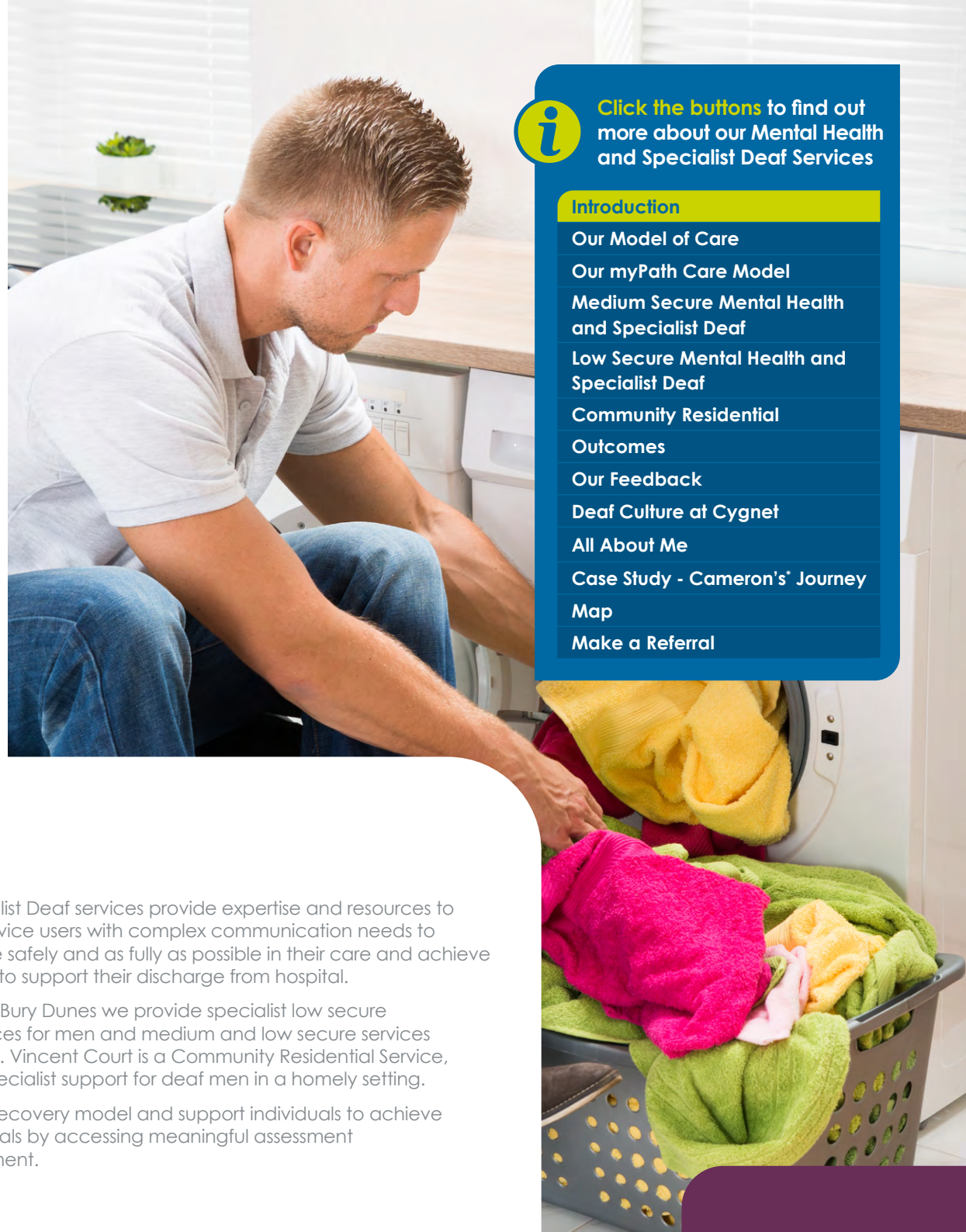
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### Memberships and Affiliations:







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## Introduction

**C**ygnet Health Care provides highly specialised services for men and women who are Deaf or hard of hearing and who have complex mental health needs including mental illness, personality disorder, autism spectrum disorder or learning disability.

