



*Improving lives together*

# Specialist Social Care Services in the North East of England

Supporting People with Learning Disabilities,  
Autism and Complex Needs

# Welcome

Cygnet 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 people with learning disabilities enjoy the same right to a happy and fulfilled life as others. We ensure that people 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 throughout the North East have considerable experience and expertise in supporting individuals with learning disability, autism and complex needs to develop independent skills and to live an active and happy life.

The services we offer in the North East are Residential with Nursing and Supported Living Services.



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## The people we support:

- > Adults from the age of 18+ years
- > Individuals with a primary diagnosis of learning disability accompanied with behaviours that challenge including mental illness or a forensic background
- > Individuals with a secondary diagnosis of autism, personality disorder or dementia
- > May have communication challenges
- > May have associated complex needs



18+ years



Mixed gender



Mental Health Act Status: Informal



# Our Model of Support - Residential Services

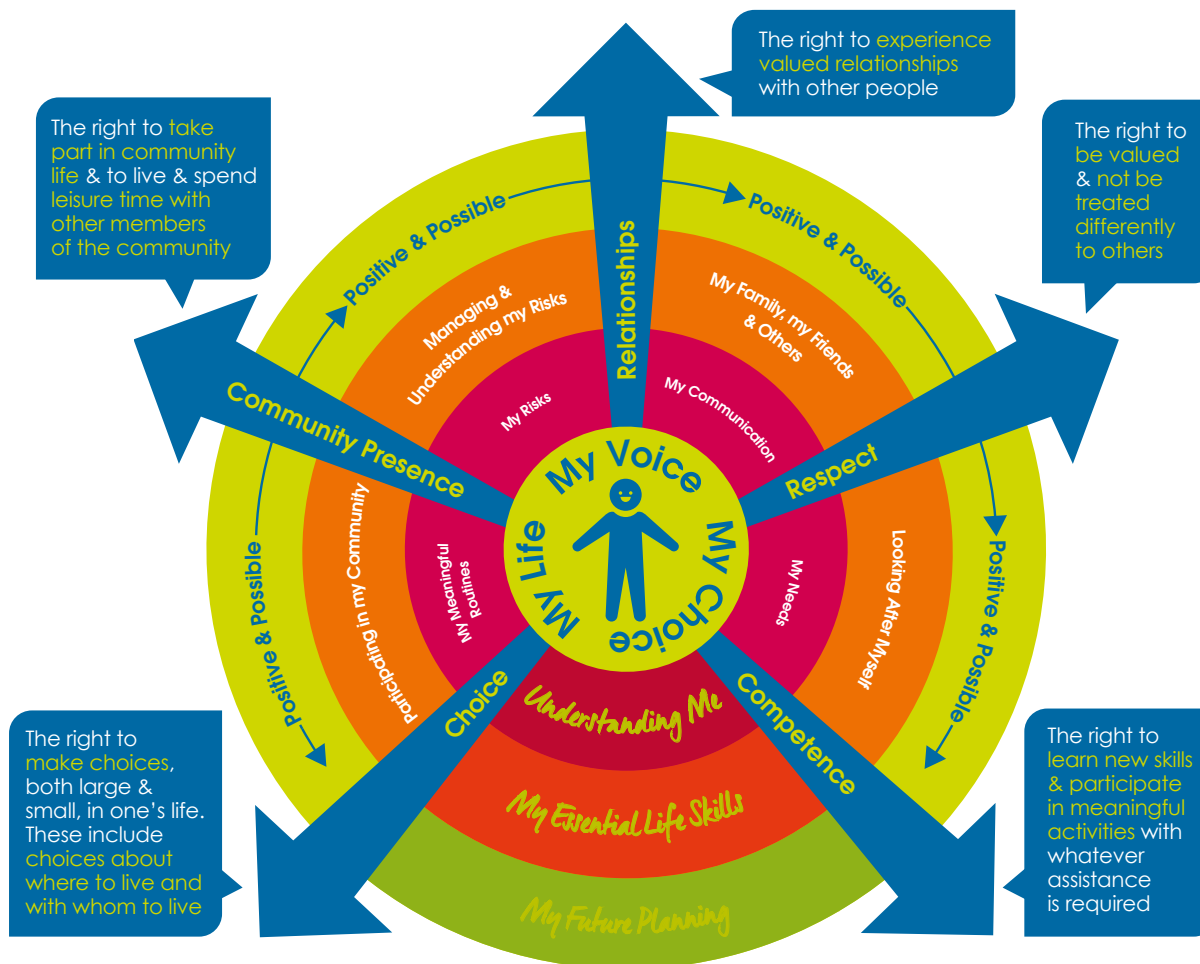
At Cygnet Social Care, we believe that each individual with a **learning disability** has the right to a happy and fulfilled life, regardless of their level of support.

