

Improving lives together

PICU and Acute Services

- > PICU
- > Acute



Welcome

Cygnnet was established in 1988. Since then we have developed a wide range of health care services for young people and adults with mental health needs, acquired brain injuries, eating disorders, 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 11,500 employees support 7,500 individuals each year across 150 services to consistently make a positive difference to their lives.



Cygnnet Health Care is part of the Cygnnet Group which also provides social care services for adults in England, Scotland and Wales.



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Introduction

We offer a national network of more than 700 urgent admission beds to meet the acute needs of adults requiring rapid access to mental health services, including those who may need an intensive care environment.

Our range of emergency admission services for adults include hospitals that can provide psychiatric intensive care, acute wards for individuals with mental health illness.

We offer a one hour response time to referrals, with a decision on a placement no more than an hour after we receive adequate clinical information.

Where a bed is not immediately available in the preferred service, we can cross-refer to our national network of hospitals with the agreement of the referrer. All of our services have 24 hour medical cover and admissions can occur 24 hours a day.

We're focused on length of stay and making sure individuals move as quickly and safely as possible from our services to the most appropriate and least restrictive environment for them. Individuals can step down through the pathways available within Cygnet services.

Our service user profile: PICU/Acute

- > Experiencing difficulties that present a risk to the wellbeing of themselves or others that cannot be treated in an open environment
- > Diagnoses may include:
 - Acute mental illness
 - Acute depressive illness
 - Psychosis
 - Schizophrenia
 - Bipolar disorder
 - Personality disorder
 - Dual diagnosis
 - Autism or Asperger's Syndrome
- > May present with co-morbid presentations:
 - Self-harm
 - Substance misuse issues
 - Complex needs



18+ years



Male/Female



**Mental Health
Act Status:
Detained (must be
detained for PICU)
or Informal**



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Our services at a glance:

- > High staffing ratios
- > One hour response time from receipt of clinical information
- > Admissions 24 hours a day
- > 24 hour medical cover
- > Short length of stay
- > Online bed availability tool and daily bed availability communication
- > Substance misuse / addictions treatment
- > Comprehensive national network of step-down pathways
- > Weekly clinical update reports

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Our multi-disciplinary teams:

- > Consultant psychiatrists
- > Specialty doctors
- > Nursing
- > Psychology
- > Occupational therapy
- > Healthcare support workers
- > Social workers
- > Substance misuse practitioners



Our Model of Care



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- New Beginnings
- My Past
 - I will live in an environment that enables me
 - I will be supported by specially trained staff
 - The team supporting me will be resilient and striving
 - My progress will focus on improving quality of life

At Cygnet Health Care we are doing all we can to make a **positive difference**. To help guide us & ensure we are working together to achieve this we have collaboratively developed our Model of Care for our PICU/Acute Services. A guide that **shows what we do as an organisation to meet the acute needs of adults requiring rapid access to mental health services, including those who may need an intensive care environment.**



My Future

Stage One
Admission & Assessment
 Understanding me (72 hours)

- > Induction to the ward and introduction to the team
- > Welcome pack provided to the individual in our care including Mental Health Act rights and advocacy services
- > Admitting nurse to complete initial care plan, including physical health risk assessment, admissions checklist & GAP score
- > Medical team to review response to medication and liaise with GP as appropriate
- > Complete physical health investigation
- > Invite Care Coordinator and family to ward rounds

Stage Two
Formulation
 My Skills (1 week)

- > Formulation of diagnosis, review care plan and risks
- > Complete OT (Occupational Therapy) and Psychology screening and assessment
- > MDT (Multi-disciplinary team) review & communication with stakeholders

Stage Three
Treatment
 My Independence (1 - 4 weeks)

- > Weekly MDT review, daily review of enhanced observation levels, weekly review of psychological engagement
- > Debrief and reflective practice after serious incidents, restraints and seclusions
- > Monitor compliance with treatment plan and identification of relapse signatures
- > MDT to consider discharge planning

Stage Four
Transition & Discharge
 My Future (4 - 8 weeks)

- > MDT to invite Care Coordinator and family to discharge meeting
- > Handover of clinical records, body maps and any safeguarding issues
- > Nurse to complete discharge GAP score, Ward Doctor to complete discharge summary within 10 working days
- > Discharge notification to be sent within 24 hours of discharge



Our myPath Care Model

myPath is our unique overarching care model that 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 PICU and acute services, **myPath** is structured to support short term admissions for those individuals who have a mental illness and also require preparation for independent life within the community, or for moving into mainstream rehabilitation.

For each individual, a daily risk assessment is completed, which enables dynamic responses to individual presentation within any 24 hour period and ensures immediate support is provided. Each individual is offered a minimum of 25 hours meaningful activity, which is evidenced and documented within an individualised activity timetable based around understanding mental health needs and developing daily living skills. All individuals' care pathways are reviewed in full by the multi-disciplinary team on a weekly basis and guided by a dynamic care plan that is closely linked to our specialist outcome tool, the Global Assessment of Progress (GAP). In our PICU and acute services, the GAP allows us to measure an individual's progress during their admission, plot the positive developments and changes in wellbeing whilst formulating plans over potential future risks for longer term management. In applying myPath, our team is able to be responsive in their approach, determine length of stay, and ensure that people can move as quickly as possible to the most appropriate and least restrictive environment.



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PICU

Our national network of PICUs cater for emergency admissions for men and women experiencing an acute period of mental illness that cannot be managed in an open acute inpatient setting. All admissions are detained under the Mental Health Act. Referrals come to us from all areas including acute services, prison, or via the criminal justice system.

In 2023 79% of individuals discharged from a PICU were able to move to an open ward, community living, or a longer term rehabilitation placement.

The focus of our PICUs is stabilisation, and moving individuals as quickly as possible to the most appropriate and least restrictive environment, whilst avoiding the need for readmission. This is achieved through the provision of a short term intensive assessment and treatment programme, designed to support service users to regain a sense of control and order in their lives so they can ultimately return home.

The men and women we support come to us in crisis, and often present with very complex needs and increased risks that compromise their physical or psychological wellbeing, or that of others. We can also assess and transfer urgent prison referrals swiftly.

Our teams work closely and collaboratively with service users, their families and the referrer to provide a seamless pathway from referral to discharge.

Care and treatment in a PICU is person-centred and delivered by a comprehensive multi-disciplinary team. There is an emphasis on the use of relational security, safety, recovery programmes and pharmacology in the management of risk, challenging behaviour and enduring mental health disorders. Training, coaching and supervision of staff enable the clinical team to remain knowledgeable and skilled in the provision of modern, appropriate, compassionate and safe care to service users.

We provide a full programme of therapy and meaningful activity across our services, including on and off-ward therapies and 1:1 and group sessions. Therapeutic interventions and activities offered by our services include:

- Dialectical Behaviour Therapy (DBT) informed therapy
- Substance misuse programmes
- Cognitive Behavioural Therapy (CBT) and Cognitive Analytic Therapy (CAT)
- Schema Therapy
- Eye Movement Desensitisation and Reprocessing Therapy (EMDR)
- Hearing Voices groups
- Active Life programmes
- Psychoeducation
- Comprehensive occupational therapy programmes

Our PICU and acute wards work closely together to form comprehensive acute care pathways across the group. Working closely with commissioning teams, we are able to offer pathways out of PICU where clinically appropriate and therapeutically beneficial, across our comprehensive network of specialist services, including acute services, mental health rehabilitation and specialist personality disorder or neuropsychiatric services.



