



Improving lives together

Mental Health Rehabilitation and Recovery Services

- > High Support Inpatient Rehabilitation Service (Level 2)
- > Community Rehabilitation (Level 1)

Welcome

Cygnnet was established in 1988. Since then we have developed a wide range of health care 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.



We provide services in England, Scotland and Wales and 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.



We maintain a good relationship with our quality regulators and undergo regular inspections, with 84% of our services rated 'Good' or 'Outstanding'.

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Introduction

The main aim within our mental health rehabilitation and recovery services is to make a positive difference to the lives of the people we support, by building essential community links and strategies that support re-integration into the wider community through working in partnership with each individual.

Our model of care is based on an integrated approach whereby family, service users, commissioners and carers are all involved in the rehabilitation and recovery of the individual.

Our services support those who are experiencing complex mental health difficulties and may require specialist treatment programmes for areas such as behaviours that may challenge, offending, self-harm, substance, drug and alcohol misuse, addiction, trauma and anger management.

All our environments offer high staffing ratios, skill development opportunities and vocational development in a welcoming and nurturing environment, enabling each individual to flourish on their journey.

When the time is right, we also provide community rehabilitation (level 1), which provides increased independence, and a more outward-looking community based programme for those requiring additional support before full social reintegration.



Our Multidisciplinary Teams:

- > Psychiatry
- > Psychology
- > Occupational therapy
- > Nursing
- > Specialist trained support workers
- > Substance misuse workers
- > Sessional therapists including art therapy, music therapy and holistic therapies



18+ years



Male and Female



Mental Health Act Status: Detained or Informal



Our service user profile:

- > Primary diagnosis of mental illness with:
 - Complex comorbidities
 - Substance, drug and alcohol abuse
 - Treatment resistance
 - Behaviours that may challenge
- > Aiming for a return to community or community-based care
- > History of sexual abuse or domestic violence
- > Typical diagnoses: schizophrenia, schizoaffective disorder, bipolar affective disorder or depression
- > May have secondary diagnoses of mild learning disability, autism spectrum disorder or personality disorder
- > May have a forensic history and/or be stepping down from secure services
- > May have a history of repeated acute admissions

Our services at a glance:

- > High staffing ratios
- > Specialist treatment programmes:
 - Treatment for offenders including forensic psychology
 - Self-harm, addictions, personality disorder, anger and anxiety management
- > Daily living skills
- > Employment support and vocational /educational development
- > Psychology and Occupational Therapy led
- > In-house integrated Multidisciplinary Teams

Our outcome measurement tools:

- > START
- > HCR20
- > HoNOS
- > GAP
- > BPRS, LUNSERS
- > Recovery Star
- > MOHOST
- > Self-harm risk assessment tool and immediate revision of START
- > Improved communication and social understanding
- > Acquisition of coping skills and self-regulations
- > DLSOS
- > PHATT
- > Improvements in metabolic profile
- > Vocational qualifications
- > Family, social and community reintegration
- > Medication management
- > Assessments and measures are tailored to individual needs and selected to address change of specific difficulties, e.g.:
 - Beck inventories of anxiety and depression (BAI & BDI)
 - Clinical Outcomes in Routine Examination (CORE)
 - Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)
 - Brief PSI Inventory (BSI)

Our approach:

- > Encourages hope, empowerment and wellness
- > Supports development of personal responsibility
- > Is community-focused
- > Is person-centred
- > Development of internal progression ethos through service
- > Dovetailing with existing pathways
- > Innovation around outreach
- > Co-production culture: building engagement through meaningful activity
- > Social inclusion
- > Recovery
- > Optimism

Our specialist interventions and approach:

In addition to our psychiatry and nursing interventions we offer:

Occupational therapy-led interventions:

- Daily living skills
- Targeted occupational therapy sessions according to individual need
- Financial management training
- Education and vocational programmes
- Therapeutic earnings focusing on career and job skill development
- Development of social skills and interests
- Activities to improve self-esteem including self-image
- Creative activities
- Cultural and spiritual needs
- Social family integration (where appropriate)
- Community activities
- Sensory profiling and sensory strategies

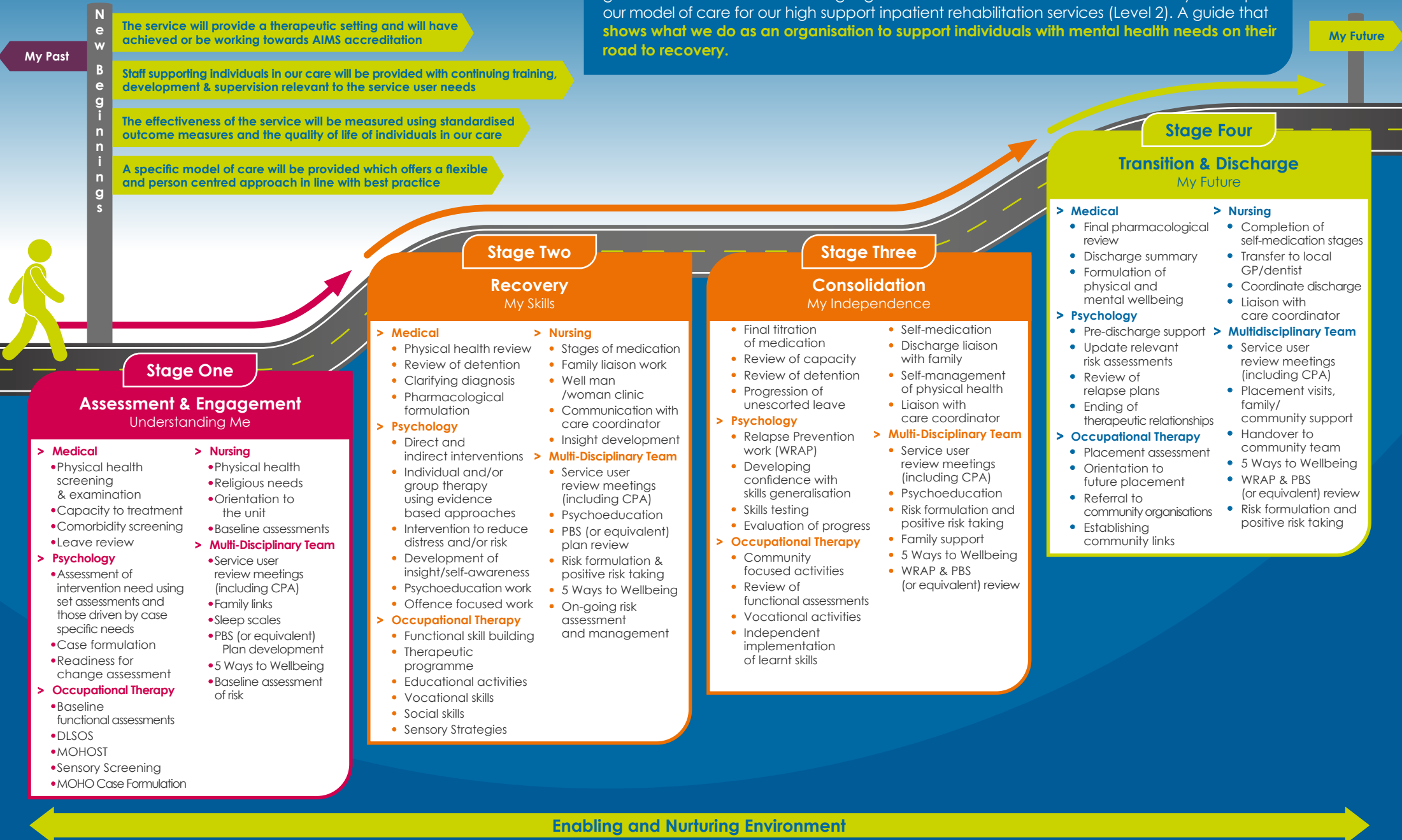
Psychology-led interventions:

- Cognitive Behavioural Therapy (CBT)
- Dialectical Behaviour Therapy (DBT) informed approach
- Schema informed approach
- Brief Solution Focused therapy
- Eye Movement Desensitisation and Reprocessing therapy (EMDR)
- The Wellness Recovery Action Plan (WRAP®)
- Mindfulness
- Alternatives to self-harm
- Behaviour analysis and problem-solving approaches
- Psychometric assessments
- Cognitive functioning assessments
- Drug and alcohol awareness and relapse prevention
- Cognitive skills
- Mental Health relapse prevention
- Offence-focused interventions
- Emotional Management interventions including anxiety and anger
- Motivational enhancement
- Self-esteem enhancement
- Individual risk assessments including HCR-20, PCL-R and SARA



Our Model of Care

At Cygnet Health Care we are doing all we can to make a **positive difference**. To help guide us & ensure we are working together to achieve this we have collaboratively developed our model of care for our high support inpatient rehabilitation services (Level 2). A guide that **shows what we do as an organisation to support individuals with mental health needs on their road to recovery.**



New Beginnings
The service will provide a therapeutic setting and will have achieved or be working towards AIMS accreditation

Staff supporting individuals in our care will be provided with continuing training, development & supervision relevant to the service user needs

The effectiveness of the service will be measured using standardised outcome measures and the quality of life of individuals in our care

A specific model of care will be provided which offers a flexible and person centred approach in line with best practice

My Future



Stage One

Assessment & Engagement Understanding Me

- > **Medical**
 - Physical health screening & examination
 - Capacity to treatment
 - Comorbidity screening
 - Leave review
- > **Psychology**
 - Assessment of intervention need using set assessments and those driven by case specific needs
 - Case formulation
 - Readiness for change assessment
- > **Occupational Therapy**
 - Baseline functional assessments
 - DLSOS
 - MOHOST
 - Sensory Screening
 - MOHO Case Formulation
- > **Nursing**
 - Physical health
 - Religious needs
 - Orientation to the unit
 - Baseline assessments
- > **Multi-Disciplinary Team**
 - Service user review meetings (including CPA)
 - Family links
 - Sleep scales
 - PBS (or equivalent) Plan development
 - 5 Ways to Wellbeing
 - Baseline assessment of risk

Stage Two

Recovery My Skills

- > **Medical**
 - Physical health review
 - Review of detention
 - Clarifying diagnosis
 - Pharmacological formulation
- > **Psychology**
 - Direct and indirect interventions
 - Individual and/or group therapy using evidence based approaches
 - Intervention to reduce distress and/or risk
 - Development of insight/self-awareness
 - Psychoeducation work
 - Offence focused work
- > **Occupational Therapy**
 - Functional skill building
 - Therapeutic programme
 - Educational activities
 - Vocational skills
 - Social skills
 - Sensory Strategies
- > **Nursing**
 - Stages of medication
 - Family liaison work
 - Well man /woman clinic
 - Communication with care coordinator
 - Insight development
- > **Multi-Disciplinary Team**
 - Service user review meetings (including CPA)
 - Psychoeducation
 - PBS (or equivalent) plan review
 - Risk formulation & positive risk taking
 - 5 Ways to Wellbeing
 - On-going risk assessment and management

Stage Three

Consolidation My Independence

- > **Medical**
 - Final titration of medication
 - Review of capacity
 - Review of detention
 - Progression of unescorted leave
- > **Psychology**
 - Relapse Prevention work (WRAP)
 - Developing confidence with skills generalisation
 - Skills testing
 - Evaluation of progress
- > **Occupational Therapy**
 - Community focused activities
 - Review of functional assessments
 - Vocational activities
 - Independent implementation of learnt skills
- > **Self-medication**
 - Discharge liaison with family
 - Self-management of physical health
 - Liaison with care coordinator
- > **Multi-Disciplinary Team**
 - Service user review meetings (including CPA)
 - Psychoeducation
 - Risk formulation and positive risk taking
 - Family support
 - 5 Ways to Wellbeing
 - WRAP & PBS (or equivalent) review

Stage Four

Transition & Discharge My Future

- > **Medical**
 - Final pharmacological review
 - Discharge summary
 - Formulation of physical and mental wellbeing
- > **Psychology**
 - Pre-discharge support
 - Update relevant risk assessments
 - Review of relapse plans
 - Ending of therapeutic relationships
- > **Occupational Therapy**
 - Placement assessment
 - Orientation to future placement
 - Referral to community organisations
 - Establishing community links
- > **Nursing**
 - Completion of self-medication stages
 - Transfer to local GP/dentist
 - Coordinate discharge
 - Liaison with care coordinator
- > **Multi-disciplinary Team**
 - Service user review meetings (including CPA)
 - Placement visits, family/ community support
 - Handover to community team
 - 5 Ways to Wellbeing
 - WRAP & PBS (or equivalent) review
 - Risk formulation and positive risk taking

Enabling and Nurturing Environment

Our myPath Care Model

Therapeutic support within our mental health rehabilitation and recovery services is provided by a specialist multi-disciplinary team who apply our bespoke care model and digital service user management system, myPath.

myPath has a wide range of functions, but the key deliverable is that it keeps the individual at the centre of all avenues and enables high quality and sustainable care to be delivered in a meaningful and realistic way.

