



*Improving lives together*

# Specialist Social Care Services in the South West and South Wales

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'**.



Click the buttons to find out more about our South West and South Wales Services

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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 in the South West of England have considerable experience and expertise in supporting individuals with a learning disability, autism, complex and mental health needs to develop independent skills and to live an active and happy life.

## The people we support:

- > Adults from the age of 17/18+ 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



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# Our Model of Support

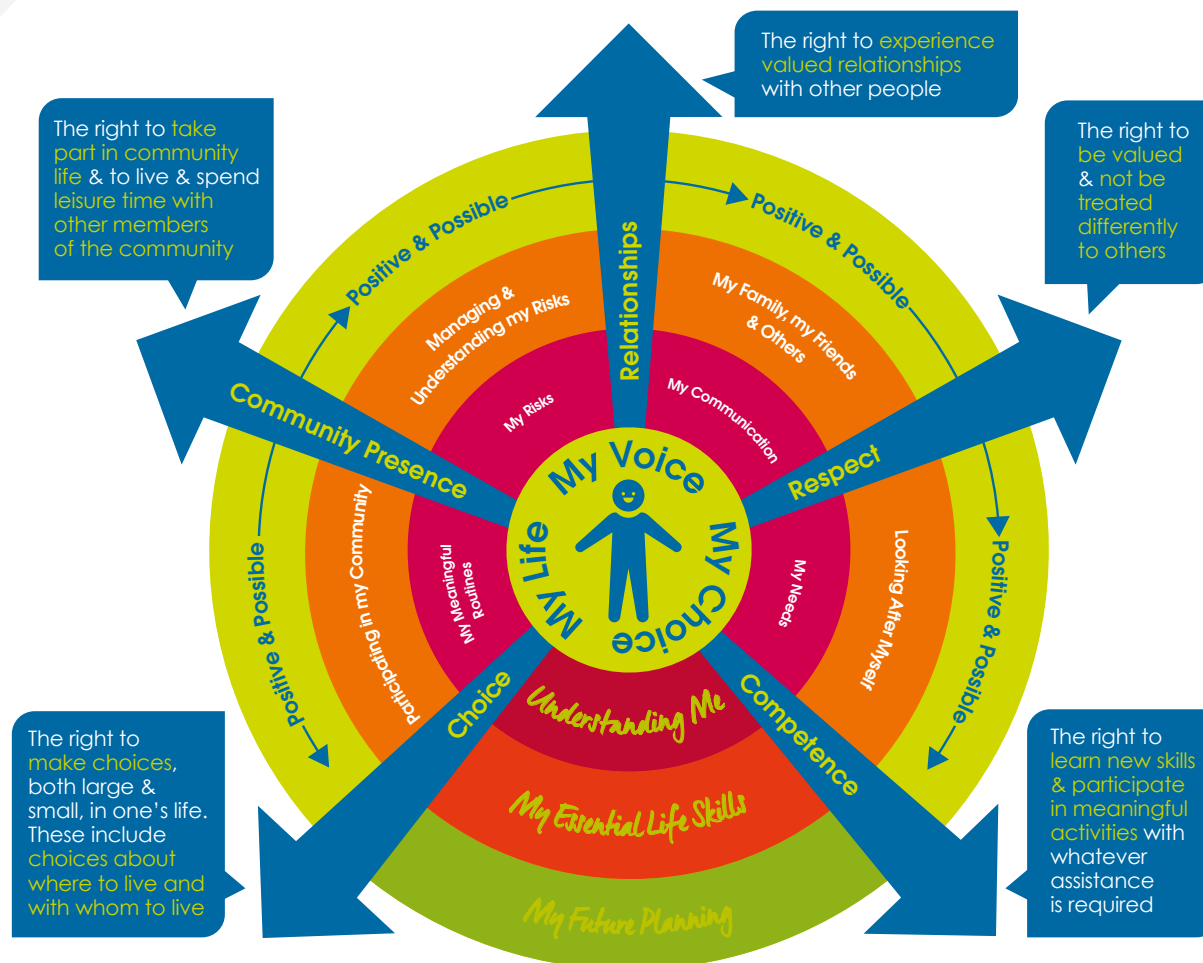
At Cygnet Social Care we believe that each individual with a **learning disability** has the right to a happy and fulfilled life regardless of their level of support.