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Average length of stay is

7 weeks

across our PICU services (2023)

Provided at:



Pippin Ward
Cygnets Appletree
Frederick Street, Meadowfield, County Durham, North East DH7 8NT
T: **0191 378 2747**
Age: **18+** Gender: **Female** Beds: **10**



Svanna Ward
Cygnets Hospital Beckton
23 Tunnan Leys, Beckton, London E6 6ZB
T: **020 7511 2299**
Age: **18+** Gender: **Female** Beds: **12**



Tyler Ward
Cygnets Hospital Blackheath
80-82 Blackheath Hill, London SE10 8AD
T: **0208 694 2111**
Age: **18+** Gender: **Male** Beds: **14**



South Hampton Ward
Cygnets Hospital Bury Dunes
Buller Street, off Bolton Road, Bury, North West BL8 2BS
T: **0161 762 7200**
Age: **18+** Gender: **Male** Beds: **12**



Roxeth Ward
Cygnets Hospital Harrow
London Road, Harrow on the Hill, London HA1 3JL
T: **020 8966 7000**
Age: **18+** Gender: **Male** Beds: **12**



Castle Ward
Cygnets Hospital Godden Green
Godden Green, Sevenoaks, Kent, South East TN15 0JR
T: **01732 763 491**
Age: **18+** Gender: **Female** Beds: **12**



Franklin Ward
Cygnets Hospital Hexham
Anick Road, Hexham, Northumberland, North East NE46 4JR
T: **01434 408660**
Age: **18+** Gender: **Female** Beds: **10**



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Provided at:



Nash Ward

Cygnet Hospital Kewstoke

Beach Road, Kewstoke, Weston-super-Mare, Somerset, South West BS22 9UZ

T: **01934 428989**

Age: **18+** Gender: **Male** Beds: **12**



Bearsted Ward

Cygnet Hospital Maidstone

Gidds Pond Way, off Newnham Court Way, Weaving, Maidstone, South East ME14 5FY

T: **01622 580 330**

Age: **18+** Gender: **Male** Beds: **15**



NEW

Rosa Ward

Cygnet Hospital Oldbury

Salop Drive, Oldbury, West Midlands B68 9AG

T: **01214 200 211**

Age: **18+** Gender: **Female** Beds: **12**



Fern Ward

Cygnet Hospital Sherwood

Rufford Colliery Lane, Mansfield, Nottinghamshire, East Midlands NG21 0HR

T: **01623 701386**

Age: **18+** Gender: **Male** Beds: **12**



Chamberlain Ward / Pattison Ward

Cygnet Hospital Stevenage

Graveley Road, Stevenage, Hertfordshire, East SG1 4YS

T: **01438 342942**

Age: **18+** Gender: **Male** Beds: **24 across 2 wards**



Acorn Ward

Cygnet Hospital Woking

Redding Way, Knaphill, Woking, Surrey, South East GU21 2QS

T: **01483 795100**

Age: **18+** Gender: **Female** Beds: **10**



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Carter Ward
Cygnets Hospital Wolverhampton
140 Wolverhampton Road, Wolverhampton, West Midlands, WV11 1UH
T: **01902 886 571**
Age: **18+** Gender: **Male** Beds: **12**



Bennu Ward
Cygnets Hospital Wyke
Blankney Grange, Huddersfield Road, Wyke, Bradford, Yorkshire & Humber BD12 8LR
T: **01274 605500**
Age: **18+** Gender: **Male** Beds: **12**



Blythe Ward
Cygnets Joyce Parker Hospital
2 Lansdowne Street, Coventry, CV2 4BF (for Sat Nav use CV2 4FN)
T: **02475 100 150**
Age: **18+** Gender: **Male** Beds: **12**



Albert Ward
Cygnets Victoria House
Barton Street, Darlington, County Durham, North East DL1 2LN
T: **01325 385 240**
Age: **18+** Gender: **Male** Beds: **9**



Billington Ward
Cygnets Kenney House
Wester Hill Rd, Oldham, North West OL8 2QH
T: **Coming soon**
Age: **18+** Gender: **Female** Beds: **12**



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Acute

Our acute inpatient psychiatric services provide a safe and stabilising environment for men and women who are in crisis, experiencing an acute episode of mental illness and requiring an emergency admission. Service users may be informal or detained under the Mental Health Act.

The ethos across our services is about assessing and treating individuals in the least restrictive environment and planning for discharge in a robust and timely fashion. With a focus on stabilisation, we support service users to manage their mental health, reinforce daily living skills and prepare for independent life back in the community.

