

# Older Adults Services

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- Acute Admissions / Intensive Support
- Mental Health
- Nursing Homes



# Welcome

Cygnets Health Care was established in 1988. Since then we have developed a wide range of services for individuals with mental health needs and learning disabilities within the UK. We have built a reputation for delivering pioneering services and outstanding outcomes for the people in our care.

Our expert and highly dedicated care enables more than 2200 individuals across over 110 services to consistently make a positive difference to their lives, through service-user focused care and rehabilitation.

We maintain a good relationship with the Care Quality Commission (CQC) and undergo

regular inspections, with 85% of our services rated 'Good' or 'Outstanding'. We also operate an internal system of quality care, treatment and positive outcomes.



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# Introduction

Cygnets Health Care provides a range of specialist services for older adults, including acute, mental health / complex needs and nursing homes. This may include people detained under the Mental Health Act, subject to DoLS, or those admitted on an informal basis.

Within our services we are able to support people who may have functional mental health needs, organic mental health disorders, degenerative illnesses, behaviour which may be challenging and complex or long-term physical health conditions.

We also have two nursing homes for older individuals looking for residential, nursing and dementia care. These are quality homes with caring and dedicated staff teams. Both homes offer post-operative intermediate care, dementia specialist care, palliative and respite care as well as day care packages.

Individuals and their families can be supported through end of life care pathways by experienced, empathetic teams.

## Our service user / resident profile:

### Acute Admissions / Intensive Support and Mental Health

 Age Range:  
**50+**

 Gender:  
**Male/Female**

 Mental Health Act Status:  
**Detained Informal DoLS**

- Typical diagnoses include schizophrenia, psychosis, bipolar affective disorder, depression or PTSD
- May have treatment resistant mental illness
- May have co-morbid organic mental illness or dementia related conditions including vascular dementia, Alzheimer's disease or Korsakoff's Syndrome
- May have additional physical healthcare needs or conditions such as cardiac conditions, diabetes or terminal illness
- May have a degenerative disorder such as Parkinson's disease or Huntington's disease
- May present with forensic history

### Nursing Homes

 Age Range:  
**50+**

 Gender:  
**Male/Female**

- May be physically frail
- May have a diagnosis of dementia or Alzheimer's disease
- Requiring short stay or longer term care
- May require post-operative or convalescent care
- May require palliative or end of life care

## Our services at a glance:

- High staffing ratios
- Comfortable, homely environments
- Complex diagnoses
- Quality of life focus
- Physical healthcare
- Comprehensive therapeutic and activity programmes
- One hour response time and admissions 24 hours a day for acute services

## Our multi-disciplinary teams:

- Consultant psychiatrists and specialty doctors
- Nursing – RMNs and RGNs
- Support workers
- Psychology
- Occupational Therapy
- Activity coordinators

## Our outcome and assessment tools:

- HCR-20
- START
- Risk of Sexual Violence Protocol (RSVP)
- International Personality Disorder Examination (IPDE)
- The Psychopathy Checklist – Revised (PCL-R)
- Addenbrookes Cognitive Examination (ACE-III)
- Behavioural Assessment of Dysexecutive Syndrome (BADS)
- Wechsler Memory Scale
- Wechsler Adult Intelligence Scale (WAIS IV)
- Test of Non-verbal Intelligence (TONI)
- Test of Premorbid Functioning (TOPF)
- Model of Human Occupation Screening Tool (MOHOST)
- Residential Environment Impact Scale (REIS)
- Model of Creative Ability (MoCA)

**100%** of those admitted to our older adults services from low secure services or PICU, were then discharged to home or community settings

# Our myPath Care Model

**myPath** is an overarching care model which serves to monitor service user engagement levels, manage their records, assess their progress and formulate a personalised and dynamic care plan with measurable targets. Within our older adult services, **myPath** is structured to support people who may have functional mental health issues, organic mental health disorders, degenerative illnesses, behaviour which may be challenging and complex or long-term physical health conditions to live as independently as possible whilst utilising person-centred support.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period enabling immediate support to be provided. Each individual is offered a minimum of 25 hours meaningful activity, which is evidenced and documented within an individualised activity timetable based around personal interests and reinforcing independence. All individuals care pathways are reviewed on a regular basis and guided by a dynamic care plan which is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our older adult services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments and changes in well-being whilst formulating plans over potential future risks for longer term management. In applying **myPath**, the team around the individual is able to be responsive in their approach and use **myPath** to focus determine length of stay, ensuring that we maximise service users' quality of life by supporting them within and towards the least restrictive environment possible.



