

Older Adults Services

- > Acute
- > Nursing Homes



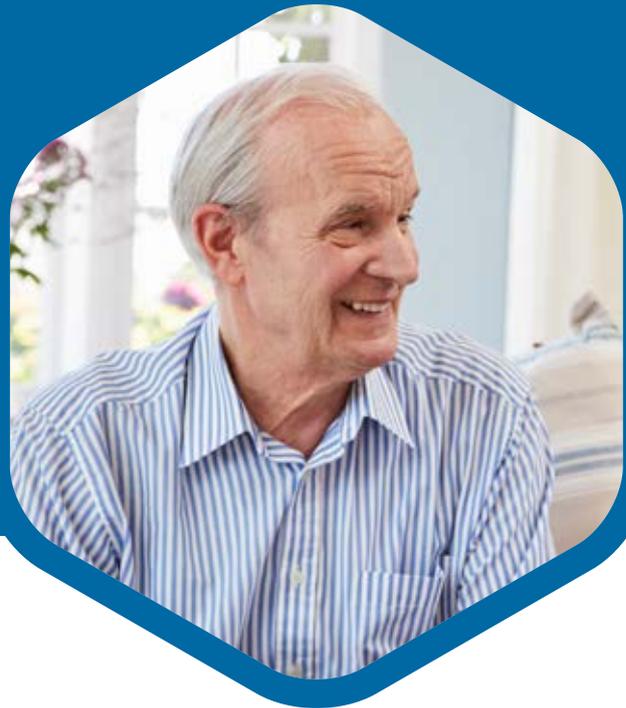
Welcome

Cygnnet Health Care was established in 1988. Since then we have developed a wide range of services for individuals with mental health needs, 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.

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

Introduction	3
Our myPath Care Model	5
Acute	
Cygnnet Hospital Taunton, Somerset	6
Nursing Homes	
Tabley House, Cheshire	8-9
Tupwood Gate, Surrey	10-11

Map	12
How to Make a Referral	13

Introduction

Cygnnet Health Care provides acute services and nursing homes for older adults. This may include individuals detained under the Mental Health Act, or those admitted on an informal basis.

Within our services we are able to support individuals 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.

Our two nursing homes support 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



Age Range:
50+



Gender:
Mixed Gender



Mental Health Act Status:
Detained Informal

- > 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:
Mixed Gender

- > 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)



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 individuals 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, South West TA3 7BQ

Acute



50+



Mixed Gender



9 beds

Swift ward at Cygnnet Hospital Taunton is a nine bedded service that provides specialist support and expertise for older men and women experiencing an acute episode of mental illness with co-occurring physical health conditions or frailty. We are able to support those with a functional or organic mental health diagnosis, however we cannot accept individuals whose primary diagnosis is advanced dementia.

The aim of the ward is to provide a maximum treatment plan of three months and support an individual to return to their baseline level of functioning. We work with the individual, their care partners and other agencies to support discharge home or to alternative services, for example, residential or supported living.

Our facilities:

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

Although most of the individuals we support are over the age of 65, there is no lower age limit for our service.

We offer an age-appropriate physical and social environment. Our facilities include comfortable individual en-suite rooms, a lounge and dining area and outside space. We do not have a seclusion room, so cannot accept referrals for individuals displaying levels of aggression that may require seclusion.

Our medical, nursing and multi-disciplinary team comprises of registered mental health nurses, registered general nurses, psychologists, social worker, speech and language therapists and occupational therapists. They have expertise in treating and supporting both physical, mental health and social needs.

We offer strong links with the local general hospital to meet the physical care needs of the individuals we support, as well as input from a local GP that offers them temporary registration. We have good links with the local community, for example, Taunton Football Club, and offer a range of activities both on the wards and in the local area.



Our feedback

“

Thank you to every one of the staff at Tabley House for the caring and kindness you gave me during my stay. I miss you all dreadfully and will never forget any of you. If I need help in the future, Tabley is the only place I would wish to be.

