

Improving lives together

Specialist High Dependency Complex Care Service for Women with Learning Disabilities

Cygnets Elms, Birmingham

Outstanding 



Now taking referrals



Cygnets Elms is a high dependency complex care service for 10 women with learning disabilities, associated complex needs who may also have behaviours that may challenge.

We support individuals who are stepping down from a more secure setting as part of their care pathway. We work with them and provide personalised care to help them develop the necessary skills to leave our rehabilitation service and move towards a less restrictive setting in the community.



"A big thank you for all your support over the last 12 months, it has been a remarkable transformation and a pleasure to see now see her enjoying life in the community once again."
- External health professional



Female



18+ years



10 beds



Our service user profile

- > Primary diagnosis of learning disability and mental health complex needs
- > May present with co-morbid presentations:
 - Challenging behaviour
 - Personality disorder, schizophrenia, depression, bi-polar disorder
 - Dual diagnosis
 - Complex needs and/or multiple diagnoses
- > May be detained under the Mental Health Act or informal
- > May have a history of repeated hospital admissions
- > Forensic history

The service at a glance

Cygnets Elms is in a central location close to an array of local amenities in Birmingham, including colleges, shops, restaurants, parks and work placement settings.

We want the women in our care to make their own choices and live as independently as they are able to. To achieve this, our in-house Multi-Disciplinary Team (MDT) supports them with our learning disability model of care. This offers support from the nursing team, psychology, psychiatry, speech and language and occupational therapy.

Our psychology approach aims to address clinical and forensic risk by drawing upon a variety of therapeutic models and positive behaviour support in order to assist individuals in working towards an empowered and positive future.



The occupational therapy service aims to create a sensory-modulated environment and one that is physically safe. It aims to maximise each individual's independence through the support and development of functional activities of daily living and life skills. In addition, it aims to support the staff, through ongoing staff training, modelling and working collaboratively within the wider team.

Our speech and language therapy approaches a total communication environment, 1:1 and group sessions looking at a variety of communication skills and needs alongside social skills. A range of individualised accessible information is provided where required to facilitate learning and aid understanding.



★ ★ ★ ★ ★
 Rated 'Outstanding'
 in all 5 Key Lines of
 Enquiry by the CQC

Staff support service
 users to go on holiday



Person-centred meal planning
 including shopping and cooking



100%
 of discharges in the last 2 years
 have been into community placements, or a return home*



*Data obtained in Dec 24

"Staff pulled me through the bad times, but more were good times. We are all like a family and help each other." - **Service user**

Weekly community meetings, individuals have their say on the way the service is run including making plans for the weekend



Supporting individuals to gain voluntary employment



80%
 of staff have been at the service for more than 5 years




Individuals are supported to attend local colleges to study courses including English and Maths



Mindfulness meeting held each morning and is ran by a service user



Supporting individuals who are on their care pathway to independent living



On-site beauty salon and gym



Multiple service user led fundraising events throughout the year



Our facilities

- > En-suite bedrooms
- > Communal areas including a garden
- > Multiple lounges including a quiet lounge
- > Beauty salon
- > Dining room
- > Therapy kitchen and laundry service to support skills development
- > Gym
- > IT café
- > Sensory room



Our community links

- > Numerous colleges and adult education centres
- > Libraries
- > Kingstanding Leisure Centre
- > Stockland Green Trampoline Club
- > Community hairdresser
- > Pets as Therapy charity
- > Local shops, restaurants and cafés
- > Close to transport links into central Birmingham
- > StarCity – bowling, restaurants, cinema and mini golf

Make a referral

- 1 Referral made to your **regional business relationship manager** or 0808 164 4450 / chcl.referrals@nhs.net
- 2 Assessment arranged and undertaken via our assessment team
- 3 Feedback provided on whether our service can meet the individual's needs
- 4 Assessment pack formulated including care plans and funding information
- 5 Admission agreed and plans for transition arranged with referring team following confirmation of acceptance of placement

Where are we?

Cygnel Elms
 162-164 Streetly Road,
 Birmingham, West Midlands B23 7BD
Phone number
 0121 274 0302



CYG-640 | Date of Preparation: 19/02/25

Please visit cygnetgroup.com for more info | Follow us on social media: