

# Neuropsychiatric Services

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- Neuropsychiatric Rehabilitation
- Neurodegenerative Services
- Residential Services



# 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 of 8800 employees empower 2725 individuals across 140 services to consistently make a positive difference to their lives, through service user focused care and rehabilitation.

We maintain a good relationship with our quality regulators 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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## Memberships and Affiliations:



# Introduction

Cygnets Health Care offers a range of neurological services for individuals with acquired brain injuries and neurodegenerative disorders. Our person-centred and flexible model aims to reduce risk, maximise independence, improve quality of life and where possible, help those affected to fully recover.

Our programmes are delivered through our pioneering myPath model, which is adapted to treat service users with neuropsychiatric conditions including acquired brain injuries and neurodegenerative disorders. We place a strong emphasis on service user outcomes, which are measured via our comprehensive range of outcome tools.

Our models allow us to define step-by-step objectives that cover all areas of an individual's psychological and behavioural rehabilitation. The key areas of our care models are: Assessment, Treatment and Intervention, Consolidation and Discharge.


Our dedicated clinical teams provide inter-disciplinary input including occupational therapy, psychiatry, psychology, physiotherapy, and speech and language therapy.

We never underestimate the importance of family involvement in the care of our service users. Families provide valuable insight into an individual's character, choices and ambitions. Where appropriate, our inter-disciplinary team will work closely with relatives in order to help their loved ones make a positive difference within their lives. In addition, we recognise that no family is ever prepared and ready to deal with the results of brain injury. Depending on need, our Inter-disciplinary team may offer psychoeducation and guidance to families in order to understand the condition, behavioural disturbances and come to terms with personality change. As part of our guidance, families may be taught rehabilitation techniques, which will help them to support and care for their loved ones.

## Our service user profile:

 **Age Range:**  
**18+**

 **Gender:**  
**Male**

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

- **Diagnosis of:**
  - Established or suspected acquired or traumatic brain injury, such as hypoxia, stroke, brain tumour, encephalitis
  - Established or suspected degenerative brain condition including dementias
  - Huntington's disease or other movement disorders, displaying abnormal movements or restricted mobility
  - Alcohol related brain injury / Korsakoff's syndrome
  - Moderate to severe cognitive impairment
  - Dysphasia or other communication problems
  - Organic psychiatric disorder or organic personality disorder
- May present with challenging behaviour (aggression, utilisation behaviours or sexual disinhibition)
- May present with co-morbid psychiatric disorders including psychoses, autistic spectrum or substance misuse
- May have a forensic history



## Our services at a glance:

- High staffing ratios
- 1:1 weekly therapy
- Treatment for co-morbid psychiatric conditions
- Risk assessment and management
- Occupational Therapy
- Physiotherapy
- Cognitive rehabilitation
- Mobility programmes
- Reacquisition of coordination skills
- Daily living skills
- Speech and language therapy
- Techniques to enhance executive function
- Overview and stabilisation of medication with monitoring of side effects
- Assessment and management of physical health issues
- Can offer a 3-6 month assessment package if required
- Specialist transition pathways

## Our inter-disciplinary teams:

- Psychiatry
- Psychology
- Occupational therapy
- Physiotherapy
- Speech and language therapy
- Nursing
- Support workers
- Therapy coordinators



## Our outcome measurement tools:

Our comprehensive range of outcome tools and measures evaluate progress to ensure a holistic view of recovery. These include:

### Cognitive assessments:

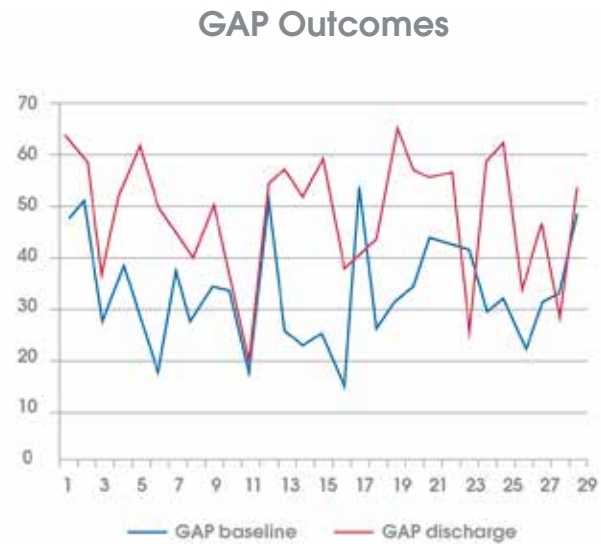
- Test of Premorbid Functioning (TOPF)
- Wechsler Adult Intelligence Scale IV (WAIS IV),
- Addenbrooke's Cognitive Examination III (ACE-III)
- Effort testing
- Repeatable Battery for the assessment of Neuropsychological Status (RBANS)
- Wechsler Memory Scale IV (WMS IV)
- Rivermead Behavioural Memory Test (RBMT)
- Visual Object Space Perception Battery (VOSP)
- Delis-Kaplan Executive Function System (D-KEFS)
- Behavioural Assessment of Dysexecutive Syndrome (BADS)
- Aphasia Screening Test, Mt Wilga High Level Language Test
- Pyramids and Palm Trees
- Clinical Evaluation of Language Fundamentals (CELF)

### Functional assessments:

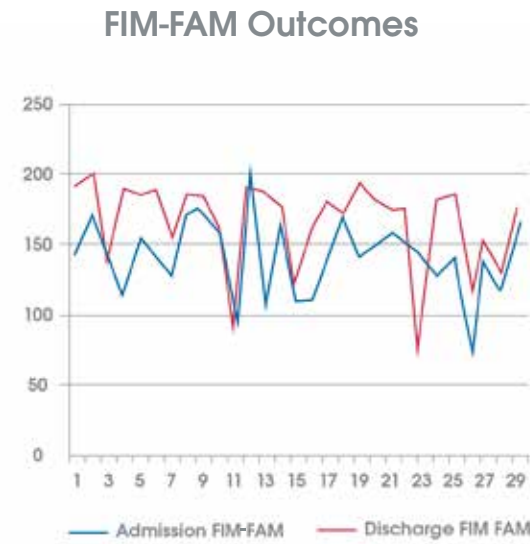
- Functional Independence Measure / Functional Assessment Measure (FIM-FAM)
- Global Assessment of Progress (GAP)
- Daily Living Skills (DLSOS)
- Dysphagia assessment
- Dysarthria assessment
- Robertson Dysarthria Profile
- Communication Checklist Adult (CC-A)
- ADL Scale



**Global Assessment of Progress (GAP) and Functional Independence Measure / Functional Assessment Measure (FIM-FAM) scores of 29 service users on admission and discharge at our services.**



**90%** of service users showed an increase in GAP scores from admission to discharge



**83%** of service users showed an increase in FIM-FAM scores from admission to discharge

## Our myPath Care Model

myPath is at the heart of our services. It offers the men in our care a range of outcome measures. These are integrated in care plans and are subsequently reviewed regularly by the members of the inter-disciplinary team.

By using the model we can define and set step-by-step objectives that cross all areas of an individual's psychological and behavioural development.

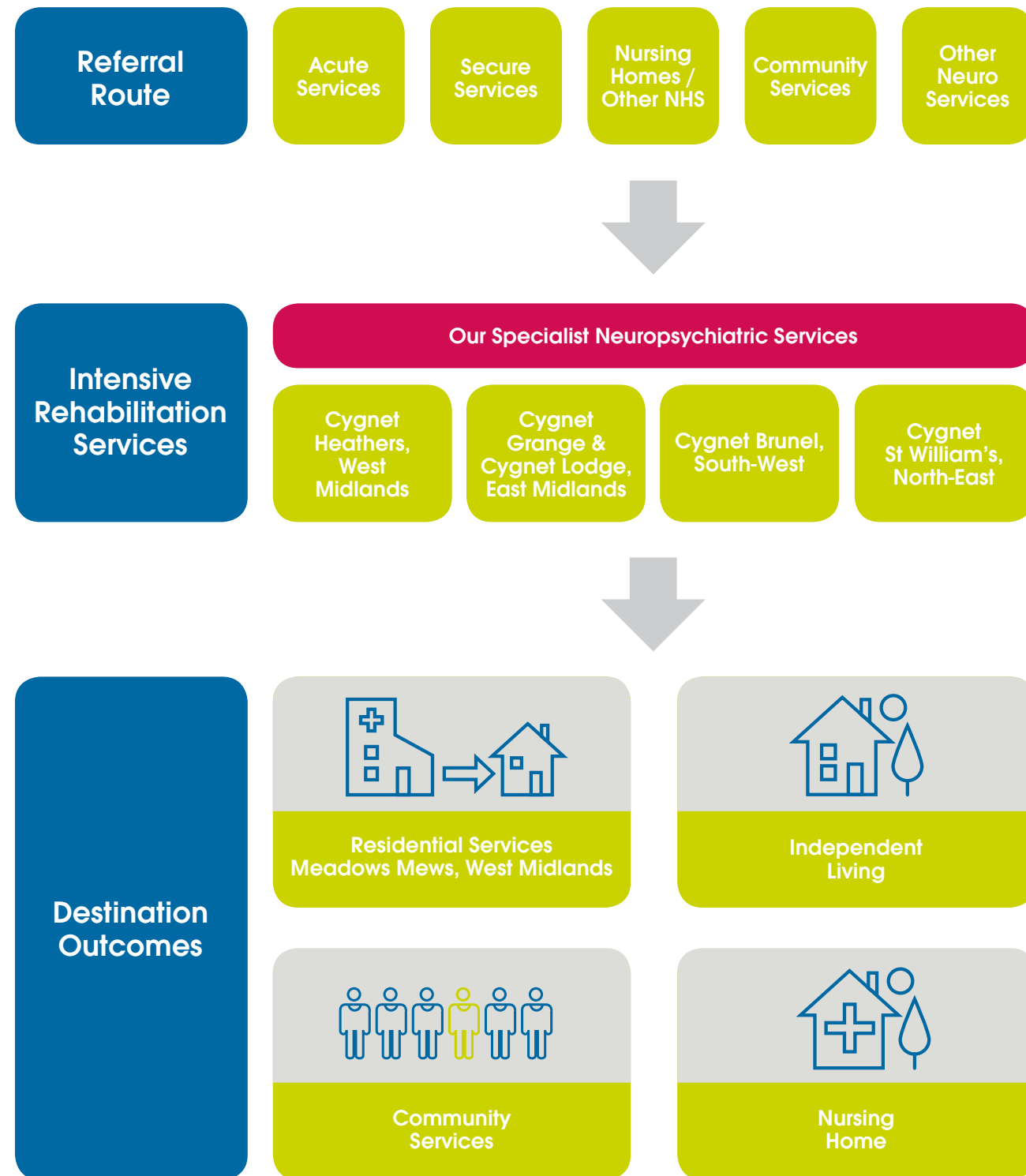


## Our Model of Care





# Our service user pathways



# Cygnets Brunel, Bristol

Crow Lane, Henbury, Bristol, South-West, BS10 7DP

Neuropsychiatric Rehabilitation

Neurodegenerative Services

18+ Male 32 beds in 4 wards

**Cygnets Brunel is a 32 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injury.**

Our focus is on creating an environment that engages our service users and sets the tone for recovery. Cygnets Brunel has been designed and equipped with an all-integrated physical environment to aid our service user's neurobehavioural rehabilitation process. Our specifically designed environment assists the men to manage visual, spatial and perceptual difficulties. There are four wards ensuring that individuals' needs are met and where appropriate is a care pathway through the service prior to discharge.

Cygnets Brunel is located in Henbury on the outskirts of Bristol, which offers easy access to shops, local libraries, community centres and parks. A perfect blend of real life settings further supporting rapid recovery.

We provide a Total Communication Environment at Cygnets Brunel, which informs the ethos and physical environment of the service. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency and reduce confusion for our service users.

### Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Two spacious gardens
- > Atrium with fish tank and dining facilities
- > Bathroom equipped with hoist
- > Dining room
- > Living room
- > Internet café
- > Gym

We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Our inter-disciplinary team includes general nurses (RGNs) as well as mental health and learning disability nurses, meaning we are able to effectively support individuals with additional physical health concerns.

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our service user centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.

## We can accommodate men with complex physical health needs



# Cygnets Grange, Nottinghamshire

39-41 Mason Street, Sutton-in-Ashfield, Nottinghamshire, East Midlands, NG17 4HQ

Neuropsychiatric Rehabilitation

Neurodegenerative Services

18+ Male 8 beds in 1 ward

**Cygnets Grange is an 8 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injury.**

Based in a residential area of Sutton-in-Ashfield, Cygnets Grange provides a homely environment, supporting service users to maximise their independence and improve their quality of life. Similar to our nearby sister service, Cygnets Lodge, the service is community based, providing excellent access to local amenities, whilst also being within 10 miles of three National Parks, so offering easy access to open spaces. The community-facing element of the service is key in supporting and promoting positive risk taking.

Cygnets Grange has a small, consistent staff team, with high staff to service user ratios. We provide a Total Communication Environment at Cygnets Grange, which informs the ethos and physical environment of the service. Zoned colour ways, advanced picture navigation

systems, contrast furniture and other visual cues are used to provide predictability and consistency and reduce confusion for our service users.

We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our service user centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.

## 81% of service users were discharged to less secure services

### Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Multi-functional outdoor space
- > Polytunnel
- > Bathroom equipped with hoist
- > Dining room
- > Living room with football table





# Cygnets Heathers, West Bromwich

Grout Street, West Bromwich, West Midlands, B70 0HD

Neuropsychiatric Rehabilitation

Neurodegenerative Services

18+ Male 20 beds in 2 wards

**Cygnets Heathers is a 20 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injury.**

Our focus is on creating an environment that engages our service users and sets the tone for recovery. Cygnets Heathers has been designed and equipped with an all-integrated physical environment to aid our service user's neurobehavioural rehabilitation process. Our specifically designed environment assists the men to manage visual, spatial and perceptual difficulties.

Careful and innovative interior design using high contrast furniture, recessive lighting and zoned colour ways and floorings reduce the frustrations and confusion our service users will be dealing with resulting in an overall reduction of risk.

Cygnets Heathers is located in Great Bridge near Birmingham, which offers easy access to shops, local libraries, community centres and parks. A perfect blend of real life settings further supporting rapid recovery.

Our ethos and physical environment are informed by a Total Communication Environment approach. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency and reduce confusion for our service users.

## Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Multi-functional outdoor space
- > Bathroom equipped with hoist
- > Dining room
- > Living room

We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our service user centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.



# Cygnets Lodge, Nottinghamshire

2A Sandown Road, Sutton-in-Ashfield, Nottinghamshire, East Midlands, NG17 4LW

Neuropsychiatric Rehabilitation

Neurodegenerative Services

8 beds in 1 ward

**Cygnets Lodge is an 8 bed service providing neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injury.**

Established in 2012, Cygnets Lodge was our first neuropsychiatric service. Located nearby our sister service, Cygnets Grange in Sutton-in-Ashfield, Cygnets Lodge is a community-facing service with strong links and easy access to local amenities, as well as being within 10 miles of three national parks.

The layout and environment of Cygnets Lodge means that the inter-disciplinary team is fully integrated in the day to day activities of the service, and we are able to work with individuals who may have slightly higher dependency needs. Three of the eight bedrooms are on the ground floor, meaning that Cygnets Lodge is also able to accommodate individuals who may be less mobile.

Our homely environment aims to reduce risk, improve quality of life and to support service users to maximise their independence. The community-facing element of the service is key in supporting and promoting positive risk taking.

Our ethos and physical environment are informed by a Total Communication Environment approach. Zoned colour ways, advanced picture navigation systems, contrast furniture and other visual cues are used to provide predictability and consistency and

reduce confusion for our service users. We are also able to support admissions for assessment; with a proposed length of stay of 3-6 months, we can work with service users and their teams to determine the individual's needs and identify a suitable care pathway.

Educational and vocational support is key to service users' recovery, and programmes are tailor-made for individuals, drawing on a variety of external resources.

Our service user centred approach puts the individual at the centre of their own discharge planning. With the right support and our innovative and proactive rehabilitation environment, our aim is to support service users to return to the community or another suitable care pathway placement.

**92% of service users were discharged to similar or less secure services**



## Our facilities:

- > En-suite bedrooms
- > Therapy kitchen
- > Multi-functional outdoor space
- > Bathroom equipped with hoist
- > Dining room
- > Living room



# Cygnets St William's, County Durham NEW

Cornwall Avenue, Darlington, County Durham, North-East, DL1 2LJ

Neuropsychiatric Rehabilitation

Neurodegenerative Services

 18+  Male  12 beds

**C**ygnet St William's is a 12 bed Neuropsychiatric care and treatment facility offering those affected by acquired brain injuries. It is a safe and secure place to aid recovery as well as offering those diagnosed with a progressive neurological disease, like Huntington's disease, a caring and long term placement to support and help manage the progression of their symptoms.

The hospital is a modern purpose built facility which has been designed specifically to provide a clinically led evidence based neuropsychiatric pathway for those individuals presenting with behaviours that challenge. Our focus is to create a therapeutic rich environment which engages our service users and offers them the opportunity to minimise their challenging behaviour and maximise their independence.

We provide a resource intensive in-house Neuropsychiatry interdisciplinary team dedicated to the 12 service users at Cygnets St William's. Our person centred approach puts the individual at the centre of their treatment and discharge planning. The service offers a wide range of activities and facilities to promote independent function. Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

### Our facilities:

- > En-suite individual bedrooms
- > Therapy kitchen and additional therapy spaces
- > Dining room
- > Living room
- > Additional communal areas
- > Multi-functional outdoor space including gardens
- > Accessible bathrooms
- > On-site laundry facilities
- > Specific dietary needs met by our in-house catering team



### Our services at a glance:

- > Inpatient bespoke assessment and treatment programmes offering both slow stream Neurobehavioural rehabilitation and long term symptom management
- > 3 – 6 month inpatient assessment/review of behaviour management
- > Overview and stabilisation of medication with monitoring of side effects
- > Risk assessment and management
- > Treatment for co-morbid psychiatric conditions
- > Cognitive and executive function rehabilitation
- > Community Reintegration assessment
- > Daily living skills rehabilitation
- > Assessment, treatment and management of associated physical deficits and physical health conditions



# Meadows Mews, West Bromwich

45 A-E Tame Road, Tipton, West Bromwich, West Midlands, DY4 7JA

Residential Services

 18+  Male  10 beds in 5 living units

**M**eadows Mews is an enhanced community residential service for men with neuropsychiatric or neurodegenerative conditions who may have social and complex needs.

Meadows Mews acts as a transition from inpatient rehabilitation for those service users who have been able to progress through the hospital pathway at our neuropsychiatric services.

Residents at Meadows Mews will continue to receive psychiatric, psychological, occupational therapy and support worker interventions and support, as required, outside a hospital setting under less restrictive settings. The aim of this treatment is to complete brain injury rehabilitation in the community setting with emphasis on making the necessary specialist help available outside the hospital setting.

Meadows Mews comprises of ten bedrooms split across five self-contained apartments in a row, to create a sense of community for our residents. All these homes feature a rear garden with patio area, driveway for visitors, living / dining room, bathroom plus additional WC and fitted kitchens offering appliances.