As a national provider of Mental Health and specialist Deaf services, we offer specialist, person-centred care pathways for Deaf individuals with varying mental health diagnoses. Staff are highly skilled in British Sign Language (BSL) and the services are well known for innovation and development within the field.

Our specialist Deaf services provide expertise and resources to enable service users with complex communication needs to participate safely and as fully as possible in their care and achieve outcomes to support their discharge from hospital.

At Cygnet Bury Dunes we provide specialist low secure Deaf services for men and medium and low secure services for women. Vincent Court is a Community Residential Service, offering specialist support for deaf men in a homely setting.

We use a recovery model and support individuals to achieve realistic goals by accessing meaningful assessment and treatment.

## Our Service User Profile (Secure):

- > Deaf / hard of hearing individuals with complex communication needs alongside mental illness, personality disorder, learning disability or developmental disorders such as autism
- > Requiring assessment and/or treatment in a medium or low secure setting
- > May require inpatient care as a result of significant risk of aggression, absconding self-harm, suicide or vulnerability
- > May or may not have a forensic history



18+ years



Male and Female



Mental Health  
Act Status:  
Detained



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## Our Service User Profile (Community Residential):

- > Men aged 18+ years
- > May be on a Community Treatment Order (CTO)
- > Deaf or hearing impaired / hard of hearing, alongside mental illness, autism, personality disorder or mild learning disability
- > History of vulnerability
- > May or may not have a forensic history



18+ years



Male



MHA Status: CTO, DoLS,  
conditional discharge  
or informal





## Our services at a glance:

- Individualised and accessible for Deaf service users
- Deaf and hearing staff who are highly skilled in British Sign Language (BSL)
- Full in-house interpreting team
- All About Me - award winning mental health recovery package for Deaf service users (Cygnets Bury Dunes)
- Adapted therapies
- Highly specialised, culturally sensitive treatment
- Deaf advocacy service provided by SignHealth

## Our outcome measurement tools

- All About Me (AAM) Deaf Recovery Package
- PROM
- START
- HCR20
- HoNOS / Clustering
- Global Assessment of Progress (GAP)
- MOHOST (Model of Human Occupation Screening Tool)
- Communication Sunburst

## Our multi-disciplinary teams:

- Consultant psychiatrists and specialty doctors
- Nursing
- Psychology
- Occupational Therapy
- Qualified BSL interpreters
- Communication and translation specialist
- Patient engagement lead
- Support workers



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# Model of Care

## For Adult Mental Health Secure Services (Low and Medium Secure) Our Specialist Deaf Services



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Prompting and  
Building my  
Independence

Preparing to  
Move on





# Our myPath care model

**myPath** is our unique overarching care model which 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 Deaf Services, **myPath** promotes collaborative care and treatment pathways from admission to discharge with a focus on setting realistic goals through access to meaningful assessment and treatment.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and encourages positive risk-taking through robust management plans that focus on reducing restrictive practice, personalised risk assessment and self-directed coping strategies where possible. Each individual is offered a minimum of 25 hours meaningful activity in the categories of self-care, leisure and productivity, which is evidenced and documented within an individualised activity timetable based on recovery and personalised preferences. All individual care pathways are guided by a dynamic care plan which is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our Deaf Services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments, setbacks and changes in well-being and when utilised within care planning allows us to evidence quality and innovation.



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# Cygnet Bury Dunes, North West

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

Medium Secure Mental Health and Specialist Deaf

Low Secure Mental Health and Specialist Deaf



18+ years



Male and Female



35 beds in 3 wards

**C**ygnet Bury Dunes provides Mental Health and Specialised Deaf services in medium and low secure settings.

We offer individualised assessment, care and treatment of a wide range of mental disorders, alongside complex communication needs.

The hospital team includes both Deaf and hearing professionals who provide expertise and resources to support the individuals in our care. Service users may have communication needs alongside a mental illness, autism, learning disability or personality disorder. We support them to participate safely and as fully as possible in their care to achieve outcomes required to be discharged from hospital and continue their care pathway successfully.

**Bridge Hampton** is our specialist low secure Mental Health and Specialist Deaf service for Deaf men.

**Upper West** is our female medium secure service, while **Lower West** is our female low secure service.

All three wards support hearing and Deaf service users.

All of our Mental Health and specialist Deaf services use a recovery model and support each individual to achieve realistic goals by:

- > Establishing and understanding their communication style, how it has developed and the factors that are likely to impact upon communication and behaviour
- > Understanding the psychological, social, emotional and developmental impacts for people that have experienced language deprivation
- > Determining what potential a person has to improve communication and identify strategies and coping mechanisms
- > Developing highly individualised and accessible packages of care, in line with the All About Me Deaf Recovery Package

We offer a total communication environment with care and treatment programmes that are tailored to each individual's needs. Our person-centred approach allows us to create bespoke care plans addressing both physical and mental health needs.

Our service has received national recognition for its pioneering work in making recovery and outcome focused work meaningful and accessible. Staff are offered in-house British Sign Language (BSL) training up to level 2 by our in-house interpreting team..

All therapeutic programmes are adapted and delivered to make them meaningful and accessible based on individual language need. People we support have won national awards for service user involvement projects and co-produced the award-winning All About Me Deaf recovery package.

**British Sign Language (BSL)** is the primary language for service users in their care and treatment packages. In addition we also provide personalised visual adaptations



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## Our community links:

- > Rochdale and Bolton colleges
- > Local Deaf clubs across the North West
- > Canal and River Trust
- > Leisure facilities including swimming and gym

## Our facilities:

- > Recovery College including media suite
- > Sensory equipment
- > Occupational therapy kitchen
- > Therapy garden
- > Gym
- > Woodland walkways down to Elton Reservoir





# Cygnet Bury Dunes, North West

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

Medium Secure Mental Health and Specialist Deaf

Low Secure Mental Health and Specialist Deaf



18+ years



Male and Female



35 beds in 3 wards

## Our innovation initiatives:

- Recovery College
- National Service User Awards
- Adapted Safety Intervention training to ensure communication is not restricted
- Mental Health Act code of practice Easy Read adaptation in association with NHS England
- Personalised visual adaptations for Deaf service users with additional learning disabilities and complex needs
- Accessible care plans, whether that be film, pictorial or other formats
- All About Me Deaf Recovery package



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# Recovery College

Believe in yourself







# 1 Vincent Court, Blackburn

Blackburn, Lancashire, North West BB2 4LD

Community Residential



18+ years



Male



5 beds

**NEW**  
Now Open

**V**incent Court is a five-bed community residential service for deaf men with mental health needs.

We can accept referrals from inpatient, secure services and community placements, whilst also providing a pathway for individuals on Bridge Hampton, our Low Secure Mental Health and Specialist Deaf Service within Cygnet Bury Dunes.

We offer a safe, comfortable and homely setting that enables individuals to focus on their continued recovery and transition to a more independent lifestyle – with the advantage of community outreach provided by the multidisciplinary team (MDT) from Bridge Hampton. This includes having an experienced consultant psychiatrist specialising in deaf mental health taking on the role of the community psychiatrist (without the need for local community services).

Access to **Bridge Hampton's MDT** providing a range of person-centred therapies



Individuals are **supported** to have maximum choice and control of their lives



Access to **specialist Deaf advocacy service**



**Peer support groups**  
Building support networks and sense of community



## Our community links:

- > Leisure centre
- > The Deaf Village
- > Great public transport links
- > Libraries
- > Supermarkets
- > Cafés
- > Restaurants