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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# Hollyhurst, County Durham

118 Woodland Road, Darlington, County Durham, North East DL3 9LN

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



21 placements

**Hollyhurst is a specialist residential service with nursing, supporting people with learning disabilities and complex needs in Darlington, County Durham. The specialist MDT led team support people who have additional mental or physical health needs and behaviours that may challenge.**

The team specialise in taking people who are in a crisis. Depending on the individual's level of need, we provide different levels of support within four areas:

**14 placements in the main house** – there are a number of living areas, including a quiet lounge and two large communal lounges. In addition, the service has a café, life skills kitchen, IT room as well as a relaxation room. Everyone has their own bedroom, some of which are en-suite, which they are encouraged to decorate and personalise to suit their own personal style.

**4 single occupancy flats** – these bespoke flats provide people with more complex support needs in their own space to live more independently with staff support. We support people to gain the skills needed for moving on to supported living.

**Hollyhurst Lodge** – within the grounds, this is a bespoke self-contained two bedroom service delivering 24 hour support for two individuals. This service was specially designed in partnership with local commissioners and community teams to provide personalised support for two adults with complex needs.

**The Bungalow** – this is a new self-contained living area for one individual. The Bungalow has its own lounge, kitchen and private garden.

Hollyhurst is a detached period property set in its own private gardens, which is accessed by a private tree-lined driveway. Located in the town of Darlington, the people we support have access to a great range of recreational and leisure facilities as well as being just a short drive away from some beautiful County Durham countryside.

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

Individuals come to Hollyhurst for different reasons; they may require more support than can be provided in a supported living setting or they may be moving along their care pathway from a hospital placement. Whatever the reason, the team can offer specialist input based on individual need to deliver flexible and effective support.

## Our facilities:

- Multiple lounges
- Bespoke accommodation for individuals with more complex support needs
- Communal dining room
- Life skills kitchen
- Gardens
- Café area



## Our community links:

- Shops and restaurants
- Community facilities tailored for individuals with learning disabilities
- Swimming pools and leisure centres
- Great transport links
- Vocational opportunities



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# Hope House, Cleveland

59 Hutton Avenue, Hartlepool, Cleveland, North East TS26 9PW

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



10 placements



Scan the QR code to view virtual tour



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**H**ope House is a residential service providing outcome focused care for adults with a learning disability and associated complex needs, who may have behaviours that challenge.

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.

The service is split into two neighbouring properties, Hope House (no. 59) and Hope Lodge (No. 57). This newly refurbished service consists of a number of bespoke self-contained flats, studio flats and en-suite bedrooms providing personalised support. Externally, we have a lovely spacious garden where individuals are supported to grow their own plants and vegetables.

- > **Hope House** has five self-contained flats, which host a bathroom, a kitchenette and a living / dining room. In addition, Hope House also has a single studio flat.
- > **Hope Lodge** has one en-suite bedroom and three individual flats, each with their own lounge. In addition to this private space, Hope Lodge also has a spacious dining kitchen and a lounge, enabling the individuals living here to socialise and develop their independent living skills.