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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# Amberwood Lodge, Dorset

6 St Osmunds Road, Parkstone, Poole, Dorset BH14 9JN

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



9 placements



[Click here to visit our website](#)

**A**mberwood Lodge is a specialist residential service for adults with autism and learning disabilities, who may have behaviours that challenge. We aim to provide a safe, comfortable and effective environment, promoting independence and community integration. Person-centred planning is at the heart of everything we do, based on each person's specific needs. We understand that consistency and continuity of care is important for the people we care for. Based just a 10 minute drive from the seaside, Amberwood Lodge is a beautiful building providing specialist support for nine people.

Within the service we have a large communal lounge, a sensory room, an IT and activity room and two kitchens; one large homely kitchen that people use independently to make drinks and snacks for themselves and their visitors, as well as a second kitchen where the people we support assist with preparing meals and plan menus for the week. Additionally we have a lovely spacious garden with an abundance of outdoor activities, including a lovely summerhouse.

As part of our care pathway, our service enables individuals to build upon their skills to achieve further independence, self-advocacy and confidence, leading to better quality of life.

Interventions are matched according to individual's needs and our life skills development programmes are overseen by our activity coordinators.

The integrated MDT consists of occupational therapy, speech and language therapy, psychology and psychiatry. The team works together to support the development of daily living skills and reduction in maladaptive behaviours.

Our staff use least restrictive practice approaches and are trained in specialist safety intervention techniques and sensory integration strategies.

## Our community links:

- > Local high street shops
- > Close to the New Forest
- > Harvester Restaurant
- > Farmer Palmers Farm
- > Durlston Country Park
- > Monkey World
- > Leisure centres
- > Local beaches
- > Superbowl
- > Moors Valley Country Park

## On-site Multidisciplinary Team (MDT)

consisting of occupational therapy, speech and language therapy, psychology and psychiatry



## International days

each month the service pick a new country, decorate the house and are supported to cook food from that country



## Homely environment



Regular wellbeing sessions with psychologist

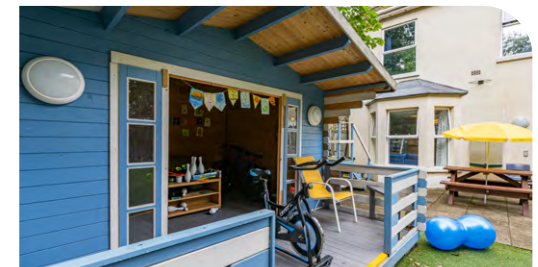


Rated 'Good' with the CQC



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# Broadoak, Newnham

Riverside Lane, Broadoak, Newnham GL14 1JF

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



34 placements in 10 properties



[Click here to visit our website](#)

**B**roadoak is a specialist residential service near Newnham, Gloucestershire. We support individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

At Broadoak we encourage and enable the people we support to lead a full and happy life. We work with each person to find out their strengths, abilities and preferences so that the care provided can be as person-centred to each individual as possible.

At Broadoak our experienced staff team ensure the complex needs of the people living here are managed effectively.

There are many different living areas to meet the wide range of needs we support:

**Rose Lawn** is a three-bedroom bungalow. The bungalow has been adapted to meet the needs of people who may have physical disabilities.

**Willow Green** is a three-bedroom bungalow. As with Rose Lawn, this bungalow has been adapted to meet the needs of those with a physical disability.

**Poplars View** is a five-bedroom house. It caters to a higher dependency group of people who may have a mobility problem. There is also a single-occupancy annexe to this house.

**Cedar Falls** is a seven-bedded house and is currently home to an all-male group with varying levels of ability and behaviours that challenge. The house is on three levels with toilets and bathrooms on all levels.

**Two self-contained, one-bedroom flats.** These self-contained flats support individuals who require a more independent living environment, either to develop their skills to move on, or to provide a quieter living environment suited to their needs.

**Elm Lake** is a five-bedded house with a mixed gender group with varying levels of ability and behaviours that challenge. All rooms are single en-suite with a shower, washbasin, and toilet.

**Pine Brook** is a five-bedded living area and is currently an all-male group. All rooms are single rooms with en-suite facilities. There are also two separate bathrooms.

**Poplars Cottage** is a five-bedroom house and is currently an all-male group.



Supporting people to enhance their social skills



Accessible information available



Sensory room, all of which are accessible to the people who live here



Excellent location, surrounded by countryside



Person-centred activity plans



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# Bryn Y Wawr, Carmarthenshire

6 New Road, Llandeilo, Carmarthenshire SA19 6DB

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



10 placements



[Click here to visit our website](#)

**B**ryn Y Wawr is a specialist residential service, supporting adults with learning disabilities who may have behaviours that challenge and with associated complex needs. We provide specialist care and support that is tailored to individual needs, promoting independence and community integration.