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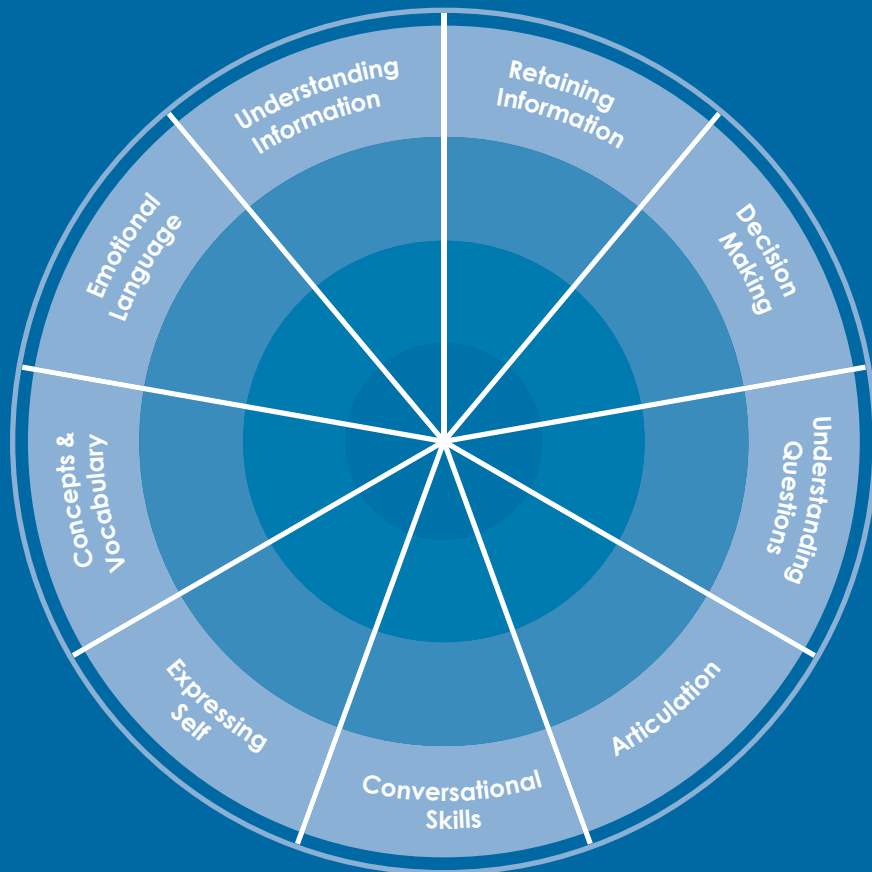


Scan the QR Code or click here to view a video on 1 Vincent Court

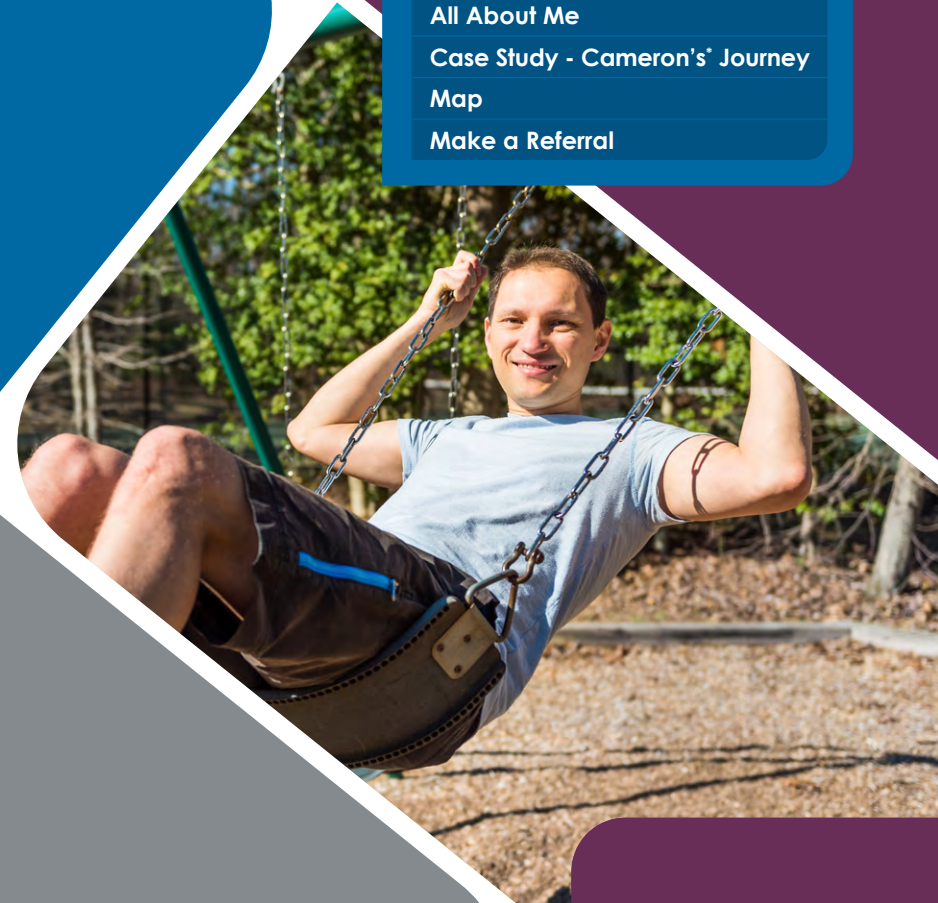
# Outcomes

## The Sunburst Communication Assessment

At Cygnet Bury Dunes we deliver Sunburst Communication Assessments across all of our adult mental health and specialist Deaf wards. Designed by Lindsey Gagan and Kim Williams, Speech and Language Therapists with extensive experience, the Sunburst is intended to focus structured, functional assessment across nine domains of communication skill and supports individuals and their multi-disciplinary teams to explore strengths and areas of support needed. This informs the 'Communication' domain of the All About Me recovery package. The Sunburst Communication Assessment was initially piloted and later fully implemented at Cygnet Bury Dunes as part of successive national CQUIN schemes providing vital contribution to national development of this important area of Deaf service improvement.



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# Our Feedback

Experienced in preparing **complex aftercare packages**



"I want to thank all the MDT and staff for supporting me and helping me to achieve my goals."  
- Service user

"I had a difficult time before I came into hospital, I was worried I was going to be discharged without support. The doctor spent a lot of time with me giving me reassurance that I would not be getting discharged without a safety plan and full support." - Service user

"Thank you for supporting me and giving me a second chance."  
- Service user

**Building community links** and **strong support systems** in preparation for discharge



"The staff were fantastic whilst at Cygnet, from the reception right the way through to the wards. The staff on the wards were attentive, genuinely interested in the patients, and displayed warmth and compassion."

- External Health Professional

"Along my journey the ward manager has been there, he has shown me he is there to care."  
- Service user

"You have helped me to progress. You believe in me - you help me so much."  
- Service user

"I want to thank all the staff on Upper West for the support that they have given me. There are so many names so difficult to remember everybody but a big thank you. All the nurses and support workers are kind and approachable." - Service user



Supporting individuals to **discover their Deaf identity**



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# Deaf Culture at Cygnet

Our specialist deaf services understand the wider challenges and health inequalities faced by the deaf community. We work to create an inclusive environment where everyone is able to express themselves, be understood and feel accepted. We provide person-centred care that sees the entire individual, not just their deafness.

Individuals come to us from all over the country, bringing regional dialects and home signs. We work collaboratively with each service user to identify their communication needs and can support them to expand their vocabulary, if they wish to.



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We are well-connected with local deaf clubs, fostering positive connections and a sense of community.



All staff have access to in-house British Sign Language (BSL) training.



We are proud to have a staff team of which over one third are deaf, including members of our multi-disciplinary team (MDT).



We have a strong relationship with the local audiology team, based just a few miles away, who are able to maintain and fix hearing aids or cochlear implants.



Our in-house interpreting team are highly skilled, providing training and support to the wider team.



Meet our team

<https://vimeo.com/956412863>







# All About Me

All About Me is an award winning mental health recovery package specifically developed by Deaf service users, for use in Deaf mental health services.

The package was developed as part of a national project that included service users and clinicians from Cygnet Health Care as well as from a number of NHS mental health trusts across England and other independent providers.

All About Me is designed to help service users meet their recovery goals in an individualised way, in a format that is meaningful to them. The recovery tools are provided in British Sign Language (BSL) format rather than English, and the package includes a BSL film and work book along with user friendly form templates.

An understanding of Deaf culture and recovery in mental health services underpin the All About Me package, along with NHS England's accessible information standards.

Communication

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An individual's goals and outcomes are agreed for each of the domains, and these are then rated by individuals in a format that is chosen or created by them; this can be any format including visual, numerical or narrative.