For each individual we can:

- > Deliver transparent care
- > Offer bespoke care pathways
- > Monitor engagement levels
- > Evidence tangible outcomes
- > Predict discharge readiness

“As a clinician working in mental health rehabilitation and recovery services, myPath helps me to evidence collaborative care but also answer those key questions around when and if a service user is, or will be ready for discharge.”

Cygnets staff member

The logo for myPath, featuring the word 'my' in a grey script font and 'Path' in a blue sans-serif font. The letter 'a' in 'Path' is replaced by a stylized smiley face with two dots for eyes and a curved line for a mouth.

Assessing and managing risk of an individual with a mental illness is pivotal to mental health rehabilitation and recovery. For each individual, a **daily risk assessment** is completed, which enables dynamic responses to individual presentation within any 24 hour period. Through this process we provide integrated care to make informed choices over positive risk-taking.

A further layer is added with robust management plans correlating to presenting risk, so that supportive and therapeutic strategies can be implemented based on presenting need. The **daily risk assessment** permeates all our mental health rehabilitation and recovery services providing safe and effective care that is proactive to longer term success.



For most individuals how they spend their time in the day is important to their socialisation, self-esteem and financial situation, but it is also a core focus of mental health care planning. We acknowledge that everyone has different needs, interests and engagement abilities, we work to develop individualised and bespoke activity programmes to allow the greatest chance of recovery through activities that carry individualised meaning.

Our services link in with mainstream community resources to support each individual in learning how to manage day to day occurrences and apply their coping strategies in a safe and supportive way.

Each individual is offered a minimum of 25 hours meaningful activity in the categories of self-care, leisure and productivity.

Everyone's care pathway is reviewed in full by the multi-disciplinary team at least every 4 weeks and guided by a dynamic care plan. This is closely linked to our specialist outcome tool, the **Global Assessment of Progress (GAP)**.

In our mental health rehabilitation and recovery services, the GAP allows us to measure an individual's progress throughout their placement, plot the positive developments, setbacks and changes in wellbeing but also identify warning signs of any possible deterioration, whilst informing care planning and being transparent about future risks.



Self Care:

Activities we do with the purpose of looking after ourselves

Leisure:

Activities we do for the pleasure of doing them

Productivity:

Activities we do for the end outcome

In applying **myPath**, the team around the individual are able to be proactive in their approach and use **myPath** to positively combine risk management and longer-term rehabilitation and recovery.

This enables each individual to live their life as independently as possible with the appropriate support, guidance and assistance.

Mental Health - High Support Inpatient Rehabilitation (Level 2) Services - Outcomes



Average Length of Stay (ALoS)

Our average length of stay in 2025 was

17 months

Distance from Home

72%¹

of people in our Level 2 Rehabilitation services are within **one hour's travel** from their home.



Scan or click here to hear from the people we support

Discharge Destinations

82%²

of the individuals discharged from our Level 2 Rehabilitation services in 2025, were able to **step down along their care pathway into the community.**



¹ Data taken from admissions into our High Support Inpatient Rehabilitation (Level 2) services from 1st January 2023 to 30th June 2024.
² Data taken from admissions into our High Support Inpatient Rehabilitation (Level 2) services from 1st January 2025 to 30th November 2025.

Customer Feedback

Do you consider Cygnet a helpful provider?

4.5★



Do you feel that your service users are safe in the Cygnet service that you commission?

4.2★



How would you rate the overall quality of Cygnet services that you commission?

4.0★



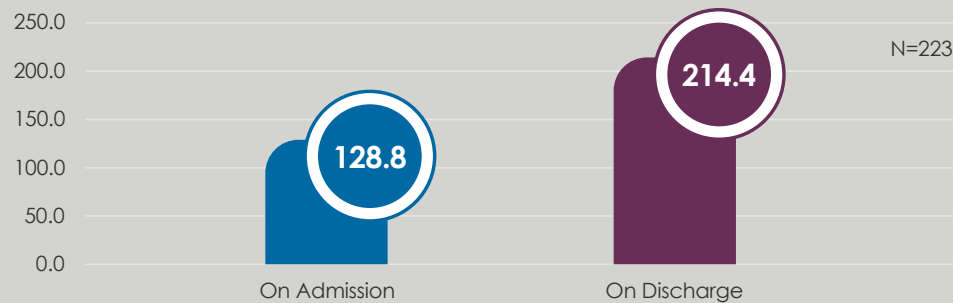
100%

of Mental Health Rehabilitation Customers said **Cygnet is a provider they can trust.**⁴



Daily Living Skills Observation Scale (DLSOS)

DLSOS tracks functionality and the ability to successfully live an independent life in the community.³



Individuals in our care had an average DLSOS score increase of

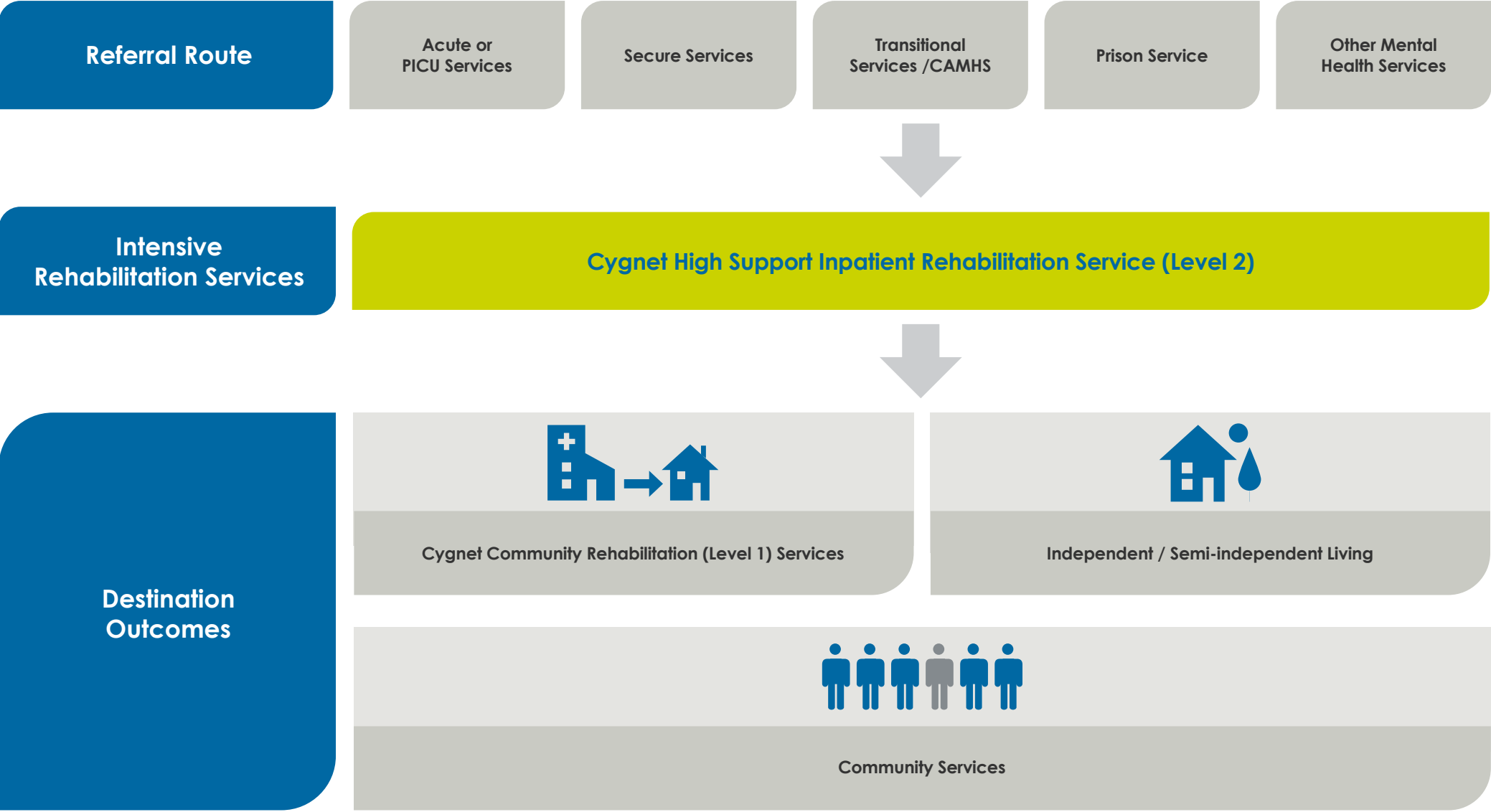
66.5% on discharge

p<0.001

³ Data taken from discharges from our High Support Inpatient Rehabilitation (Level 2) services from September 2023 to September 2024.

⁴ Taken from 45 customer survey responses of people who commission Mental Health Rehabilitation Services, October 2024.

Our Pathways



PICU/Acute Transitional Service

Cygnnet Health Care offers 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 available. We also support individuals who are clinically stable, but may require specific, short-term therapeutic work to enable a successful transition.

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.

Case study:

In 2025, we worked closely alongside an NHS trust to improve their patient flow through our transitional placements.



20 individuals were discharged via this pathway



On average, they were **supported by us for 70 days**



90% of people **stepped down along their care pathway**



The trust reported a **cost-saving of over £600,000***

*Compared with individuals remaining on acute wards for the same period.

We support adults who are:

- > Detained under the Mental Health Act or Informal
- > Clinically stable, but require specific, short-term therapy before returning to the community
- > Clinically ready for discharge, with the following barriers:
 - No agreed admission date for, or delays accessing, their onward placement
 - Have no fixed abode and need housing / benefit support
 - Require a period of assessment to identify their next placement
 - Require additional support prior to living independently

Benefits include:

- > Ensuring acute beds in area are available for those who need them most
- > Commencing a rehabilitative model of care at the earliest point
- > Access to, and assessments from, our specialist MDT
- > Activities of Daily Living (ADLs) to prepare for discharge
- > Engagement in meaningful activities
- > Medication optimisation (if appropriate)
- > Support to access community services and resources
- > Discharge planning and preparation





Cygnet Aspen House, South Yorkshire

Manvers Road, Mexborough, Doncaster, Yorkshire & Humber S64 9EX

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Female



20 beds

Cygnet Aspen House is a 20 bed specialist high support inpatient rehabilitation (Level 2) service for women who have severe and enduring mental illness.

The service provides a safe and comfortable environment that promotes recovery for women with its focus on space, personal privacy and dignity.

Access to the local community is an essential step along the pathway to mental health rehabilitation. Located in a residential part of Mexborough, Cygnet Aspen House has excellent shopping facilities available close by, where independence skills are practised. Nearby is a leisure centre for swimming and sports activity and we use the local colleges for literacy and numeracy education and NVQ courses. External activities are tailored to individual needs and wishes.

