



Improving lives together

Specialist Social Care Services in the East and West Midlands

Supporting People with Learning Disabilities,
Autism, Complex Needs and Acquired
Brain Injuries

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 the people we support 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 across the East and West Midlands have considerable experience and expertise in supporting individuals to develop independent skills and to live an active and happy life.

The services we offer are, Residential (with and without nursing), Supported Living Services, Neurological Complex Care and Day Services.



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The people we support:

- > Adults from the age of 18+ years
- > Individuals with a learning disability, autism or an acquired brain injury, 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
- > May have other neurological conditions, stroke and spinal injuries (Woodrowe House only)



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**.



Click the **buttons** to find out more about our Learning Disability Services in the East and West Midlands

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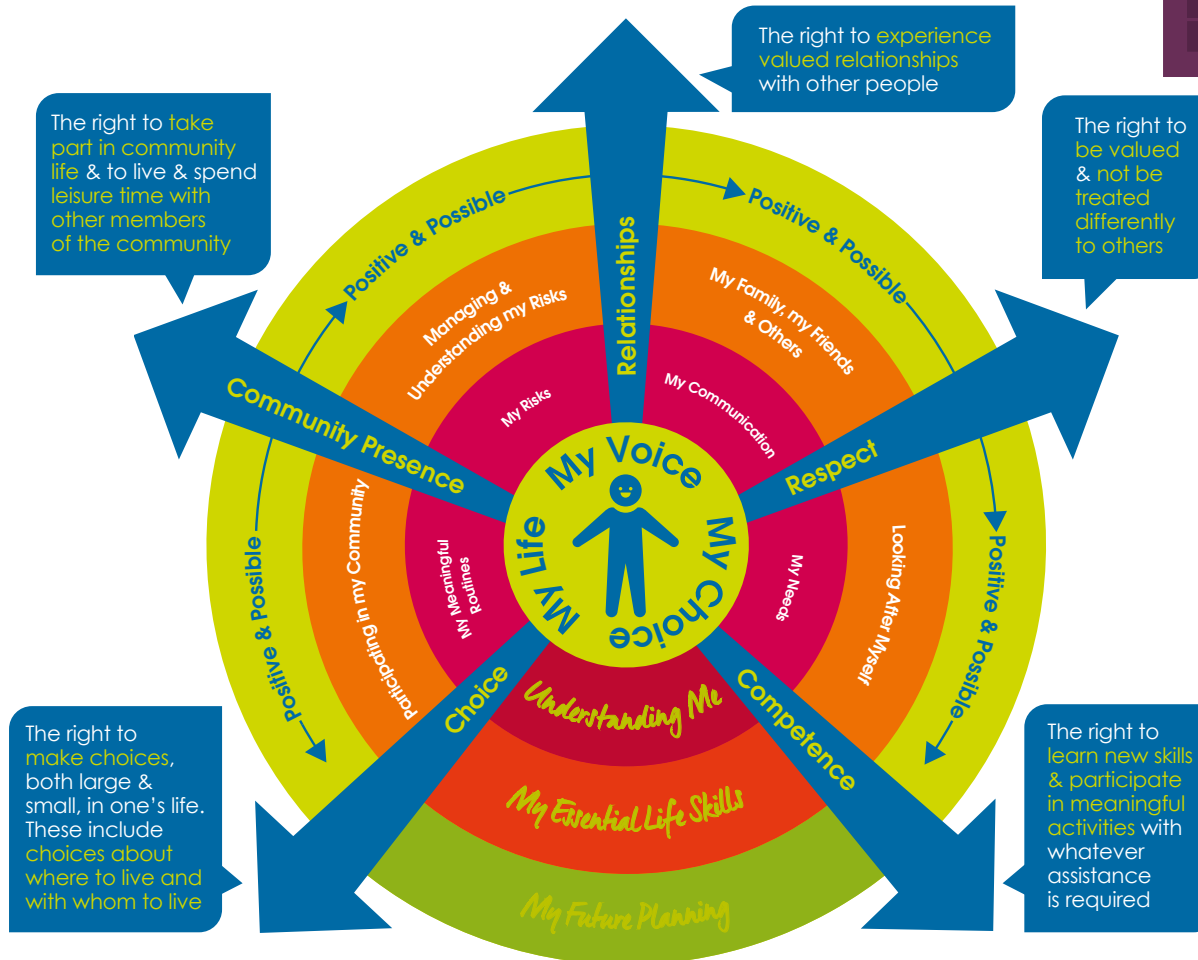
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Beeches, Nottinghamshire

Retford Road, South Leverton, Retford, Nottinghamshire, East Midlands DN22 0BY

Residential Services

Specialism: Learning Disabilities and Autism, with MDT

18+ years

Mixed gender

12 placements

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

Beeches features 12 en-suite bedrooms, across two living areas: Witham and Trent. Each area offers abundant communal living spaces, including kitchens, lounges, and dining rooms. Additionally, we provide a conservatory, a multi-sensory room, an IT suite, and dedicated art and craft facilities.

Outdoors, individuals can enjoy two gardens, one of which is Pica-safe, offering ample space for sports and activities, as well as tranquil green areas for relaxation and quiet enjoyment.

The home is located near the towns of Retford, Worksop, Mansfield and Lincoln, providing easy reach to local amenities. This allows the people we support to benefit from a full range of community activities, including attending functions at the community hall, walks in the countryside, as well as other local amenities.

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 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 facilities:

- > En-suite bedrooms
- > Three lounges
- > Conservatory
- > Multi-sensory room
- > Recreational and arts facilities
- > Two gardens, one tailored especially for individuals who have Pica diagnosis

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

Home meetings for the people we support take place monthly

Newly refurbished sensory room

Easy read and other accessible information available to all

Wide range of activities available including arts and crafts, cookery and discos



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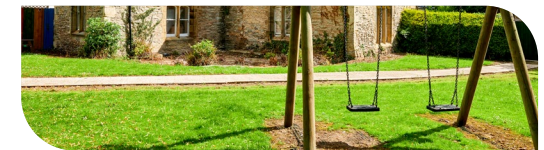
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Oliver's Journey

Find out more >

Read about how the team at Beeches transformed Jamie's life.