Our teams work closely and collaboratively with the people we support, their families and the referrer to provide a seamless pathway from referral to discharge. Our approach is recovery focused and supported by comprehensive multi-disciplinary teams, contributing to shorter lengths of stay. Our short-term psychological interventions are based on a Cognitive Behavioural Therapy (CBT) approach and we also provide specialist substance misuse support and psychoeducation, alongside a comprehensive occupational therapy programme.

Due to the robust environment at our services, we are able to actively support service users at the challenging end of the acute spectrum, without requiring admission to a PICU service.

We work closely with NHS referring teams to keep lengths of stay as short as possible and to ideally discharge individuals home, or move them back to a less restrictive environment.

Our PICU and acute wards work closely together to form comprehensive acute care pathways across the group. Working closely with commissioning teams, we are able to offer pathways out of PICU where clinically appropriate and therapeutically beneficial, across our comprehensive network of specialist services, including acute services, mental health rehabilitation and specialist personality disorder services.



Average length of stay is

1 month

across our Acute services (2023)



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Provided at:



Acer Upper
Cygnets Acer Clinic
Worksop Road, Chesterfield, Derbyshire S43 3DN
T: **01246 386090**
Age: **18+** Gender: **Female** Beds: **14**



Bramley Ward
Cygnets Appletree
Frederick Street, Meadowfield, County Durham, North East DH7 8NT
T: **0191 378 2747**
Age: **18+** Gender: **Female** Beds: **15**



Juniper Court / Palm Court
Cygnets Churchill
Barkham Terrace, Lambeth Road, London SE1 7PW
T: **020 7928 2334**
Age: **18+** Gender: **Male** Beds: **34 across 2 wards**



Hooper Ward
Cygnets Hospital Beckton
23 Tunnan Leys, Beckton, London E6 6ZB
T: **020 7511 2299**
Age: **18+** Gender: **Female** Beds: **13**



Blossom Ward (F) / Lister Ward (M)
Cygnets Hospital Bierley
Bierley Lane, Bradford, Yorkshire & Humber BD4 6AD
T: **01274 686767**
Age: **18+** Gender: **Male / Female** Beds: **31 across 2 wards**



White House
Cygnets Hospital Bury Dunes
Buller Street, off Bolton Road, Bury, North West BL8 2BS
T: **0161 762 7200**
Age: **18+** Gender: **Male** Beds: **18**



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Highwoods Ward
Cygnets Hospital Colchester
Boxted Road, Mile End, Colchester,
Essex, East CO4 5HF
T: **01206 848 000**
Age: **18+** Gender: **Male** Beds: **19**



Oakwood Ward / Upper Oakwood
Cygnets Hospital Godden Green
Godden Green, Sevenoaks, Kent, South East TN15 0JR
T: **01732 763 491**
Age: **18+** Gender: **Female** Beds: **21 across 2 wards**



Haven Ward (M) / Sanctuary Ward (F)
Cygnets Hospital Harrogate
23 Ripon Road, Harrogate, North Yorkshire, Yorkshire & Humber HG1 2JL
T: **01423 500599**
Age: **18+** Gender: **Male / Female** Beds: **36 across 2 wards**



West Ward
Cygnets Hospital Harrow
London Road, Harrow on the Hill, London HA1 3JL
T: **020 8966 7000**
Age: **18+** Gender: **Male** Beds: **18**



Fisher Ward
Cygnets Hospital Hexham
Anick Road, Hexham, Northumberland, North East NE46 4JR
T: **01434 408660**
Age: **18+** Gender: **Male** Beds: **17**



Haywood Ward (M) / Sandford Ward (F)
Cygnets Hospital Kewstoke
Beach Road, Kewstoke, Weston-super-Mare, Somerset, South West BS22 9UZ
T: **01934 428989**
Age: **18+** Gender: **Male / Female** Beds: **31 beds across 2 wards**



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Emmeline Ward
Cygnets Hospital Oldbury
Salop Drive, Oldbury, West Midlands B68 9AG
T: **01214 200 211**
Age: **18+** Gender: **Female** Beds: **15**