They are located across the road from the River Tame and the picturesque Sheepwash Nature Reserve. Other local amenities are also a short walk away, such as a large supermarket, shops and parks. Dudley Port train station is under a mile away and accessible by local bus services.

We accept people on Community Treatment Orders (CTOs), conditional discharges and individuals under a Court of Protection order.

### Our approach:

We place individuals at the heart of everything in a partnership arrangement wherever possible. We ensure day-to-day practice is embedded in an overarching framework of support whereby the whole team around the person consciously takes into account the interaction, communication and flexibility of each individual we support.

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





# Case Study & Outcomes

## Roger's Journey

**Roger\* came to Cygnet from an acute psychiatric ward where he was sectioned under the Mental Health Act after becoming acutely psychotic, delusional and demonstrating paranoid ideas that staff were going to harm him.**

Roger's brain injury was sustained as a result of sustained alcohol misuse, resulting in Korsakoff's syndrome. Previously Roger had worked in a variety of jobs including refuse collector, builder, and working in a DIY shop. He spent more than 25 years in both forensic and mental health settings.

He moved on from these settings to a less secure unit, but unfortunately these broke down due to his continued drinking, psychosis and verbal and physical aggression; he believed there were weapons at the hospital and regularly absconded and was therefore returned to a more secure hospital.

He was then transferred to Cygnet. His medication was reviewed to stabilise his mood and address his reports that he heard voices which he referred to as 'ghosts'. He had bought himself a walking frame, however, this was found to be unnecessary following inter-disciplinary assessment by the physiotherapist, orthopaedics and occupational therapy.

Initially, Roger did not want to participate in the rehabilitation process and was resistive to any interventions. He refused to attend his monthly ward rounds and appeared angry and verbally aggressive. Gradually the occupational therapist developed a therapeutic rapport with Roger due to her involvement with him and the orthopaedics team at the local hospital and this helped towards developing a rapport with other staff and healthcare professionals.

The nursing staff worked with him to develop personal hygiene, develop his insight of the medications he takes and this helped him to manage his own medications safely through the week. They also held regular 1:1 sessions with Roger to discuss his progress and any concerns he had.

The occupational therapist helped him develop cooking skills and other transferable skills which he would need in a less supported environment. It was felt that from past experiences that Roger would benefit from participating in purposeful vocational activity, and through liaising with the local British Heart Foundation he began working at their shop for half a day a week, with staff support. This activity was graded with his responsibilities, and hours of work gradually increasing and the level of support being given gradually decreasing. Eventually Roger was going to the British Heart Foundation 2.5 days a week by himself.

To further develop his independence Roger participated in travel training with the OT. This included regular use of public transport, identifying correct bus stops, managing his money, understanding bus timetables and

finding correct bus bays in busy bus stations. This activity was graded with staff gradually reducing their level of support, until eventually he was able to use the buses independently. This increased his opportunities to access the community independently, and there was a marked improvement overall in his outlook for the future and his plans for moving on. He also happily started participating in board games and quiz groups on the unit.