Birches, Nottinghamshire

Eton Avenue, Newark, Nottinghamshire, East Midlands NG24 4JD

Residential Services

Specialism: Learning Disabilities and Autism, with MDT



18+ years



Mixed gender



6 placements

Birches is a specialist residential service for people with autism and learning disabilities, who may also present with behaviours that challenge. We provide a safe, comfortable and effective highly specialised environment.

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

Birches has six en-suite bedrooms alongside numerous communal spaces including two lounges, a dining room, sensory room, IT suite and a large kitchen. Externally there are two gardens, one is a large garden with a swing and vegetable patch, the other is a quiet sensory garden.

The home is located near to the bustling town and city centres of Newark, Lincoln, Grantham and Nottingham, providing easy reach to local amenities, including parks, pubs, restaurants and leisure facilities.

As part of our care pathway, we enable the people we support to build upon their skills to achieve further independence, self-advocacy and confidence, leading to a better quality of life.

The team supports each individual to create person-centred activity plans and develop 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.

We understand that the relationships the people we support have with their family and friends are very important and integral to their wellbeing. Therefore, we ensure that we enable each individual to stay in touch with loved ones and can facilitate home visits.

Our facilities:

- En-suite bedrooms
- Lounge
- Dining room
- Sensory room
- Activities of Daily Living kitchen
- Large garden including a sensory garden, and vegetable patch



Supporting individuals to fulfil their potential and achieve a meaningful life



Central location with easy access to many local towns

Achieved the Dignity in Care Award



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



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Broughton House, Lincolnshire

High Street, Brant Broughton, Lincolnshire, East Midlands LN5 0SL

Residential Services

Specialism: Learning Disabilities and Autism, with MDT

16+ years

Mixed gender

29 placements

Broughton House is a 29 bed specialist residential service for adults with severe learning disabilities, autism and behaviours that challenge. We aim to provide a safe, comfortable and effective 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. The integrated MDT consists of psychiatry, psychology, occupational therapy and speech and language therapy. The team supports the development of daily living skills and reduction in maladaptive behaviours.

Broughton House is divided into five living areas, designed to support individuals within smaller environments. The main building accommodates nine individuals, while both the Coach House and The Flat each provide space for four individuals. Additionally, two separate properties on-site, Sutton House and Sandbeck House, are each arranged for six individuals.

Each placement within Broughton House offers the people we support individualised living spaces, creating an environment that will support them for moving along their care pathway to more independent living. As part of their pathway, we enable people to build their skills to help them achieve the things they want out of life. Set in a beautiful rural location, the service has plenty of outdoor space for individuals to enjoy, including countryside walks that help support those who are anxious in crowded spaces. The individuals we support can gain skills through extended learning on ASDAN courses.

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



Our facilities:

- > En-suite bedrooms
- > Spacious communal lounges and dining rooms
- > Multi-sensory room
- > Recreational and arts facilities
- > Expansive grounds with large courtyard, the orchard, netball / basketball court, swings, trampoline and other play equipment
- > Computer suite

ASDAN courses - supporting individuals to gain new skills

Community activities based on person-centred interests, eg, swimming, horse riding and cafés

Monthly People's Council meetings
Individuals have their say and make choices on the environment, activities, food and much more

Our community links:

- > Whitepost Farm
- > Newark Castle
- > Local leisure centres and swimming pools
- > Stapleford Wood
- > Whisby Nature Reserve
- > Rural Countryside Walks
- > Village amenities



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Cherry Tree House, Nottinghamshire


Park Hall Road, Mansfield Woodhouse, Nottinghamshire, East Midlands NG19 8QX

Residential Services

Specialism: Learning Disabilities and Autism

 18+ years

 Mixed gender

 6 placements

Cherry Tree House is a specialist residential service in Mansfield Woodhouse, Nottinghamshire, supporting people with learning disabilities, autism, complex needs and behaviours that may challenge.

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.

Cherry Tree House offers six self-contained apartments, configured to meet the needs of the individuals in single occupancy accommodation, offering them the next step along their care pathway towards greater independence. Each apartment has its own bedroom, living and dining space, bathroom and kitchen. The ground floor apartments have their own garden as well as being able to share the larger communal garden with upstairs apartments.

Located down a quiet lane, just a 10 minute drive from the bustling town of Mansfield, the individuals supported at Cherry Tree House have access to a large and varied range of community facilities and activities, including cinemas, bowling and local events.

Ongoing assessment and a core staff team means that we are able to meet the changing needs of the people we support as they progress through their care pathway, while ensuring their safety is maintained and their independence is supported.

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

We provide a comprehensive individually tailored care and support plan that is delivered by the staff team in an integrated, systematic and consistent manner.

Supporting individuals to enhance their skills and their social circles

Support individuals to access voluntary work

Ensuring meaningful involvement by working inclusively, collaboratively and in genuine partnership

People we support produce their own newsletter for others to read called 'Cherry Tree Chatterbox'



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Conifers, Derbyshire

1 Central Avenue, Borrowash, Derby, Derbyshire, East Midlands DE72 3JZ

Residential Services

Specialism: Learning Disabilities and Autism

16+ years

Mixed gender

7 placements

Conifers is a specialist residential home providing outcome focused care for adults with a primary diagnosis of profound to moderate learning disability and autism with associated complex needs.

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 individual's specific needs. We understand that consistency and continuity of care is important for the people we support.

Conifers is a home with seven en-suite bedrooms located on the ground floor, enabling the team to support individuals who may be in a wheelchair.

The home is situated in a leafy village close to local amenities. Derby City Centre is four miles away and Nottingham City Centre is 14 miles away. Conifers is easily accessible due to good road and rail links.

