



PICU / Acute Mental Health Services Brochure

At a glance:

- > High staffing ratios
- > Admissions 24 hours a day
- > 24-hour medical cover
- > Referrals accepted at any time of day
- > National step-down pathway network
- > Weekly clinical updates

Improving lives together

Welcome

Cygnnet was established in 1988. Since then, we have developed a wide range of healthcare services for young people and adults with mental health needs, acquired brain injuries, eating disorders, autism and learning disabilities within the UK.

We have built a reputation for delivering pioneering services and outstanding outcomes for the individuals in our care.

Our expert and highly dedicated care team support almost 9,000 individuals each year across 150 services to consistently make a positive difference to their lives.

Cygnnet Health Care is part of the Cygnnet Group which also provides Social Care services for adults in England, Scotland and Wales.



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Who We Support

Our national network of over 750 urgent admissions beds, support adults experiencing a mental health crisis to access the right care at the right time.

We can support:

- > Males & Females aged 18+
- > Those who are experiencing difficulties that present a risk to the wellbeing of themselves or others, and cannot be treated in an open environment
- > Those who may be diagnosed with:
 - Acute mental illness
 - Acute depressive illness
 - Psychosis
 - Schizophrenia
 - Bipolar disorder
 - Personality disorder
 - Autism or Asperger's Syndrome
- > Those who may also present with:
 - Dual-diagnosis
 - Substance misuse issues
 - Self-harm risk
 - Other complex needs



40 Days

PICU Average Length of Stay for adults discharged in 2025

32 Days

Acute Average Length of Stay for adults discharged in 2025

All referrals in the last 12 months were responded to in

under 1 hour

Bespoke Care Packages

Many of our sites offer bespoke packages for individuals struggling to make progress in conventional ward environments.

These custom-made placements benefit from our expert staff team's knowledge, providing a fully tailored package of care designed specifically for those with unique or additional needs to support their journey toward recovery and independence.

Contact the **Cygnets Bed Hub** or your **Business Relationship Manager** to find out more.

How We Support



Our dedicated bed coordinators are available 24/7, to help you find the right support, at the right time.

Our friendly team will ensure a seamless process from referral to decision.

Making a Referral

The Cygnets Bed Hub are a dedicated team available to take referrals 24 hours a day, 7 days a week. Upon receiving a referral with adequate clinical information, the team will work to ensure you have a decision on suitability, and where applicable, a placement offer, within one hour.

Our extensive service network means that if a placement is not available at your preferred location, we can offer alternative beds in the closest, least restrictive wards.



One hour decision time from receipt of full clinical information



Online bed availability tool, and daily bed alert emails



Named bed managers for block contracted beds, providing daily updates and managing patient flow

Our teams:

- > Consultant Psychiatrists
- > Specialty Doctors
- > Nursing
- > Psychology
- > Occupational Therapy
- > Healthcare Support Workers
- > Social Workers
- > Substance Misuse Practitioners

Our facilities:

- > Ensuite bedrooms
- > Access to indoor and outdoor therapeutic spaces
- > Social Hubs
- > Sensory lounges
- > Family rooms
- > Quiet lounges

Our Approach:

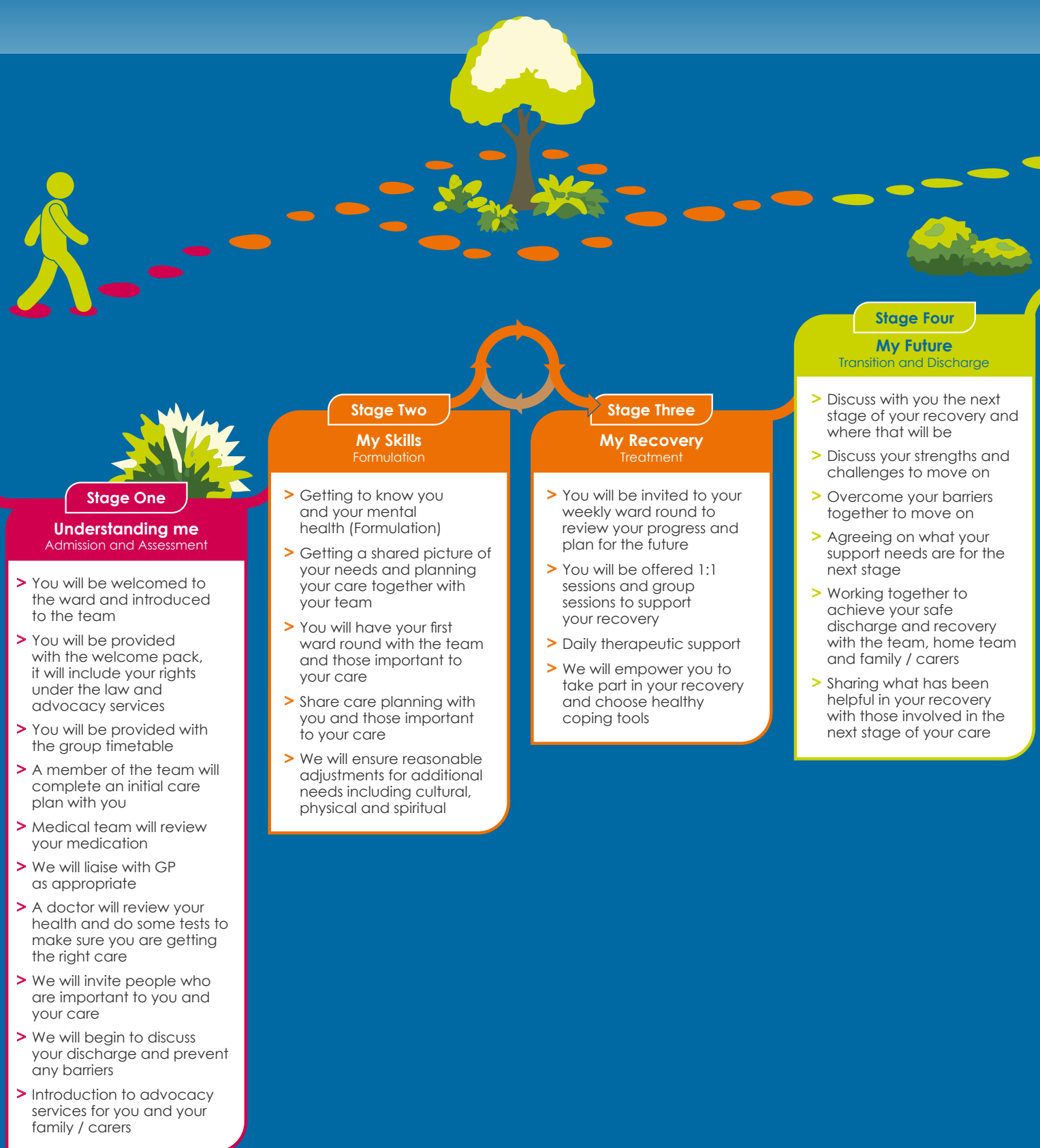
We work collaboratively to ensure individuals move as quickly and safely as possible from our services to the most appropriate and least restrictive environment for them.

We have many internal pathways available for specialist rehabilitation services.

Our model of care has been developed in collaboration with the people we support to provide a clear and achievable journey from admission to discharge and beyond.

Each service has a unique combination of specialists and facilities. Please visit the individual ward pages on the Cygnets website to find out more about each ward.