Promoting an individual's independence is very important at Hope House, ensuring we have a robust transition plan in place so that we can focus on the needs of the people we support. Everything we do is catered around their needs, whether that be going out on an excursion, visiting their families or perhaps even making their own cup of tea.

Hope House is in Hartlepool within walking distance to the town centre where there is an abundance of community facilities available, including colleges, swimming pools, a cinema, shops and a gardening club. In addition, just a 10 minute drive from the service, you will find Hartlepool Marina which is an 18th century seaport that features an abundance of bistros, bars, cafés, restaurants and entertainment options.

## Our community links:

- > Colleges
- > Swimming pools and gyms
- > Cinema
- > Shops
- > Restaurants, pubs and cafés
- > Discos
- > Gardening club
- > Hartlepool Marina
- > Town centre
- > Short drive from local beaches



**Supporting individuals to enhance their skills and social circles**

**Promoting family involvement where appropriate**

**People are encouraged to cook and prepare their own food independently or with staff support**





# Oaklands, Northumberland

Anick Road, Hexham, Northumberland, North East NE46 4JR

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



15 placements

**Oaklands is a specialist residential service with nursing, supporting individuals with learning disabilities and complex needs in Hexham, Northumberland. The team support individuals who have additional mental or physical health needs and behaviours that may challenge.**

Oaklands is split into two sections, the main house and seven single occupancy flats.

> **Seven single occupancy flats** – These self-contained living areas provide the opportunity for seven individuals with more challenging needs to live in their own space with staff support. Each flat has a lounge, kitchen / diner, en-suite bedroom as well as a staff observation area. In addition, one of the flats is located away from the main house and has its own front door and garden.

> **Eight en-suite bedrooms** with multiple lounge and dining facilities. Other facilities within the service that are accessible for all individuals include a sensory room, large garden, café area and a conservatory.

Oaklands is a large detached property with extensive living areas. Close to the historic market town of Hexham, individuals can access a good choice of recreational and leisure facilities. These include a swimming pool, a library, parks and shops, as well as the beautiful surrounding countryside.

Oaklands has a dedicated activity coordinator who supports individuals to have personalised activity plans, created based on each person's likes and hobbies.

Individuals are supported to plan menus, shop, and prepare food with support to increase their daily living skills.

Our goal is to enable the people we support to structure their time, build relationships and establish a balance between therapy, self-care, leisure, as appropriate to their needs.

## Our community links:

- > Shops and restaurants
- > Swimming pools and leisure centres
- > Queen's Hall Arts Centre
- > Beautiful countryside, including Hadrian's Wall and local farm visits during lambing season
- > Vocational opportunities
- > Community centres specialising for individuals with learning disabilities
- > Excellent public transport links
- > Cinema



## Our facilities:

- > En-suite bedrooms
- > Multiple lounges
- > Two dining rooms
- > Large conservatory with seating
- > Large landscaped garden with allotment
- > Relaxation room
- > Café area
- > Seven individual flats with their own lounge, kitchen diner and en-suite bedroom



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# Thornfield Grange, County Durham

60 Etherley Lane, Bishop Auckland, County Durham, North East DL14 7QZ

Residential Services with Nursing

Specialism: Learning Disabilities and Autism



18+ years



Mixed gender



9 placements

**T**hornfield Grange is a specialist residential service with nursing for adults with autism, learning disabilities and complex needs. Based in Bishop Auckland, County Durham, Thornfield Grange supports individuals who have behaviours that may challenge, as well as those who have significant difficulties with social engagement.

The service is split into two sections, the main house with six en-suite bedrooms and single occupancy flats for three individuals who may require additional support.