Previous resident at
Tabley House

”

“

I strongly believe Dad is receiving the best care possible for him. We receive thorough feedback and the staff at our meetings are well informed.

Family at Cygnet
Hospital Taunton

”

“

Thank you so much for strength, guidance and care for my husband over the last few months. Tabley House is very special and at the helm is a person who helps her staff achieve everything they do with such care and affection. It's not easy not having him at home, but I know he is in safe hands. Huge thanks.

Family member from
Tabley House

”

“

We wish to thank all the team at Tupwood Gate. After three months on a hospital ward he came to Tupwood Gate in a bad way. However after your superb care he improved to the point of playing games and sitting in the garden with the family. In the last months' the staff showed great respect and we felt the staff were now like family. We cannot thank you all enough for what you did for him and for the memories we were able to make for the two years he was with you.

Family member from
Tupwood Gate

”

Tabley House, Cheshire

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

Nursing Homes



65+



Mixed Gender



51 beds

Tabley House nursing home is located in the beautiful Cheshire countryside in acres of parklands. The service is set within a stunning 18th century country house.

It's difficult to put into words the care and support offered at Tabley House. There's warmth all around – from the friendly welcome as you arrive, to the nursing and care staff looking after your every need, to our unique and individual bedrooms.

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 in homely social and private spaces. Each room is individual, elegant and unique and all comfortably furnished.

We aim to maintain and improve quality of life, involving family and friends and making sure personal choices are understood and respected. Our many family events are always well attended and much enjoyed – families are welcomed and encouraged.



A beautiful 18th century country house filled with history, artistry and beauty, with charming historic gardens and extended parkland



Our environment & facilities:

- > Set in a beautiful 18th century country house
- > 51 unique en-suite bedrooms
- > Parklands
- > Private gardens
- > Multiple comfortable lounges
- > Outdoor seating area
- > Dining rooms
- > Hairdressing salon

What can Tabley House offer?

We don't believe in standardised care - we provide what each individual needs and wants. If you're not sure about committing to longer-term care, you can try us out on a shorter stay.

Where someone may be frail or need post-operative and convalescent care, our highly trained and friendly teams of nurses and care professionals will ensure each individual's medical and care needs are met. When an individual is moving towards the end of their care journey, we offer empathetic and sensitive palliative care, focusing on their needs and wants, whilst supporting their loved ones. We work closely with local hospices to ensure residents are appropriately and sensitively supported.

As well as first-class healthcare, Tabley House also offers:

- > Delicious menus, personalised to each individual's tastes and needs and served to the table. Meals can also be served in resident's rooms
- > Fun visits to local attractions and social events
- > Services to support self-care, including a hairdresser who can cut hair within the home
- > Healthcare support, including chiropody and physiotherapy

Our resident profile:

- > 65+ years
- > Mixed gender
- > 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



When you or someone you love are nearing the end-of-life, you deserve the best possible standard of care, which means high quality, reliable and consistent support



Tupwood Gate, Surrey

74 Tupwood Lane, Caterham, Surrey, South East CR3 6YE

Nursing Homes



50+



Mixed Gender



28 nursing care beds



5 end-of-life beds

Tupwood Gate Nursing Home is located in the quiet residential town of Caterham in Surrey. The care and warmth at Tupwood Gate is clear to see as soon as you arrive. The cosy, wood-lined entrance hall with comfy armchairs and a warm welcome are all a barometer of the quality of the home.

From the nursing and care staff looking after your every need, to our unique and individual bedrooms, there's nowhere quite like Tupwood Gate. As a former diplomat's family residence, the house offers the combination of family home, with a touch of luxury.

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 in homely social and private spaces. Each room is individual and provides a different feel, all are comfortably furnished, light and airy.

We aim to maintain and improve quality of life, involving family and friends and making sure personal choices are understood and respected. Our many family events are always well attended and much enjoyed – families are welcomed and encouraged.

Individuals enjoy a range of pursuits including quizzes, film nights, games, active sessions, bingo, draughts, jigsaws and more. There are also trips out to the local coffee shops and vineyards, as well as visits from musical groups to entertain. Individuals can also enjoy simply relaxing in one of our comfortable lounges or in our large and private garden that residents love tending to.

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

“Thank you so much for all the outstanding care you gave to mum over the last 9 years. She was so well looked after, you gave her the best quality of life she could have had. I will remember all the Christmas and summer parties and all of the fun entertainment. We can't thank you enough!”

From a relative



End-of-life care at Tupwood Gate

We firmly believe that everyone deserves dignity and respect as they approach the end of their life. We provide compassionate and sensitive end-of-life care at Tupwood Gate. This has been recognised by the Gold Standards Framework, we have been awarded platinum status for our support given to individuals nearing end-of-life.

We recognise that as someone is nearing the end of their life, it can involve very intense feelings for both the resident and their loved ones. At Tupwood Gate we have dedicated end-of-life facilities to allow families to stay, enabling them to spend those precious last moments together.

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

All staff at Tupwood Gate have a duty of care and are responsible for:

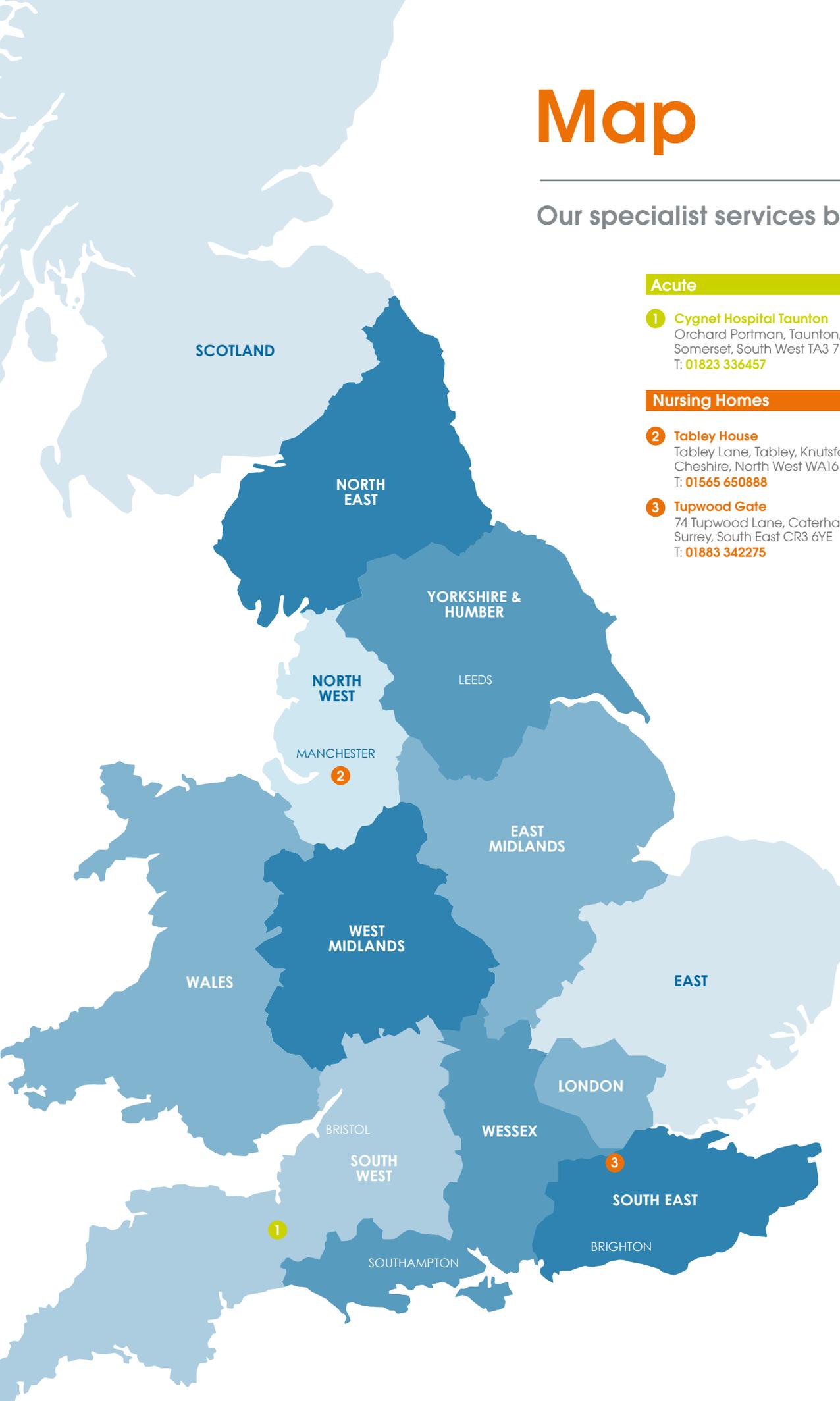
- > Recognising that someone is nearing the end of their life in the next few days or hours and communicate the decisions and actions that are to be taken
- > Communicating with everyone involved, including the resident, their friends and family and also the rest of the staff team
- > Involving the resident and those who have been identified as important to them, in decisions regarding their care and treatment
- > Supporting the needs of the family and friends
- > Provide a compassionate individualised care plan which addresses:
 - Food and drink
 - Symptom control
 - Psychosocial needs
 - Spiritual needs

