



Improving lives together

Learning Disability Services in Scotland

- > High Dependency Complex Care
- > Residential Services with Nursing
- > Residential Services

Welcome

Cygnets Social Care was established in 1988. Since then we have developed a wide range of health and social care services for individuals with mental health needs, autism and learning disabilities within the UK.

Through our values of Integrity, Trust, Empower, Respect and Care we take pride in the services we offer and the outcomes we enable individuals in our care to achieve.



We provide services in England, Scotland and Wales and our expert and highly dedicated care team of almost **13,000 employees** help more than **8,300 individuals** each year across **150 services** to consistently make a positive difference to their lives.



We maintain a good relationship with our quality regulators and undergo regular inspections, with **81% of our services rated 'Good' or 'Outstanding'**.

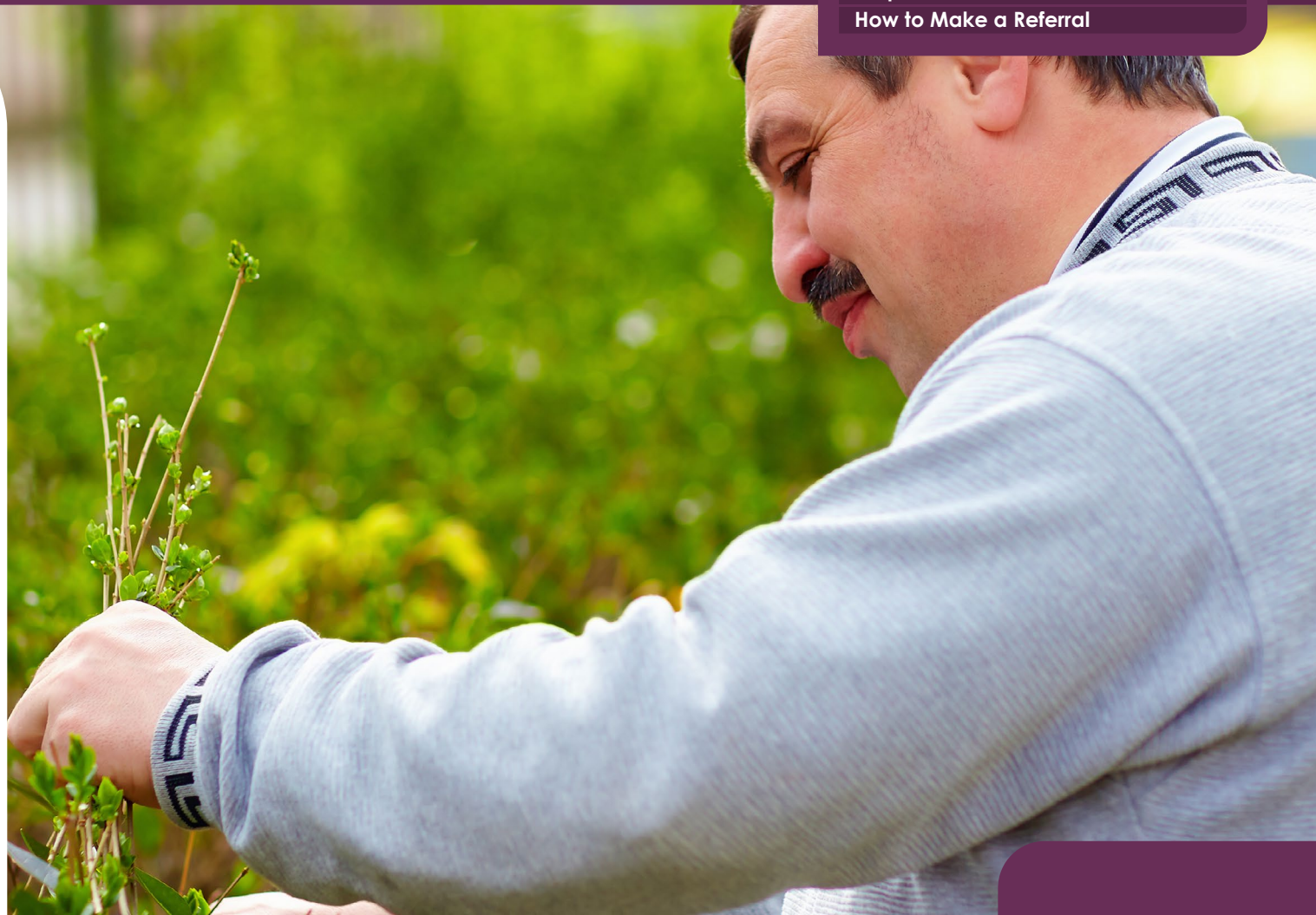


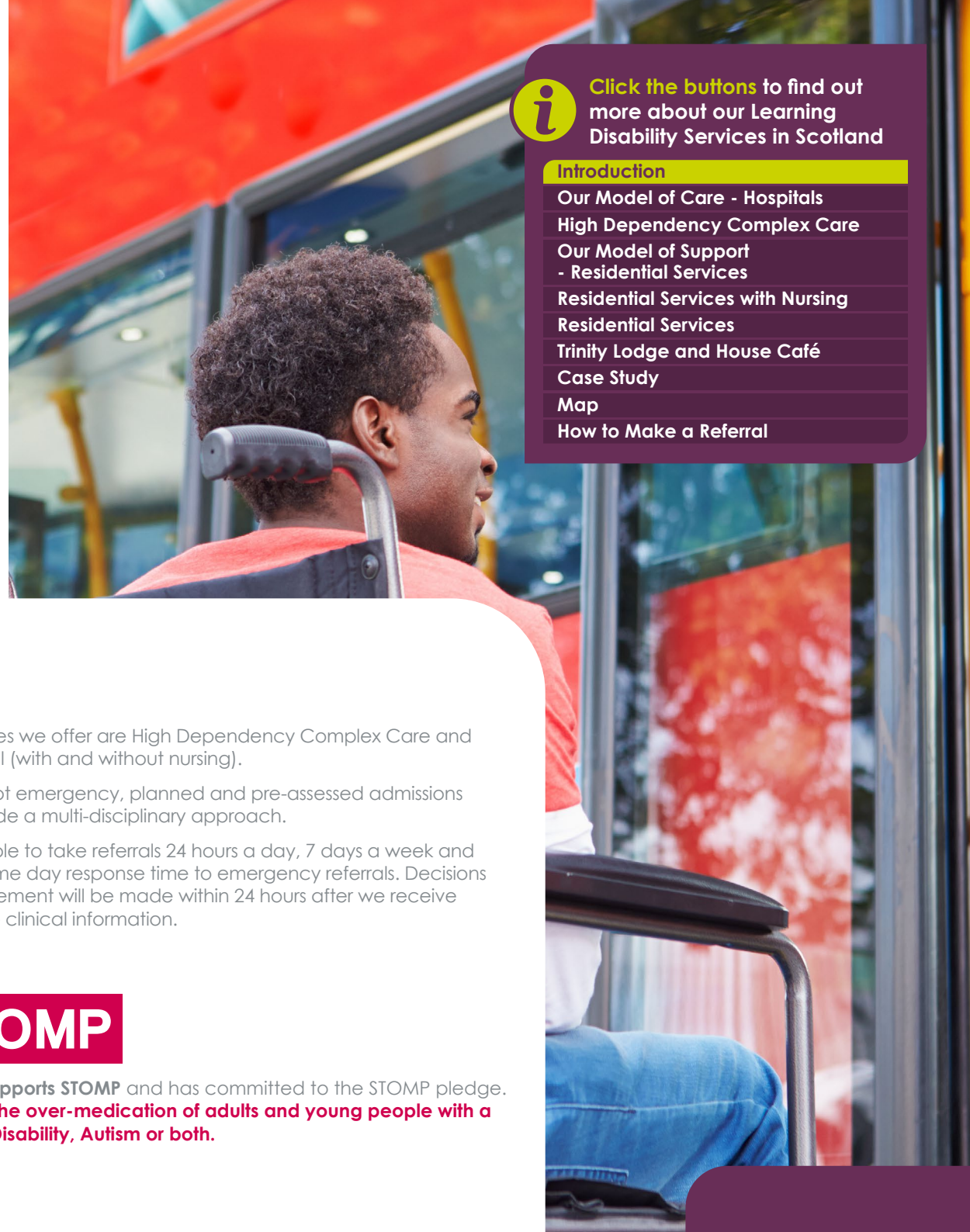
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Introduction

Our priority is to ensure that individuals with learning disabilities enjoy the same right to a happy and fulfilled life as others. We ensure that individuals in our care feel safe in their environment, are understood and are able to communicate to the best of their ability. Most importantly with the right support and help we empower each individual in our care to successfully progress to a community-based service that is suitable for their needs.