Within the service, all bedrooms have en-suite facilities, and we have dedicated therapy spaces, a gym, beauty salon and a large comfortable lounge. Externally we have a spacious communal garden with outdoor seating and a polytunnel for growing plants and vegetables.

Our dedicated clinical teams provide a multi-disciplinary input including occupational therapy, psychology, psychiatry and vocational training. Person-centred care plans are devised and determined on individual need.

Our facilities:

- En-suite bedrooms
- Beauty salon
- Self-modulation room
- Therapy kitchen
- Horticulture polytunnel
- Spacious communal garden with outdoor seating
- Gym



Support is provided to help individuals prepare for independent living, employment and other vocational activities. Cygnet Aspen House has a strong focus on financial management and budgeting skills.

Our community links:

- Good transport links to local town centres
- Doncaster College / Adult and Family Community Learning
- Leisure centre
- Art galleries and museums
- Local shops, cafes and restaurants

We encourage the women we support to set their own goals

Activities of daily living (ADL) kitchen

The People's Council Regular community and People's Council meetings

Onsite gym





Cygnet Delfryn House, North Wales

Argoed Hall Lane, Mold, Flintshire, North Wales CH7 6FQ

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



28 beds



Part of the Welsh Hospital Framework

Cygnet Delfryn House is our high support inpatient rehabilitation service (level 2) for men who have severe and enduring mental illness and who may have been detained under the Mental Health Act. Men placed with us often come from multiple placement breakdowns, failed treatment programmes or are stepping down from secure settings.

Set amid the rolling hills of Flintshire, **Cygnet Delfryn House** benefits from not only being part of the beautiful Welsh countryside, but also being a short drive away from a lovely community with an extensive array of local amenities including, leisure centres, shops, restaurants and cafés.

Within the service, all bedrooms have en-suite facilities, some of which are situated on the ground floor to support those who may have mobility issues. We have dedicated therapy space, a gym, a barbers as well as spacious indoor and outdoor communal areas.

The service provides a safe and comfortable environment that promotes efficient rehabilitation and recovery. We are dedicated to understand, stabilise and break the traumatic cycles of relapse that can impact service users' lives.

Support is provided to help individuals prepare for independent living, employment and other vocational activities, with a strong focus on financial management and budgeting skills.

The men are supported to create CVs, apply for jobs, practice for and attend interviews as well as develop other skills necessary. We offer more than just specialists and treatments, we value the service users as individuals, help enhance their interests and abilities, encourage them to share their views and help them unlock their talents and aspirations.

"Staff support us. They always have time for us. They take us out on trips and help us out."

Service user

Our facilities:

- > En-suite bedrooms
- > Learning centre with library and computers
- > Multi-faith room
- > Barbers
- > Gym
- > Activities room
- > Therapy kitchen & laundry room
- > Spacious communal garden with seating

Positive Healthcare Inspectorate ★ ★ ★ ★ ★ Wales (HIW) report

Weekly reflective group meetings for staff

Physical health is a high priority providing a seamless service between us and primary care services

Weekly pet therapy

Strong external links with Cyfle Cymru providing:

- > Mentorship
- > Qualifications and training
- > Real life work experience
- > Help to search and apply for jobs





Cygnet Delfryn Lodge, North Wales

Argoed Hall Lane, Mold, Flintshire, North Wales CH7 6FQ

High Support Inpatient Rehabilitation Service (Level 2)

Community Rehabilitation (Level 1)



18+ years



Female



24 beds



Part of the Welsh Hospital Framework

Cygnet Delfryn Lodge provides a flexible mental health rehabilitation service for women including High-Support Inpatient Rehabilitation (Level 2) and Community Rehabilitation (Level 1). This dual-level rehabilitation model ensures that women receive the support they need while developing independence at their own pace. Women placed with us often come from multiple placement breakdowns, failed treatment programmes or are stepping down from secure settings.

Set amid the rolling hills of Flintshire, **Cygnet Delfryn Lodge** benefits from not only being part of the beautiful Welsh countryside, but also being a short drive away from a lovely community with an extensive array of local amenities including, leisure centres, shops, restaurants and cafés. Within the service, all bedrooms have en-suite facilities, some of which are situated on the ground floor to support those who may have mobility issues. We have dedicated therapy space, a gym, a beauty salon as well as spacious indoor and outdoor communal areas.

The service provides a safe and comfortable environment that promotes efficient rehabilitation and recovery. We are dedicated to understand, stabilise and break the traumatic cycles of relapse that can impact service users' lives.

Our facilities:

- > En-suite bedrooms
- > Beauty salon
- > Gym and external personal trainer
- > Learning centre with library
- > IT café
- > Therapy kitchen and laundry room
- > Sensory room
- > Snooker and communal lounges
- > Spacious garden with outdoor seating overlooking Welsh landscapes
- > Therapy and sensory garden

Support is provided to help individuals prepare for independent living, employment and other vocational activities, with a strong focus on financial management and budgeting skills.

Next door we provide a 6 bed community rehabilitation (level 1) service, Rhyd Alyn. This service enables women to step-down from the hospital setting but still have some additional support.



24 hour nursing team with least restrictive practice leads



Weekly drop-in sessions with the speciality doctor

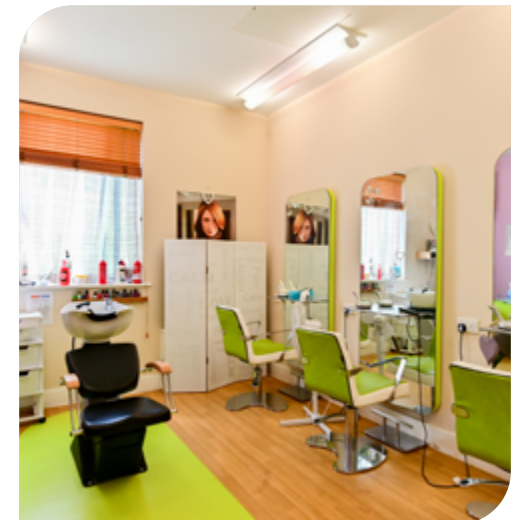


Positive Healthcare Inspectorate Wales (HIW) report



Strong external links with Cyfle Cymru providing:

- > Mentorship
- > Qualifications and training
- > Real life work experience
- > Help to search and apply for jobs





Cygnet Fountains, Lancashire

Pleasington Close, Blackburn, Lancashire, North West BB2 1TU

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



34 beds + 3 self-contained flats

Cygnet Fountains is a high support inpatient rehabilitation (level 2) services for men who have severe and enduring mental illness and who may have been detained under the Mental Health Act. The individuals we support come to us following multiple placement breakdowns, failed treatment programmes or stepping down from secure settings.

Cygnet Fountains is located in the heart of the community in Blackburn, Lancashire. This 'Outstanding' service provides a safe and comfortable environment that promotes efficient rehabilitation and recovery. We are dedicated to understand and stabilise and break the traumatic cycles of relapse that can impact an individual's life.

At Cygnet Fountains, we have three self-contained flats supporting individuals to move on by building their independent living skills prior to discharge, whilst still having the full support of the multidisciplinary team.

Our psychology and occupational therapy led interventions effectively tackle the challenges of mental health and alongside our clinical interventions we help the men we support to enhance their personal skills to rebuild their lives. Our care embraces a balanced approach to risk management and therapeutic optimism. Service users have access to a range of therapies and opportunities and their care plans are all individualised.

When the time is right, access to the local community is an essential step along the pathway for independence, for both leisure pursuits and for social training such as shopping and using public transport.

External activities are tailored to individual needs and wishes. Vocational support is provided to help service users prepare for employment and other vocational activities. The men are supported to create CVs, apply for jobs, practice for and attend interviews, as well as develop other skills necessary in a work environment.

Our facilities:

- > En-suite bedrooms
- > Private visitors room
- > Two large communal living rooms
- > Activities room
- > Therapy kitchens
- > IT café
- > Three garden areas and an allotment



The Triangle of Care is an alliance between carers, service users and health professionals. It aims to promote safety and recovery and to sustain wellbeing in mental health by including and supporting carers.

3 self-contained flats to enable individuals to build on their living skills before discharge into the community





Cygnet Hospital Colchester, Essex

Boxted Road, Mile End, Colchester, Essex, East CO4 5HF

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



21 beds

Ramsey Unit is our high support inpatient rehabilitation service (level 2) for men based at Cygnet Hospital Colchester. The service is delivered in a purpose-built therapeutic environment, where the focus is on maximising positive outcomes and recovery while focusing on discharge planning from the moment individuals arrive. All bedrooms are en-suite and the hospital offers a range of social, relaxation and activity areas.

By combining a collaborative, multi-disciplinary approach, we deliver high-quality care using our unique 4 stage model of care for our mental health high support inpatient rehabilitation service (level 2).

The service has 21 beds in total of which 7 are located on the ground floor suitable for individuals with mobility issues. We also have four complex care beds for service users who also have additional complex needs such as autism.

Ramsey Unit is located in the heart of the community in Colchester which is one of Britain's oldest recorded town. The individuals we support have access to wide range of community facilities locally including, Colchester Zoo, Colchester Football Club, beautiful parks and excellent shopping and dining facilities.

Our in-house multi-disciplinary team include psychiatry, psychology, occupational therapy, nursing, support workers, and sessional therapists.

Our recovery programme is delivered in a culture that balances risk management with therapeutic optimism, where the men we support have the opportunity to learn and practice the skills they will need in a safe environment.



Alongside our clinical interventions, our aim is to help the men in our care to regain their place in the community and to rebuild relationships.

On Ramsey Unit we believe that developing equal partnerships between individuals who use our service and the staff is key. Therefore co-production plays a large part in the way we shape our service. Each week we hold a co-production meeting for the gentlemen we support to have their say on things that happen in the service and how it is run.

"Thank you very much for all you are doing. It is very much appreciated. Sounds like you have a good measure of him and he enjoys working with staff."

Family member

100%

of the men discharged in the last 12 months were able to step down along their care pathway or move closer to home

*based on discharges Jul 24 - Aug 25



Weekly cooking sessions with the occupational therapy team



Supporting service users to access local volunteering job opportunities, one individual regularly volunteers at local food bank



Weekly drop-in sessions with the responsible clinician (RC)



7 ground floor bedrooms suitable for individuals with mobility issues





Cygnet Hospital Derby, Derbyshire

100 City Gate, London Road, Derby, Derbyshire, East Midlands DE24 8WZ

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



19 beds in 2 wards

Wyvern Ward is part of Cygnet Hospital Derby and supports men in a high support inpatient rehabilitation service (level 2) environment who have severe and enduring mental illness and who may have been detained under the Mental Health Act. Men often come to us following multiple placement breakdowns, failed treatment programmes or stepping down from secure settings.

Wyvern Ward can support up to 16 men, including those with a history of absconding. This is due to the enhanced levels of security we can put in place, both physically and relational, and can be seen as an alternative to low secure provision.

Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Variety of activity rooms
- > Courtyard with outdoor seating
- > Dining room
- > Living / games room
- > Gym
- > IT café
- > Multi-faith room
- > Recovery Academy

Range of psychology treatments available including:

- > Schema therapy
- > Dialectical Behaviour Therapy (DBT)
- > Cognitive Behavioural Therapy (CBT)
- > Compassion Focused Therapy (CFT)
- > Trauma Therapy
- > Eye Movement Desensitization and Reprocessing (EMDR)


The focus on Wyvern Ward is increasing individual's life skills to prepare them effectively for life outside a hospital environment. It provides a supportive environment and can be effective for those who may need a longer period of rehabilitation.

Wyvern Court is a 3-bed apartment extension to the Wyvern Ward. This supports the care pathway at Cygnet Hospital Derby by enabling service users to experience a form of supported accommodation before they are discharged, which can help reduce re-admission rates. Wyvern Court helps to encourage independence prior to discharge to allow consolidation of the treatment programme. The service we provide in Wyvern Court can be a motivating factor for others within Wyvern Ward itself, as there is more independence and it is a step closer to the community. It is also suitable for those with physical disabilities.