We encourage and enable the people we support to lead a full and happy life and work with them to find out their strengths, abilities and preferences to ensure we can offer person-centred care and support.

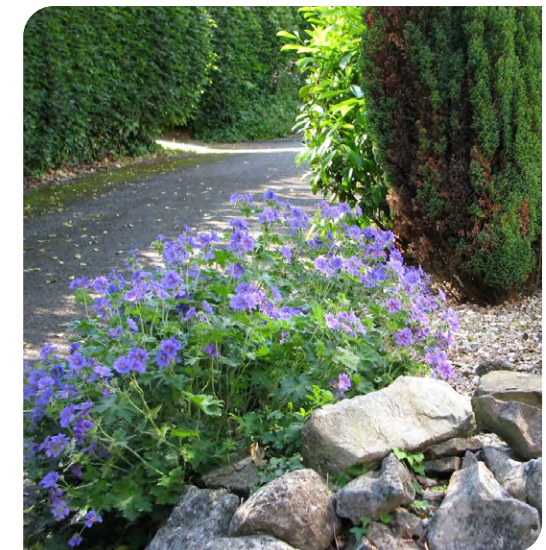
Bryn y Wawr sits within an acre of secluded land that offers our individuals an ideal blend of being connected to nature whilst also being in close proximity to local amenities.

Additionally, the home provides many activities, including a covered courtyard garden room, which houses a hydrotherapy pool, a large activities cabin for arts and craft projects and learning and a fully equipped gym. Two well equipped lounges complete with games consoles and a large garden with a polytunnel and vegetable patches provide opportunities for growing flowers, fruit and vegetables.



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Day trips to local activity centres

Massage therapy and reflexology

Activities cabin providing space for arts and crafts projects, for learning and for relaxation

Gardens with the opportunity to grow vegetables, fruit and flowers



# Clynsaer, Carmarthenshire

Cynghordy, Llandovery, Carmarthenshire SA20 0LP

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



11 placements

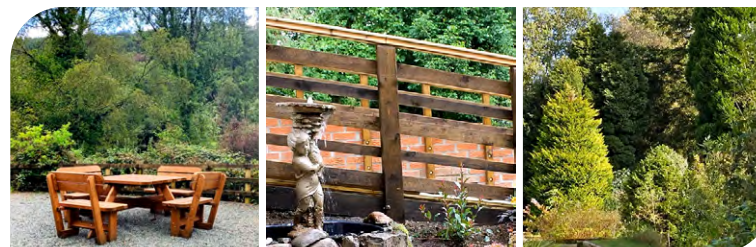


[Click here to visit our website](#)

**C**lynsaer is a specialist residential service, supporting adults with learning disabilities who may have behaviours that challenge and with associated complex needs. We provide specialist care and support that is tailored to individual needs, promoting independence and community integration.

We encourage and enable all individuals we support to lead a full and happy life and work with them to find out their strengths, abilities and preferences to ensure we can offer person-centred care.

Situated in over three acres of land, surrounded by farm and woodland, Clynsaer offers a welcoming, homely environment. The residential service has an onsite Day Centre, where the people we support are able to develop individual skills, whilst improving their self-esteem and social opportunities.



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**Trips to local attractions** such as the zoo and cinema

**Woodwork projects on site**

**On site games room**

**Regular celebrations and parties**





# Dean Grange, Newnham

Elton Corner, Broadoak, Newnham GL14 1JG

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Male



5 Placements



[Click here to visit our website](#)

**D**ean Grange is situated in Broadoak, Newnham. We support people with learning disabilities, autism, complex needs and behaviours that may challenge.

The people we support are encouraged and enabled to lead full and happy lives. They are supported to have more choice and control in their lives. Their strengths, abilities, and preferences are identified so that the care provided can be as person-centred and meaningful to each individual as possible.

The home is often used as a step-down service from Broadoak, The Old Vicarage and Riverside House. The service can also accept external referrals.

Dean Grange is set within a former farmhouse that retains many of its original features. Each person enjoys the privacy of their own single-occupancy en-suite room, with shared access to communal kitchen and lounge areas. To ensure a personalised environment, the people living here are actively involved in decisions regarding the décor of both their private rooms and all communal spaces.

Each person at Dean Grange also benefits from an individualised timetable, co-produced with staff, designed to maximise their existing abilities and unlock new potential skills. These timetables feature a dynamic mixture of in-house activities, alongside enriching community-based activities, such as college courses, voluntary work, and engaging gardening projects.

