

# Deafness and Mental Health Services

- > Medium Secure
- > Low Secure



# Welcome

**Cygnnet 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 individuals in our care.

Our expert and highly dedicated care team of 8800 employees empower 2936 individuals across 150 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.



## Contents

<b>Introduction</b>	<b>3</b>
<b>Our myPath Care Model</b>	<b>4</b>
<b>Our Deaf Services Care Pathway</b>	<b>5</b>
<b>Medium Secure</b>	
Cygnnet Hospital Bury, Greater Manchester	6

<b>Low Secure</b>	
Cygnnet Hospital Bury, Greater Manchester	6
<b>Outcomes</b>	<b>8</b>
<b>All about me</b>	<b>9</b>
<b>Map</b>	<b>10</b>
<b>How to Make a Referral</b>	<b>11</b>

## Memberships and Affiliations:



# Introduction

---

**C**ygnet Health Care provides highly specialised services for men and women who are Deaf or hard of hearing and who have complex mental health needs including mental illness, personality disorder, autism spectrum disorder or learning disability.

As a national provider of Mental Health and Deafness services, we offer culturally sensitive treatment for Deaf service users with mental disorders. Staff are highly skilled in British Sign Language (BSL) and the services are well known for innovation and development within the field.

Our specialist Deaf services provide expertise and resources to enable service users with

complex communication needs who may have a mental illness, learning disability or personality disorder to participate safely and as fully as possible in their care and achieve outcomes to support their discharge from hospital.

At Cygnet Hospital Bury we provide specialist low secure Deaf services for men and medium and low secure services for women.

We use a recovery model and support each service user to achieve realistic goals by accessing meaningful assessment and treatment.

## Our service user profile:

---



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



**Gender:**  
**Male & Female**



**Mental Health Act Status:**  
**Detained**

- > Complex communication needs which may relate to deafness alongside mental illness, personality disorder, learning disability or developmental disorders such as autism spectrum disorder
- > Requiring assessment and/or treatment in a medium or low secure setting
- > May require intensive care as a result of significant risk of aggression, absconding associated with serious risk or serious risk of self-harm, suicide or vulnerability
- > May or may not have a forensic history

## Our services at a glance:

- > Individualised and accessible for Deaf service users
- > Deaf and hearing staff who are highly skilled in British Sign Language (BSL)
- > Qualified BSL Interpreters
- > All About Me - award winning mental health recovery package for Deaf service users
- > Adapted therapies
- > Highly specialised, culturally sensitive treatment
- > Deaf advocacy service provided by SignHealth

## Our multi-disciplinary teams:

- > Consultant psychiatrists and specialty doctors
- > Nursing
- > Psychology
- > Occupational therapy
- > Qualified BSL interpreters
- > Communication and translation specialist
- > Patient engagement lead
- > Support workers

## Our outcome measurement tools:

- > All About Me (AAM) Deaf Recovery Package
- > PROM
- > START
- > HCR20
- > HoNOS / Clustering
- > Global Assessment of Progress (GAP)
- > Sunburst Language Fluency Scale (pilot)

## Our myPath care model

**myPath** is our unique overarching care model which serves to monitor service user engagement levels, manage their records, assess individual progress and formulate a personalised and dynamic care plan with measurable targets. Within our Deaf Services, **myPath** promotes collaborative care and treatment pathways from admission to discharge with a focus on setting realistic goals through access to meaningful assessment and treatment.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and encourages positive risk-taking through robust management plans that focus on reducing restrictive practice, personalised risk assessment and self-directed coping strategies where possible. Each individual is offered a minimum of 25 hours meaningful activity in the categories of self-care, leisure and productivity, which is evidenced and documented within an individualised activity timetable based on recovery and personalised preferences. All individual care pathways are guided by a dynamic care plan which is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our Deaf Services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments, setbacks and changes in well-being and when utilised within care planning allows us to evidence quality and innovation.

**myPath** delivers industry-leading results and for Deaf Services, myPath compliments the 'All About Me' (AAM) model which is a nationally recognised recovery package to support Deaf service users who may experience mental illness.

# Our Deaf services care pathway

---

## **Pre-admission:**

Early multi-disciplinary team assessment, risk formulation and determination.

## **Assessment phase:**

Comprehensive assessment using CANFOR, HCR20, RSVP, SAPROF, Sunburst Communication Assessment, Start, MOHOST, neurological and language assessment, introduction of recovery tools and production of length of stay.

## **Active treatment phase:**

Adapted psychological therapies to meet individual communication needs utilised including Life Minus Violence, sex offender treatment programmes and dialectical behavioural therapies. Service users are empowered to understand their diagnoses and address mental disorder issues.

## **Recovery, rehabilitation and pre-discharge phase:**

Focus on preparation for life in the community or next phase of care. Intensive occupational and social therapy, close liaison with community mental health teams and NHS gatekeepers to support the next phase or discharge.

# Cygnnet Hospital Bury, North West

Buller Street, Bury, Lancashire, North West BL8 2BS

Medium Secure Deafness & Mental Health

Low Secure Deafness & Mental Health



18+



Male and Female



48 beds in 4 wards

**Cygnnet Hospital Bury provides highly specialised Mental Health and Deafness services in medium and low secure settings. We offer individualised assessment, care and treatment of a wide range of mental disorders, alongside complex communication needs.**

The hospital team includes both Deaf and hearing professionals who provide expertise and resources to enable service users with complex communication needs who may have a mental illness, learning disability or personality disorder to participate safely and as fully as possible in their care and achieve outcomes to support their discharge from hospital.

**Bridge Hampton** and **West Hampton** wards provide our low secure services for men. **Upper West** is our female medium secure service, while **Lower West** is our female low secure service.

All of our Mental Health and Deafness services use a recovery model and support each individual to achieve realistic goals by:

- Establishing and understanding their communication style, how it has developed and the factors that are likely to impact upon communication and behaviour
- Determining what potential a person has to improve communication and identify strategies
- Developing highly individualised and accessible packages of care, in line with the All About Me Deaf Recovery Package
- Supporting differential diagnosis

We offer a specialist interpreter service to facilitate communication between service users who are Deaf, and other hearing members of their extended care team. We are a major employer of Deaf staff which is vital to providing accessible and quality services. Our highly experienced and skilled interpreting team alongside a Deaf communication and translation specialist, support high quality care.

Our service has received national recognition for its pioneering work in making recovery and outcome focused work meaningful and accessible. All staff receive Deaf Awareness Training and are supported to access British Sign Language (BSL) classes. The communication policy provides the structure for meeting a service user's identified needs through their care pathway journey from within our multi-disciplinary team's diverse skill mix. All therapeutic programmes are adapted and delivered to make them meaningful and accessible based on individual language need. Service users have won national awards for service user involvement projects and co-produced the award-winning All About Me Deaf recovery package.

## Our innovation initiatives:

- > All About Me Deaf Recovery package
- > Recovery College
- > National Service User Awards
- > Collaborative project with Crisis Prevention Institute on MAPA training for Deaf learners
- > People's Council meetings
- > Mental Health Act code of practice Easy Read adaptation in association with NHS England
- > Personalised visual adaptations for Deaf service users with additional learning disabilities and complex needs
- > Care plans recorded in BSL film format or other formats meaningful to the service user

**British Sign Language (BSL)** is the primary language for service users in their care and treatment packages. In addition we also provide personalised visual adaptations



### Our facilities:

- > State of the art Recovery College including media suite
- > Sensory equipment
- > Occupational therapy kitchen
- > Therapy garden
- > Gym
- > Woodland walkways down to Elton Reservoir



### Our community links:

- > Bury and Rochdale colleges
- > Bleakholt dog sanctuary – dog walking work placements
- > Local Deaf clubs in Bury, Bolton and Manchester
- > Canal and River Trust
- > Leisure facilities including swimming and gym



# Recovery College

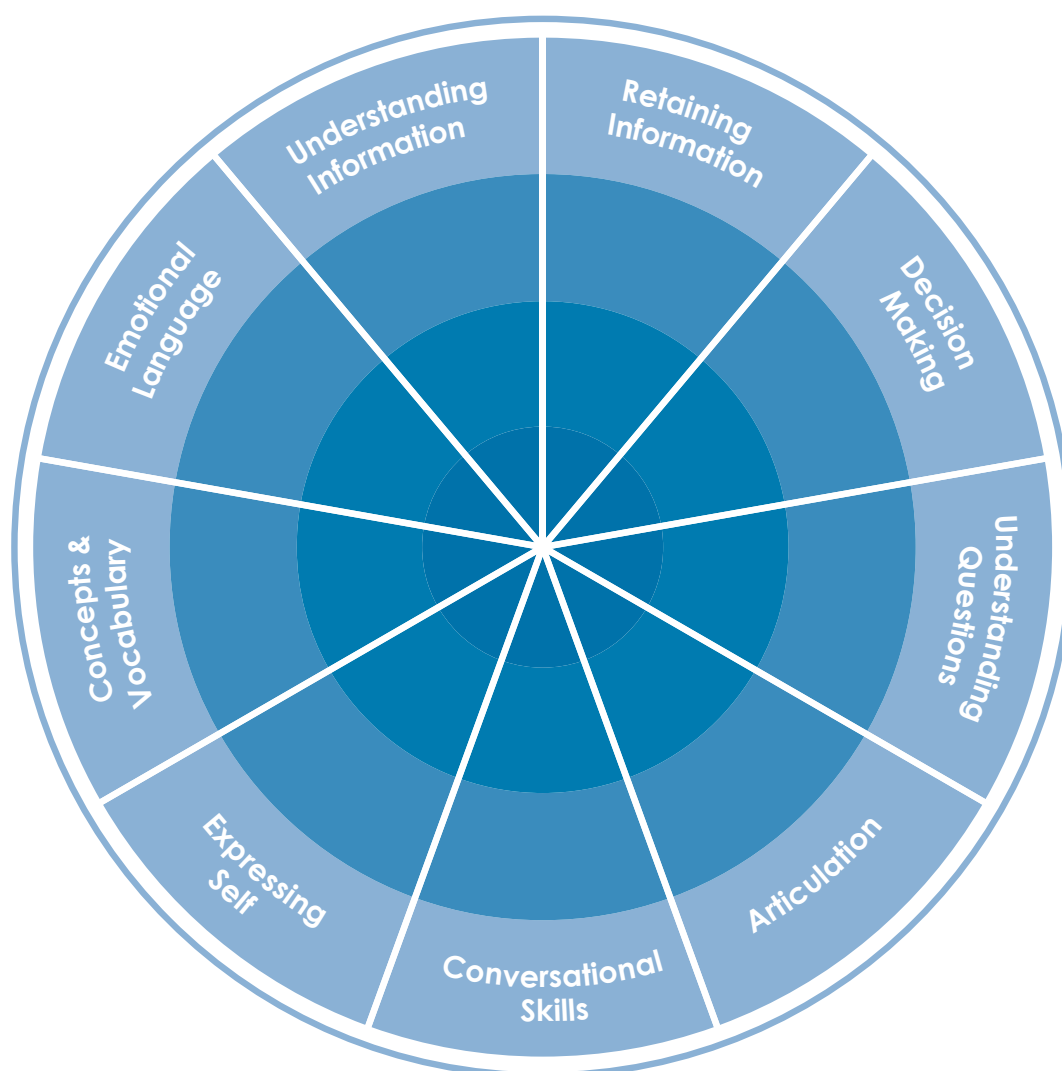
Believe in yourself



# Outcomes

## The Sunburst Communication Assessment

At Cygnet Hospital Bury we deliver Sunburst Communication Assessments across all of our adult Deafness and Mental Health services. Designed by Lindsey Gagan and Kim Williams, Speech and Language Therapists with extensive experience in Deafness and Mental Health, the Sunburst is intended to focus structured, functional assessment across nine domains of communication skill and supports individuals and their multi-disciplinary teams to explore strengths and areas of support needed. This informs the 'Communication' domain of the All About Me recovery package. The Sunburst Communication Assessment was initially piloted and later fully implemented at Cygnet Hospital Bury as part of successive national CQUIN schemes providing vital contribution to national development of this important area of Deaf service improvement.





# All About Me



All About Me is an award winning mental health recovery package specifically developed by Deaf service users, for use in Deaf mental health services.

The package was developed as part of a national project that included service users and clinicians from Cygnet Health Care as well as from a number of NHS mental health trusts across England and other independent providers.

All About Me is designed to help service users meet their recovery goals in an individualised way, in a format that is meaningful to them. The recovery tools are provided in British Sign Language (BSL) format rather than English, and the package includes a BSL film and work book along with user friendly form templates.

An understanding of Deaf culture and recovery in mental health services underpin the All About Me package, along with NHS England's accessible information standards.



An individual's goals and outcomes are agreed for each of the domains, and these are then rated by individuals in a format that is chosen or created by them; this can be any format including visual, numerical or narrative.

In 2016, service users from Cygnet Hospital Bury took the package to the National Service User Awards where it won an Outstanding Achievement Award for service user involvement.

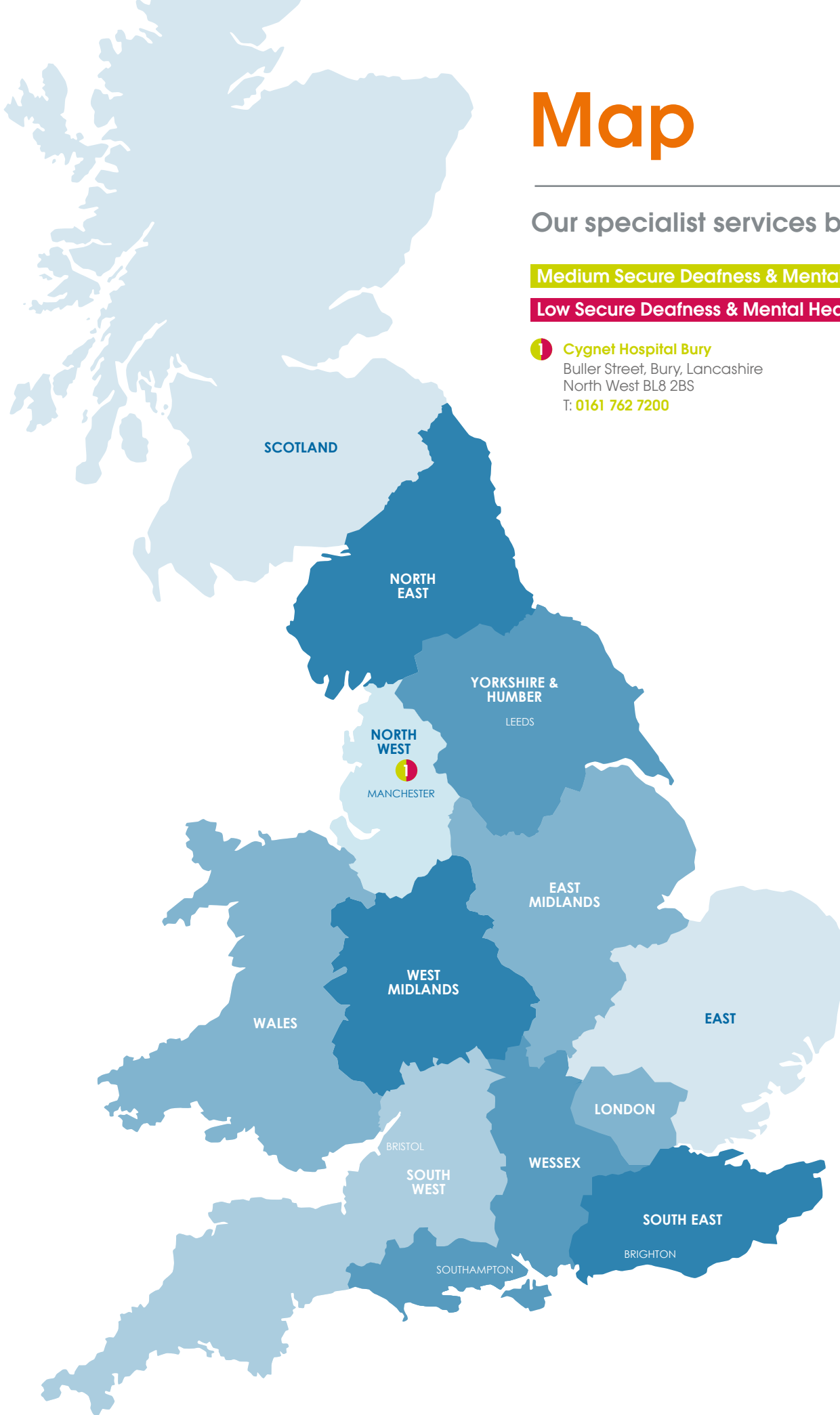
# Map

## Our specialist services by region

Medium Secure Deafness & Mental Health

Low Secure Deafness & Mental Health

**1** **Cygnnet Hospital Bury**  
Buller Street, Bury, Lancashire  
North West BL8 2BS  
T: **0161 762 7200**




# How to Make a Referral



We are able to take referrals 24 hours a day, 7 days a week. To make a referral please call **0808 164 4450** / email **chcl.referrals@nhs.net** or contact your regional Business Relationship Manager.



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

 **0207 123 5706**



 **@cygnethealth**

 **/cygnethealthcare**

 **/company/cygnnet-health-care**

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