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

Our team supports individuals in creating person-centred activity planners and developing daily living skills both inside the home and out in the community. Our staff use least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.

We offer a wide variety of activities for individuals to choose from, including, community outings, sensory therapy, 1:1 activities or simply relaxing indoors listening to music.

Our facilities:

- > En-suite bedrooms
- > Hoist and specialist beds
- > Spacious communal areas
- > Lounge
- > Outside spaces including a sensory garden and conservatory
- > Laundry facilities
- > Recreational and arts facilities
- > Wheelchair accessible rooms



Our community links:

- > Elvaston Castle Country Park
- > Pride Park Stadium
- > Derbion Shopping Centre
- > Nottingham Forest Football Club
- > Places of worship
- > Local shops, cafés and restaurants
- > Supermarkets
- > Good road and rail networks



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Elston House, Nottinghamshire

Top Street, Elston, Newark, Nottinghamshire, East Midlands NG23 5NP

Outstanding ☆

Residential Services

Specialism: Learning Disabilities and Autism, with MDT

18+ years

Mixed Gender

8 placements

Elston House is a specialist residential service for adults with autism and learning disabilities, who may also 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 each person's specific needs. We understand that consistency and continuity of care is important for the individuals we care for.

Elston House has six en-suite bedrooms in the main part of the house and a two bedroom apartment, which has its own kitchen, living and dining space to promote more independent living. The main part of the house has a lounge, dining room, activity and computer room and a sensory room, as well as a spacious kitchen where individuals are encouraged to practice their daily living skills.

The home is located in the small rural village of Elston, yet Lincoln, Newark and Nottingham are not far away. Elston House has extensive grounds that cover approximately five acres which includes an enclosed garden and managed woodlands.

As part of our care pathway, we enable each individual to build upon their skills to achieve further independence, self-advocacy and confidence, leading to a better quality of life. The team supports each individual to create person-centred activity planners and develop 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.

Therefore, we ensure that we enable the individual to stay in touch with loved ones and can facilitate home visits.

Our facilities:

- En-suite bedrooms
- Lounge
- Dining room
- 5 acres of gardens, managed woodland, sensory garden, vegetable patches and tennis courts
- Activities of Daily Living kitchen
- Sensory room
- 2 bed annexe

Individualised meal planning including takeaways

Activity co-ordinator to help plan person-centred activities and trips

Families are fully involved



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Glyn House, Staffordshire

78 Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, Staffordshire, West Midlands ST11 9JG

Residential Services

Specialism: Learning Disabilities and Autism

18+ years

Mixed gender

5 placements

Glyn House supports people with autism, learning disabilities and complex behavioural support needs. We provide specialist care and support which is tailored to individual needs, promoting independence and community integration

This service provides specialist care for those on their care pathway from children's to adult services. It also supports young adults who require highly tailored interventions to address their individual needs effectively.

Situated in the bustling residential area of Blythe Bridge, Stoke-on-Trent, Glyn House is a large detached property, which benefits from excellent transport links, with Blythe Bridge station located half a mile away and Stoke-on-Trent less than a ten-minute drive.

In the service we have a number of communal areas for individuals including a lounge, conservatory, dining room, sensory room as well as a well-equipped activity room. Promoting an individuals independence is very important to the team and the people we support are encouraged to prepare food and drink for themselves and their visitors. Developing self-care and daily living skills is a key element of daily life at Glyn House. Externally there is a large garden with plenty of green space allowing individuals to relax and enjoy the outdoors.

Person-centred planning is at the heart of everything we do, based on the specific needs of the individuals we support.

We understand that consistency and continuity of care is really important, and will work with the individual, their family and other important individuals in their lives to ensure we can provide them with the very best support.



Our facilities:

- > Four accessible en-suite bedrooms, two of which are on the ground floor
- > One accessible single occupancy ground floor flat, offering an en-suite bedroom and an open-plan living area
- > The individuals we support are encouraged to personalise their own space
- > Communal kitchen, lounges (with comfortable seating), dining room and utility room
- > **Activity Room:** A vibrant space featuring board games, arts and crafts, a pool table, and table tennis
- > **Sensory Room:** Designed for relaxation and engagement, complete with a ball pit and glow in the dark painting
- > **Large Garden:** An expansive outdoor area offering an adult trampoline, an allotment for gardening enthusiasts, a greenhouse, and a courtyard perfect for outdoor games



Staff and the individuals we support enjoy a variety of holidays, including trips to safari parks, beaches, and beyond



Close links to **local special education colleges**



Regular themed days including exploring different foods, decorations and activities from around the world



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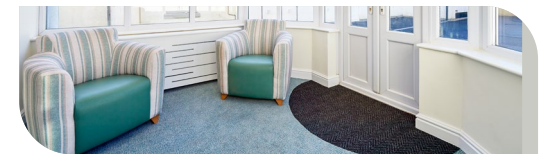
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Ryan's Journey

Find out more >

Read about how the team at Glyn House transformed Ryan's life.



Marion House, East Midlands

5 Central Avenue, Borrowwash, Derby, East Midlands DE72 3JZ

Residential Services

Specialism: Learning Disabilities and Autism

18+ years

Mixed gender

5 placements

Marion House is a specialist residential service for adults with autism and moderate to severe 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 support.

Marion House is a home with five individual living areas, featuring one room on the ground floor, three on the first floor, and one studio apartment on the second floor. All living areas include en-suite bathrooms. The property also boasts a large garden and a separate therapy / activity annexe.

The home is situated in a leafy village close to local amenities. Derby City Centre is 4 miles away and Nottingham City Centre is 14 miles away. Marion House is easily accessible due to good road and rail links.

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

Our dedicated team at Marion House supports in creating person-centred activity planners and developing daily living skills, both within the home and out in the community. Staff utilise least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies. We empower the people we support to take positive risks, enabling them to enjoy once-in-a-lifetime trips and unforgettable activities, truly helping them live life to the fullest.