- **Three single occupancy flats** – These self-contained living areas provide the opportunity for three individuals with more challenging needs to live in their own space with staff support. Each flat has a lounge, kitchen / diner and en-suite bedroom. These three flats are located in the grounds of Thornfield Grange and each has its own garden, whilst also having access to the service's main gardens.
- **Six en-suite bedrooms** – With multiple lounges and dining facilities, Thornfield Grange has a range of facilities that are accessible to all individuals.

Thornfield Grange is an impressive period property situated in the bustling market town of Bishop Auckland, surrounded by beautiful County Durham countryside. We provide a structured, positive, empathic and low-arousal environment with good links to family and outside agencies.

We aim to provide a safe, comfortable and effective care environment for those in our care, promoting independence and community integration. On-site we have our Multidisciplinary Team (MDT) who assist and support us to provide outcome-based care and support pathways.

Just a short walk from Thornfield Grange is the centre of town where people can access the local amenities, including a pharmacy, convenience store, pubs, restaurants and an arts complex. Days out are popular at Thornfield Grange and Auckland Castle is just a short drive away with its deer park that is ideal for summer picnics or long walks.

## Our facilities:

- En-suite bedrooms, which the people we support are encouraged to personalise
- Multiple good sized living and dining areas
- An Activities of Daily Living (ADL) skills kitchen
- Sensory room
- Large gardens including seating area, allotment and sensory garden
- Internet café

**Thornfield Grange is accredited by the National Autistic Society's Autism Accreditation programme.**



## Our community links:

- Town centre
- Pubs and restaurants
- Arts complex
- Auckland Castle with a deer park
- Cinema
- Leisure centre
- Markets
- Cafés
- Walks by the river
- Great public transport links to local towns and cities



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## Seed to Plate

Thornfield Grange empowers the people we support to grow their own vegetables through the Seed to Plate scheme, which focuses on improving daily living skills and promotes healthy living. From planting seeds to harvesting fresh produce, they enjoy growing produce all year around. Once the vegetables are ready, the staff team provide guidance on preparing nutritious meals.





# Supported Living Service in Darlington

Registered address: 118 Woodland Road, Darlington, Co Durham, North East DL3 9AG

Supported Living Services

Specialism: Learning Disabilities, Autism and Mental Health



18+ years



Mixed gender



4 tenancies

**S**upported Living in Darlington provides four tenancies, focused on empowering individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

Supported Living is a crucial step towards independence. We know how important it is for individuals to have the right support so they can live the life they want to live. Individuals are supported to hold their own tenancy agreement with a registered housing association.

Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step down placement within their local community.

Offering experienced, trained staff 24 hours a day, the service benefits from a core staffing team. Each tenant is allocated an experienced and consistent staff team and training is bespoke to individual support needs enabling tenants to live as independently and safely as possible.

When individuals come to Supported Living in Darlington, we take the time to get to know them, their preferences, as well as their hopes and dreams for the future. We support individuals with a personal discharge plan to achieve their goals and aspirations and ensure they feel they are in control of their own life.

Nestled in the heart of North East England, Darlington is a vibrant town known for its rich railway heritage, charming market town atmosphere, and friendly community spirit. The area has a lively town with lots of independent shops, cafés, and local parks.

Cygnets Social Care are experienced in supporting individuals who may lack capacity to choose where they live and would work closely alongside our commissioning partners to ensure that correct legal frameworks are in place in order for them to live successfully in the community.

## Our community links:

- > Local shops and supermarkets
- > Local parks
- > Good rail links
- > Cinema
- > Leisure centre

Helping individuals to build relationships and access any community activities they would like to take part in



Helping individuals to set and achieve goals as part of their support plan

Darlington is a historic market town in County Durham, known for its railway heritage and strong community. The town has excellent transport connections, with direct rail links to major cities like Newcastle and York.

Darlington has several green spaces, such as South Park and West Park. The town also has lots of community centres, support groups, and leisure facilities.