Bramble Ward / Treetops Ward
Cygnets Hospital Sherwood
Rufford Colliery Lane, Mansfield, Nottinghamshire, East Midlands NG21 0HR
T: **01623 701386**
Age: **18+** Gender: **Male** Beds: **32 beds across 2 wards**



Orchid Ward / Tiffany Ward
Cygnets Hospital Stevenage
Graveley Ward, Stevenage, Hertfordshire, East SG1 4YS
T: **01438 342942**
Age: **18+** Gender: **Female** Beds: **31 across 2 wards**



Sycamore 1 (M) / Sycamore 2 (M) / Swift Ward (F)
Cygnets Hospital Taunton
Orchard Portman, Taunton, Somerset, South West TA3 7BQ
T: **01823 336457**
Age: **18+** Gender: **Male/Female** Beds: **41 across 3 wards**



Picasso Ward / Kahlo Ward
Cygnets Hospital Woking
Redding Way, Knaphill, Woking, Surrey, South East GU21 2QS
T: **01483 795 100**
Age: **18+** Gender: **Female** Beds: **23 across 2 wards**



Shaw Ward
Cygnets Hospital Wolverhampton
140 Wolverhampton Road, Wolverhampton WV11 1UH
T: **01902 886 571**
Age: **18+** Gender: **Male** Beds: **17**



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Provided at:



Kingfisher Ward / Phoenix Ward

Cygnets Hospital Wyke

Blankney Grange, Huddersfield Road, Wyke, Bradford, Yorkshire & Humber BD12 8LR

T: **01274 605500**

Age: **18+** Gender: **Male** Beds: **34 across 2 wards**



Baldock Ward

Cygnets Kenney House

Wester Hill Rd, Oldham, North West OL8 2QH

T: **coming soon**

Age: **18+** Gender: **Female** Beds: **16**



Brook Ward

Cygnets Joyce Parker Hospital

2 Lansdowne Street, Coventry, CV2 4BF (for Sat Nav use CV2 4FN)

T: **02475 100 150**

Age: **18+** Gender: **Male** Beds: **15**



George Willard Ward

Cygnets Lodge Woking

Barton Close (off Redding Way), Knaphill, Woking, Surrey, South East GU21 2FD

T: **01483 289 999**

Age: **18+** Gender: **Male** Beds: **12**



Compton Ward

Cygnets Nield House

Bradfield Road, Crewe, Cheshire, North West CW1 4QW

T: **01270 696510**

Age: **18+** Gender: **Female** Beds: **15**



Victoria Ward

Cygnets Victoria House

Barton Street, Darlington, County Durham, North East DL1 2LN

T: **01325 385 240**

Age: **18+** Gender: **Male** Beds: **17**



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“I feel the need to express our gratitude for the care and support he (dad) and us as a family have received since his admission. The quick intervention, treatment and care has meant that dad is making a fantastic recovery and we could not be happier to see him returning to his usual self. We cannot thank you enough. Keep doing a fantastic job!” – **Family member**



“I would like to thank the staff for their kindness and patience with me. It has been a difficult journey and they have shown me support all the way.” – **Service user**



“Thank you for your level of care with our son. We have never felt more secure in the level of treatment for his condition. The staff care and are understanding. It’s nice to see a fully staffed facility, which has very specialist team.” – **Family member**



“The team at Cygnet have been very professional, kind, and caring to me.” – **Service user**



“You went above and beyond. You were of great comfort and reassuring and made it an easier journey for us.” – **Family member**



“Thank you so much for looking after me whilst being here. Thank you for keeping me safe when I was unable to, it means a lot. You helped me so much in this short space of time.” – **Service user**