Model of Care



Stage One

Understanding me Admission and Assessment

- > You will be welcomed to the ward and introduced to the team
- > You will be provided with the welcome pack, it will include your rights under the law and advocacy services
- > You will be provided with the group timetable
- > A member of the team will complete an initial care plan with you
- > Medical team will review your medication
- > We will liaise with GP as appropriate
- > A doctor will review your health and do some tests to make sure you are getting the right care
- > We will invite people who are important to you and your care
- > We will begin to discuss your discharge and prevent any barriers
- > Introduction to advocacy services for you and your family / carers

Stage Two

My Skills Formulation

- > Getting to know you and your mental health (Formulation)
- > Getting a shared picture of your needs and planning your care together with your team
- > You will have your first ward round with the team and those important to your care
- > Share care planning with you and those important to your care
- > We will ensure reasonable adjustments for additional needs including cultural, physical and spiritual

Stage Three

My Recovery Treatment

- > You will be invited to your weekly ward round to review your progress and plan for the future
- > You will be offered 1:1 sessions and group sessions to support your recovery
- > Daily therapeutic support
- > We will empower you to take part in your recovery and choose healthy coping tools

Stage Four

My Future Transition and Discharge

- > Discuss with you the next stage of your recovery and where that will be
- > Discuss your strengths and challenges to move on
- > Overcome your barriers together to move on
- > Agreeing on what your support needs are for the next stage
- > Working together to achieve your safe discharge and recovery with the team, home team and family / carers
- > Sharing what has been helpful in your recovery with those involved in the next stage of your care

← Trauma-informed environment and compassionate care →

PICU & Acute Overview

Our Psychiatric Intensive Care Units (PICUs) and Acute Wards for adults are designed to provide safe, robust and therapeutic environments for assessment, treatment and stabilisation.

We believe recovery is more than just safety. We work closely with Experts by Experience to design spaces that support healing. Each site has a unique combination of therapeutic facilities, including ADL kitchens, gyms, sensory rooms, social hubs, music studios and therapy gardens.

Every ward is overseen by a specialist team, including Consultants, Specialty Doctors, Nurses, Psychologists, Occupational Therapists, and Support Workers. We work collaboratively with each individual to ensure care plans are bespoke and activities are tailored to their specific needs.

Recovery is a journey, and we begin discharge planning at the point of admission, ensuring a clear roadmap home, or to more independent living. We also prioritise the voices of families and carers throughout the process.

For those requiring further support, our internal pathways can provide a seamless transition to specialist rehabilitation before moving on to independent living.

Transitional Pathway

We can also offer a transitional service for adults who no longer require an acute admission and are clinically ready for discharge, but do not have a community placement immediately available.

The service is offered at all of our mental health rehabilitation and recovery services (level 2) within the UK.

These short-term placements allow individuals to be cared for in the least restrictive environment, whilst preparing to move to a community placement or return home.

Speak to your regional Business Relationship Manager for more information.



North East



1 **Cygnet Appletree**
 Frederick Street,
 Meadowfield, County
 Durham, North East DH7 8NT
 T: 0191 378 2747

Ward Name	Ward Type	Gender	Capacity
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Pippin Ward	PICU	Female	10 beds
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2 **Cygnet Hospital Hexham**
 Anick Road, Hexham,
 Northumberland,
 North East NE46 4JR
 T: 01434 408660

Franklin Ward	PICU	Female	10 beds
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Fisher Ward	Acute	Female	17 beds
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3 **Cygnet Victoria House**
 Barton Street, Darlington,
 County Durham,
 North East DL1 2LN
 T: 01325 385 240

Albert Ward	PICU	Male	9 beds
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Victoria Ward	Acute	Male	17 beds
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"I am beyond grateful for their care, compassion and understanding at such a difficult time of my life."

– Service user discharged from Cygnet Hospital Hexham



LANCASHIRE

**NORTH
WEST**

MANCHESTER

CHESHIRE

“The staff and MDT were supportive, caring, uplifting, encouraging and always took time to listen. I felt safe throughout my stay and the care and medication review provided was effective to my needs.”