Our services have considerable experience and expertise in supporting individuals with a learning disability to develop independent skills and to live an active and happy life.

The services we offer are High Dependency Complex Care and Residential (with and without nursing).

We accept emergency, planned and pre-assessed admissions and provide a multi-disciplinary approach.

We are able to take referrals 24 hours a day, 7 days a week and offer a same day response time to emergency referrals. Decisions on a placement will be made within 24 hours after we receive adequate clinical information.

STOMP

Cygnal Supports STOMP and has committed to the STOMP pledge. **Stopping the over-medication of adults and young people with a Learning Disability, Autism or both.**

The people we support:

- > Primary diagnosis of learning disability and mental health complex needs
- > May have autism or Asperger's Syndrome requiring highly structured and / or modified stimuli environments
- > May have a forensic history
- > May present with co-morbid presentations:
 - Challenging behaviour
 - Personality disorder
 - Schizophrenia, depression, bi-polar disorder
 - Dual diagnosis
 - Complex needs and / or multiple diagnoses
- > May have a history of repeated hospital admissions



18+ years



Mixed Gender



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Our Model of Care - Hospitals

At Cygnet 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 Learning Disability Services.

We adopt a values based, social model of disability with **My Choice, My Voice, My Life** sitting at the heart of our model, empowering care, support and treatment to be provided through the lens of any individual.