Activities are not just available during the week on Wyvern, we have weekend therapists who organise recreational activities. These can include walking, going to the cinema, going out for meals and playing football – real life activities that are meaningful and enjoyable.



Educational Coordinator providing regular learning and vocational support including, reading & writing, GCSE's and diplomas



3 Daily Living (ADL) kitchens to support skill development



Regular events for family, friends and carers



Accredited with the **RCPsych Quality Network for Mental Health Rehabilitation Services**





Cygnet Hospital Maidstone, Kent

Gidds Pond Way, off Newnham Court Way, Weaving, Maidstone ME14 5FY

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



16 beds



Scan the QR code or click here to watch a short video on Kingswood Ward

Kingswood Ward is our 16 bed high support inpatient rehabilitation service (level 2) at Cygnet Hospital Maidstone, situated in the Kent Medical Campus. The service is delivered in a purpose-built therapeutic environment, where the focus is on maximising positive outcomes, recovery and reintegration into the community.

By combining a collaborative, multi-disciplinary approach and state-of-the-art facilities, we deliver high-quality care within a community atmosphere, while focusing on discharge planning from the moment individuals arrive.

Our recovery programme is delivered in a culture that balances risk management with therapeutic optimism, where men have the opportunity to learn and practice the skills they will need in a completely safe environment.

Kingswood Ward provides a high level of therapeutic care and support that is underpinned by knowledge and practice of evidence-based interventions, delivered by a highly experienced multi-disciplinary team. Our individualised and group treatment programmes have clearly defined goals and outcomes for our service users. Our recovery principles are built around hope, empowerment, wellness, personal responsibility, community focus and connectedness.

We aim to integrate the hospital into local and regional care pathways and community services, with the focus on care close to families and friends, lowest length of hospital stay, and reducing the chances of re-admission.

Treatment is offered in a safe, calm and therapeutic environment where service users develop skills for maximising their independence, self-confidence and knowledge of how to manage their mental wellbeing. We work compassionately and collaboratively with the service users and their families (where appropriate), using recovery based and person-centred approaches.



Our in-house substance misuse therapist offers ad-hoc support, group sessions and a full 10 week programme for men with a dual diagnosis.



On average, we support men for 10 months*



*based on discharges between Jul 24 - Aug 25



Close relationship with community team to ensure a smooth discharge pathway

Our therapies and treatments:

- > Recovery focused care planning
- > Cognitive Behavioural Therapy (CBT)
- > Mindfulness
- > Emotional regulation
- > Self-harming reduction and management
- > Substance misuse and relapse prevention work
- > Trauma, grief and loss
- > Psychoeducation
- > Anger and anxiety management
- > Offence related work (where applicable)
- > Physical health care management
- > Behaviour analysis and problem-solving
- > Life and social skills training
- > Educational Support / Recovery College
- > Creative activities





Cygnet Joyce Parker Hospital, Coventry

100 City Gate, London Road, Derby, Derbyshire, East Midlands DE24 8WZ

High Support Inpatient Rehabilitation Service (Level 2) Community Rehabilitation (Level 1)

18+ years

Male

8 beds

Trent Ward is a 8 bed specialist rehabilitation service for men. Our flexible pathway includes High Support Inpatient Rehabilitation (Level 2) and Community Rehabilitation (Level 1). This dual-level rehabilitation model ensures that individuals receive the support they need while developing independence at their own pace.

Our dedicated clinical teams provide a full multi-disciplinary programme that includes; occupational therapy, psychology, psychiatry and vocational training, offering service users the opportunities and support they need to stabilise their condition and enter society with a renewed sense of enthusiasm and optimism.

Cygnet Joyce Parker Hospital is located just outside of Coventry City Centre, there are good transport links with a bus stop just a couple of minutes' walk from the service. Within the centre there are plenty of shops, restaurants, museums and theatres.

Increasing complexity at every stage of rehabilitation means we need to provide the right level of care at the right time.

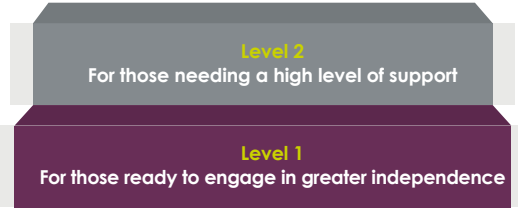
Our approach provides a structured step-down process, where individuals can gradually build skills in self-catering, self-medication, and community reintegration, before moving on to fully independent living. Historically, rehabilitation was about helping people rebuild their lives. Over time, rehabilitation has shifted towards managing higher acuity and greater complexity, and that vital step-up / step-down element has been lost.

Social Hub
co-produced
with service users

Regular
community
meetings

A variety of
therapies
and activities

Working closely with
carers, family
and friends



Our expert team work collaboratively to empower the men in our care to transition into the community with confidence



Cygnet Lodge Brighthouse, West Yorkshire

60 Rastrick Common, Brighthouse, West Yorkshire HD6 3EL

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



21 beds including a 3 bed step-down apartment

Cygnet Lodge Brighthouse is a high support inpatient rehabilitation service (level 2) for men. The emphasis within the service is on preparing individuals for discharge or to support with longer term optimal functioning.

Cygnet Lodge Brighthouse can support up to 21 men in a relaxed, calm and friendly environment. The focus is on helping individuals increase their independence wherever possible through work and education, as well as social and leisure facilities, offering a slower stream rehabilitation service where needed.

As part of the service, we also provide a three-bed apartment, **Rastrick View**. This helps support service users to prepare effectively for discharge by further encouraging independence, while maintaining the inputs of the service and staff support where needed. It also provides the chance to evaluate what support a person may need on leaving the service, which can help prevent readmissions and support positive discharges.

We encourage service users to set their own recovery goals and work collaboratively to achieve success. We provide a variety of structured activities, which are led by a wide range of experienced, multi-disciplinary professionals. These include psychiatrists, associate specialists, mental health nurses, psychologists, occupational therapists, an activities co-ordinator and an art therapist.

At Cygnet Lodge Brighthouse, we understand that having a history of substance misuse is common and requires assessment and intervention. To support this we have a fully integrated substance misuse service, facilitating 1:1 and group sessions and encouraging the men we support to attend SMART Recovery Meetings. We are also a SMART Recovery partner.

We employ our own in-house substance misuse practitioner who provides individual and group support to service users with needs associated with substance misuse.

Our facilities:

- > En-suite bedrooms
- > Three bedroom apartment
- > Variety of activity rooms and an IT café
- > Multi-faith room
- > Family visiting room
- > Spacious enclosed garden with allotment area




Flexible and personalised substance misuse programme


Our nursing team have a combined 196 years' service with the organisation



Provide a variety of structured activities, which are led by a wide range of experienced multi-disciplinary professionals

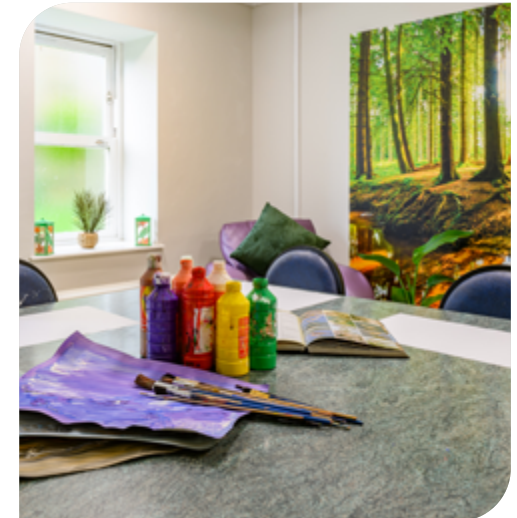


We encourage the men we support to set their own goals and work collaboratively to achieve success.



"My son has learned so much at Cygnet and he has worked hard, but this could not have been achieved without the support of the team behind him. I am delighted to have got my son back, something I didn't think possible just a year ago."

- Family member





Cygnet Lodge Kenton, London

74 Kenton Road, Harrow, London HA3 8AE

High Support Inpatient Rehabilitation Service (Level 2)

Community Rehabilitation (Level 1)

 18+ years

 Female

 15 beds

Cygnet Lodge Kenton, in North-West London, offers a flexible mental health rehabilitation service for women including High-Support Inpatient Rehabilitation (Level 2) and Community Rehabilitation (Level 1). Women placed with us often come from multiple placement breakdowns, failed treatment programmes or are stepping down from secure settings.

Cygnet Lodge Kenton provides treatment for up to 15 women experiencing complex mental illness. The service helps them to re-establish and develop the skills they need to progress over a period of 12-18 months. We accept referrals from low secure services, acute wards, PICU and other mental health rehabilitation services.

Cygnet Lodge Kenton is AIMS accredited with the Royal College of Psychiatrists. The AIMS (Accreditation of Inpatient Mental Health Services) rehabilitation project is a national scheme developed to ensure best practice is being achieved in inpatient mental health services.

The service is particularly helpful for women who have been in hospital for some time and who require additional support as they continue along their pathway towards the least restrictive environment possible for them.

Our main focus is to give women the skills and confidence to enable them to live independently in the community. The occupational therapy team is key in assuring as many activities as possible are held in the community, helping individuals re-integrate and prepare most effectively for discharge.

The service has strong links with local community-based services within Kenton and Harrow, with many service users taking part in work experience opportunities and educational and other courses which are run in the area.

Our service provides a high level of individualised care to service users; including a Multidisciplinary Team (MDT) assessment, care plan formulation and management, followed by pharmacological, therapeutic interventions (Psychology and Occupational Therapy) to enable them to integrate safely into the community. All treatment plans and interventions are in accordance with NICE guidelines and evidence based practice. The service also offers sessional therapists for Cognitive Behavioural Therapy, drama and music therapy and yoga.

We empower the women we support to enable them to learn and practice skills, so that they are able to successfully manage their illness in the community



Supporting individuals to access both paid and voluntary work



We encourage family contact, carers and families are actively encouraged to be involved with the care of their loved one



"I feel the care has been superb and I am fulfilling all of my wants, needs and goals during my stay here."
- Service user





Cygnet Lodge Kewstoke, Somerset

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

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



12 beds

Set in 16 acres of grounds overlooking the River Severn, Cygnet Lodge Kewstoke is a high support inpatient rehabilitation service (level 2) for men who have enduring mental illness and may have been detained under the Mental Health Act.

Supporting up to 12 men, Cygnet Lodge Kewstoke provides a high quality care through a collaborative, multi-disciplinary approach in a community facing environment. We focus on successful discharge planning from the moment individuals arrive. Service users may have a range of mental health difficulties, including personality disorder or a mild learning disability (as a secondary diagnosis). Our approach focuses on a culture of risk management balanced with therapeutic optimism, where men have the opportunity to develop and practice skills they will need in a safe environment.

In addition to the rehabilitation service, we also provide a 15 bed male acute service, Haywood ward. This is a safe and stabilising environment for men experiencing an acute episode of mental illness and require emergency admission. Individuals may progress to The Lodge as a part of their care pathway from Haywood Ward to the community.

Our facilities:

- > En-suite bedrooms
- > Spacious social and recreational spaces
- > Therapy cabin
- > Living room & dining room

Brand new recovery college at the service offering educational courses designed to provide increased understanding of their mental health and supporting them through their recovery journey



Animal therapy



Chat Café



Qualified bike trainer including road safety assessments



Shop and cook groups with the occupational therapy team



"The care and professional manner that I have personally been subjected to has been something that I would recommend to even my own family, simply outstanding. You all dealt with me in the most professional and caring way, and helped my recovery, I honestly couldn't have done it without you guys and in a way it will be sad to go." Service user



*Data taken from discharges Nov 2020 - Nov 2022



Cygnet Lodge Lewisham, London

44 Lewisham Park, Lewisham, London SE13 6QZ

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



19 beds

Cygnet Lodge Lewisham is situated in a quiet residential area overlooking a beautiful Lewisham Park. We support 19 men in a homely, open and community facing environment. Our focus is on pre-discharge planning for individuals who may have been in hospital for an extended period of time or are preparing for community life but need further support to move to more independent living. We are able to support individuals who have a range of mental health difficulties.