– Service user discharged from Cygnet Kenney House

North West



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

Ward Name	Ward Type	Gender	Capacity
South Hampton	PICU	Male	12 beds
White House	Acute	Male	18 beds



2
Cygnet Hospital Kidsgrove
Boathorse Road, Kidsgrove,
Stoke-on-Trent, Staffordshire,
West Midlands ST7 4JAT
T: 01782 378672

Crocus Ward	Acute	Female	20 beds
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3
Cygnet Kenney House
Wester Hill Rd, Oldham,
North West OL8 2QH
T: 0161 7624730

Billington Ward	PICU	Female	12 beds
Baldock Ward	Acute	Female	16 beds



4
Cygnet Nield House
Barrows Green, Bradfield
Road, Crewe, Cheshire,
North West CW1 4QW
T: 01270 696510

Compton Ward	Acute	Female	15 beds
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Yorkshire & Humber



Cygnet Hospital Bierley

Bierley Lane, Bradford,
Yorkshire & Humber
BD4 6AD
T: 01274 686767

Ward Name	Ward Type	Gender	Capacity
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Blossom Ward	Acute	Female	15 beds
Lister Ward	Acute	Male	16 beds



Cygnet Hospital Harrogate

23 Ripon Road, Harrogate,
North Yorkshire, Yorkshire &
Humber HG1 2JL
T: 01423 500599

Haven Ward	Acute	Male	19 beds
Sanctuary Ward	Acute	Female	17 beds



Cygnet Hospital Wyke

Blankney Grange,
Huddersfield Road, Wyke,
Bradford, Yorkshire &
Humber BD12 8LR
T: 01274 605500

Bennu Ward	PICU	Male	12 beds
Phoenix Ward	Acute	Male	19 beds

“Cygnet Hospital Bierley has been really helpful. The staff on Blossom Ward are really nice and helpful. They take you out on activity leave like cinemas and going out for food.”

– Service user discharged from Cygnet Hospital Bierley

**YORKSHIRE
& HUMBER**

NORTH YORKSHIRE

2

WEST
YORKSHIRE

3

1

EAST RIDING
OF YORKSHIRE



“This hospital and its excellent staff on the Crocus Ward have helped me to recover [...] I’ve felt like I’ve been heard in the last 6 weeks and am now finally being properly medicated and treated.”

– Service user discharged from Cygnet Hospital Kidsgrove

West Midlands

Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Kidsgrove
Boathorse Road, Kidsgrove,
Stoke-on-Trent, Staffordshire,
West Midlands ST7 4JAT
T: 01782 378672

Crocus Ward	Acute	Female	20 beds
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Cygnet Hospital Oldbury
Salop Drive, Oldbury,
West Midlands B68 9AG
T: 01214 200 211

Rosa Ward	PICU	Female	12 beds
Emmeline Ward	Acute	Female	15 beds



Cygnet Hospital Wolverhampton
140 Wolverhampton Road,
Wolverhampton, West
Midlands, WV11 1UH
T: 01902 886 571

Carter Ward	PICU	Male	12 beds
Shaw Ward	Acute	Male	17 beds



Cygnet Joyce Parker Hospital
2 Lansdowne Street,
Coventry, West Midlands
CV2 4BF (for Sat Nav
use CV2 4FN)
T: 02475 100 150

Beck Ward	PICU	Male	12 beds
Blythe Ward	PICU	Male	12 beds
Brook Ward	Acute	Male	15 beds



Cygnets Hospital Sherwood, Mansfield

East Midlands



Cygnets Acer Clinic
 Worksop Road, Chesterfield,
 Derbyshire, East Midlands
 S43 3DN
 T: 01246 386090

Ward Name	Ward Type	Gender	Capacity
Acer Lower	Acute	Female	14 beds



Cygnets Hospital Sherwood
 Rufford Colliery Lane,
 Mansfield, Nottinghamshire,
 East Midlands NG21 0HR
 T: 01623 701386

Fern Ward	PICU	Male	12 beds
Bramble Ward	Acute	Male	16 beds
Treetops Ward	Acute	Male	16 beds

“I would like to thank all the team at Cygnets Hospital Sherwood for their care and treatment, for helping me beyond what I could ever receive anywhere in the world. Absolutely, outstanding hospital, staff and people.”

– Service user discharged from Cygnets Hospital Sherwood





London

Ward Name	Ward Type	Gender	Capacity
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Cygnet Churchill
Barkham Terrace,
Lambeth Road,
London SE1 7PW
T: 020 7928 2334

Juniper Court	Acute	Male	17 beds
Palm Court	Acute	Male	17 beds



Cygnet Hospital Beckton
23 Tunnan Leys, Beckton,
London E6 6ZB
T: 020 7511 2299

Svanna Ward	PICU	Female	12 beds
Hooper Ward	Acute	Female	13 beds

Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Harrow
London Road, Harrow on
the Hill, London HA1 3JL
T: 020 8966 7000

Roxeth Ward	Acute	Male	12 beds
West Ward	Acute	Male	18 beds



Cygnet Hospital Blackheath
80-82 Blackheath Hill,
London SE10 8AD
T: 020 8694 2111

Tyler Ward	PICU	Male	14 beds
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Cygnet Hospital Harrow, London



Cygnet Churchill, London

East of England

Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Colchester
 Boxted Road, Mile End,
 Colchester, Essex,
 East CO4 5HF
 T: 01206 848 000

Highwoods Ward	Acute	Male	19 beds
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Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Stevenage
 Graveley Road, Stevenage,
 Hertfordshire, East SG1 4YS
 T: 01438 342 942

Chamberlain Ward	PICU	Female	12 beds
Pattison Ward	PICU	Male	12 beds
Orchid Ward	Acute	Male	14 beds
Tiffany Ward	Acute	Female	14 beds

“The communication between myself and the hospital was fantastic on what was an extremely difficult time.

We cannot thank the staff enough for the care my son received.”

– Family member,
 Bearsted Ward,
 Cygnet Hospital Maidstone





South East

Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Godden Green
 Godden Green, Sevenoaks, Kent, South East TN15 0JR
 T: 01732 763 491

Castle Ward	PICU	Female	13 beds
Oakwood Ward	Acute	Female	15 beds



Cygnet Hospital Woking
 Redding Way, Knaphill, Woking, Surrey, South East GU21 2QS
 T: 01483 795 100

Acorn Ward	PICU	Female	10 beds
Kahlo Ward	Acute	Female	11 beds
Picasso Ward	Acute	Female	12 beds

Ward Name	Ward Type	Gender	Capacity
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Cygnet Hospital Maidstone
 Gidds Pond Way, off Newnham Court Way, Weaving, Maidstone, South East ME14 5FY
 T: 01622 580 330

Bearsted Ward	PICU	Male	15 beds
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Cygnet Lodge Woking
 Barton Close (off Redding Way), Knaphill, Woking, Surrey, South East GU21 2FD
 T: 01483 289 999

George Willard Ward	Acute	Male	12 beds
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Cygnets Hospital Kewstoke, Somerset



South West

Ward Name	Ward Type	Gender	Capacity
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Cygnets Hospital Kewstoke

Beach Road, Kewstoke,
Weston-super-Mare,
Somerset, South West
BS22 9UZ

T: 01934 428989

Nash Ward	PICU	Male	12 beds
Haywood Ward	Acute	Male	16 beds
Sandford Ward	Acute	Female	16 beds

Ward Name	Ward Type	Gender	Capacity
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Cygnets Hospital Taunton

Orchard Portman, Taunton,
Somerset, South West
TA3 7BQ

T: 01823 336457

Sycamore 1	Acute	Male	17 beds
Sycamore 2	Acute	Male	9 beds
Swift Ward	Acute	Female	15 beds





We are able to take referrals 7 days a week.

To make a referral please contact the Cygnets Bed Hub on: **0808 164 4450**
/ chcl.referrals@nhs.net.

Alternatively, you can contact your regional Business Relationship Manager.

Our referral process:

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

Improving lives together

Cygnets

**4 Millbank, 3rd Floor,
Westminster,
London SW1P 3JA**

 **0207 123 5706**

www.cygnetsgroup.com

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