Separate **therapy and activity annexe**

Person-centred meal planning, including regular sensory food tasting

Excellent location close to countryside and local towns



Our facilities:

- > First and ground floor en-suite bedrooms
- > One studio apartment
- > Spacious communal lounge and dining room
- > Accessible kitchen
- > Therapy / activity annexe
- > Large garden
- > Sensory room

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Morgan House, Staffordshire

86 Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, Staffordshire ST11 9JG

Residential Services

Specialism: Mental Health

18+ years

Mixed gender

5 placements

Morgan House is a new residential service, located in Stoke-on-Trent for five people who are ready to live more independently in the community. It will offer a safe, comfortable, homely setting to provide a therapeutic environment that empowers the people in our care to meet personal goals and live fulfilling lives.

At Morgan House, we will concentrate on community-based activities with the residents, such as the use of public transport, shopping, accessing community groups, education and vocational therapy, job placements, work experience, and development of hobbies and interests.

Our residents may need support to build their confidence, set aspirations and help to achieve their goals. Some may need more practical assistance to manage their own finances, budget plan or learn to cook.

Each resident will have a bespoke care plan with the ultimate aim of living as independently as possible. Developing self-care and daily living skills will be a key element of daily life and person-centred planning is at the heart of everything we do, based on the specific needs of the people we support.

Our staff will help to give residents the opportunity to raise any problems or concerns and provide a supportive environment for them to live fulfilling lives in line with their own needs and with consideration for the local community and neighbours. Staff will be available to provide 1:1 and individualised care and support.

The service will have a core staffing team available, 24 hours a day to support the residents with their integration into the local community.

In the service, we have a number of communal areas for individuals including a lounge, conservatory, dining room, sensory room as well as a well-equipped activity room.



Staff focus on empowering the people we support to take care of themselves



Supporting people to achieve their full potential



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No.12 High Street, Lincolnshire

12 High Street, Brant Broughton, Lincolnshire, LN5 0SL

Residential Services

Specialism: Learning Disabilities and Autism

18+ years

Mixed gender

5 placements

No.12 High Street is a specialist residential service for adults with learning disabilities and autism, who may present with behaviours that challenge. This service enables individuals to take a step closer to independent living within a safe and comfortable community setting.

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

The service features four en-suite rooms, as well as a one-bedroom apartment. This apartment includes an en-suite bathroom, a kitchenette, a lounge, and its own access to the communal garden. It offers an individual the option to live independently in their own space or to join in socially in the communal areas within the house.

As part of our care pathway, our service enables the people we support to build upon earlier learnt skills to achieve further independence, self-advocacy and confidence leading to a better quality of life. Individuals can gain skills through extended learning on a number of accredited platforms.

Interventions are matched according to individual needs, and our life skills development programmes are overseen by our activity coordinators. The integrated Multidisciplinary Team 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 least restrictive practice approaches and are trained in specialised intervention techniques and sensory integration strategies.



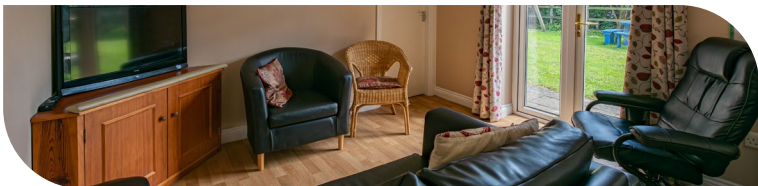
Our facilities:

- Spacious communal lounge and dining room
- Multi-sensory room
- Accessible kitchen
- Recreational and arts facilities
- Garden with outdoor seating and swings



Our community links

- Whitepost Farm
- Mansfield Museum and Art Gallery
- Newark Castle
- Grantham Mencap club
- Stapleford Wood
- Whisby Nature Park
- Countryside walks
- Village amenities



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- Conifers, Derbyshire
- Elston House, Nottinghamshire
- Glyn House, Staffordshire
- Marion House, East Midlands
- Morgan House, Staffordshire
- No.12 High Street, Lincolnshire
- Pines, Nottinghamshire
- Woodrowe House, Leicestershire

Residential Services with Nursing

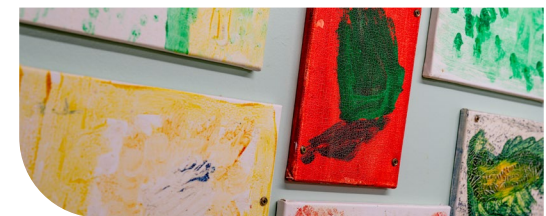
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Pines, Nottinghamshire

203 Park Hall Road, Mansfield Woodhouse, Nottinghamshire, East Midlands NG19 8QX

Residential Services

Specialism: Learning Disabilities and Autism, with MDT

17+ years

Mixed Gender

7 placements

Pines is a specialist residential service for people with autism and learning disabilities, who may have behaviours that challenge. We aim to provide a safe, comfortable and effective care environment for those we support, promoting independence and community integration.

Person-centred planning is at the heart of everything we do, based on each individual's specific needs. We understand that consistency and continuity of care is important for the individuals we care for.

Pines features seven en-suite bedrooms, alongside numerous communal spaces including a lounge, dining room, sensory room, an Activities of Daily Living (ADL) kitchen, and a large garden.

Located down a quiet lane, just a 15 minute drive from the bustling town of Mansfield, the individuals we support have access to a large amount of community facilities and activities, including horse riding, swimming and visiting the library.

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

Our team empowers each individual by developing person-centred activity planners and daily living skills, both within the home and in the community. Our integrated Multidisciplinary Team (MDT), comprising occupational therapy, speech and language therapy, psychology, and psychiatry, provides comprehensive support.

All staff utilise least restrictive practice approaches and are expertly trained in specialised intervention techniques and sensory integration strategies.