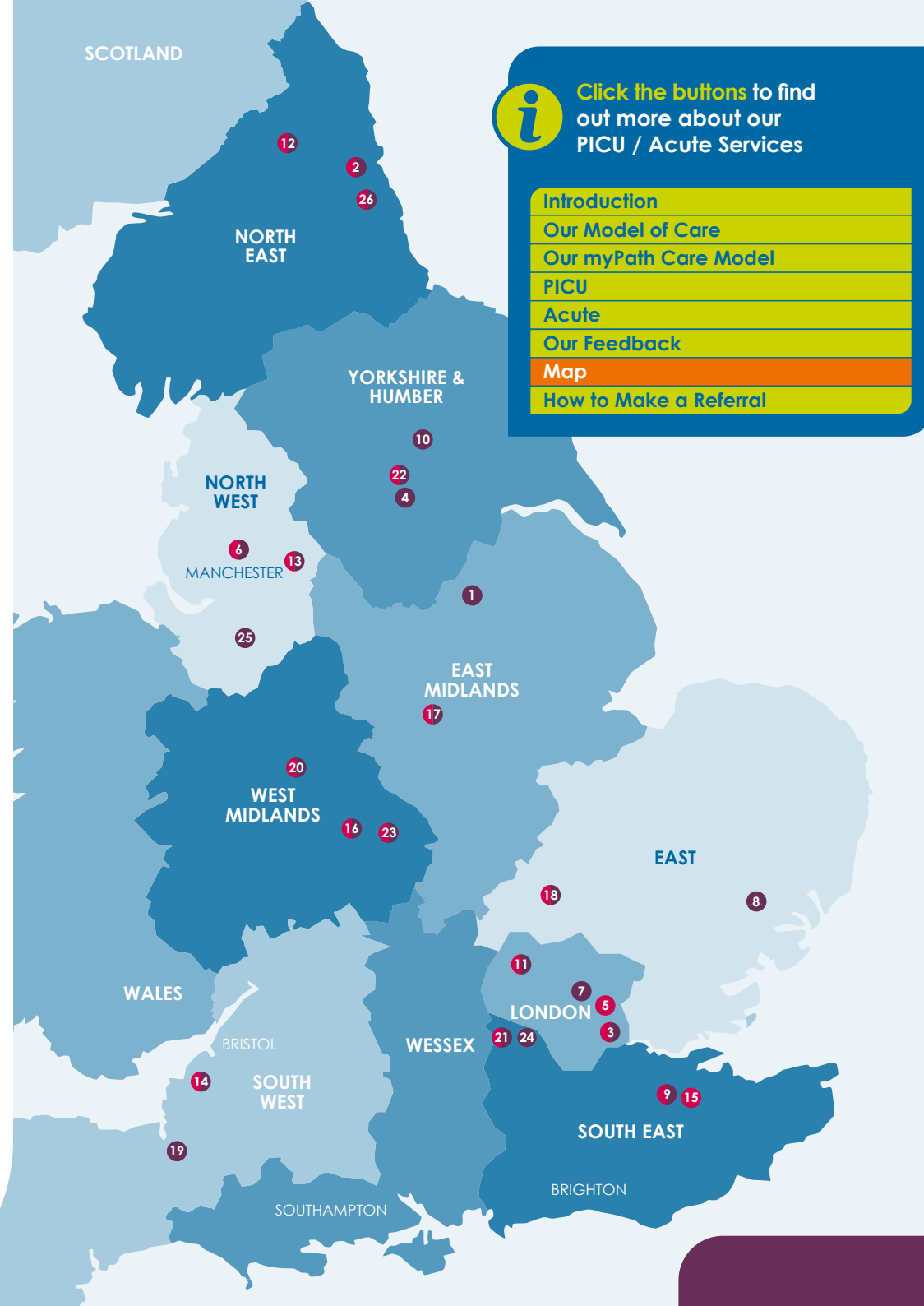


Map | Our specialist services by region

PICU **Acute**

- 1** **Cygnets Acer Clinic**
Worksop Road, Chesterfield, Derbyshire S43 3DN
T: **01246 386 090**
- 2** **Cygnets Appletree, Durham**
Frederick Street, Meadowfield, County Durham, North East DH7 8NT
T: **0191 378 2747**
- 3** **Cygnets Hospital Beckton**
23 Tunnan Leys, Beckton, London E6 6ZB
T: **020 7511 2299**
- 4** **Cygnets Hospital Bierley**
Bierley Lane, Bradford, West Yorkshire, Yorkshire & Humber BD4 6AD
T: **01274 686767**
- 5** **Cygnets Hospital Blackheath**
80-82 Blackheath Hill, London SE10 8AD
T: **020 8694 2111**
- 6** **Cygnets Hospital Bury**
Buller Street, off Bolton Road, Bury, North West BL8 2BS
T: **0161 762 7200**
- 7** **Cygnets Churchill**
Barkham Terrace, Lambeth Road, London SE1 7PW
T: **020 7928 2334**
- 8** **Cygnets Hospital Colchester**
Boxted Road, Mile End, Essex, East CO4 5HF
T: **01206 848000**
- 9** **Cygnets Hospital Godden Green**
Godden Green, Sevenoaks, Kent, South East TN15 0JR
T: **01732 763491**
- 10** **Cygnets Hospital Harrogate**
23 Ripon Road, Harrogate, North Yorkshire, Yorkshire & Humber HG1 2JL
T: **01423 500599**
- 11** **Cygnets Hospital Harrow**
London Road, Harrow on the Hill, London HA1 3JL
T: **020 8966 7000**
- 12** **Cygnets Hospital Hexham**
Anick Road, Hexham, Northumberland, North East NE46 4JR
T: **01434 408660**
- 13** **Cygnets Kenney House**
Wester Hill Road, Oldham, North West OL8 2QH
T: **Coming soon**

- 14** **Cygnets Hospital Kewstoke**
Beach Road, Kewstoke, Weston-super-Mare, South West BS22 9UZ
T: **01934 428989**
- 15** **Cygnets Hospital Maidstone**
Gidds Pond Way, off Newnham Court Way, Weaving, Maidstone, South East ME14 5FY
T: **01622 580 330**
- 16** **Cygnets Hospital Oldbury**
Salop Drive, Oldbury, West Midlands B68 9AG
T: **0121 420 0211**
- 17** **Cygnets Hospital Sherwood**
Rufford Colliery Lane, Mansfield, Nottinghamshire, East Midlands NG21 0HR