At **Cygnet Lodge Lewisham** we work on re-enabling individuals who may be either on a civil or a forensic section of the Mental Health Act, to prepare them for independent living and community life. We support individuals who have a range of complex mental health difficulties with comorbidities like physical health problems, personality disorders, substance misuse and mild learning disability.

Meaningful service user involvement is key, and monthly meetings are held for service users to share their views with us and for us to communicate important changes to them. Service users can join the meetings as a representative for their peers. This is an important role and they receive payment for their attendance together with an opportunity to get involved in related projects.

The service is in close proximity to essential amenities which help in rehabilitation with access to Lewisham high street, sport and leisure centres, libraries, good transport links to central London and other areas. There are excellent opportunities for further education and vocational training, both onsite and with links with the local community colleges.



Our facilities:

- > En-suite bedrooms
- > Living and dining rooms
- > Therapy kitchen
- > Enclosed garden
- > Variety of activity rooms

A drug and alcohol service that **links in with community services to maintain continuity on discharge**

Supporting service users to access **local job opportunities**, both volunteering and paid

Daily planning meetings held to **support individuals to plan their day**

Weekly community meeting attended by the MDT - Providing a reflective and listening space for staff and service users

"The team provides person centred care and communicates with all stakeholders involved with patient as often as is necessary. There is a clear evidence of duty of candour and incidents are reported timely and accurately and investigation reports are duly shared. CPAs are held and monthly updates are given appropriately. Queries are responded to in a timely manner and there is a multi-disciplinary approach to patient care."
Commissioning Manager

"You really do have exceptional staff there and I want to thank you for all of the support you have provided to my Mum." **Family member**





Cygnet Lodge Salford, Greater Manchester

Radcliffe Park Crescent, Salford, Manchester, North West M6 7WQ

High Support Inpatient Rehabilitation Service (Level 2) Community Rehabilitation (Level 1)



18+ years



Female



19 beds + 3 bespoke apartments (3,1,1)

Cygnet Lodge Salford is a high support inpatient rehabilitation (level 2) service for women. The service supports 24 individuals with a primary diagnosis of mental illness, but they may also have a complex secondary diagnosis, including a personality disorder. The service is also able to offer community rehabilitation (level 1) support in the step down flats on the hospital site.

Women often come to us following multiple placement breakdowns, failed treatment programmes or they may be stepping down from secure settings. The service has been designed with wellness in mind, providing a safe and comfortable environment that promotes efficient rehabilitation and recovery. Our aim is to understand, stabilise and break the traumatic cycles of relapse that can impact individual's lives.

Located on a quiet residential street, we are within walking distance of local shops and amenities including restaurants, libraries, colleges and places of worship. Just a 20 minute drive away is the popular Trafford Centre which is a large indoor shopping and leisure complex in Greater Manchester.

Cygnet Lodge Salford has a main ward which has 19 beds, the individuals supported all have their own en-suite facilities whilst also having access to a number of living spaces, a beauty salon, a sensory room, IT room and a therapy kitchen that is attached to a large open plan dining room. Externally there are 2 large gardens allowing plenty of space for garden parties, growing plants / vegetables and also enjoying outdoor activities.

Our facilities:

- > En-suite bedrooms
- > Bespoke apartments for single and multiple occupancy
- > Therapy kitchen
- > Dining room
- > A variety of living spaces to choose from
- > Beauty salon
- > Large gardens
- > Sensory room
- > Computer room
- > Therapy room
- > Assisted bathroom
- > On-site laundry facilities

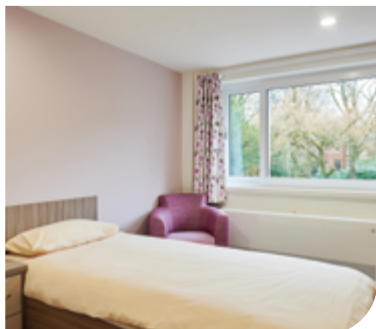
We empower the women we support to enable them to learn and practice skills, so that they are able to successfully reintegrate into the community



Supporting service users to access local job opportunities, both volunteering and paid



"Whenever I visit Salford Lodge the staff there even if they don't know me will always say hello and are always smiling, they are really friendly and welcoming. I feel they take time out to make you welcome which is really nice when you are visiting."
Mental Health Nurse





Cygnet Lodge Woking, Surrey

Barton Close (off Redding Way), Knaphill, Woking, Surrey, South East GU21 2FD

High Support Inpatient Rehabilitation Service (Level 2) Community Rehabilitation (Level 1)



18+ years



Male



20 beds in 2 wards, including 2 self-contained flatlets

Cygnet Lodge Woking's rehabilitation services are split over 2 wards, Marlowe Ward and Milligan House. Individuals often come to us following multiple placement breakdowns, failed treatment programmes or they may be stepping down from secure settings. Our aim is to understand, stabilise and break the traumatic cycles of relapse that can impact an individual's life.

Marlowe Ward is a 12 bed High Support Inpatient Rehabilitation (Level 2) service that delivers high-quality care within a community atmosphere, while focusing on discharge planning from the moment service users arrive.

Milligan House is an eight bed service that is an annexe to the main building, containing six pre-discharge beds with an additional two self-contained flatlets. The service includes High-Support Inpatient Rehabilitation (Level 2) and Community Rehabilitation (Level 1). This dual-level rehabilitation model ensures that men receive the support they need while developing independence at their own pace.

Service users have access to a range of therapies and opportunities and care plans are individualised. The local community is an essential step along the pathway to independence, for both leisure pursuits and for social training such as shopping and using public transport. External activities are tailored to individual needs and wishes.

Our facilities:

- > En-suite bedrooms
- > 2 self-contained flatlets
- > Therapy kitchen
- > Variety of activity areas
- > Dining room
- > Living room
- > Enclosed garden
- > Gym
- > Multi-faith room

Variety of activities offered including:

- > Mindfulness
- > Creative arts
- > Breakfast club
- > Self-catering group
- > Karaoke
- > Movie nights
- > Gym

Accredited with the RCPsych Quality Network for Mental Health Rehabilitation Services



Staff support individuals with their physical health as well as mental health, encouraging them to live healthier lives





Cygnet Newton House, Lancashire

183 Newton Drive, Blackpool, Lancashire FY3 8NU

High Support Inpatient Rehabilitation Service (Level 2) Community Rehabilitation (Level 1)

18+ years

Male

21 beds

Cygnet Newton House offers both a high support inpatient rehabilitation (level 2) service and community rehabilitation (level 1) service for men. The service is dedicated to providing a high quality environment for promoting long-term recovery.

From admission, the team work with the men we support to maximise positive outcomes and recovery, while focusing on discharge plans to support them to move on to the least restrictive environment for them. Our dedicated clinical team provide a multi-disciplinary input including occupational therapy, psychology, psychiatry and vocational training.

Located 1 mile from Blackpool centre, Cygnet Newton House benefits from being close to plenty of amenities. There are good public transport links in the area with regular buses to the beach and other popular locations – the bus stop is just outside the service.

Within the service there are 21 en-suite bedrooms. We encourage and support individuals to personalise these according to their preferences, to promote a relaxing and comfortable space. There is a communal lounge and dining area with plenty of space for celebrations or taking some time to relax. In addition, there is an ADL kitchen for individuals to learn and refine their cooking or baking skills. Externally, we have a large patio and gardens where we host an annual festival, and a sensory garden for relaxation.

Our interventions are adapted according to individual service user needs in order to maximise their engagement and ensure that progress is being made. Vocational support is provided to assist our service users to build important skills, this may include therapeutic jobs at site, voluntary work and paid employment.

We have a varied activity timetable that changes seasonally, but includes community meetings, trips out, life skills sessions, movie nights and much more. We value the service users as individuals, help enhance their interests and abilities, encourage them to share their views and help them unlock their talents and aspirations.

We are committed to working in collaboration with service users, family and carers and external professionals in order to support individuals to achieve their goals.

Our facilities:

- En-suite bedrooms
- Lounge
- Dining room
- Activities of daily living kitchen
- Garden



Good transport links in the area with regular buses to the beach and other popular locations

Supporting individuals to return to community living

Supporting service users to access educational and vocational opportunities



Cygnet Oaks, South Yorkshire

Upper Sheffield Road, Barnsley, South Yorkshire, Yorkshire & Humber S70 4PX

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



35 beds in 2 wards

Cygnet Oaks is a 35 bed hospital specialising in high support inpatient rehabilitation service (level 2) for men, providing a multi-disciplinary treatment programme designed to assist individuals with their return to independent living.

Depending on the individual's level of need, at **Cygnet Oaks** we provide different levels of support in 2 wards, the Lodge and the House.

Lodge – this is a 20 bed admission ward where most service users will start their recovery journey at Cygnet Oaks. Individuals who are admitted to this ward are generally stepping down from an acute or a low secure service.

House – a 15 bed service for individuals to continue along their care pathway. The House also contains a 4 bed step-through service. This is situated in its own corridor and has a separate living space to prepare and develop individuals towards a community placement whilst still having the input from the Multidisciplinary Team (MDT).

Our dedicated clinical teams provide a full multi-disciplinary programme that includes; occupational therapy, psychology, psychiatry, offering service users the opportunities and support they need to stabilise their condition and enter society with a renewed sense of enthusiasm and optimism.

"It has helped me develop my skills in a good manner... It has helped me with money management and living independently." - Service user on Occupational Therapy at Cygnet Oaks

External tutors visit the service to provide maths and English tuition to service users



In-house qualified gym instructor providing individualised sessions for service users



Our occupational therapy department supports service users to engage in meaningful occupations, overcome barriers that prevent them from engaging in meaningful activities and focuses on supporting individuals to develop the skills needed to live a more independent and fulfilling life in the community. To support with this, we have a full therapy programme that includes a range of self-care, productive and leisure-based activities. Our occupational therapy pathway has different stages of treatment and the interventions offered will change as our service user's progress through each stage of this pathway.

Barnsley town centre is a short walk or bus ride away, giving service users access to the many facilities in the local community. To promote social inclusion we have developed pathways linking the service user's short term goals in care plans with activities in the mainstream services of the local communities.

Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Variety of activity areas
- > Dining room
- > Living room
- > Enclosed garden
- > Gym
- > IT café
- > Art room
- > Horticultural garden
- > Therapy room
- > Relaxation rooms
- > Classroom





Cygnet Raglan House, West Midlands

Raglan Road, Smethwick, West Midlands B66 3ND

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Female



25 beds

Cygnet Raglan House is a 25 bed high support inpatient rehabilitation service (level 2) hospital for women. The service is designed to provide an environment that promotes mental health recovery by focusing on space, personal privacy and dignity.

We are dedicated to understand, stabilise and break the traumatic cycles of relapse that can impact individual's lives. Our service has been designed with wellness in mind, providing a safe and comfortable environment that promotes efficient rehabilitation and recovery.

Our psychology and occupational therapy led interventions effectively tackle the challenges of mental health and alongside our clinical interventions we help women enhance their personal skills to rebuild their lives. Our care embraces a balanced approach to risk management and therapeutic optimism. Service users have access to a range of therapies and opportunities and care plans are individualised.

When the time is right, access to the local community is an essential step along the pathway to independence, for both leisure pursuits and for social training such as shopping and using public transport. External activities are tailored to individual needs and wishes.

Cygnet Raglan House is within walking distance to Smethwick Town Centre, which is well placed to provide meaningful rehabilitation.

It has libraries, community colleges, shops, a 24 hour gym, 24 hour supermarkets and various places of worship. Birmingham city centre is approximately 15 minutes drive from the hospital.

At the local Community Action Project, service users may participate in the pre-employment programme and use the library services. At the Ron Davies Centre and Sandwell College, they can study art, French, computers, yoga, sewing, nail art, skincare, make-up and much more.

Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Variety of activity areas
- > Dining room
- > Living room
- > Enclosed garden
- > Beauty salon
- > Gym
- > IT café



Maths and English tutor visits the service twice a week

Rated 'Good' overall and 'Outstanding' in Well-led with the CQC



Service users contribute to training the staff on reducing restrictive practice by explaining how things make them feel



"Thank you - Raglan House for the care and support that has been given. We really appreciate everything you have done for us as a family over the time she has been there." **Family member**





Cygnet Sedgley House & Cygnet Sedgley Lodge, West Midlands

Woodcross Street, Wolverhampton, West Midlands WV14 9RT

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



34 beds in 2 wards

Cygnet Sedgley House and Cygnet Sedgley Lodge offer a 34 bed high support inpatient rehabilitation service (level 2) for men with complex needs. The service is designed to provide an environment that promotes mental health recovery by focusing on space, personal privacy and dignity. Cygnet Sedgley House and Lodge is located just outside Wolverhampton city centre, with good transport links to many areas in the West Midlands.

Cygnet Sedgley House is a 20 bed service providing a full Multidisciplinary Team (MDT) including occupational therapy, psychology and psychiatry, with support from registered nurses and support workers. We can provide support for those in the early stages of their rehabilitation journey, including one to one support where needed. We offer activities and therapies on-site, as well as accessing community resources.

Within the service, all bedrooms have en-suite facilities. We have dedicated therapy spaces, an IT café, comfortable TV lounges with games consoles and a sensory room. We support individuals to attend to their physical health alongside their mental health recovery and have a dedicated general nurse on-site who liaises with the local GP and primary care services.

When the time is right, individuals can move to **Cygnet Sedgley Lodge**, a 14 bed service that provides increased independence and a more outward-looking community-based programme. This part of the service also benefits from a full MDT including their own Consultant Psychiatrist.

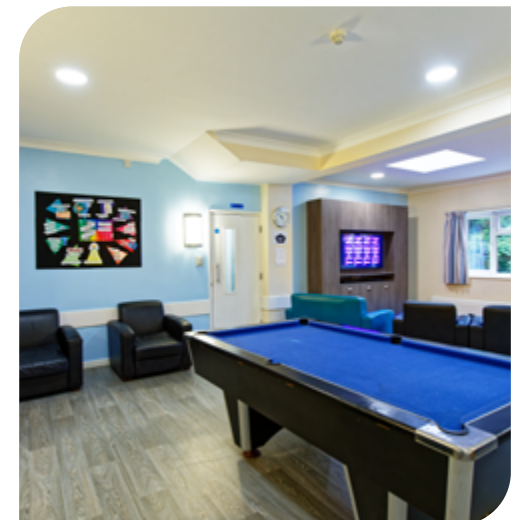
Our facilities:

- En-suite bedrooms
- Therapy kitchen
- Variety of activity areas
- Dining room
- Living room
- Enclosed courtyard
- IT café
- Sensory Room
- Multi-faith room

There is a strong focus on community re-integration, with a 'moving on' group offered to those stepping through the pathway. The group teaches real-life skills such as budgeting and paying bills, as well as social skills and expected boundaries and behaviours in different settings. We also have a tutor who runs sessions on maths, English, CV writing and more. We also have an open-door policy when it comes to family and friends visiting.

We understand the importance of meeting an individual's religious and spiritual needs, so as well as having a multi-faith room on site, we also have good links with local mosques, churches and other places of worship.

For a further step towards independent living, individuals have the option to step down to our community rehabilitation services, 12 Woodcross Street - a beautifully appointed semi-detached house, just one mile away.



Rated 'Good' overall and 'Outstanding' in Well-led with the CQC

Carer's forum and peer support groups held regularly

Regular community and People's Council meetings

On-site Photography Group

"All the staff were very welcoming, accommodating and friendly. I have thoroughly enjoyed my placement and I would definitely consider working there in the future. This placement has provided me with a lot of knowledge and new skills, and I will definitely be taking a lot of from this experience." **Student nurse**



Cygnet Sherwood House, Nottinghamshire

Rufford Colliery Lane, Mansfield, Nottinghamshire, East Midlands NG21 0HR

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



30 beds

Cygnet Sherwood House is a 30 bed specialist high support inpatient rehabilitation service (level 2) for men, dedicated to providing a high quality environment for promoting long-term recovery.

We believe that our programme of individual care and attention for service users contributes to their wellbeing and comfort, so that they will be able to go on to live in the wider community with appropriate support, guidance and assistance.

Dedicated clinical teams provide a multi-disciplinary input including occupational therapy, psychology, psychiatry and vocational training.

Service users are encouraged to exercise their right to be involved in planning their care. They are also encouraged to get involved in the social activities of the hospital and to pursue their own interests, where this is appropriate within the hospital environment.

We are situated on the outskirts of Rainworth Village, which boasts local amenities such as shops, a doctor's surgery, chemist, snooker club, post office, sports school, hairdressers and local bus route to the nearby town of Mansfield.

The setting provides ample opportunity for the individuals in our care to develop life skills as a prelude to their goal of independent or supported living in the community.

Our facilities:

- > En-suite bedrooms
- > Two therapy kitchens
- > Variety of activity areas
- > Three lounges
- > Private visitors area
- > Enclosed garden with allotment
- > Gym
- > IT café



Read Corey's Journey

[Find out more >](#)

"They provide excellent care for me." **Service user**

English, Maths and Music tutors visit the service each week



People's council meetings held monthly

"Since being here I've been more active and getting out more." **Service user**





Cygnet St Augustine's, Staffordshire

Cobridge Road, Stoke-on-Trent, Staffordshire, West Midlands ST1 5JY

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



32 beds

Cygnet St Augustine's is a 32 bed specialist high support inpatient rehabilitation service (level 2) for men. Our fantastic facilities and multi-disciplinary treatment programme are designed to assist individuals with their return to community living. Those placed with us often come from multiple placement breakdowns, failed treatment programmes or are stepping down from secure settings.

Our dedicated clinical teams provide a full multi-disciplinary programme that includes; occupational therapy, psychology, psychiatry and vocational training, offering service users the opportunities and support they need to stabilise their condition and enter society with a renewed sense of enthusiasm and optimism.

Cygnet St Augustine's is located in Stoke-on-Trent in the West Midlands. The service is within walking distance of a small town centre with plenty of shops, cafés and activities, as well as having great transport links around the city. The local train station has regular services to surrounding areas including Manchester and Birmingham. We have strong community links allowing a multitude of opportunities for volunteering and charity work, including foodbanks, charity shops and football club.

Within the service, all bedrooms have en-suite facilities, 16 of which are situated on the ground floor. We have dedicated therapy spaces, an IT café, gym and two comfortable TV lounges with games consoles.

Our facilities:

- En-suite bedrooms
- Therapy kitchen
- Dining room
- Two communal TV lounges with games consoles
- Large enclosed garden
- Therapy garden
- Gym
- IT café

We support individuals to attend to their physical health alongside their mental health recovery, and have a dedicated general nurse on-site to advise on healthy living, to support service users to attend GP appointments and discuss other physical health needs. We also have a gym instructor that attends the service three times a week to deliver person-centred workout routines and bespoke nutritional plans.

Support is provided to help individuals prepare for independent living, employment and other vocational activities, with a strong focus on financial management and budgeting skills. An independent advocacy service supports individuals to access the local citizen's advice bureau to understand their finances and prepare for the future.

Group therapy sessions are recovery focused, building on existing strengths, developing new skills and relapse prevention oriented



"I'm pleased with my stay and know it's coming to the end. I feel I've strengthened from it and it has geared me up to progress in the future." **Service User**



Gym instructor
On-site

Regular community and People's Council meetings



"Having my son looked after in your hospital has made an immense difference to our family. I can't thank the staff enough for their help and professionalism. We have been able to sleep at night knowing he is safe, with which we have struggled with for years." **Family Member**





Cygnet St Teilo House, South Wales

Goshen Street, Rhymney, Gwent, South Wales NP22 5NF

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Female



23 beds



Part of the Welsh Hospital Framework



Scan the QR code or click here to watch a short video on Cygnet St Teilo House

Located in the village of Rhymney, amid the beautiful Welsh countryside, Cygnet St Teilo House is a 23-bed service specialising in high support inpatient rehabilitation service (level 2) for women in a safe and comfortable environment. Cygnet St Teilo House has been designed to provide an environment that promotes recovery for women with its focus on space, personal privacy and dignity.

Our service has been designed with wellness in mind, providing a safe and comfortable environment that promotes efficient rehabilitation and recovery. We are dedicated to understand, stabilise and break the traumatic cycles of relapse that can impact an individual's life.

The psychological and therapeutic approach at **Cygnet St Teilo House** is personalised to meet individual need.

Specialised psychological treatment offered may draw upon the following modalities (when appropriate):

- > Cognitive Behavioural Therapy (CBT)
- > Psychodynamic Psychotherapy
- > Mentalisation-based Treatment (MBT)
- > Dialectical Behaviour Therapy (DBT)

Additional specialised psychological treatment offered (when appropriate) may include:

- > Narrative Therapy
- > Acceptance Commitment Therapy
- > Compassion Focused Therapy
- > Motivation Enhancement Therapy
- > Mindfulness-Based Therapy
- > Trauma Focused Therapy (e.g. CBT repeated exposure therapy)
- > Cognitive Behavioural Therapy for Psychosis
- > Hearing Voices Approach

Our care embraces a balanced approach to risk management and therapeutic optimism. Service users have access to a range of therapies and opportunities and care plans are individualised.



"My daughter has come on so well since being at St Teilo House, she takes part in most things and has gone from having no confidence to being a lady who has more confidence, she takes pride in her appearance, she has her hair, feet and hand nails done. All things we take for granted. She was never able to do these things before." **Parent**



Therapy garden including area for individuals to grow their own plans, vegetables and fruit

Positive Healthcare Inspectorate Wales (HIW) report



Part of the Welsh Framework for which we have a **Quality Assurance Rating Certificate of 3Q's**





Cygnet Storthfield House, Derbyshire

Storth Lane, South Normanton, Alfreton, Derbyshire, East Midlands DE55 3AA

High Support Inpatient Rehabilitation Service (Level 2)



18+ years



Male



22 beds

Cygnet Storthfield House is a 22 bed specialist high support inpatient rehabilitation service (level 2) for men in Derbyshire. The service is dedicated to providing a high quality environment for promoting long-term recovery.

From the moment an individual arrives, the team work with them to maximise positive outcomes and recovery, while focusing on discharge plans to enable the individual to move on to the least restrictive environment for them. For some individuals this could be independent living, for some who need additional support, we provide a step-down service, **15 The Sycamores** (page 36). This 3 bed step-down gives the men we support an opportunity to continue on their journey, whilst still being supported by the Multidisciplinary Team (MDT) at Cygnet Storthfield House.

The service has 22 beds in total of which 9 are located on the ground floor suitable for individuals with mobility issues. Located in South Normanton, two miles away from the busy Alfreton town centre, service users have access to all of the local amenities to ensure full integration into community life. The facilities available include a gym, library, bowling, churches, and leisure centres, plus the usual shops, cafés, supermarkets and great public transport links. There is a church in the local area and other places of worship are available in the nearby town of Mansfield and city of Nottingham, which our service users are supported to access.

At **Cygnet Storthfield House**, our services offer more than just specialists and treatments. We value service users as individuals, help enhance their interests and abilities, engage with personal hobbies, past times and vocational goals.