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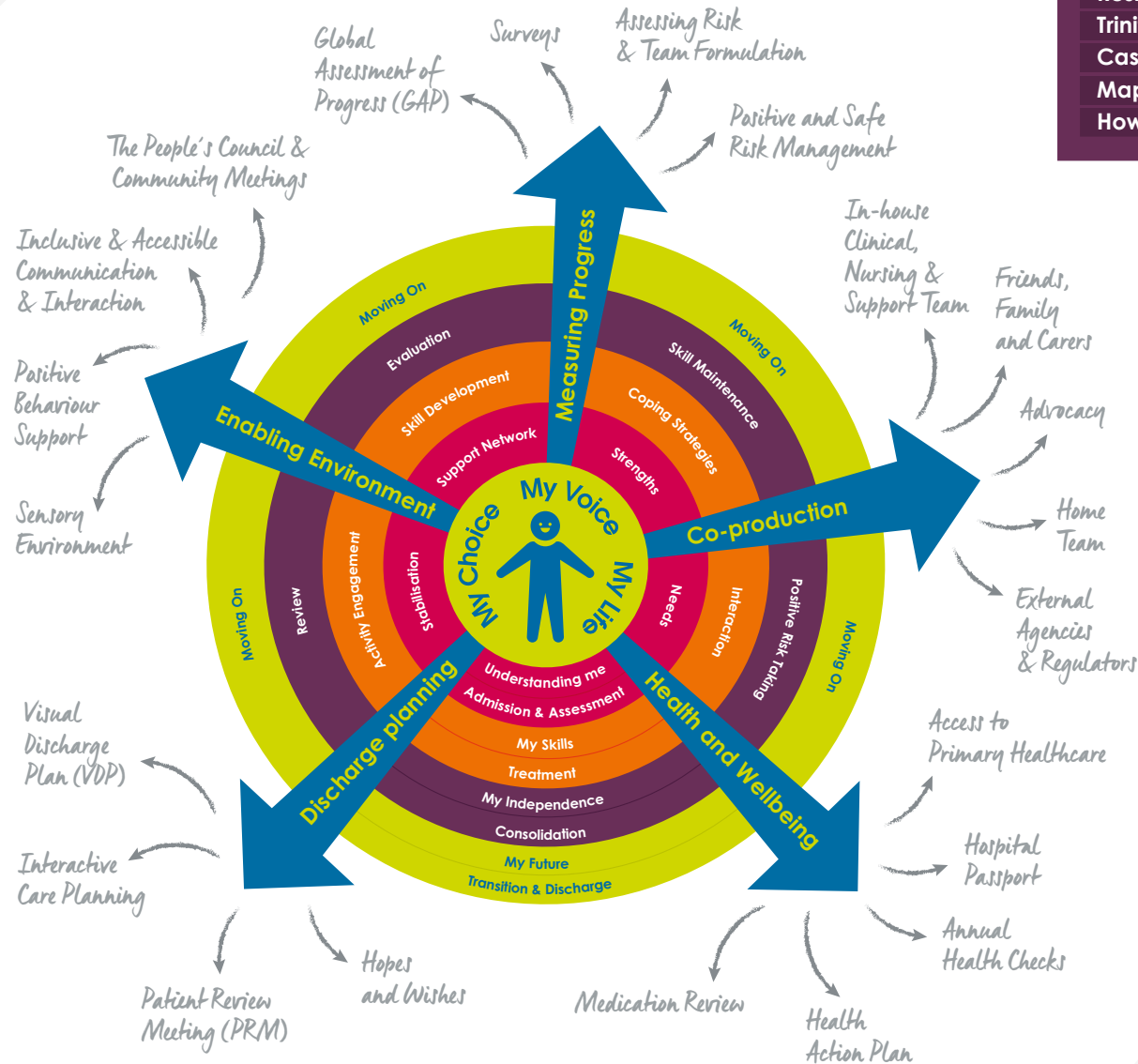
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Cygnet Wallace Hospital, Dundee

119 Americanmuir Road, Dundee, Scotland DD3 9AG

High Dependency Complex Care

Specialism: Learning Disabilities and Autism

18+ years

Mixed gender

18 beds (additional 2 beds coming soon)

Situated in a residential area of Dundee, Cygnet Wallace Hospital is an 18 bed specialist high dependency complex care service, providing assessment and treatment for individuals with learning disabilities, with or without autistic spectrum disorder, as well as complex needs and behaviours.

The team can also support those who have additional mental or physical health needs, as well as those who have been detained under the Mental Health (Care and Treatment) (Scotland) Act. We accept emergency referrals and the team are experienced in managing them quickly and efficiently to ensure transition for service users is as smooth as possible.

The team at Cygnet Wallace Hospital work towards discharge from the point of admission, working with individuals to create their own pathway to the community and more independent living. These integrated care pathways ensure each individual is supported to reach their full potential.

Cygnet Wallace Hospital is a detached purpose-built building, which enables people to receive bespoke, person-centred support to move through a full recovery pathway. The service is split into multiple areas supporting individuals with different levels of need. This creates a care pathway within Cygnet Wallace Hospital from more acute intensive support towards residential-based support, and finally transitional studio flats to prepare individuals for moving on. There are a number of good sized living areas, including lounges, dining areas and life skills kitchens, where individuals can develop their skills, as well as a garden to enjoy outdoor activities.

The service is located in the city of Dundee, which has an extensive array of community amenities to access, including leisure centres, social clubs, shops, colleges, and work placement settings. Service users can also enjoy walks and visits to the nearby botanical gardens and Discovery Quay.

The service has a dedicated activity coordinator who supports service users to have individual activity plans, created based on each person's likes and hobbies. Their goal is to enable each individual to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.



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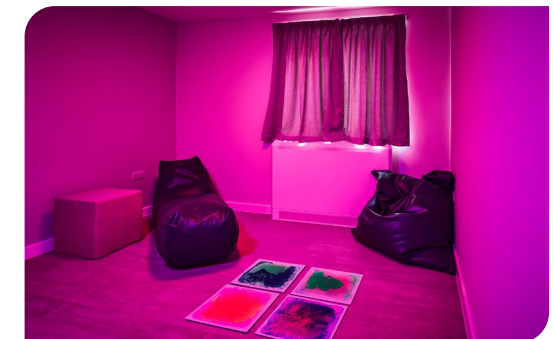
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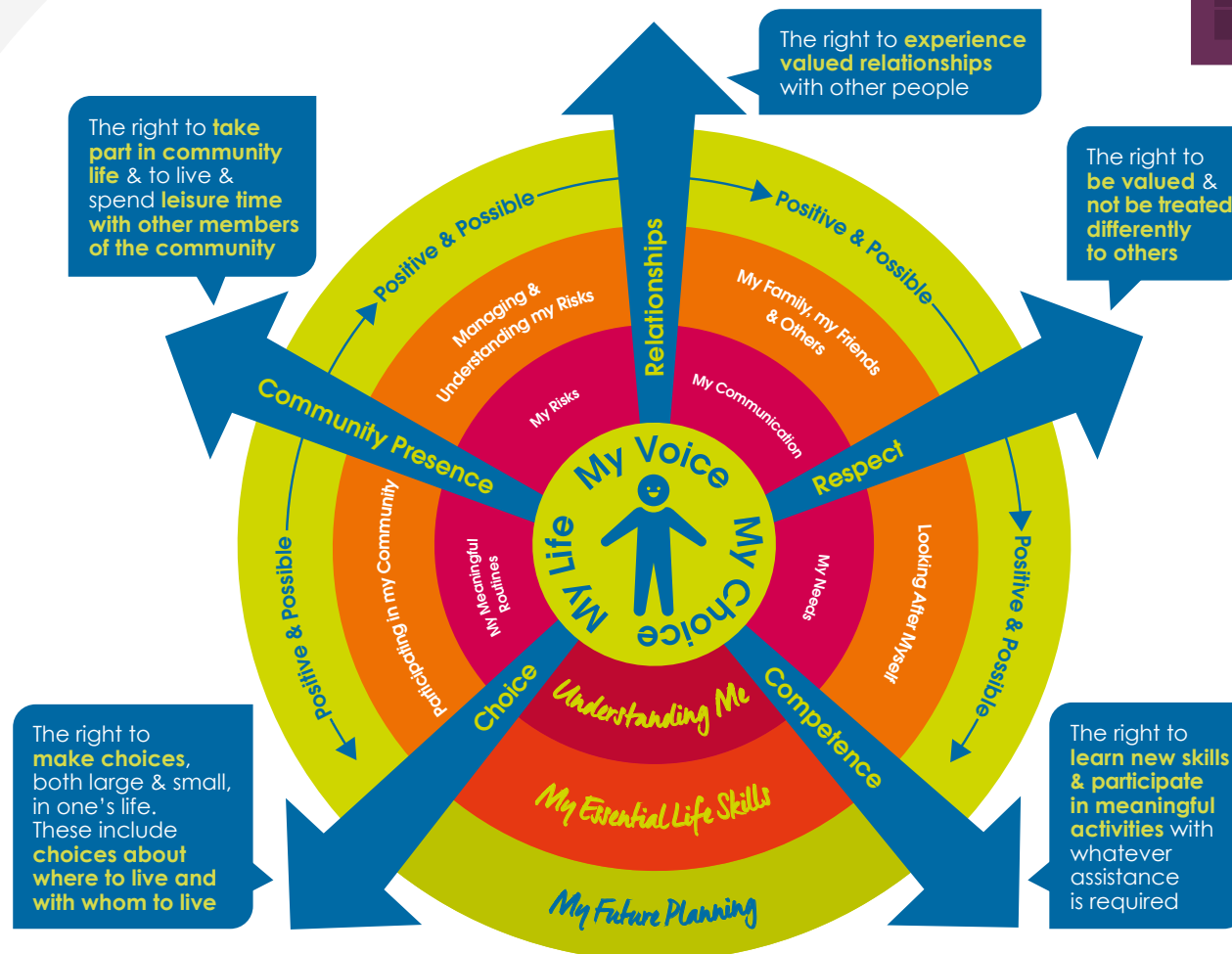
At Cygnet we believe that each individual with a **learning disability** has the right to a happy and fulfilled life regardless of their level of support.

To help guide us and make sure we are all working together to achieve this we have formed **Our Model of Support for our Residential Services**. A guide that shows what we do as an organisation to support individuals with **learning disabilities**.



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Ellen Mhor, Tayside

2-4 Ellen Street, Dundee, Tayside, Scotland DD1 2QH

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



12 placements

Ellen Mhor is a specialist residential service with nursing, supporting up to 12 adults living with learning disabilities and complex needs, and who may have autism. The team also supports people who have behaviours that may challenge and associated mental or physical health needs. We provide specialist nursing care and support that is tailored to individual needs, promoting independence and community integration.

Ellen Mhor is a large detached house with its own private garden situated in a residential area of Dundee. Everyone at Ellen Mhor has their own en-suite bedroom and they are encouraged and supported to personalise their rooms. There is a choice of three living areas that individuals can choose from, as well as a bright and airy dining room and conservatory. There is a life skills kitchen and lounge area where individuals are supported in a small group to develop and maintain independent living skills such as menu planning and preparing their own drinks, snacks and meals.

In Dundee, there are many activities for the people we support to access, including leisure centres, cinema, theatre, markets, shops and cafés. The team at Ellen Mhor aim to promote individuals' independence. They do this by working closely with them to ensure that their wishes, needs and interests are met. Ellen Mhor has regular house meetings where they discuss a wide range of topics from meal planning to arranging their social calendars.

Our experienced staff team use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

Individuals may come to Ellen Mhor for many reasons. They may be moving through their care pathway from a hospital setting or may require extra support during a difficult period in their life, or they could be on a pathway to a place of their own.

Our facilities:

- En-suite bedroom
- Choice of living areas
- Bright dining room
- Conservatory
- Life skills kitchen
- Activity room
- Garden & sensory garden



Graded all 5's with the Care Inspectorate



Dignity in the heart, mind & actions
www.dignityincare.org.uk

Achieved the Dignity in Care Award



Therapeutic earnings scheme available, the people we support can apply for paid work within the service



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Ranaich House, Stirling

Leewood Road, Dunblane, Stirling, Scotland FK15 0DR



Scan the QR code or click here to watch Steven's Story

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



14 placements

Ranaich House is a specialist residential service with nursing, supporting people with learning disabilities and complex needs, including those with mental or physical health needs. We provide specialist nursing care and support tailored to individual needs, promoting independence and community integration.

Ranaich House is a large period detached property, formerly a private Victorian villa with coach house, stables and mature woodland gardens. The main house has 12 en-suite bedrooms, a number of living areas, dining room, a gym and sensory room, as well as two life skills kitchens, where individuals can plan menus and prepare their own drinks, snacks and meals. Externally, there is a spacious, private garden which hosts seating areas, a greenhouse and herb garden and plenty of space for playing sports and games.

The Coach house is a cottage which has been divided into two separate flats, one on the top and one of the bottom floor. This sits on the Ranaich House estate and has staff support at all times. This environment offers individual's the opportunity to experience more independence, whilst living in a safe environment. It has its own front doors and an enclosed, private garden on the ground floor.

Ranaich House is located in a beautiful area in Dunblane, with scenic mountain views. The local area has an abundance of amenities and individuals are supported to access these.

For those wanting to venture a little further, Stirling and Falkirk are a short drive away. The staff at Ranaich House are focused on ensuring that people we support can be part of their local community and have access to education, employment and other day opportunities to meet their needs.

Our facilities:

- 14 en-suite bedrooms
- 2 bedroom Coach House
- Good sized lounges including a movie room and games consoles
- Dining areas
- 2 Activities of Daily Living (ADL) skills kitchen
- Sensory room
- Large garden with seating areas, a greenhouse and herb garden and plenty of space for playing sports and games
- Multi-faith room
- Arts and craft stations located around the house

Therapeutic earnings programme to enable individuals to gain employment skills and earn money at the same time



In-house Multidisciplinary Team (MDT) including, psychology, psychiatry, occupational therapy, speech and language and nursing



Individuals like to grow their own herbs and vegetables in the garden and greenhouse

Our community links:

- Cafés and restaurants
- Shops
- Countryside walks & parks
- Colleges and libraries
- Numerous local sports facilities