In 2016, service users from Cygnet Bury Dunes took the package to the National Service User Awards where it won an Outstanding Achievement Award for service user involvement.



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## Case Study

# Cameron's\* Journey

**Bridge Hampton,  
Cygnet Bury Dunes, North West**

**Men's Low Secure Mental Health and Specialist Deaf Services**



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## Cameron's history

Cameron grew up in his family home and attended a specialist deaf school. He was first known to mental health services as a teenager after displaying inappropriate behaviours. He continued to require the support of mental health services throughout his teens, and spent time in and out of various hospitals.

He began drinking alcohol at a young age and came into contact with the police early on. He spent time in prison throughout his adult life as a result of multiple offences and convictions, most involving violence. Whilst in prison, he continued to present a risk to others.

In his forties, Cameron was admitted to a high secure hospital where he required frequent seclusion. He was diagnosed with personality disorders, and a suspected learning disability. He was there for a number of years until he showed compliance with medication and incidents started to reduce. He was then assessed as suitable for a move to medium secure.

## When he came to us

When Cameron first arrived at Bridge Hampton, his tolerance for frustration or anxiety was low, leading to outbursts of anger that happened frequently. He felt depressed and experienced low mood and thoughts of violence.

Cameron was extremely anxious about leaving the hospital for any reason. He required a lot of support with daily tasks. Self-care, cooking, budgeting and communication were all identified as areas that could be improved with staff support.

Cameron communicated using British Sign Language (BSL), but struggled to understand more complex topics and his use of emotional language was limited.



## Cameron's care

The team at Bridge Hampton is made up of both deaf and hearing team members, but we train staff in BSL. The team ensure that the communication needs of each individual are considered, and care plans are presented in an accessible format for each person.

The multi-disciplinary team (MDT) at Bridge Hampton assessed Cameron's needs and collaboratively created a visual weekly planner of therapeutic activities. He was supported by the speech and language therapist to create a communication grab sheet.

Art therapy was identified as a positive strategy for Cameron, the sessions allowed him to open up about his past experiences. He confided in staff that he was teased for being deaf, and this fuelled his concerns about leaving hospital, especially how he would communicate with others.







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## Cameron's care (continued)

Cameron attended psychology sessions that focussed on expanding his emotional vocabulary. This supported him to effectively communicate how he was feeling, and therefore, staff could offer the right reassurance or support.

After spending a large portion of his life in secure services, Cameron was understandably overwhelmed by the prospect of leaving the hospital. The team took a staged approach over many months and spent a long period of time working with Cameron to alleviate his fears, taking small steps to achieve his goals. As more time passed, he cancelled less of his leave and his confidence was building.

The occupational therapy team worked with Cameron to improve his daily living skills. He was encouraged to attend regular cooking sessions and learn how to make simple meals.

In preparation for discharge planning, the team worked through a budgeting assessment to help Cameron determine what level of support he might need in the future. Following the assessment, Cameron was able to identify that he would need some support with benefits and managing his money.

Cameron has been able to be much more open with staff about his feelings, including some nerves about leaving hospital. He has been working closely with the psychology team to reflect on incidents and understand the links between them and his anxiety.

## Cameron today

Recently, Cameron has been open to visiting new community environments, like cafés and a local deaf club. This is helping him to feel more comfortable and expand his support network in preparation for moving on.

Cameron has been to visit a community placement and the staff from this placement are visiting regularly so that they can get to know each other. The team at Bridge Hampton are arranging visits to the places where Cameron will have his future appointments once he is eventually discharged, so that there are less unknowns involved following his move into the community.

Overall, Cameron is still a little nervous about being discharged but, ultimately, is looking forward to moving on. The team hope to continue to build his confidence ahead of his transition.