## Our community links:

- > Swimming & Leisure Centre
- > Local day centres
- > Community cafés
- > Local farms
- > Local pubs & restaurants
- > Libraries
- > Horse riding
- > Drumming therapy
- > Bingo
- > New Skills Day Centre
- > Community Hubs

Supporting people to enhance their social skills



Promoting family involvement (where appropriate)



Homely environment with 24/7 support



'Imagined futures' model of care



Person-centred activities



Family and friends events



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# Devon Lodge, Hampshire

23A Grange Road, Hedge End, Southampton, Hampshire SO30 2FL

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



12 Placements

**D**evon Lodge is a specialist residential service for adults with autism and learning disabilities, who may have behaviours that challenge. We aim to provide a safe, comfortable and effective environment, promoting independence and community integration. Person-centred planning is at the heart of everything we do, based on each person's specific needs. We understand that consistency and continuity of care is important for the individuals we care for.

Located in Hedge End, Southampton, Devon Lodge has 12 placements; eight in the main house and four in the annexe. The service has plenty of rest and recreation areas, both inside and outside in the large garden, providing a safe and homely environment.

As part of our care pathway, Devon Lodge enables each individual to build upon their skills to achieve further independence, self-advocacy and confidence, leading to better quality of life.

Our activity co-ordinator supports individuals in creating person-centred activity planners and developing daily living skills both inside the home and out in the community. The integrated multi-disciplinary team (MDT) consists of occupational therapy, speech and language therapy, psychology and psychiatry.

Staff use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

## Our community links:

- > New Forest walks
- > Eastleigh leisure complex
- > Cinemas
- > Queen Elizabeth Country Park
- > Local shops and large retail park
- > On a main bus route
- > Autism / learning disability specialist nightclub

## Our facilities:

- > En-suite bedrooms
- > Lounges
- > Kitchen
- > Dining room
- > Large garden
- > Activity room
- > Sensory room



**"In working with Devon Lodge, from the beginning I found them constructive and responsive to the situation, the team worked with me collaboratively and communication was excellent.**

**The transition process was thorough, and the Devon Lodge team supported the individual to settle into a completely new environment with minimal disruption.**

**Since his residency at Devon Lodge there have been really positive outcomes for this individual and he has thrived."**

**Social worker**



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**"This is the happiest and most settled I have ever seen my son."** Parent





# Milestones, Gloucestershire

9 Commercial Street, Cinderford, Gloucestershire GL14 2RP

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Male



4 placements



[Click here to visit our website](#)

**M**ilestones is a specialist residential service in Cinderford. We support people with learning disabilities, autism, complex needs and behaviours that may challenge.

At Milestones we encourage and enable the people we support to lead a full and happy life. We work with each person to find out their strengths, abilities and preferences so that the care provided can be as person-centred to each individual as possible.

The home is often used as a step-down service from Broadoak, The Old Vicarage and Riverside House, the service can also accept external referrals.

This welcoming service is housed in a beautifully appointed townhouse in Gloucestershire. As you enter on the middle floor, you'll find the spacious communal lounge and a well-equipped kitchen. The lounge opens onto a lovely balcony, offering serene views over the garden and extending to the picturesque Forest of Dean.

People are actively supported and encouraged to participate in a wide range of daily living skills, including essential activities like cleaning, meal planning, grocery shopping, and cooking. Each individual benefits from a personalised timetable, collaboratively developed with staff, which is designed to nurture their abilities. The people we support can access community based activities which include college courses, voluntary jobs, and gardening projects.



## Our community links:

- > Cafés and restaurants
- > Local colleges & libraries
- > Beautiful parks and countryside on the doorstep
- > Great public transport links
- > Barbers and hairdressers
- > Museums



Supporting people to **enhance their social skills**

Homely environment **with 24/7 support**



Promoting family **involvement** (where appropriate)




Regular **community events and activities**

Family and friends **events**

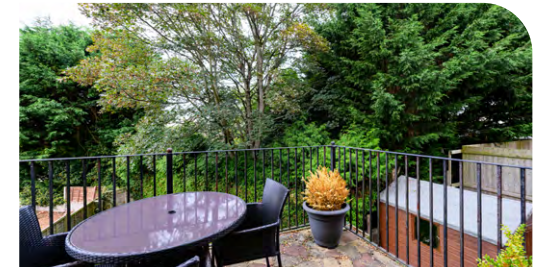



**Accessible information available**



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# Nightingale, Dorset

46 & 48 Stourcliffe Avenue, Bournemouth, Dorset BH6 3PX

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



10 placements



Click here to visit our website

**N**ightingale is a specialist residential service for adults with autism and learning disabilities, who may present with behaviours that challenge. We aim to provide a safe, comfortable and effective care environment for those in our care, promoting independence and community integration.