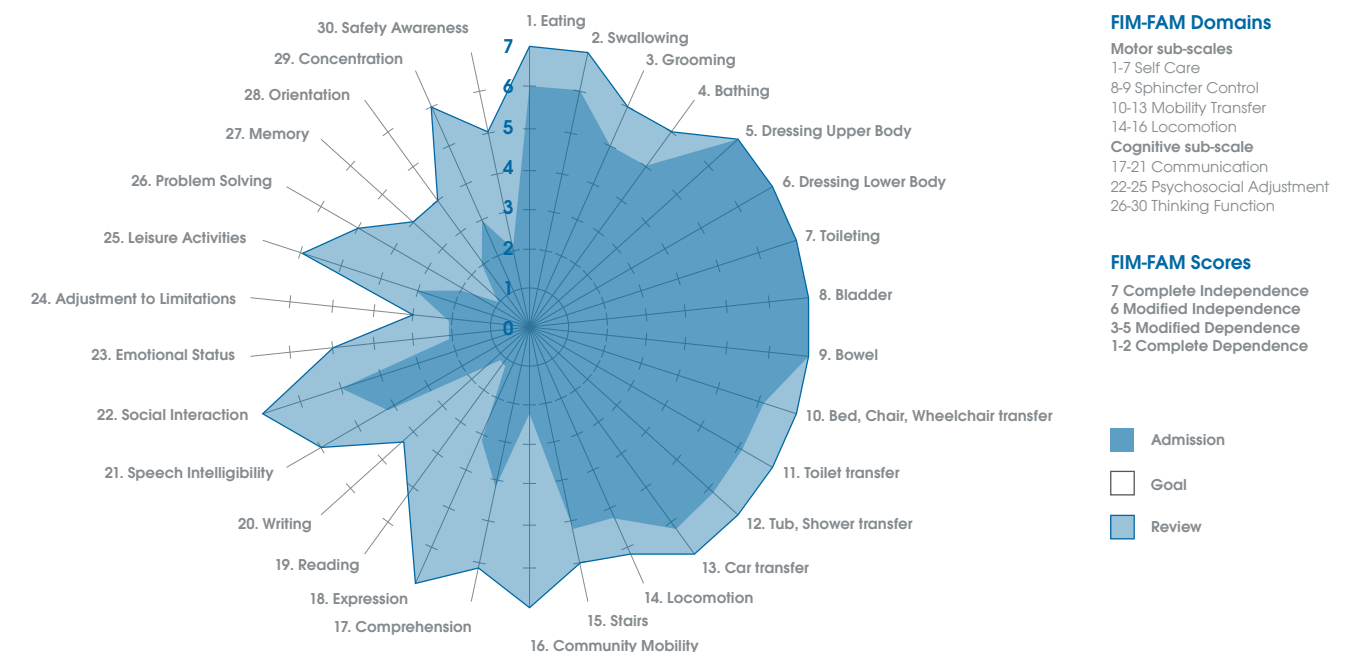
The Psychologist assessed his functioning with a variety of tests including attention, memory, insight, anxiety and depression. Following these tests, a person-centred intervention plan was drawn up to help Roger based on the assessment outcomes. The speech and language therapist helped Roger to write a book based on his life prior to coming to Cygnet, which he was very proud of and enjoyed sharing with others.

The results of these efforts have changed Roger's life for the better. Verbally aggressive episodes reduced, and his level of independence improved considerably.

On admission Roger's FIM/FAM score was 126, and over his 18 month stay at Cygnet this increased to 181. Roger's GAP (Global Assessment of Progress) score (scored monthly) increased from 30 to 58

Roger has since moved on to a transitional service, with minimal support and continues to independently access community resources daily.