\*Name has been changed to protect his identity



# Map | Our specialist services by region

## Low secure mental health and specialist deaf

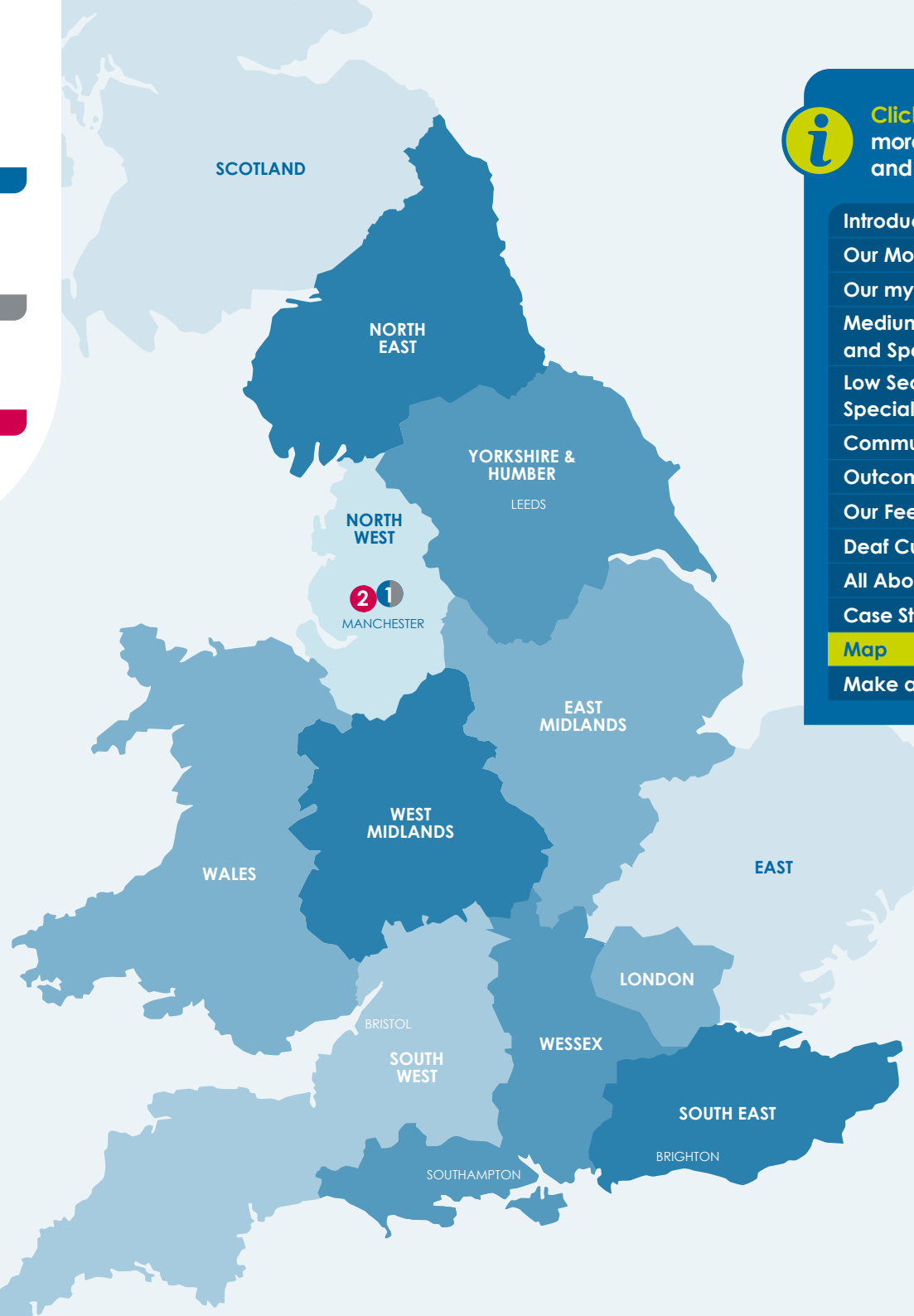
- 1 Cygnet Bury Dunes**  
Buller Street, off Bolton Road, Bury, North West BL8 2BS  
T: 0161 762 7200

## Medium secure mental health and specialist deaf

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

## Community Residential

- 2 1 Vincent Court**  
Blackburn, Lancashire, North West BB2 4LD  
T: 01254 699 678



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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.**



**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-720 | Date of Preparation: 09/01/26

**Integrity**

**Trust**

**Empower**

**Respect**

**Care**