We encourage and enable the people 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.

Based in Bournemouth with beautiful views of the sea, Nightingale consists of two detached properties that are connected by an entrance vestibule. Within the service there are spacious communal lounges, two kitchens, dining rooms as well as a sensory room and activity space. Externally in the garden, individuals are supported to take part in sports and activities as well as be able to relax and enjoy the peace and quiet.

Just a two minute walk to the coast, the service is situated within a bustling community with plenty of local amenities to help promote integration and independence. The people we support are encouraged to be involved in the local community as much or as little as they wish to be. As part of our care pathway, Nightingale enables each individual to build upon their skills to achieve further independence, self-advocacy and confidence, leading to better quality of life.



## Our community links:

- > Local shops
- > New forest
- > Local beaches
- > Swimming & bowling
- > Pubs and restaurants
- > Great public transport links

## On-site Multidisciplinary Team (MDT)

Consisting of occupational therapy, speech and language therapy, psychology and psychiatry



Homely environment with 24 hours support



Meetings for the people we support take place monthly



Person-centred meal planning, including regular sensory food tasting



Rated 'Good' by the CQC



Links with local community to support education, work placements and activities



Person-centred keyworker allocation – Staff and the people we support are matched based on shared interests



Achieved the Dignity in Care award



Regular themed parties and quizzes



Easy read and other accessible information available to all



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# Oakhurst Lodge, Hampshire

137 Lyndhurst Road, Southampton, Hampshire SO40 7AW

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



8 Placements

**O**akhurst Lodge is an eight placement specialist residential service for adults with autism and learning disabilities who may present with behaviours that challenge. We aim to provide a safe, comfortable and effective care environment for those in our care, promoting independence and community integration.

Person-centred planning is at the heart of everything we do, based on the specific needs of the individuals in our care. We understand that consistency and continuity of care is important for the people we support.

The home is located on the outskirts of the New Forest in a community setting between Southampton and Lyndhurst. Within Oakhurst Lodge we have a number of communal areas including lounges, a dining room, a spacious kitchen and an activity room, in addition, each individual has their own en-suite bedroom.

Externally there is a large garden that enables individuals to participate in a number of different outdoor activities, including a BBQ, a basket swing, ball games and a lovely gazebo providing a comfortable seating area.

As part of our care pathway, our service encourages individuals to achieve further independence, self-advocacy and confidence, leading to a better quality of life. Interventions are matched according to each person's needs and our life skills development programmes are overseen by our activity coordinator.

The integrated Multidisciplinary Team (MDT) consists of occupational therapy, speech and language therapy, psychology and psychiatry. The team supports the development of daily living skills and reduction in maladaptive behaviours.

Our staff use positive person-centred approaches and are trained in specialised intervention techniques and sensory integration strategies. A combination of person-centred planning, measurement of progress and a full multidisciplinary approach can only result in the best outcomes for each individual.

## Our facilities:

- > En-suite bedrooms
- > 2 lounges
- > Dining room
- > Kitchen
- > Activity room
- > Large garden

"We feel that the team at Oakhurst Lodge deserve some recognition for all of the care they have given during this difficult period in time. Despite the complete change in his world, they have kept him safe and supported.

It has been extremely difficult for us not to be able to visit him, however the reassurance that he is happy is enormous. The staff have all worked so hard and definitely go the extra mile. He is fortunate to be cared for by such a caring, professional group of people." **Family member**

## Our community links:

- > Good transport links into Totton and Southampton
- > Local shops, pubs and restaurants
- > Forest walks
- > Longdown Activity Farm
- > Local beaches

Achieved the **Dignity in Care Award**



**A homely environment** with 24/7 support



**Themed Weekends**

Each weekend, the people we support pick a new country, decorating the house and preparing food from that country



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# Riverside House, Newnham

Riverside Lane, Broadoak, Newnham GL14 1JE

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



12 placements



[Click here to visit our website](#)

**R**iverside House is located close to the town of Newnham on Severn in Gloucestershire. We provide a safe and comfortable environment where people are supported to live as independently as possible and to be an active part of their community.