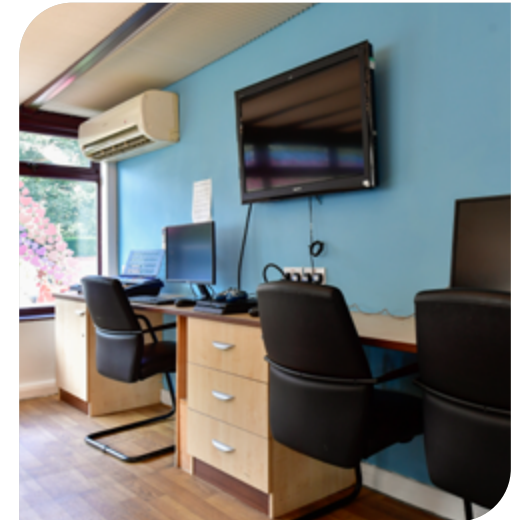
Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Variety of activity areas
- > Dining room
- > Living room
- > Enclosed garden
- > Gym
- > IT café

Our dedicated clinical team provides a full multi-disciplinary programme which includes input from: nursing, occupational therapy, psychology and psychiatry; offering service users the support and opportunities they require in order to stabilise their condition and re-integrate back into the community as independently as personally possible.

Our interventions are adapted according to individual service user needs in order to maximise their engagement and ensure that progress is being made. Vocational support is provided to assist our service users to prepare for vocational activities. This may include, voluntary work and paid employment. Furthermore, our service users are supported to generate their own CV's, apply for jobs, practice and attend interviews; alongside developing other skills necessary within in a work environment.

Here at Cygnet Storthfield House we are committed to working in collaboration with service users first and foremost, family and carers and external professionals in order to support service users to achieve their goals. Our aim is to support service users to stop requiring revolving door cycle admissions and be discharged into a community based setting which is the least restrictive in meeting their individual needs.



English and Maths tutor visit the service each week



Service User of the Month Award – voted for by service users



"Best placement my son has ever been in" Carer Feedback

Weekly mindfulness session ran by the psychologist





15 The Sycamores, Derbyshire

15 The Sycamores, South Normanton, Derbyshire, East Midlands DE55 3BJ

Community Rehabilitation (Level 1)



18+ years



Male



3 beds

The Sycamores is a four bed community rehabilitation (level 1) residential service for men that have been able to progress through the hospital pathway at rehabilitation and recovery hospitals.

The Sycamores provides a stimulating environment for four residents of informal status who are ready to start their journey to independent living following a period of hospital treatment.

The service is located just off Junction 28 in the market town of South Normanton and two miles away from the busy Alfreton town centre. Residents have access to all of the local amenities, to ensure full integration into community life. The facilities available in the busy towns include gym, library, bowling, churches, leisure centres and the usual shops, hair salons, cafes and supermarkets.

Train and bus networks are nearby, allowing clients easy access Alfreton, Sutton in Ashfield, Chesterfield and Mansfield. Nottingham, Sheffield and Derby are within one hour away via public transport.

The Sycamores is within easy reach of Sherwood Forest and Bakewell country town located in the Peak District. Beautiful surrounding areas include Buxton and Castleton where the Blue John Caves are situated and the picturesque Matlock and Matlock Bath. Chatsworth House and Hardwick Hall have beautiful gardens and parks and are a must for visitors to the area.



"The team at Sycamores has restored renewed faith in community placements of those vulnerable individuals who suffer stigma and exploitation."
Tribunal Member

Spacious garden, promote residents to get involved



Person-centred meal planning

Person-centred keyworker allocation, staff and resident interests are matched

Community activities, day trips to local facilities

Monthly relaxation group





12 Woodcross Street, West Midlands

12 Woodcross Street, Coselet, Bilston, Wolverhampton, West Midlands WV14 9RT

Community Rehabilitation (Level 1)



18+ years



Male



2 beds

12 Woodcross Street is a two bed community rehabilitation (level 1) service for men who have been able to progress through the hospital pathway at rehabilitation and recovery hospitals. We can also accept referrals directly from the community.

The service has two bedrooms with shared access to a bathroom, kitchen, living area and courtyard. It is well placed for individuals to access supermarkets, gyms, banks, restaurants, libraries and parks with good transport links to Wolverhampton and Birmingham. Individuals placed from further afield are supported with travel training, to enable them to visit their home area and build relationships with the community teams that they will utilise on discharge.

Each individual's progress is reviewed on a monthly basis by a full multi-disciplinary team at an 'outpatients' clinic' at Cygnet Sedgley House and Lodge. A weekly 1:1 session with allocated key-workers is on offer too, as well as meetings with a registered mental health nurse (RMN) and Registered General Nurse (RGN) to discuss medications and any other health concerns. For those who wish to, there is the option to continue regular psychology sessions, and attend day trips facilitated by the Occupational Therapy (OT) team.

Residents are given a weekly shopping budget to purchase fresh food. They are encouraged to cook independently, however, assistance is available if needed 24 hours a day. Regular community meetings give residents the opportunity to raise any problems or concerns with the environment.

Our community links:

- > Local Colleges
- > Nearby gym with pool
- > Libraries
- > Supermarkets & shopping centres
- > Cafés
- > Transport links with Wolverhampton and Birmingham



Peer support groups



Rated 'Good' with the CQC



Support from nurses (RMN & RGN) where required



Option to continue with regular psychology sessions



Supporting individuals to access education and vocational studies



Promoting family involvement (where appropriate)



We empower individuals to enable them to learn and practice skills and manage their illness in the community





20A & 20B Turls Hill Road, West Midlands

20A & 20B Turls Hill Road, Dudley, West Midlands DY3 1HG

Community Rehabilitation (Level 1)



18+ years



Male



6 beds in 2 living units

Turls Hill Road is a six-bed community rehabilitation (level 1) service for men who have been able to progress through the hospital pathway at rehabilitation and recovery hospitals. We can also accept referrals directly from the community.

We offer a safe, comfortable and homely setting where men can look forward to independent living with advantage of continuing to access the same Multidisciplinary Team (MDT) at Cygnet Sedgley House and Lodge (page 28).

Turls Hill Road has six bedrooms, all of which are ensuite. There is shared access to kitchen and living areas, and a large garden for residents to enjoy. We are well placed for individuals to access supermarkets, gyms, restaurants, libraries and parks with good transport links to Wolverhampton and Birmingham. Individuals placed from further afield are supported with travel training to enable them to visit their home area and build relationships with the community teams that they will utilise upon discharge.

Each individual's progress is reviewed on a monthly basis by a full multi-disciplinary team at an 'outpatients' clinic' at Cygnet Sedgley House and Lodge. A weekly 1:1 session with allocated key-workers is on offer too, as well as meetings with a registered mental health nurse (RMN) and Registered General Nurse (RGN) to discuss medications and any other health concerns. For those who wish to, there is the option to continue regular psychology sessions, and attend day trips facilitated by the Occupational Therapy (OT) team.

Residents are given a weekly shopping budget to purchase fresh food. They are encouraged to cook independently, however, assistance is available if needed 24 hours a day. Regular community meetings give residents the opportunity to raise any problems or concerns with the environment.

Our community links:

- > Local Colleges
- > Nearby gym with pool
- > Libraries
- > Supermarkets & shopping centres
- > Cafés
- > Transport links with Wolverhampton and Birmingham



Peer support groups

Option to continue with regular psychology sessions

Supporting individual to access education and vocational studies

Person-centred therapeutic timetable

We empower individuals to enable them to learn and practice skills and manage their illness in the community





Gledholt Mews and Coach House, West Yorkshire

34 Greenhead Rd, Huddersfield, West Yorkshire, HD1 4EZ

Community Rehabilitation (Level 1)



18+ years



Mixed Gender



15 beds (3 bed admission suite, 8 bed community rehab and 4 self-contained flats)

Gledholt Mews and Coach House is our enhanced residential service for adults with mental health needs or a personality disorder who have been able to progress through the hospital pathway and are looking for the next stage in their rehabilitation journey or for those who may be stepping up from a community placement.

Located in Huddersfield just next to Greenhead College and Park, the service provides support to individuals who are ready to take responsibility for the continuation of their own rehabilitation and recovery in a safe environment, whilst living in the wider community.

The service focuses on continuing practicing life skills and coping strategies. We concentrate on community based activities, the use of public transport, education and vocational therapy, job placements, work experience and development of hobbies and interests.

At **Gledholt Mews & Coach House** we offer our unique organic hub & spoke environment with our 3 bed admission suite which is designed to wrap around the person rather than a fixed environment.

Our hub & spoke support team works exclusively with the volunteer development pathway (VDP) pathway and offers support within a community setting with challenging behaviours, increased risk and relapse prevention and management with a risk traffic light system. The core cluster hub & spoke model follows the VDP Pathway from the point of accepting the assessment/admission through to their entire stay within our service.

If the individual has to move from their community environment on to our admission suite or back to their service, our 'hub and spoke wrap around' will continue working with the community teams monitoring and managing relapse and work with the staff and community teams to significantly reduce the risk of relapse and upscale hospital admissions.

Our facilities:

- > 4 mental health community rehabilitation (level 1) self-contained flats, each featuring a lounge / diner, kitchen and en-suite bedroom
- > 8 mental health community rehabilitation (level 1) en-suite bedrooms
- > 3 bed admission suite
- > Garden with outdoor seating
- > Multi-faith room
- > Activities of Daily Living (ADL) Kitchen
- > Dining room and lounge
- > Activity room
- > Tribunal / meeting room
- > Assisted bathroom



This service was designed around individuals from the local area in partnership with Kirklees CCG



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



A humanistic model focusing on the individual and how they see the world, we don't penalise human traits, we understand them



"Thanks to the team for motivating me, I managed to progress and have now moved to my own flat"

Resident

Residents are encouraged to cook independently in the Activities of Daily Living (ADL) kitchen or their own self-contained flats





Malborn and Teroan, Nottinghamshire

Main Road, Nether Langwith, Nottinghamshire, East Midlands NG20 9EN

Community Rehabilitation (Level 1)



18+ years



Male



6 beds in 2 living units

Malborn and Teroan are both three-bed community rehabilitation (level 1) services for men who have been able to progress through the hospital pathway at rehabilitation and recovery hospitals. We offer a safe, comfortable and homely setting as part of the pathway from inpatient stay to independent living.

Malborn and Teroan are two adjoining three bed houses in Nether Langwith, Nottinghamshire, each house is arranged in a family setting with individual en-suite bedrooms, modern communal kitchen facilities, lounge areas, laundry facilities and gardens.

The service we offer focuses on continuing to practise life skills and coping strategies. We concentrate on community-based activities, the use of public transport, education and vocational therapy, job placements, work experience and development of hobbies and interests.

We are well placed for individuals to access the local community, set in a picturesque location in a small village, which has its own facilities including post offices, shops and pubs. The town of Shirebrook, with a leisure centre, market and Job Centre is only two miles away, accessible by bus or train. For a more urban experience, Mansfield, Chesterfield, Worksop and Nottingham are within a reasonable distance and well-provided with public transport.



Staff support individuals in the least restrictive way possible and in their best interests 

Supporting the men in our care to access education and vocational studies 

Peer support groups 

Rated 'Good' with the CQC 

We encourage family contact (where appropriate) 





Rhyd Alyn, North Wales

Alfonas, Argoed Hall Lane, Mold, Flintshire, North Wales CH7 6FQ

Community Rehabilitation (Level 1)



18+ years



Female



6 beds

Rhyd Alyn is a six bed community rehabilitation (level 1) service for women who have been able to progress through the hospital pathway at Cygnet Delfryn Lodge. We also accept referrals from other High Support Inpatient Rehabilitation Service (Level 2) as well as directly from the community.

We offer a safe, comfortable and homely setting that enables women to focus on their continued recovery and transition back into a successful and more independent lifestyle – with the advantage of continuing to access the same Multidisciplinary Team (MDT) at **Cygnet Delfryn Lodge**.