# Cygnnet Hospital Taunton, Somerset

Orchard Portman, Taunton, Somerset, TA3 7BQ

Acute Admissions / Intensive Support

Mental Health

50+ Male and Female 22 beds in 3 wards

**Cygnnet Hospital Taunton provides specialist inpatient services for older adults experiencing acute or enduring mental health illness. The hospital provides two distinct service lines, acute and longer stay. The service benefits from the clearly defined pathways between the services.**

Our comprehensive MDT includes a mix of RMNs and RGNs, allowing us to cater for a range of mental and physical healthcare needs. We are also able to support those with dementias and related conditions such as Alzheimer's or Korsakoff's Syndrome. Service users at Cygnnet Hospital Taunton can be supported with PEG feeding and pain management, and we are able to provide palliative and end of life care where required.

Although most of our service users are over fifty, there is no lower age limit for the services, and our admission criteria covers a range of early onset degenerative conditions.

**Swift Ward** (female) and **Mulberry Ward** (male) provide our acute services at Cygnnet Hospital Taunton. The aim of these services is to support individuals through a period of crisis and help them move on to the least restrictive environment as soon as possible. We have successfully supported people to transition into supported living, nursing homes and back into their own homes, as well as onto further specialist care where required.

**Swift Ward** also offers an older adults service for women with mental health and complex needs, while **Nightingale Ward** provides this service for men. The services focus on quality of life and

skill development and maintenance for those who may have degenerative conditions or challenges with their mental or physical health. Our aim is to support service users to return to the community or another suitable care pathway placement.

## Our support:

- Can support individuals detained under the Mental Health Act, subject to DoLS or admitted informally
- Can offer transitional support for those who are not yet ready for a nursing home or care home environment
- Referrals assessed based on individual presentation rather than age or diagnosis
- Able to provide support for complex physical health needs and end of life care



## Our facilities:

- En-suite bedrooms
- Homely, calm ward environments
- Lounges
- Dining rooms
- Kitchenettes
- Outdoor space



# Tabley House, Cheshire

Tabley Lane, Tabley, Knutsford, Cheshire, WA16 0HB

## Nursing Homes

 50+  Male and Female  51 beds

**Tabley House is a nursing home close to Knutsford in Cheshire which offers 24-hour nursing care in a unique and charming environment. We support individuals with a range of different needs including those living with dementia and individuals looking for short or longer stays, complex health care needs, convalescent care or post-operative support.**

We have everything you would expect from a quality place of care; qualified nursing and care staff working 24 hours a day, seven days a week; immaculate social and private spaces and facilities. Our professional nursing team, alongside our dedicated and friendly support team of healthcare assistants, and activities co-ordinators, work with residents and their families to ensure care meets every person's own individual needs.

### Our environment & facilities:

- Set in a beautiful 18th century country house
- Unique bedrooms
- Stunning and spacious gardens with rural views
- Delicious, individualised menus served in our dining room or to rooms
- In-house hair salon
- Healthcare support in chiropody and physiotherapy



Staff are experienced in supporting people living with dementia. The home provides areas that are specifically designed to be a dementia-friendly environment.

When a person is moving towards the end of their care journey we offer empathetic and sensitive palliative care. This focuses on the needs and wants of the person, whilst supporting their loved ones.

As a nursing home, we aim to maintain and improve quality of life; involve family and friends and ensure people's personal choices are understood and respected.

### Our activities:

- Resident led activity programme supported and organised by our in-house dedicated activities coordinators
- Daily sherry afternoons
- Visits to local attractions and community social events
- Flower arranging
- Games and quizzes
- Hand massages
- Visiting professionals offering demonstrations and musical performances



# Tupwood Gate, Surrey

74 Tupwood Lane, Caterham, Surrey, CR3 6YE

## Nursing Homes

 50+  Male and Female  30 beds

**Tupwood Gate is a nursing home set in Caterham in Surrey which offers 24-hour nursing care in a warm and welcoming environment. We support individuals with a range of different needs, including individuals looking for short or longer stays, complex health care needs, convalescent care or post-operative support.**

We have everything you would expect from a quality place of care; qualified nursing and care staff working 24 hours a day, seven days a week; immaculate social and private spaces and excellent facilities.

We aim to maintain and improve quality of life and make sure people's personal choices are understood and respected. We actively encourage families to visit and participate in life at the home.

We don't believe in standardised care – we provide what each person needs and wants. Where a person is frail or needs post-operative and convalescent care our highly trained and friendly team of nurses and care professionals ensure each individual's medical and care needs are met. When a person is moving towards the end of their care journey, we provide empathetic and sensitive palliative care focusing on the needs and wants of the person, whilst supporting their loved ones. We work closely with local hospices to ensure people are appropriately and sensitively supported.

### Our environment & facilities:

- Set in a beautiful former family residence
- Warm, friendly environment with a sociable feel
- Large private gardens
- Individualised bedrooms
- Delicious, freshly prepared menus, served in our bright and airy dining room
- Healthcare support in chiropody and physiotherapy

### Our activities:

- Resident led activity programme supported and organised by our in house dedicated activities coordinators
- Range of family events
- Games, quizzes and jigsaws
- Gentle sports
- Bingo
- Arts, crafts and flower arranging
- Gardening
- Local trips including coffee shops and vineyards
- Visiting musical groups



# Case Study

## David's Journey

### When we first met David\*

David was admitted to Cygnet under Section 2 of the MHA, aged 58. David had presented with acute confusion, disorientation and was exhibiting delusional and paranoid beliefs surrounding him being in prison. He then began presenting with sexual disinhibition, there was concern around his self-care and his behaviour was escalating, which led to his admission.

On admission it was thought that David's presentation was in relation to alcohol-related brain damage, following a significant history of alcohol abuse, alongside anxiety and depression. He was also diagnosed with Alzheimer's disease. When we first met David, he was too anxious to go out, and required lots of support with self-care.

### David's Care Pathway

Early into David's admission, his Alzheimer's diagnosis was addressed with our specialty doctor and David chose to accept medication to aid in the slowing of the disease. Work was undertaken with him to help him better understand his diagnosis.

Our psychologist met with David weekly with the aim of improving his ability to his anxieties using CBT techniques. He described feeling "scared of the sky" and finding being outside "overwhelming". Graded exposure was offered to improve his confidence to go outside. David wouldn't look up, so initially he was given a baseball cap which decreased his anxiety

slightly as he didn't have to look at the sky. After graded trips into the grounds he began to be able to challenge his thoughts and spend longer periods outside.

Eventually he was able to take off his cap and have unescorted leave in the grounds, and by the time of discharge he was able to take unescorted leave in the community with a peer several times a week.

We also worked with David on a number of other anxieties and in developing a range of coping mechanisms to help decrease his feelings of agitation.

David was supported in maintaining positive relationships with his family during his stay, and they were very involved in his care, frequently attending ward rounds.

### David's Discharge

By the time he was discharged, David was far less anxious and depressed and was fully compliant with his medication regime. He reported feeling happy and settled, and enjoyed the company of staff and his peers. David was able to independently take leave, cook in our therapy kitchen, as well as use his computer and the internet.