Our goal is to help the people we support to lead full and happy lives. We work closely with each person to find out their strengths, abilities and preferences. This allows us to provide truly personalised care that's centred on the individual.

At Riverside House, we focus on helping people gain and maintain their independence. Our staff support individuals in developing practical life skills, including cleaning, meal planning, grocery shopping, and cooking.

Each person works with staff to create a personalised timetable designed to build on their current skills and develop new ones. These schedules include a mix of activities both at Riverside House and in the wider community, such as college courses, volunteering, and gardening projects.

The local area includes the Forest of Dean and beautiful countryside. There are excellent transport links to the nearby towns of Lydney and Cinderford, as well as to the city of Gloucester.



**Specialist training** delivered to staff tailored to the needs of each individual at Riverside House, e.g. dementia training

**Promoting family involvement** (where appropriate)

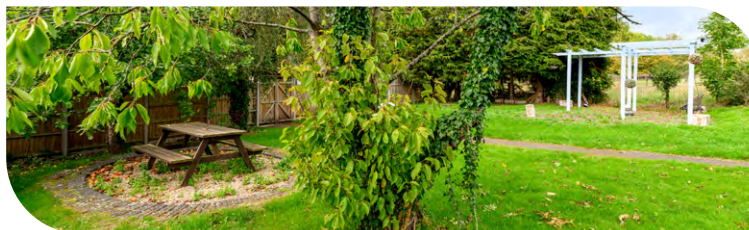
**Rated Good** in all domains

**Accessible information** available

**Person-centred activity plans**

## The people we support:

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



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- Clynsaer, Carmarthenshire
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- Devon Lodge, Hampshire
- Milestones, Gloucestershire
- Nightingale, Dorset
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# The Old Vicarage in Blakeney, Gloucestershire

Church Square, Blakeney, Gloucestershire GL15 4DS

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



13 placements



Click here to visit our website

**T**he Old Vicarage in Blakeney, Gloucestershire is a specialist residential service supporting individuals with learning disabilities, autism, complex needs and behaviours that may challenge.

Our focus is on enabling people to lead full, happy lives by empowering them with greater choice and control. We do this by working with each person to understand their unique strengths, abilities, and preferences, ensuring the care we provide is genuinely person-centred.

**The service is made up of two houses:** a main house with eight bedrooms and a separate Coach House with five bedrooms. All rooms are for single occupancy, and individuals have access to shared kitchens and lounges.

To create a personalised and homely atmosphere, the people we support are actively involved in decorating their own communal spaces. The home is surrounded by substantial gardens, providing a peaceful and therapeutic environment that supports our low-arousal approach to care.

Supporting people to **enhance their social skills**

Large **landscaped garden**

Promoting **family involvement** (where appropriate)

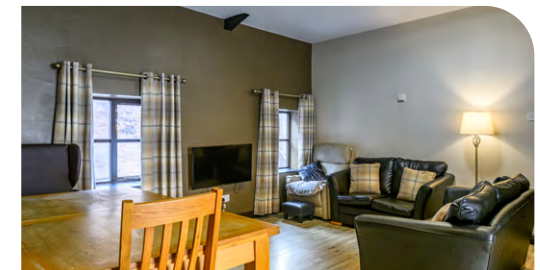
**Accessible information** available

Least **restrictive practices**



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# The Old Vicarage, Berkshire

Parsonage Lane, Hungerford, Berkshire RG17 0JB

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



13 Placements

**T**he Old Vicarage is a specialist residential service, supporting adults with learning disabilities who may have behaviours that challenge and associated complex needs. We provide specialist care and support that is tailored to individual needs, promoting independence and community integration.

We encourage and enable individuals we support to lead a full and happy life, working with them to discover their strengths, abilities, and preferences so that their care can be as person-centred as possible.

The Old Vicarage is a large house, parts of which date back to the 17<sup>th</sup> Century. The home is situated within easy walking distance to the centre of Hungerford.

The main house has nine spacious rooms and the annexes provide a two bed apartment, alongside two, single self-contained apartments.