Set amid the rolling hills of Flintshire, **Rhyd Alyn** is a beautiful detached property with plenty of outside space overlooking some stunning countryside. Each individual has their own en-suite bedroom which they are encouraged to personalise. The service has good sized living areas including lounge, dining room and kitchen. The women we support also have access to the gym and beauty salon that are located next door at Cygnet Delfryn Lodge.

Our dedicated team provides key support and clinical oversight for the women in our care. The service empowers the ladies in our care to function to a higher therapeutic level with a careful reduction of staff interventions and clinical input. This gives them the freedom and independence to flourish and to develop their skills. They are positively encouraged to seek vocational employment and accommodation within their home area.

For both leisure pursuits and for social training such as shopping and using public transport, Rhyd Alyn is ideally placed. It's on the outskirts of Mold, a small market town and only half an hour from both Chester and Wrexham. Loggerheads Country Park and Moel Famau mountain are local beauty spots and wonderful places to experience the natural environment.



Access to multiple local groups independently



Access to Cygnet Delfryn Lodge's MDT providing a wide range of person centred therapies



Supporting individuals to access local job opportunities, both volunteering and paid



We encourage family contact (where appropriate)





Ty Alarch, South Wales

Park Terrace, Merthyr Tydfil, Wales CF47 8UY

Community Rehabilitation (Level 1)



18+ years



Female



6 beds

Ty Alarch is a six bed community rehabilitation (level 1) service for women who have been able to progress through the hospital pathway at Cygnet St. Teilo House. We also accept referrals from other high dependency inpatient rehabilitation services as well as directly from the community.

We offer a safe, comfortable and homely setting that enables women to focus on their continued recovery and transition back into a successful and more independent lifestyle – with the advantage of Multidisciplinary Team (MDT) support available from **Cygnet St Teilo House**.

Located over 3 floors, Ty Alarch has 6 en-suite bedrooms with spacious communal living areas including lounges, dining room, kitchen, accessible bathroom as well as a lovely garden with space to relax or socialise.

Our dedicated staff are focused on empowering individuals to continue to develop key life skills and further coping mechanisms, within a peaceful setting. Each resident has a bespoke treatment plan with the ultimate aim of living independently. Access to the community forms an important part of the treatment plan, enabling individuals to find employment and further learning opportunities.

For both leisure pursuits and for social training such as shopping and using public transport, Ty Alarch is ideally placed. Located in Merthyr Tydfil it has easy access to community facilities whilst also being very close to some beautiful Welsh countryside.

Our community links:

- > Bryn Bach Park
- > Easy access to the Brecon Beacons National Park
- > Numerous local libraries, colleges and community centres, providing IT, Maths, English and Language courses
- > Learning activity centre
- > Merthyr leisure centre
- > Job Centre Plus
- > Local community shops and supermarkets
- > Volunteering opportunities
- > Social and craft groups
- > Horse riding centre and rock climbin



Support available from Cygnet St Teilo House's MDT providing a wide range of person-centred therapies


Person-centred therapeutic timetable

We empower the women we support to enable them to learn and practice skills and manage their illness in the community

Homely environment with 24-hour support

Access to local groups independently

We encourage family contact (where appropriate)



Maya's Journey

[Find out more >](#)

Read about how the team at Ty Alarch, Wales transformed Maya's life.



Lisa's* Journey

Cygnets Raglan House, Smethwick, West Midlands

High support inpatient rehabilitation (level 2) service for women

Lisa's history

Lisa was a qualified teacher when her mental health declined to the point of needing inpatient care. For over 12 years, she was in and out of hospitals. She found herself stuck in a repeating pattern of; going into a hospital, undergoing treatment, getting discharged, getting a job, becoming stressed, and then having to go back into hospital, where the cycle would repeat again. She had lost the confidence to go out into the community and could no longer see a future for herself.

When Lisa came to us

When Lisa arrived at Cygnets Raglan House, she admitted that she felt she had lost her identity. Lisa had chosen to end her career in teaching as she no longer felt she could associate herself with being a teacher – she didn't know who to be anymore.

She struggled to cope with her mental illness, had lost confidence, and didn't have the tools to stay well living her life in the community.



Lisa's care

The Multidisciplinary Team (MDT) at Cygnets Raglan House supported Lisa through an integrated approach, working together with her to find the correct medications and therapies to support her recovery. Lisa was encouraged by the occupational therapist to join the works programme, alongside the other groups and activities on offer. The programme helps individuals use the skills they've got and get paid to do it, promoting independence and a sense of achievement.

Lisa said: **"My jobs are to do the display boards, which I really enjoy, and the minutes for the community meetings every Friday. After the meeting, I will then use the computer to type them up. Putting the display boards up and changing them gets me out of bed and gives me a purpose. Having these jobs makes me feel valued and worthwhile."**

"The Occupational Therapists do group activities, which I enjoy. At the moment we are doing health and wellbeing, including facemasks, mindfulness groups and community outings."

"It's given me the confidence to go back out into the community. I go shopping most days, but it's built my confidence back up for me to do these things and see a future."

The Cygnets Raglan House team supported Lisa to re-discover her identity and setting goals for the future with a realistic timeline.

They spent time ensuring that Lisa had coping mechanisms in place to get through difficult times, in a safe place. Staff supported Lisa in maintaining regular contact with her family. She enjoyed the visits and felt happy that her parents could see her well again.

Lisa has praised the staff at Cygnets Raglan House for helping her during her time. She said: **"The staff at Raglan have really helped me. They have been kind and caring and they understand me. If I am having a bad day, they will encourage me to play a game or go for a walk and they just make you feel safe."**

"Then you have all the other support and activities going on that encourage you to want to understand what's going on with yourself and just get better."

Lisa today

With the support of Cygnets Raglan House, Lisa says she finally feels in a place where she understands her illness, can work with it and is now looking forward to living in the community.

Staff are currently supporting her with discharge planning, to make sure she now has all the tools and confidence to move to the next step.



Lisa said: **"Cygnets Raglan House has absolutely, one hundred per cent, changed my life."**

"I don't think I'd be here if it wasn't for Raglan House, I just wouldn't have lasted. Now for my future, I am excited to go into supported living, which I haven't done before. The staff have made me feel that I don't need to go straight into a job, I need to recuperate, look after myself and build it up."

"The plan is to have my own space and access to communal areas, and I'm looking forward to it. This could be a whole new Lisa. I have more of an identity, so I am really looking forward to my future, and I wouldn't be in that position if it wasn't for Raglan House."

*Name has been changed to protect her identity.

Map | Our Specialist Services by Region

High Support Inpatient Rehabilitation Service (Level 2)

- 1 Cygnet Aspen House**
Manvers Road, Mexborough, Doncaster,
Yorkshire & Humber S64 9EX
T: **01709 598000**
- 2 Cygnet Delfryn House**
Argoed Hall Lane, Mold, Flintshire,
North Wales CH7 6FQ
T: **01352 707220**
- 3 Cygnet Delfryn Lodge**
Argoed Hall Lane, Mold,
Flintshire, North Wales CH7 6FQ
T: **01352 707220**
- 4 Cygnet Fountains**
Pleasington Close, Blackburn,
Lancashire, North West BB2 1TU
T: **01254 269530**
- 5 Cygnet Hospital Colchester**
Boxted Road, Mile End, Colchester,
Essex, East CO4 5HF
T: **01206 848000**
- 6 Cygnet Hospital Derby**
100 City Gate, London Road, Derby,
Derbyshire, East Midlands DE24 8WZ
T: **01332 365434**
- 7 Cygnet Hospital Maidstone**
Gidd Pond Way, Off Newnham Court Way,
Weavering, Maidstone, Kent,
South East ME14 5FY
T: **01622 580 330**
- 8 Cygnet Joyce Parker Hospital**
2 Lansdowne Street, Coventry, West Midlands
CV2 4BF (for Sat Nav use CV2 4FN)
T: **02475 100 150**
- 9 Cygnet Lodge Brighouse**
60 Rastrick Common, Brighouse,
West Yorkshire, Yorkshire & Humber HD6 3EL
T: **01484 405900**
- 10 Cygnet Lodge Kenton**
74 Kenton Road, Harrow,
London HA3 8AE
T: **020 8907 0770**
- 11 Cygnet Lodge Kewstoke**
Beach Road, Kewstoke,
Weston-super-Mare, South West BS22 9UZ
T: **01934 428989**
- 12 Cygnet Lodge Lewisham**
44 Lewisham Park, Lewisham,
London SE13 6QZ
T: **020 8314 5123**
- 13 Cygnet Lodge Salford**
Radcliffe Park Crescent, Salford,
North West M6 7WQ
T: **0161 696 4930**
- 14 Cygnet Lodge Woking**
Barton Close (off Redding Way), Knaphill,
Woking, Surrey, South East GU21 2FD
T: **01483 795100**
- 15 Cygnet Newton House**
183 Newton Drive, Blackpool, Lancashire,
North West FY3 8NU
T: **01253 202739**
- 16 Cygnet Oaks**
Upper Sheffield Road, Barnsley,
South Yorkshire, Yorkshire & Humber S70 4PX
T: **01226 729740**
- 17 Cygnet Raglan House**
Raglan Road, Smethwick,
West Midlands B66 3ND
T: **0121 555 0560**
- 18 Cygnet Sedgley House
& Cygnet Sedgley Lodge**
Woodcross Street, Wolverhampton,
West Midlands WV14 9RT
T: **01902 886570**
- 19 Cygnet Sherwood House**
Rufford Colliery Lane, Rainworth,
Mansfield, Nottinghamshire,
East Midlands NG21 0HR
T: **01623 499010**
- 20 Cygnet St Augustine's**
Cobridge Road, Stoke-on-Trent,
Staffordshire, West Midlands ST1 5JY
T: **01782 200860**
- 21 Cygnet St Teilo House**
Goshen Street, Rhymney,
Gwent, South Wales NP22 5NF
T: **01685 846970**

Community Rehabilitation (Level 1)

- 22 15 The Sycamores**
15 The Sycamores, South Normanton,
Derbyshire, East Midlands DE55 3BJ
T: **01773 811622**
- 23 12 Woodcross Street**
12 Woodcross Street, Coselet, Bilston,
Wolverhampton, West Midlands WV14 9RT
T: **01902 886570**
- 24 20A & 20B Turls Hill Road**
20A & 20B Turls Hill Road, Dudley,
West Midlands DY3 1HG
T: **01902 664 303**
- 25 Gledholt Mews and Coach House**
34 Greenhead Road, Huddersfield, West
Yorkshire, Yorkshire & Humber HG1 4EZ
T: **01484 959890**
- 26 Malborn and Teroan**
Main Road, Nether Langwith,
Nottinghamshire, East Midlands NG20 9EN
T: **01623 746002**
- 27 Rhyd Alyn**
Alfonas, Argoed Hall Lane, Mold,
Flintshire, North Wales CH7 6FQ
T: **01352 707220**
- 28 Ty Alarch**
Park Terrace, Merthyr Tydfil,
South Wales CF47 8UY
T: **01685 846972**



How to Make a Referral

We are able to take referrals 7 days a week.

To make a referral please contact **your regional Business Relationship Manager.**

Alternatively, you can contact the Cygnet Bed Hub on:
0808 164 4450 / chcl.referrals@nhs.net.



Planned admissions referral steps:

- 1** Referral made to your **regional Business Relationship Manager** or 0808 164 4450 / chcl.referrals@nhs.net
- 2** Assessment arranged and undertaken via our assessment team
- 3** Feedback provided on whether our service can meet the individual needs
- 4** Assessment pack formulated including care plans and funding information
- 5** Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement





Improving lives together

 **Cygnet Health Care**
4 Millbank, 3rd Floor,
Westminster, London
SW1P 3JA

 **0207 123 5706**

www.cygnetgroup.com

Follow us on social media:

CYG-1016 | Date of Preparation: 13/05/26

Integrity

Trust

Empower

Respect

Care