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# Leanne's\* Journey

## Oaklands, Hexham

Specialist Residential Service with Nursing for Adults with Learning Disabilities



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### Leanne's history

Before arriving at Oaklands, Leanne went through a long and difficult journey. She spent a considerable amount of time in a secure hospital, where she struggled to keep herself safe, often absconding from the ward and engaging in self-harming behaviours.

Following her discharge, Leanne faced serious challenges in the community. Unable to find stable accommodation, she spent time living rough, which significantly impacted her physical health and overall wellbeing.

### When Leanne came to us

When Leanne first arrived at Oaklands, she was emotionally dysregulated and found it hard to feel safe. Past experiences of abuse left her unable to trust others, and she had significant issues with money management.

Leanne also struggled with a gambling addiction, which made it difficult for her to control her finances or plan for the future. The staff at Oaklands took the time to personalise her room, creating a safe and welcoming environment to help her feel settled within her new home.

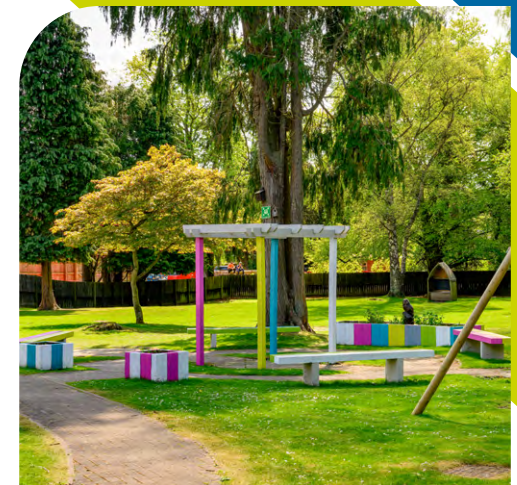
### Leanne's care

Leanne has made exceptional progress since her arrival. She has worked closely with the nursing team to develop a tailored financial support plan, helping her regain control over her money and reduce her gambling habits. Staff also supported her in managing her emotions more effectively and implemented care plans to reduce incidents of self-harm. Engaging with the community has become an important part of Leanne's journey.

With staff support, she now enjoys regular outings to local tea shops, spa days, and long peaceful walks. She also takes part in mindfulness sessions, which have helped improve her emotional wellbeing. A major milestone in her journey was obtaining a mobility car, with the help of the staff team. This has given her a greater sense of independence and allowed her to enjoy more time out in the community.

### Leanne today

Today, Leanne is settled and content at Oaklands. She's currently planning her next holiday, something that once felt out of reach. She enjoys regular visits from her grandchildren and finds joy in baking for fellow residents.



\*Name has been changed to protect her identity

# Map | Our Specialist Services by Region

## Residential Services with Nursing

**1 Hollyhurst**  
118 Woodland Road,  
Darlington, County  
Durham, North East  
DL3 9LN  
T: **01325 252 002**

**2 Hope House**  
59 Hutton Avenue,  
Hartlepool, Cleveland,  
North East TS26 9PW  
T: **01429 224 442**

**3 Oaklands**  
Anick Road, Hexham,  
Northumberland,  
North East NE46 4JR  
T: **01434 600 684**

**4 Thornfield Grange**  
60 Etherley Lane,  
Bishop Auckland,  
County Durham,  
North East DL14 7QZ  
T: **01388 602 920**

## Supported Living Services

**5 Registered address:**  
118 Woodland Road,  
Darlington, County Durham,  
North East DL3 9AG  
T: **01325 638722**

**Service:**  
Supported Living  
in Darlington



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# How to Make a Referral

For more information or to make a referral, please contact your regional Business Relationship Manager or email: [sc.referrals@cygnethealth.co.uk](mailto:sc.referrals@cygnethealth.co.uk)

- 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



## Social Care Referrals






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

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CYG-1952 | Date of Preparation: 23/01/26

**Integrity**

**Trust**

**Empower**

**Respect**

**Care**