**The Phoenix Centre Café**  
provides catering and  
cafeteria facilities



**Regular parties  
and events**



**Personalised  
meal plans**



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# The Squirrels, Hampshire

Manor Road, Chilworth, Hampshire SO16 7JE

Residential Services

Specialism: Learning Disabilities & Autism



18+ years



Mixed gender



13 Placements

**The Squirrels is a specialist residential service for adults with autism and learning disabilities, who may present with behaviours that challenge. We aim to provide a safe, comfortable and effective care environment for those in our care, promoting independence and community integration.**

We encourage and enable the people 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 Squirrels has nine en-suite bedrooms with shower rooms; three located on the ground floor and six on the first floor. This service provides ample space both indoors and in its expansive garden. Communal living areas include a large lounge, a dining room, a dedicated cinema room, and an activity room known as 'The Hub,' alongside communal bathrooms and a sensory room. Outside, within the generous garden, the people we support are encouraged to engage in sports and activities.

The home is located in the beautiful village of Chilworth just a short distance from Southampton and its vast array of community facilities. There are pleasant woodland walks and parks on our doorstep along with the usual amenities you would expect to find in a village. The people we support are encouraged to be involved in the local community as much or as little as they wish to be. As part of our care pathway, The Squirrels enables each person to build upon their skills to achieve further independence, self-advocacy and confidence, leading to better a quality of life.

Our activity coordinator supports in creating person-centred activity timetables and developing daily living skills both inside the home and out in the community. The integrated Multidisciplinary Team (MDT) consists of occupational therapy, speech and language therapy, psychology and psychiatry. Our staff use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

## Our community links:

- > Shops
- > Country parks
- > Woodland walks
- > Local beaches
- > QE2 Activity Centre – activity sessions and day services for those with autism, learning disabilities and sensory impairment



## Our facilities:

- > Bedrooms with en-suite shower and toilet
- > Large garden with outdoor seating
- > 2 communal bathrooms
- > The Hub and an activity room
- > Large lounge
- > Recreational and arts facilities



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# Redmarley, Gloucestershire

Pfera Hall, Bromsberrow Road, Redmarley GL19 3JU

Residential Services with Nursing

Specialism: Mental Health



18+ years



Mixed gender



19 placements in 3 properties



[Click here to visit our website](#)

**R**edmarley is a specialist residential service designed to support people with mental health conditions and other complex needs. Our nurse-led team provides a safe, comfortable, and therapeutic home environment. We empower people to achieve their personal goals and live fulfilling lives.

We focus on helping people to build skills for independence and community involvement. This includes activities like using public transport, pursuing education, vocational therapy, finding job placements or work experience, and developing personal hobbies and interests.

Redmarley is a large period house divided into three interconnected but independent homes:

- > **Winston** (Nine bedrooms)
- > **Nimrod** (Five bedrooms)
- > **Dorabella** (Five bedrooms)

Each of the 19 bedrooms is personalised to the individual's request. The people we support are also involved in decorating the shared communal areas, creating a homely environment for everyone to take pride in.

We also have a dedicated wing that serves as a resource and life skills centre. This space includes an art and mixed media studio, a kiln, a games room, a therapy room, a life skills kitchen, and a training room.

Each individual has a personalised activity plan built around his or her unique needs and interests. There are opportunities to attend a variety of college courses, such as photography and woodwork. We encourage those we support to develop life skills like self-care, cooking, housekeeping, and gardening. There is a strong focus on the therapeutic benefits of art, including mixed media, ceramics, and craft projects, with opportunities to display work throughout Redmarley. We also use local community facilities, including the gym and swimming pool, and organise country walks, individual and group trips, and sports.



Family and friends events



Nurse-led service



Different levels of support throughout the service, tailored to each person



People can be supported to attend local colleges should they wish to



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# Paul's\* Journey

**Devon Lodge, Southampton**

**Specialist Residential Service for Adults with Autism and Learning Disabilities**



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## Paul's history

Paul is a young man with diagnosis of autism, learning disability and, more recently, post traumatic stress disorder (PTSD). He attended a number of residential schools throughout his teens which were later found to be overly restrictive and a very negative experience for Paul. He had very challenging behaviour and due to the number of incidents which subsequently resulted in the over use of physical restraint, he became extremely untrusting of staff.

## When Paul came to us

When Paul arrived at Devon Lodge he was still trying to cope with the trauma from his previous placements, he didn't trust staff and had no motivation to engage with them or anyone else. His incidents were happening daily including self-injurious behaviours. It was clear that Paul was in crisis and the Devon Lodge team worked alongside the local learning disability team to ensure he had as much support in place as possible. Paul was a highly anxious individual, with change being a big trigger for him, however he felt secure in his bedroom and did not want to leave his safe space.

## Paul's care

Due to Paul's previous experience of care, the team recognised it was very important for him to feel comfortable, safe and in control.

They knew that transitioning would be difficult and allowed him time and space to settle in. They didn't use any physical restraint throughout his incidents, instead supporting him through his feelings and emotions and building understanding. It was important to show him that he could trust the staff.

Due to Paul's anxieties around staff and change, the staff mix was very important. It was always ensured that any new members of staff supporting Paul were accompanied by members of staff he knew to give that consistency. He was initially on 3:1 staffing.

Person-centred care is something that Devon Lodge strive for with all the residents, and as Paul settled in he was able to guide his own care. All goals and activity plans were led by him, he engaged with the educational activities offered at Devon Lodge and the staff worked to his ability to support his learning. His staffing needs reduced and he was able to spend more time in the community and with his family.

## Paul today

Paul is extremely happy and settled at Devon Lodge, he is friendly towards all the staff and enjoys the freedom to plan his own time and engage with his hobbies. His family are now comfortable knowing that Paul finally feels at home. Paul enjoys spending time in the garden and often uses this space to self-regulate.

He also enjoys going for long walks with the staff and then picking up his favourite foods on the way home. Paul is currently waiting to start a course of art therapy and a second creative programme based in the community. The team hope this will be a positive outlet to help Paul continue to progress.

## Family testimonial

Paul came to Devon lodge with some really difficult challenges, he had a lack of confidence in people and was scared. He did not mix with other residents at his previous setting as this was discouraged due to challenging behaviours. He never relaxed and spent a lot of time on high alert, thinking what may happen so was tentative and unable to engage. His hair was shaved as he had been abused by a previous setting and he would not allow himself to have hair as someone could grab it.

Over a period of 2 years he has slowly allowed himself to relax gaining confidence in staff and residents alike. His confidence has grown, and he has allowed himself to mix with both staff and residents.

He has grown his hair and is no longer worried about it. His incidents of anxiety have reduced as he is well supported by staff who he has built a great relationship with. In turn he has started to make visits to home again, with a strict care plan in place.



This has worked well, his contact and relationship with family is very strong and important to him. Staff support visits by transporting Paul home and back to Devon lodge.

Paul is in a much better place in himself than when he came to Devon Lodge, as a family we are very grateful, seeing him happy means the world to us.

Because Paul has had a bad experience in the past with previous staff, new staff can be difficult for him and there has been a recent management change which I thought would be tricky for him. However, he has remained settled throughout the change as he has been so well supported. We hope he will continue to gain confidence and enjoy being at Devon Lodge long into the future.

\*Name has been changed to protect his identity

# Map | Our specialist services by region

## Residential Services

- 1 **Amberwood Lodge,**  
6 St Osmunds Road, Parkstone,  
Poole, Dorset BH14 9JN  
T: 01202 007339
- 2 **Broadoak,**  
Riverside Lane, Newnham,  
Gloucestershire GL14 1JF  
T: 01452 760 304
- 3 **Dean Grange,**  
Elton Corner, Newnham,  
Gloucestershire GL14 1JG  
T: 01452 762 908
- 4 **Devon Lodge,**  
23A Grange Road, Hedge End,  
Southampton, Hampshire SO30 2FL  
T: 01489 772 820
- 5 **Milestones,**  
9 Commercial Street, Cinderford,  
Gloucestershire GL14 2RP  
T: 01594 825777
- 6 **Nightingale,**  
46 & 48 Stourcliffe Avenue,  
Bournemouth, Dorset BH6 3PX  
T: 01202 419 537
- 7 **Oakhurst Lodge,**  
137 Lyndhurst Road, Southampton,  
Hampshire SO40 7AW  
T: 02380 293 589
- 8 **Riverside House,**  
Riverside Lane, Broadoak, Newnham,  
Gloucestershire GL14 1JE  
T: 01594 516291
- 9 **The Old Vicarage in Blakeney,**  
Church Square, Blakeney,  
Gloucestershire GL15 4DS  
T: 01594 517 098
- 10 **The Old Vicarage,**  
Parsonage Lane, Hungerford,  
Berkshire RG17 0JB  
T: 01488 683 634
- 11 **The Squirrels,**  
Manor Road, Chilworth,  
Hampshire SO16 7JE  
T: 02382 351 805
- 12 **Redmarley,**  
Pfera Hall, Broomsberrow  
Road, Redmarley,  
Gloucestershire GL19 3JU  
T: 01531 650 880

## Residential Services with Nursing

- 12 **Redmarley,**  
Pfera Hall, Broomsberrow  
Road, Redmarley,  
Gloucestershire GL19 3JU  
T: 01531 650 880



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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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