

Appendix

Cygnnet Heathers, West Bromwich Cygnnet Health Care

Focus of Facility:

- Cygnnet Heathers provides Neuropsychiatric care, rehabilitation and treatment for men affected by acquired brain injuries.
- Cygnnet Heathers' team encourages the individuals to take control of their own lives and regain self-esteem by using individualised support and treatment plans, therapeutic interventions and to encourage them to participate in all aspects of daily living.
- 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 longer term placement to support and help manage the progression of their symptoms.

Ethos:

- Cygnnet Heathers offers a therapeutic rich environment which engages the service users and offers them the opportunity to minimise their challenging behaviour and maximise their independence.
- A resource intensive in-house Neuropsychiatry inter-disciplinary team is dedicated to the 20 service users within Cygnnet Heathers.
- Positive behaviour goals are focused on discharge planning to support service users to return to community living – either with support or independently.

Costs (per week):

- Provided after a face to face clinical assessment has been completed.
- A full written report along with initial care plans and costings is delivered to the referring organisation and/or commissioning bodies.

Clientele:

- Men aged 18+ affected by a neurological condition where challenging behaviour is the leading impairment.
- They may be detained under the Mental Health Act, informal or subject to DoLS.
- They may have a forensic history.

Location:

- Cygnnet Heathers - Grout Street, West Bromwich, West Midlands, B70 0HD

Family Accommodation:

- Families are supported to find suitable accommodation nearby to Cygnnet Heathers.

Family Dining Facilities:

- Families are supported to dine with their loved ones within the service and/or service users are supported to attend community based eateries with their families.

Range of Cares Provided:

- 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.

Service User Involvement:

- The person centred approach offered at Cygnet Heathers 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.
- A service user lead is nominated by service users who represents the patient views at the Peoples' council meeting and helps to chair the meeting with a dedicated member of staff.
- Service users are invited to support the service manager in interviewing all staff members, this happens regularly.
- Service users are included in monthly, quarterly and yearly audits.
- An annual carers and service user survey gathers information about what the service users think of the care and treatment provided at Cygnet Heathers.
- Weekly community meetings are held in which the service users have a say on important matters to them.

Rehabilitation Schedules, Social Activities, and Activities of Daily Living:

- At Cygnet Heathers the service users have access to a range of therapists including Occupational Therapy, Speech and Language Therapy, Physiotherapy and Psychology and Psychiatry.
- Service users have individualised person centred care and treatment plans.
- Each service user has easy read plans and visual discharge plans using language that meets their communication need.
- Each service user has a communication grab sheet that outlines communication strengths and weaknesses, highlighting the best communication strategies for that individual.
- Service user goals are identified in collaboration with the patients and relevant therapists to establish areas for skill development and increasing independence and community integration.
- Individual assessments are completed to identify level of ability; service users are given the opportunity to practice skills to increase independence including personal activities of daily living and domestic activities of daily living.
- Service users at Cygnet Heathers have access to kitchens to practice kitchen skills and preparing their own meals. Any adaptations or equipment required to support their rehabilitation or independence will be identified on an individual basis.
- As part of the development of kitchen skills they are encouraged to access the community to purchase their ingredients combining functional skills consolidation and community integration.
- The unit activity programme is displayed in several places within the service and the daily activities are updated on a daily basis.
- Voluntary work opportunities based on service users' interests are explored and local links are displayed on the unit to give service users the opportunity to express interest in participation.

Clothing and Laundry:

- Service users are supported to carry out their own laundry on a daily/weekly basis wherever possible. For those not able to access the service user laundry facilities staff are able to carry out these activities on their behalf until they are ready to do so.
- Service users are supported to purchase new clothing by accessing the community.

Mealtimes:

- Breakfast, lunch and dinner are provided on site in the dining room or service users can prepare their own in separate kitchen facilities.
- Alternate places to dine are offered to those service users requesting a different environment to eat.

Diet and Choice:

- A 4 week rolling menu is displayed weekly for ease of viewing. This has a choice of 2 meals available every day (main and vegetarian), this does not include specific requests such as cultural meals, healthy meals, and specific dietary needs (e.g. vegan, coeliac) which are requested daily and have little limitations.
- Salad is available daily at lunch time.
- There is an “eat well” guide to show service users what a balanced diet should look like. Our Diabetic service users have the choice of sugar free puddings.
- Kitchen staff provide nutritional, allergy and dietary recommendations on request and work with the interdisciplinary team to support eating and drinking specific needs.
- Menu choices are discussed weekly on a Friday in the service user community meeting.
- Theme days are held often taking place outside of the service to promote independence and community integration.
- All staff have local training in dysphagia.

Bedrooms:

- 20 bedrooms all with ensuite facilities.
- Service users are encouraged to personalise their rooms during their stay.

Access:

- Level access into and around the service with a lift to facilitate movement between the two floors.
- A large lounge and dining area, nurse’s station and clinic rooms are provided along with 3 bathrooms, 2 laundry rooms, a computer room and a therapy conservatory.
- All the IDT have offices which are accessible to service users.
- Cygnet Heathers has 3 gardens which service users can access.

GP / Medical Cover:

- Full time Responsible Clinician (Consultant Neuropsychiatrist), Specialty Doctor (Psychiatry), SLT, OTs, Physiotherapist (part time), Nurses (Mental Health and Learning Disability), support workers, Therapy Co-ordinators, Psychologist and Assistant Psychologist, Clinical Hospital Manager.
- A local GP provides access to a wide range of primary care services and links with local primary care services to ensure service users have full access to physical health, dentist, opticians, podiatry and dieticians.
- Liaison with specialist medical support including diabetes and epilepsy consultants.

Staff Training:

- Staff have a specific induction program which includes: ABI Awareness, Dealing with concerns at work, Equality and diversity, Food safety, Infection control, Information governance, Protecting our Health and safety, Responding to emergencies, Safeguarding individuals at risk, Local fire awareness training, Basic Life support and AED, MAPA (Management of Potential and Actual Aggression), Fire Warden and Marshall training, Introduction to Physical health, MCA/DoLS in principal and practice, Mental Health Act Awareness etc.
- All staff have ABI awareness training as part of the mandatory and ongoing training packages.
- Staff complete a probation period of 6 months. They receive supervision every month within this period.
- A significant programme of post induction training is delivered to staff.

Fire Safety and Evacuation Planning:

- All service users have their own individual evacuation plan which takes into account their specific needs.
- Specialist equipment within the service ensures that evacuation can take place safely for all service users.
- All staff are trained in local fire safety practices and procedures with Fire Marshalls allocated daily.

Management Team:

- Cygnet Heathers employs a Clinical Hospital Manager who is registered with the CQC and a full time Clinical Head of Care whose role it is to ensure all clinical records, care and treatment are effectively managed to ensure service users' safety and high quality evidence based care is implemented.
- Full Time Consultant Neuropsychiatrist with Specialty Doctor based on site provide the medical input to the service management.

Service User Contact Details:

**Cygnnet Heathers, Grout Street, West Bromwich, West Midlands, B70 0HD
Tel: 0121 796 2731**

Transport:

- In house transport is available for all service users to access as required.
- Community access is also encouraged through public transport methods for all service users.