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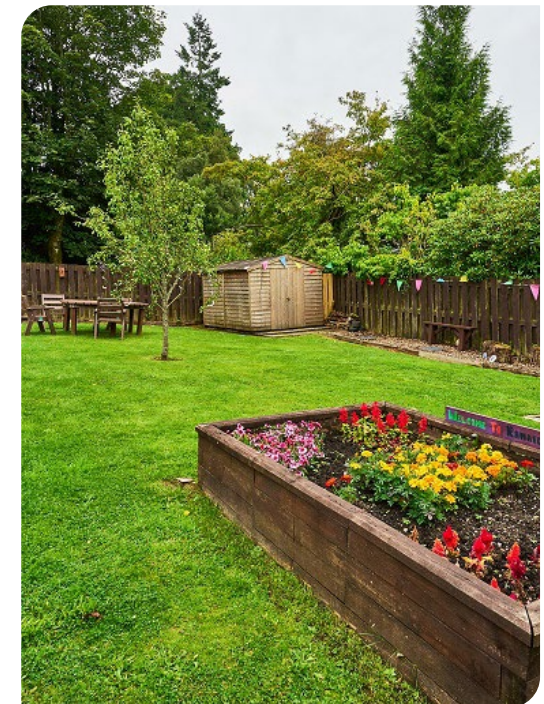
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Thistle House, Dundee

14 Fairfield Road, Broughty Ferry, Dundee, Scotland DD5 1PL

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed Gender



10 placements (incl. 4 flats)

Thistle House is a care home with nursing for adults with learning disabilities and complex needs, including those with mental or physical health needs. We provide specialist nursing care and support that is tailored to individual needs, promoting independence, community integration and preparation for their own tenancies.

The service supports 10 individuals in four different living areas. Six individual bedrooms with en-suite facilities and four self-contained flats. The individual flats will have their own front door, kitchen/dining area and private bathroom. The main house with six bedrooms has plenty of communal space including, a therapy kitchen, sensory room, living and dining room as well as a spacious garden. All rooms, including the flats, are accessible for individuals who use a wheelchair or need specialist equipment.

Situated in the quiet and peaceful Broughty Ferry area of Dundee, Thistle House benefits from the many local amenities nearby. Just two miles to the east is Broughty Ferry Beach and Broughty Castle Museum, whilst three miles west is Dundee City Centre with a large range of community amenities. Just next door to the service is a lovely park with plenty of green open space.

Each person that comes to Thistle House is unique in their own way. We ensure that we have a robust transition plan in place so that we can focus on the needs of that individual and that the support provided is person-centred.

Individuals will be supported to access the community while expanding on the daily living skills they have learned and will continue to develop whilst at the service. Whether that be going out on an excursion, visiting their families, attending college or perhaps making their own cup of tea.

The individuals we support at Thistle House may be stepping down from a hospital provision or they may need a more robust package of care than can be provided in their own tenancy. Each individual receives a care and support plan which is tailored to their own needs enabling them to achieve successful community living.

Our facilities:

- En-suite bedrooms, which individuals are supported to personalise
- Dining room
- Lounge
- Spacious garden with outdoor seating

Regularly helping individuals to **set goals developing independence**

Easy read and other accessible information available to all individuals

Independent advocate attends the service regularly

Supporting **person-centred trips and holidays**

Involving family and carers as much as possible (where appropriate)

Our community links:

- Leisure centres
- Social clubs
- Colleges
- Botanical gardens
- Discovery Quay



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Trinity House, Lockerbie

38 Carlisle Road, Lockerbie, Scotland DG11 2DS

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed Gender



13 placements in 2 living areas

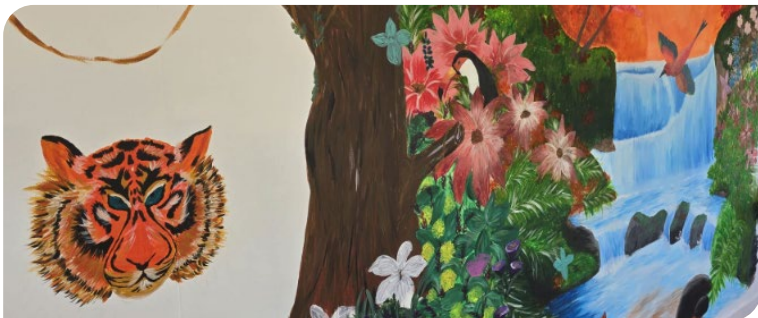
Located in the heart of a residential community in Lockerbie, Trinity House is a specialist residential service with nursing, supporting adults with learning disabilities and complex needs. The team also support individuals who have behaviours that may challenge and associated mental or physical health needs.

Trinity House has 11 en-suite bedrooms in a detached period property set away from the main road. There is a choice of living areas, a bright dining room, an activities room and a life skills kitchen. Outside there is a large garden where the people we support grow their own vegetables and they have chickens who provide eggs for the service.

Also in the grounds is a two bed bungalow, this part of the service supports those who are making their move towards more independent living. As well as its own kitchen and living space, the bungalow also has its own private garden.

The team at Trinity House are focused on ensuring that people are part of their local community and can access education, employment and other opportunities to meet their needs. Individuals are supported at local paid and voluntary work placements, as well as at living and vocational skills courses at the local college.

The individuals at Trinity House may be stepping down from hospital provision or may need a more robust package of care than can be provided in supported living. They may also be on a journey towards a place of their own.