T: **01623 701 386**
- 18** **Cygnets Hospital Stevenage**
Graveley Road, Stevenage, Hertfordshire, East SG1 4YS
T: **01438 342 942**
- 19** **Cygnets Hospital Taunton**
Orchard Portman, Taunton, Somerset, South West TA3 7BQ
T: **01823 336457**
- 20** **Cygnets Hospital Wolverhampton**
140 Wolverhampton Road, Wolverhampton, West Midlands, WV11 1UH
T: **01902 886 571**
- 21** **Cygnets Hospital Woking**
Redding Way, Knaphill, Woking, Surrey, South East GU21 2QS
T: **01483 795 100**
- 22** **Cygnets Hospital Wyke**
Blankney Grange, Huddersfield Road, Wyke Bradford, West Yorkshire, Yorkshire and Humber BD12 8LR
T: **01274 605 500**
- 23** **Cygnets Joyce Parker Hospital**
2 Lansdowne Street, Coventry, CV2 4BF (for Sat Nav use CV2 4FN)
T: **02475 100 150**
- 24** **Cygnets Lodge Woking**
Barton Close (off Redding Way), Knaphill, Woking, Surrey, South East GU21 2FD
T: **01483 289 999**
- 25** **Cygnets Nield House**
Bradfield Road, Crewe, Cheshire, North West CW1 4QW
T: **01270 696510**
- 26** **Cygnets Victoria House**
Barton Street, Darlington, County Durham, North East DL1 2LN
T: **01325 385 240**



How to Make a Referral

We are able to take referrals 7 days a week.

To make a referral please contact the Cygnet Bed Hub on:
0808 164 4450 / chcl.referrals@nhs.net.

Alternatively, you can contact your **regional Business Relationship Manager.**

Our referral process:

- 1** Referral made to Cygnet bed hub via **0808 164 4450 / chcl.referrals@nhs.net**
- 2** Feedback provided on whether our services can meet the service user's needs within 1 hour of receipt of full clinical information
- 3** Admission agreed and arranged with referring team following confirmation of funding



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Improving lives together

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CYG-759 | Date of Preparation: 11/11/24

Integrity

Trust

Empower

Respect

Care