Our facilities:

- > En-suite bedrooms
- > Garden
- > Lounge
- > Sensory room
- > Dining room
- > Activities of Daily Living kitchen



Easy read and other accessible information available to all

Supporting individuals on holiday

Our community links:

- > Whitepost Farm
- > Water Meadow Leisure Centre
- > Mansfield Museum and Art Gallery
- > Retail parks and local shops
- > Sherwood Pines
- > Cinemas and bowling alleys
- > Rufford Abbey Park
- > Restaurants, pubs and cafés
- > Alton Towers

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Toller Road, Leicestershire

13 Toller Road, Stoneygate, Leicester, East Midlands LE2 3HP

Residential Services with Nursing

Specialism: Learning Disabilities and Autism

18+ years

Mixed gender

8 placements

Toller Road is a specialist residential service, supporting adults with learning disabilities and complex needs, including those with mental health or physical health needs. We can also provide specialist nursing care, with support tailored to individual needs.

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.

Toller Road is in a quiet residential area in Leicester, close to the city centre. The service is very close to local amenities with really good bus and rail links nearby.

Each person that comes to Toller Road 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 person. The team ensures that the support provided is person-centred. Everything we do is catered around their needs, whether that be going out on an excursion, visiting their families, attending college or perhaps even making their own cup of tea.

Toller Road is a semi-detached house with a private garden. Everyone at Toller Road has their own en-suite bedroom and they are encouraged and supported to personalise their rooms. There is a quiet lounge and also an activity lounge for the people we support to share. The service also has a life skills kitchen where individuals can plan menus and prepare their own drinks, snacks and meals and do their own laundry too should they wish.

Our facilities:

- > Quiet lounge
- > Activity lounge
- > Sensory facilities
- > En-suite bedrooms
- > Assisted bathroom
- > Spacious garden with seating area
- > Activities of Daily Living (ADL) kitchen
- > Accessible ground floor bedroom
- > En-suite wet rooms

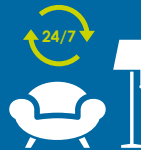
Supporting individuals to enhance their skills and their social circles



Local links with charity groups empowering individuals to volunteer



A homely environment with 24 hour nursing support



Activity co-ordinator supports individuals to create their own activity timetable



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David's Journey

Find out more >

Read about how the team at Toller Road transformed David's life.



Willow House, Birmingham

229 Portland Road, Edgbaston, Birmingham, B17 8LS

Residential Services with Nursing

Specialism: Learning Disabilities and Autism

 18+ years

 Mixed gender

 8 placements

Willow House is a specialist residential service with nursing for adults with learning disabilities, complex needs and behaviours that may challenge.

We also support people who have associated mental and physical health needs, including those with a secondary diagnosis of autism. With our in-house qualified Mental Health and Learning Disability Nurses (RMN's and RNLD's), we can provide specialist nursing care and support, which is tailored to the needs of the individual. We can also offer bespoke packages including Speech and Language Therapy input for individuals that may require it. We aim to promote increased independence and community integration for the individuals in our care.

Located within the community of Edgbaston in Birmingham, Willow House is a spacious detached house with two comfortable living areas, a dining room and a conservatory where individuals can have private time with their families, friends or other visitors. Everyone has their own en-suite bedroom, which they are encouraged to personalise and decorate to make their own. There is a life skills kitchen where the people we support can plan and cook meals for themselves and their visitors. Willow House also has a spacious garden with seating areas.

Willow House is well connected by bus to Birmingham city centre, and individuals are supported to visit shops, the large library, local museums and restaurants. Nearby Cadbury World is also very popular. The activity coordinator leads monthly trips to local historic and cultural sights, which everyone enjoys. The city centre offers excellent rail links to neighboring cities and further afield.

The team at Willow House aim to promote individuals' independence. They do this by working closely with people to ensure that their wishes, needs and interests are met. Willow House has regular house meetings where they discuss a wide range of topics from meal planning to arranging their social calendars.

Individuals may come to Willow House for many reasons. We can provide a safe and homely environment for individuals on a pathway to more independent living, or, for those who may require a higher level of support than a residential setting can offer. Individuals may also come to us from hospital or from home.

Our facilities:

- En-suite bedrooms (each with a wet room)
- Therapy kitchen
- Variety of activity areas
- Dining room
- Lounge
- Garden
- Ground floor bedrooms
- Lift
- Quiet lounge
- Laundry room
- Communal bathroom

Rated 'Good' by the CQC 

Attend specialist club nights and discos at a nearby community centre 

Sustainability project for the people we support to plant and grow their own vegetables 

Support individuals on person-centred holidays and trips 



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Supported Living in Birmingham

Registered address: Unit D, Hunters Row Centre, Gaolgate Place, Stafford, West Midlands ST16 2AD

Supported Living Service

Specialism: Learning Disabilities, Autism and Mental Health

 18+ years

 Mixed gender

 16 tenancies

Supported Living in Birmingham provides sixteen tenancies, empowering individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently. The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.

We support individuals with learning disabilities, autism, mental health needs and behaviours that challenge.

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.


Situated in the heart of the Birmingham community, designed to a high specification, these Supported Living apartments offer homes with onsite support to adults with learning disabilities, autism, mental health needs and behaviours that challenge.

The service consists of sixteen self-contained apartments each with their own garden.

Offering experienced, trained staff twenty-four hours a day, the service benefits from a core staffing team of four support workers shared between the sixteen apartments. It is also envisaged that tenants will require additional 1:1 or 2:1 staffing of at least 56 hours a week. Each tenant would be 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.



 Working with individuals to find out their strengths, abilities and preferences

 Providing person-centred practical help for individuals - such as training and support on how to manage their home, their money, gardening, housework and healthy living



Conveniently located near Birmingham's city centre, Ashbrook combines the warmth of a close-knit neighbourhood with easy access to the bustling amenities of the city. Known for its vibrant community and rich cultural heritage, Ashbrook offers a welcoming atmosphere for the people in our care. Bordesley Green Park is close by, alongside local shopping and cafés.

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Supported Living in Wombourne

Registered address: Unit D, Hunters Row Centre, Gaolgate Place, Stafford, West Midlands ST16 2AD

Supported Living Service

Specialism: Learning Disabilities, Autism and Mental Health

18+ years

Mixed gender

9 self contained bungalows

Located in a beautiful village near Wolverhampton. Wombourne combines the warmth of a close-knit neighbourhood with easy access to the bustling amenities of the city.

We know how important it is for individuals to have the right support so they can live the life they want to live.

We support individuals with learning disabilities, autism, mental health needs and behaviours that challenge. This specialist service supports individuals who may have been previously detained within a hospital setting and are ready for a step-down placement with in the local community.

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 the local community.

Situated in the heart of the community, these nine supported living bungalows offer homes with onsite support to adults with learning disabilities, autism, mental health needs and behaviours that challenge.

Offering experienced, trained staff twenty-four hours a day, the service benefits from a core staffing team shared between the bungalows.

Each tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.

Local facilities include:

- > Local pub - The Wagon and Horse
- > Bentley Bridge Retail Park
- > Wombourne Leisure Centre
- > Hollywood Bowl
- > Merry Hill Shopping Centre
- > Cineworld



Helping people to **build relationships and access whatever community activities they would like to take part in**



Working with individuals to find out their strengths, abilities and preferences



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Woodrowe House, Leicestershire

Ratby Lane, Markfield, Leicestershire, LE67 9RJ

Neurological Complex Care

Specialism: Acquired Brain Injuries

18+ years

Mixed gender

37 placements

Woodrowe House is a leading neurological complex care service located in the picturesque outskirts of Leicester, in Markfield. We specialise in complex care and treatment for individuals with acquired brain injuries (ABI) and other neurological conditions, including stroke and spinal injuries. Our mission is to provide a supportive and expert environment for long-term and short-term care needs.

Set in six and a half acres of beautiful grounds, Woodrowe House is a large and spacious property designed to promote a sense of well-being and independence. The service has comfortable bedrooms, all with ensembles. The entire service is wheelchair-friendly, with level access and widened doorways to ensure ease of movement for all individuals. Our homely environment includes dedicated therapy and activity rooms, providing the perfect setting for recovery and social engagement.

Our person-centred and flexible approach is dedicated to reducing risk, maximising independence and improving quality of life. The service is centered around individual, bespoke care packages, developed after a thorough assessment of each person's needs and goals.

Slow Stream Rehabilitation: Goal-focused, therapeutically-led placements for people who have stepped down from acute rehabilitation settings.

Long-term and Maintenance: Packages designed for individuals with progressive or highly dependent needs to prevent deterioration and improve quality of life.

Short-term Placements: Providing respite care allowing the caregiver to take a much-needed break from their duties, whilst knowing that their loved one is safe and well-supported.



Our Multidisciplinary Team (MDT):

Our strength lies in our experienced Multidisciplinary Team. We are proud to have highly skilled staff, ensuring consistent, high quality care.

The team includes:

- > A Clinical Lead who is a Neuro Occupational Therapist
- > Physiotherapists
- > Speech and Language Therapists
- > Psychologist
- > Occupational Therapists
- > Neuropsychiatrist
- > Skilled Care Rehabilitation Staff
- > Ancillary / Admin team

Occupational Therapy helping individuals to regain skills for daily living

Physical Therapy focuses on improving transfers, walking and general mobility

Social activities encouraging social engagement as a key part of the rehabilitation process

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Cherry Tree House, Nottinghamshire

Conifers, Derbyshire

Elston House, Nottinghamshire

Glyn House, Staffordshire

Marion House, East Midlands

Morgan House, Staffordshire

No.12 High Street, Lincolnshire

Pines, Nottinghamshire

Woodrowe House, Leicestershire

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Scan the QR code to hear about Amanda's journey



Long Eaton Day Services, Nottinghamshire

4 Milton Street, Long Eaton, Nottinghamshire, East Midlands NG10 1DS

Specialist Day Services

Specialism: Learning Disabilities, Autism and Physical health

18+ years

Mixed gender

25 placements

Long Eaton Day Services support people with a primary diagnosis of a learning disability, in addition to those with complex health needs, physical disabilities and autism.

We aim to enhance the quality of life of the individuals who attend the service. We focus on demonstrating outcomes and value through our activities.

Our on-site Multidisciplinary Team is led by three key disciplines: occupational therapy, physiotherapy and speech and language therapy. Our approach allows us to develop a clear and focused activity plan that works towards maximising each individual's potential.

With our staff and a clinical team including a nurse, our staffing model provides one member of staff for every two individuals as a minimum, enabling us to deliver a meaningful activity plan for each person. Our activity plans are person-centred and co-produced, each one taking into account their likes, dislikes, interests and hobbies.

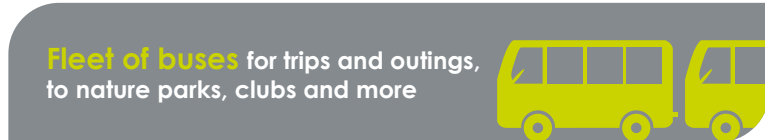
We have several groups that run in different areas of the service enabling us to provide for different social, sensory and support needs. This includes providing spaces for those who prefer to do activities on their own.

We have a dedicated vehicle that is available to transport individuals to and from home, as well as for regular trips out and about into the community and further afield.

Our days are flexible and with the involvement of the individual and their carers, we maximise the time that is spent while they are with us. Our service provides flexibility for families and carers, with opening times from 9am to 5pm Monday to Friday (including bank holidays). We are also able to provide a service to assess the needs of an individual, as a standalone service.

Our facilities:

- Equipment designed to optimise sensory experience and heighten relaxation
- Spacious sensory rooms
- Arts & crafts areas
- Hydrotherapy room with heated pool and hoist
- Cinema room with soft and comfortable furniture
- Quiet zone
- A fleet of buses to facilitate trips and outings



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Gregory's* Journey

Toller Road, Leicester

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



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Gregory's history

Gregory has diagnoses of learning disabilities and Autism Spectrum Disorder (ASD). He has been in services since he was eight years old, including a CAMHS hospital, autism residential schools and adult learning disability hospitals.

Gregory has a history of self-harm, has sensory difficulties and has numerous obsessive and repetitive behaviours which means he is governed by routine. He develops anxious attachments easily to both people and routines.

When Gregory came to us

Gregory stepped down to Toller Road from a learning disability hospital. When he arrived he was extremely anxious; due to these feelings he would often become violent and aggressive to staff. His anxieties affected every part of his life and he was very untrusting of everyone he met, including visitors to Toller Road.

Everyday life was challenging for Gregory and small things that most people don't think about would cause him anxiety. As a result, he became extremely agitated when the phone would ring and when it was time for his medication or meals. Gregory refused to partake in activities and learn any lifestyle skills. In his mind, everyone had done things for him in hospital, so why did he need to learn how to do things for himself?

Gregory's care

It was clear to the team at Toller Road that building Gregory's trust was key for him to feel comfortable, safe and in control. Due to his anxieties around people, the staff mix was very important. The team started by building his confidence with a few members of staff and slowly expanded this to the wider team.

A stable staff team with a thorough understanding of his needs were put in place to support him. The more time they spent with Gregory, the more strategies were developed to encourage him to complete tasks or take part in activities. They also began to recognise the more subtle early signs of distress to prevent his anxiety from escalating.

Planning was essential - the Multidisciplinary Team (MDT) worked together to give a consistent approach. Gregory's Psychologist supported by sharing grounding strategies around times of anxiety and helped him to work on his obsessions. The Activity Coordinator liaised with other members of the MDT to produce an activity plan that would offer him a wide range of activities. This included sensory strategies and support with communication during his emotional episodes. Gregory began to know what to expect from each day as the staff would go through the plan with him in detail.

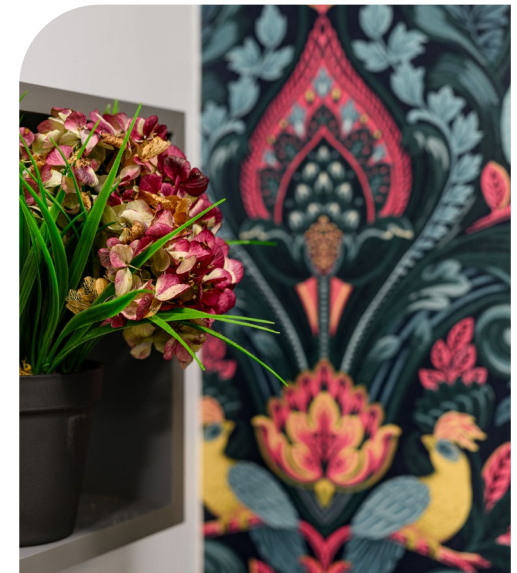
The team recognised that moving closer to his family was an important factor in his life, so ensured he made the link between learning his daily living skills and moving on to supported living.

Firstly, the team encouraged him to start with the more simple tasks like cleaning his room, then they progressed to cooking, shopping and budgeting. Having the knowledge that he would need these skills to be able to live more independently near to his family was a really big incentive for Gregory.

Gregory today

Gregory is very happy and settled at Toller Road. He has a great social life and loves to visit the pub and discos. He is very conversant with the staff and has developed into a bit of a comedian, always wanting to have a laugh and joke with them.

He is working on plans with his social worker to find a supported living placement close to his family, which he is very excited about.



*Name has been changed to protect his identity

Map | Our specialist services by region

Residential Services

- 1 Beeches,**
Retford Road, South Leverton,
Retford, Nottinghamshire,
East Midlands DN22 0BY
T: **01427 807630**
- 2 Birches,**
Eton Avenue, Newark,
Nottinghamshire,
East Midlands NG24 4JD
T: **01636 550576**
- 3 Broughton House,**
Brant Broughton,
Lincolnshire,
East Midlands LN5 0SL
T: **01400 272929**
- 4 Cherry Tree House,**
Park Hall Road, Mansfield
Woodhouse, Nottinghamshire,
East Midlands NG19 8QX
T: **01158 966 740**
- 5 Conifers,**
1 Central Avenue, Borrowwash,
Derby, Derbyshire,
East Midlands DE72 3JZ
T: **01332 665 298**
- 6 Elston House,**
Top Street, Elston, Newark,
Nottinghamshire,
East Midlands NG23 5NP
T: **01636 526067**
- 7 Glyn House,**
78 Uthoxeter Road, Blythe
Bridge, Stoke-on-Trent,
Staffordshire,
West Midlands ST11 9JG
T: **01782 389161**
- 8 Marion House,**
5 Central Avenue, Borrowwash,
Derby, East Midlands DE72 3JZ
T: **01332 321940**
- 9 Morgan House,**
86 Uthoxeter Road, Blythe Bridge,
Stoke-on-Trent, Staffordshire,
West Midlands ST11 9JG
T: **01782 390640**

- 10 No.12 High Street,**
12 High St, Brant Broughton,
Lincoln LN5 0SL
T: **01400 272 929**
- 11 Pines,**
203 Park Hall Road, Mansfield
Woodhouse, Nottinghamshire,
East Midlands NG19 8QX
T: **01623 633 152**

Residential Services with Nursing

- 12 Toller Road,**
13 Toller Road, Stonegate,
Leicester, East Midlands LE2 3HP
T: **0116 270 3118**
- 13 Toller Road,**
13 Toller Road, Stonegate,
Leicester, East Midlands LE2 3HP
T: **0116 270 3118**