Our facilities:

- En-suite bedrooms
- Choice of living areas and dining room
- Activities room
- Life skills kitchen
- Garden with greenhouses and seating areas

On-site Multidisciplinary Team (MDT) consisting of Psychology and Speech and Language Therapy



Individuals are supported to attend college courses



Woodwork Workshops provided for the people we support

Within the grounds, people grow their own vegetables and have chickens to provide their eggs



Our community links:

- Leisure centres
- Sensory centres
- Hydrotherapy centre
- Social clubs
- Shops
- Colleges and work placement settings
- Local river for fishing



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Trinity Lodge, Lockerbie

Townhead Street, Lockerbie, Scotland DG11 2AG

Residential Services

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



6 placements

Trinity Lodge is a specialist residential service for adults with learning disabilities and complex needs. The team supports people who have behaviours that may challenge and associated mental or physical health needs.

This residential service was designed as a pathway from Trinity House for the ongoing needs of the people we support. The service also accepts external referrals.

Trinity Lodge supports six individuals across three distinct living areas: two single occupancy flats and four en-suite bedrooms with communal living space. The en-suite bedrooms, located on the first floor, offer facilities including a communal lounge, a quiet lounge, a dining room, a kitchen, an accessible bathroom, and a shared garden with seating and space for outdoor activities. The two flats are situated on the ground floor, each boasting its own front door for added independence. Both flats feature a private lobby, en-suite bedroom, kitchen, and lounge diner, as well as a private garden.

Located in the heart of a residential part of Lockerbie, the service has an abundance of community-based activities and facilities. The people we support are encouraged to be involved in the local community as much or as little as they wish to be.

We encourage and enable the individuals we support to lead a full and happy life. We work with them to ensure they have more choice and control in their lives. We find out their strengths, abilities and preferences so that the care provided can be as person-centred and meaningful to each individual as possible.

Our community links:

- Leisure, hydrotherapy and sensory centres
- Social clubs
- Shops and cafés
- Colleges and work placement settings
- Local river for fishing

Within the service is a new social enterprise café named Hartnell's Café. The individuals from Trinity Lodge and Trinity House are offered the opportunity to develop skills in catering and customer service whilst contributing to all aspects of working in a café environment. [Read more on page 14](#)



Ensuring individuals have a positive experience



Promoting a safe environment to establish positive risk-taking



Encourage social networking or leisure pursuits, maximising the wider use of the community

New social enterprise café



Support individuals to explore and develop new personal life experiences and maintain existing interests

Having a fulfilling life based on choice and opportunities



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Trinity Lodge and House Café

Social Care Star
Award Winner



A brand new community café has opened at a social care residential service in Lockerbie which supports adults with learning disabilities.

The café – which has been named Hartnell's Café in memory of a former individual – is a social enterprise designed to benefit both the people we support in Cygnet Social Care and the wider community who will be able to access the new service.

The opening was a great success with members of the local community joining individuals from Ranaich House and Trinity House, two other Cygnet Social Care services in Scotland, in sampling the drinks and cakes on offer. A short opening ceremony was also held with the ribbon being cut by former local councillor, Lucy Dudgeon.

The café will provide valuable work experience and skills training for the people we support living at Trinity Lodge and nearby Trinity House.

The initiative is centred on promoting key employment skills, including customer service, money handling, health and safety, and food hygiene. Individuals working in the café will have the opportunity to gain recognised qualifications, helping to prepare them for future employment opportunities within the community.

Initially, the café will open for a few hours per week, welcoming both individuals at the Cygnet Social Care services and the local community. It will be run primarily by those people supported by Trinity Lodge, with the chef at the service preparing simple yet delicious meals such as toasties, soups, and light snacks.

The people we support will take orders, serve customers, and handle transactions, gaining hands-on experience in a supportive environment.

Heather Smith, Cygnet Social Care Operations Director, said: "The café's creation was a collective decision, with individuals living at Trinity House and Lodge fully backing the project when discussions first took place.

"As a tribute to a long-term individual, Greg Hartnell, who lived at Trinity House for 20 years before sadly passing away in 2023, the café will be named in his honour, ensuring his memory remains a part of the community."

Beyond its daytime role, the café will transform into an internal hub in the evenings, providing a communal space for the residents.

Heather added: "As the project develops, we do have aspirations to extend voluntary opportunities to the wider community, further embedding the café as a valuable social and vocational resource.

"We want this café to be more than just a place to enjoy a meal - it's an opportunity for our residents to develop skills, gain confidence, and engage with the wider community.

"Naming it after someone who was such an integral part of Trinity House makes it even more special. We are excited to see the impact this initiative will have on both our residents and our neighbours.

"This initiative is not only about providing a welcoming space for the local community but also about empowering individuals with practical experience that will support their future job applications. Over time, the café aims to expand its operations, increasing its opening hours and strengthening its role as a vital community asset.

"We are really looking forward to welcoming residents, visitors, and supporters to experience the new café and be part of this exciting journey."

Trinity Lodge, on Townhead Street, and Trinity House, on Carlisle Street, are specialist residential services supporting adults with learning disabilities and complex needs.