When you or someone you love are nearing the end-of-life, you deserve the best possible standard of care, which means high quality, reliable and consistent support.



Map

Our specialist services by region



Acute

- 1 **Cygnēt Hospital Taunton**
Orchard Portman, Taunton,
Somerset, South West TA3 7BQ
T: **01823 336457**

Nursing Homes

- 2 **Tabley House**
Tabley Lane, Tabley, Knutsford,
Cheshire, North West WA16 0HB
T: **01565 650888**
- 3 **Tupwood Gate**
74 Tupwood Lane, Caterham,
Surrey, South East CR3 6YE
T: **01883 342275**

How to make a referral

Acute



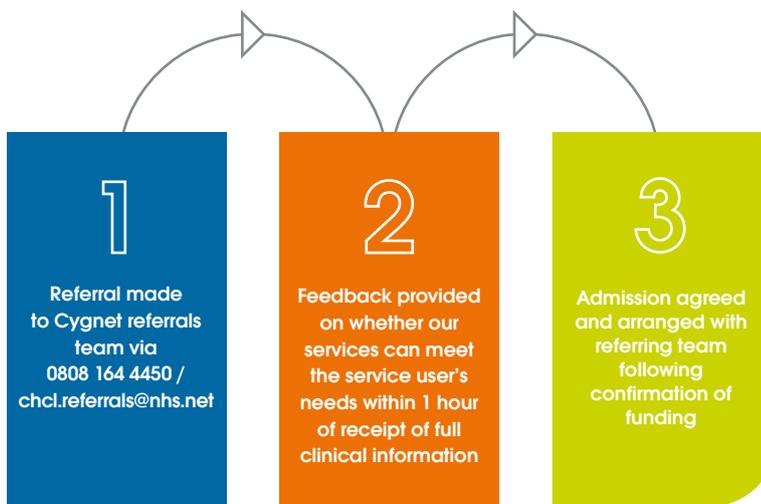
Cygnet Hospital Taunton

01823 336457



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.

Acute referral steps:



Nursing Homes

Please call our nursing homes directly to make a referral



Tabley House

01565 650888



Tupwood Gate

01883 342275

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

 **0207 123 5706**



 @cygnethealth

 /cygnethealthcare

 /company/cygnnet-health-care

www.cygnethealth.co.uk