Supported Living Services

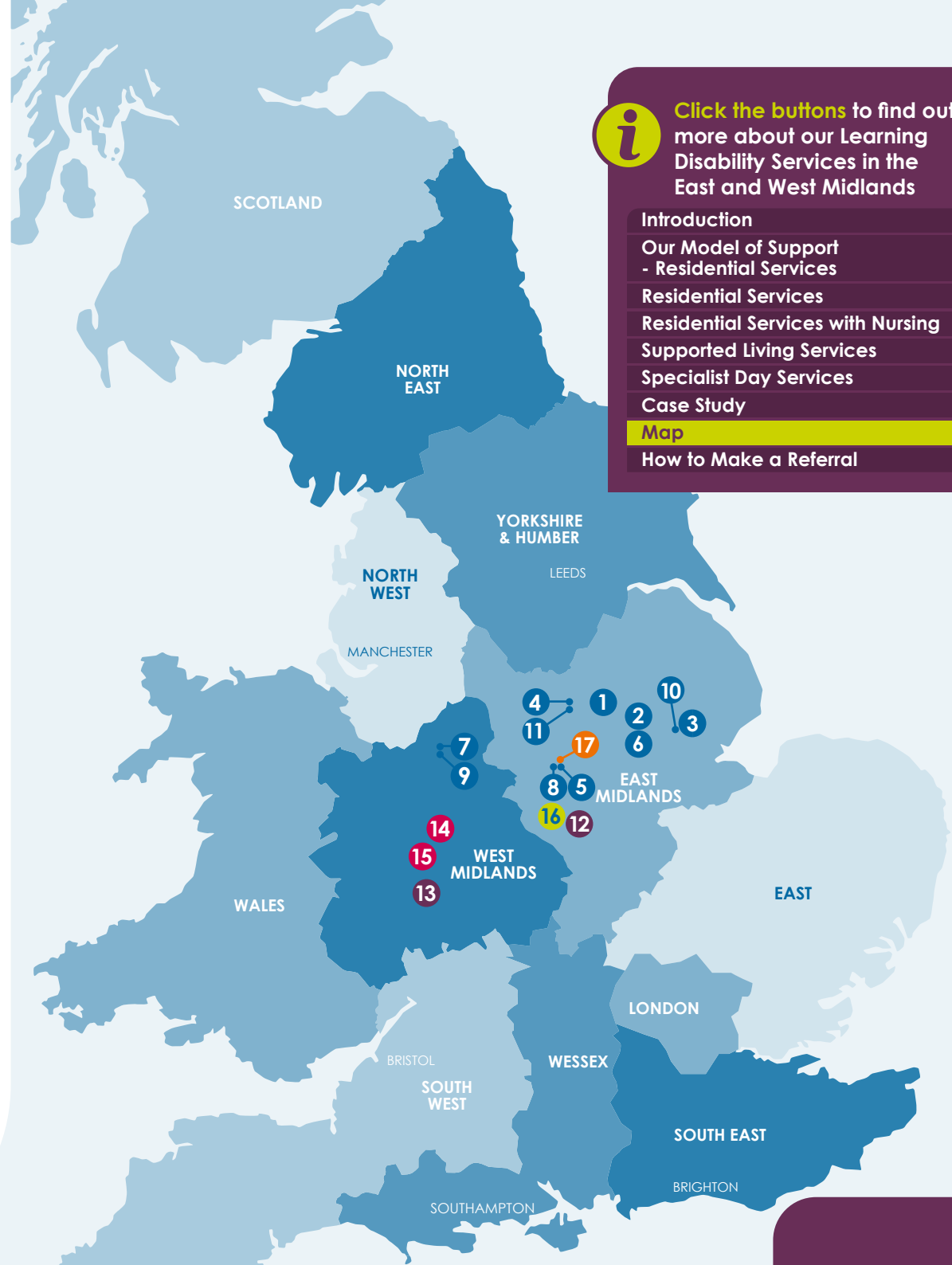
- 14 Birmingham,**
Registered Address: Unit D,
Hunters Row Centre, Gaolgate
Place, Stafford, ST16 2AD
T: **01785 337 999**
- 15 Wombourne,**
Registered Address: Unit D,
Hunters Row Centre,
Gaolgate Place, Stafford,
West Midlands ST16 2AD
T: **01785 337 999**

Neurological Complex Care

- 16 Woodrowe House,**
Ratby Lane, Markfield,
Leicestershire,
East Midlands LE67 9RJ
T: **0161 470 9910**

Specialist Day Services

- 17 Long Eaton Day Services,**
4 Milton Street, Long Eaton,
Nottinghamshire,
East Midlands NG10 1DS
T: **0115 972 8784**



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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

- 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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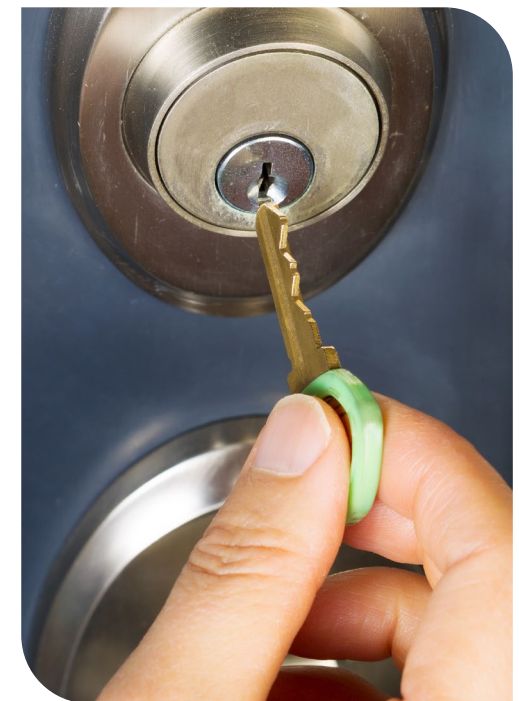
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