Follow us on Facebook @hartnells.cafe



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Sarah's* Journey

Ellen Mhor, Dundee

Specialist Residential Service with Nursing for Adults with Learning Disabilities and Complex Needs



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Sarah's history

Sarah, who has a diagnosis of autism and a learning disability, has spent most of her adult life moving between different supported living services. Her challenging behaviours put other individuals and staff at risk. There were cases of assault and frequent damage to property, some of these incidents resulted in people moving out.

The supported living service felt that her behaviours could no longer be managed safely, which led to Sarah's move to Cygnet. Sarah was initially admitted to one of our high dependency complex care services for a period of stability before stepping down to our residential service with nursing, Ellen Mhor.

When Sarah came to Ellen Mhor

Upon Sarah's admission, she initially struggled to settle, there were cases of self-injurious behaviour and destruction of property. Due to this, she had a very basic bedroom with minimal furnishings. Sarah struggled with her speech, making it difficult for her to communicate her needs, this led to her often feeling frustrated.

Her communication with her family was not always regular, but the family were involved with her care throughout. She was incontinent and would often urinate in public, when she did go into the community she had to be very closely monitored due to reports of inappropriate behaviour. Sarah relied on staff for all elements of her personal care.

Sarah's care

At Ellen Mhor, we feel that it's important to support those in our care to have individual activity plans. This enables them to structure their time, build relationships and establish a balance between therapy, self-care, work and leisure, as appropriate to their individual needs.

The team at Ellen Mhor used a consistent approach from the start. They spent time getting to know her likes and dislikes and included her in making decisions as much as possible. They also spent time building upon the core skills that Sarah already had, but was struggling to use.

After several weeks, Sarah started to feel more settled and her communication with the team was improving. They were able to start working with Sarah to choose different items to go into her bedroom to make it a more personal space.

Staff kept the boundaries clear and started to build a relationship of trust. The staff worked with Sarah to produce a schedule to give some routine and consistency and where possible, she was supported to find independence doing her day to day tasks. The team at Ellen Mhor helped Sarah learn to perform her morning routine with minimal support, by giving lots of encouragement and building confidence over time. As Sarah's confidence grew, she became determined to be more independent and learn new skills.

Sarah today

Sarah is settled and happy at Ellen Mhor, she has a good relationship with the staff team and enjoys helping out with the housework each day. Over the past year there have been no incidents of violence or aggression and her mood is much more stable.

Sarah now manages all aspects of her personal care independently including showering herself in the mornings and drying her own hair. She no longer suffers with incontinence and she often enjoys accessing the community incident free.

Based in a suburban area of Dundee, Ellen Mhor is a specialist residential service with nursing supporting 12 adults with a learning disability and complex needs, and who may have an autistic spectrum condition

Her sensory lit bedroom is now furnished with items chosen by her, and she has her own television to watch. She continues to enjoy her increasing independence. Sarah is now being supported by the team to explore the option of starting video calls with her family.



*Name has been changed to protect her identity.

Map | Our Specialist Services by Region

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- 1 **Cygnets Wallace Hospital**,
119 Americanmuir Road,
Dundee, Scotland DD3 9AG
T: 01382 819 910

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- 2 **Ellen Mhor**,
2-4 Ellen Street, Dundee,
Scotland DD1 2QH
T: 01382 279086
- 3 **Ranaich House**,
Leewood Road, Dunblane,
Stirling, Scotland FK15 0DR
T: 01786 823 694
- 4 **Thistle House**,
119 Americanmuir Road, Dundee,
Stirling, Scotland DD3 9AG
T: 01382 819 910
- 5 **Trinity House**,
38 Carlisle Road, Lockerbie,
Scotland DG11 2DS
T: 01576 204 676

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- 6 **Trinity Lodge**,
Townhead Street, Lockerbie,
Scotland DG11 2AG
T: 01576 220340



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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.



Crisis referral steps:

- 1 Referral made directly to Cygnet service or to Cygnet Bed Hub via 0808 164 4450 / chcl.referrals@nhs.net
- 2 Feedback provided on whether our service can meet the service user's needs on same day receipt of full clinical information
- 3 Admission agreed and arranged with referring team following confirmation of funding*

*Admissions are accepted Monday to Friday within the hours of 8am - 5pm.

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



How to Make a Referral - Social Care



Click the buttons to find out more about our Learning Disability Services in Scotland

Introduction

Our Model of Care - Hospitals

High Dependency Complex Care

Our Model of Support
- Residential Services

Residential Services with Nursing

Residential Services

Trinity Lodge and House Café

Case Study

Map

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 Social Care Referrals on:

sc.referrals@cygnethealth.co.uk



Social Care Referrals

- 1 Referral made to Cygnet Social Care and a desktop assessment is undertaken to review suitability for placement
- 2 If a suitable placement is identified, an assessment is arranged and undertaken by our specialist team
- 3 Feedback is provided on whether our service can meet the individual's needs
- 4 Detailed placement proposal is formulated to include care plans and funding information
- 5 Once placement is confirmed, transition plans are developed with all relevant stakeholders and admission date is agreed





Improving lives together

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