\*name has been changed to protect his identity



# Map

## Our specialist services by region

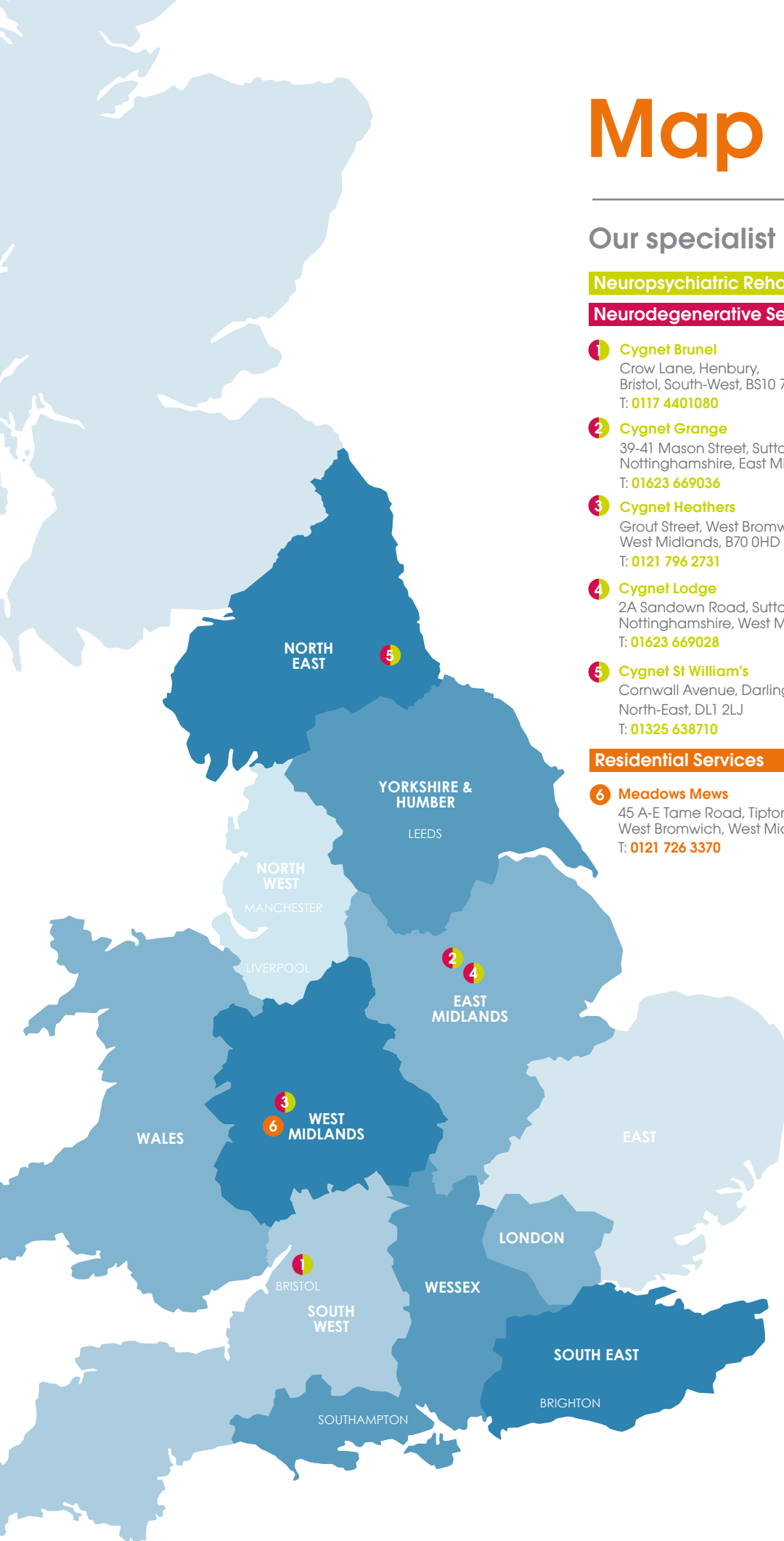
### Neuropsychiatric Rehabilitation

### Neurodegenerative Services

- 1 **Cygnets Brunel**  
Crow Lane, Henbury,  
Bristol, South-West, BS10 7DP  
T: 0117 4401080
- 2 **Cygnets Grange**  
39-41 Mason Street, Sutton-in-Ashfield,  
Nottinghamshire, East Midlands, NG17 4HQ  
T: 01623 669036
- 3 **Cygnets Heathers**  
Grout Street, West Bromwich,  
West Midlands, B70 0HD  
T: 0121 796 2731
- 4 **Cygnets Lodge**  
2A Sandown Road, Sutton-in-Ashfield,  
Nottinghamshire, West Midlands, NG17 4LW  
T: 01623 669028
- 5 **Cygnets St William's**  
Cornwall Avenue, Darlington, County Durham,  
North-East, DL1 2LJ  
T: 01325 638710

### Residential Services

- 6 **Meadows Mews**  
45 A-E Tame Road, Tipton,  
West Bromwich, West Midlands, DY4 7JA  
T: 0121 726 3370



# How to Make a Referral

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





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

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