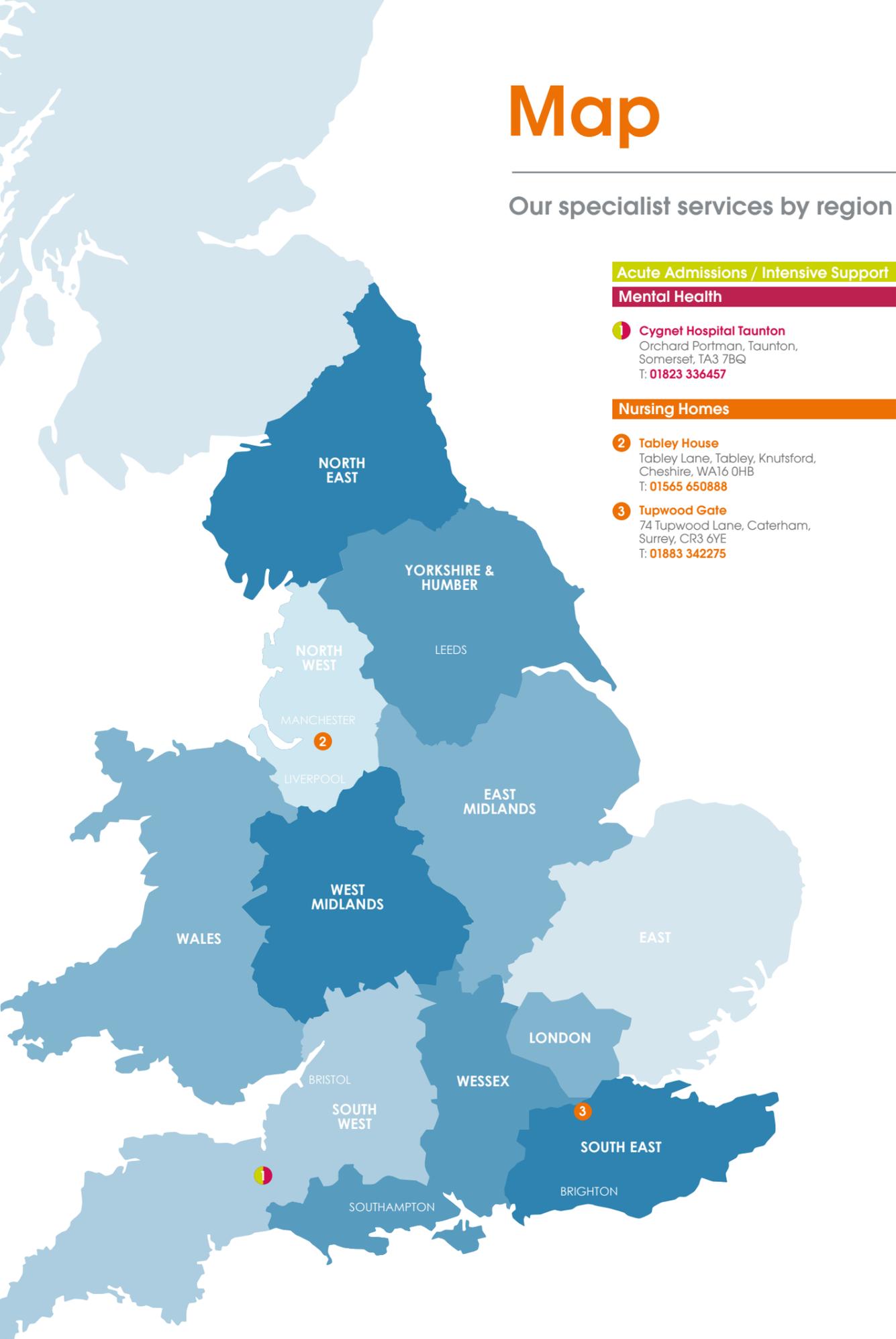
His self-care had improved and he was well engaged with activities on the ward. There was no longer any evidence of aggression or sexual disinhibition.

