Improving lives together

Acute Service for Men

Victoria Ward, Cygnet Victoria House, Darlington, North East

Good

Male | **18+ years** | **17 beds**

Victoria Ward at Cygnet Victoria House is a mental health acute service for men in the North East.

The service provides a safe and stabilising environment for men who are experiencing an acute episode of mental illness and require an emergency admission.

The service works collaboratively with service users, families and external health professionals to provide a clear pathway to discharge.

Victoria Ward also benefits from specialist in-reach from neighbouring Cygnet St William's, to support men with an acquired brain injury who require acute care, but present with behavioural challenges.





Our Network in the North East

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

2 Cygnet Hospital Hexham, Northumberland
Anick Road, Hexham,
Northumberland NE46 4JR
T: **01434 408660**

3 Cygnet Victoria House, County Durham
Barton Street, Darlington,
County Durham DL1 2LN
T: **01325 385 240**

Speak to your Business Relationship Manager for more information about our PICU/Acute network

Why Choose Cygnet Victoria House?

- Specialist **neuropsychiatric rehabilitation pathway** available
- **98%** Successful Discharges**
- Average length of stay is **32 days***
- **5 star Google reviews** from former service users
- Rated **GOOD** by the CQC

*Based on discharges in 2025. 6 outliers omitted from 87 records, LoS included outliers is 40 days.

**Discharges in 2025 to similar or less restrictive services.

For all PICU / Acute referrals, contact the Cygnet bed Hub on 0808 164 4450 / chcl.referrals@nhs.net

At Victoria Ward, we support men aged over 18 who:

- Are detained under the Mental Health Act or informal
- May have diagnoses including mental illness, personality disorder, psychosis, bi-polar disorder and / or schizophrenia
- May have complex needs including self-harm or substance misuse





"Amazing staff, always there to offer you support, very caring and organised, we went out on many trips which was so enjoyable. I recommend Victoria House, as my mental health now is so much better."

– Former service user





Cygnet Bed Hub 24/7 Support

For All PICU and Acute Referrals (Adults and CAMHS)

0808 164 4450

chcl.referrals@nhs.net

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

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