\*Name has been changed to protect his identity



# Map

Our specialist services by region



### Acute Admissions / Intensive Support

#### Mental Health

**1 Cygnet Hospital Taunton**  
Orchard Portman, Taunton,  
Somerset, TA3 7BQ  
T: **01823 336457**

#### Nursing Homes

**2 Tabley House**  
Tabley Lane, Tabley, Knutsford,  
Cheshire, WA16 0HB  
T: **01565 650888**

**3 Tupwood Gate**  
74 Tupwood Lane, Caterham,  
Surrey, CR3 6YE  
T: **01883 342275**

# How to Make a Referral

Please call **0808 164 4450** or email [chcl.referrals@nhs.net](mailto:chcl.referrals@nhs.net)

The Referral Line operates seven days a week:

Monday - Friday: 8:00 - 20:00

Saturday - Sunday and Bank Holidays: 9:00 - 17:00

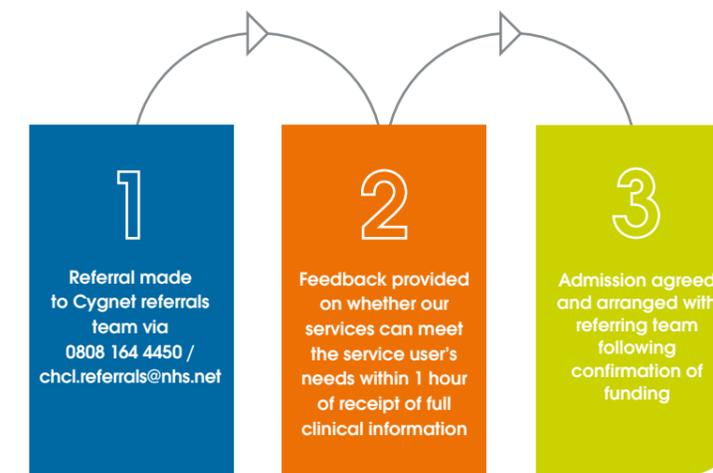
Outside of these hours, your call will be diverted to the service of your choice.

For Nursing Homes referrals please contact:

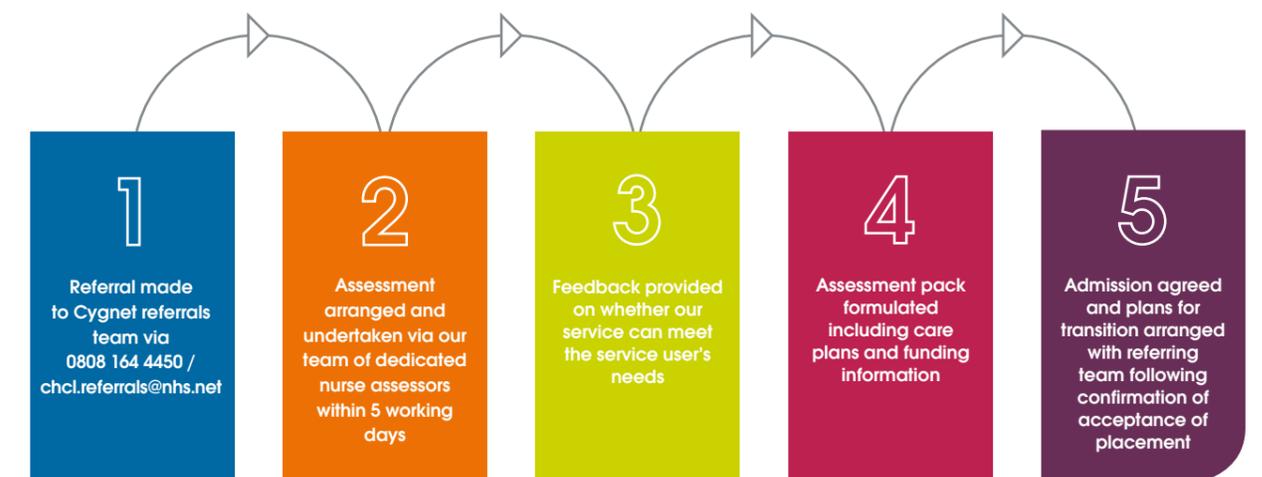
**Tabley House** | 01565 650888

**Tupwood Gate** | 01883 342275

### Acute Admissions / Intensive Support referral steps:



### Mental Health referral steps:



 @cygnethealth

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 /company/cygnet-health-care

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[www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)

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Westminster, London, SW1P 3JA

**T: 0207 123 5706**