

*Improving lives together*

# Supported Living Services

**Community support for people with:**

- > Learning disabilities
- > Autism
- > Mental health
- > Behaviours that may challenge



# Welcome

Cygnets 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 across 150 services** to consistently make a positive difference to their lives.



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



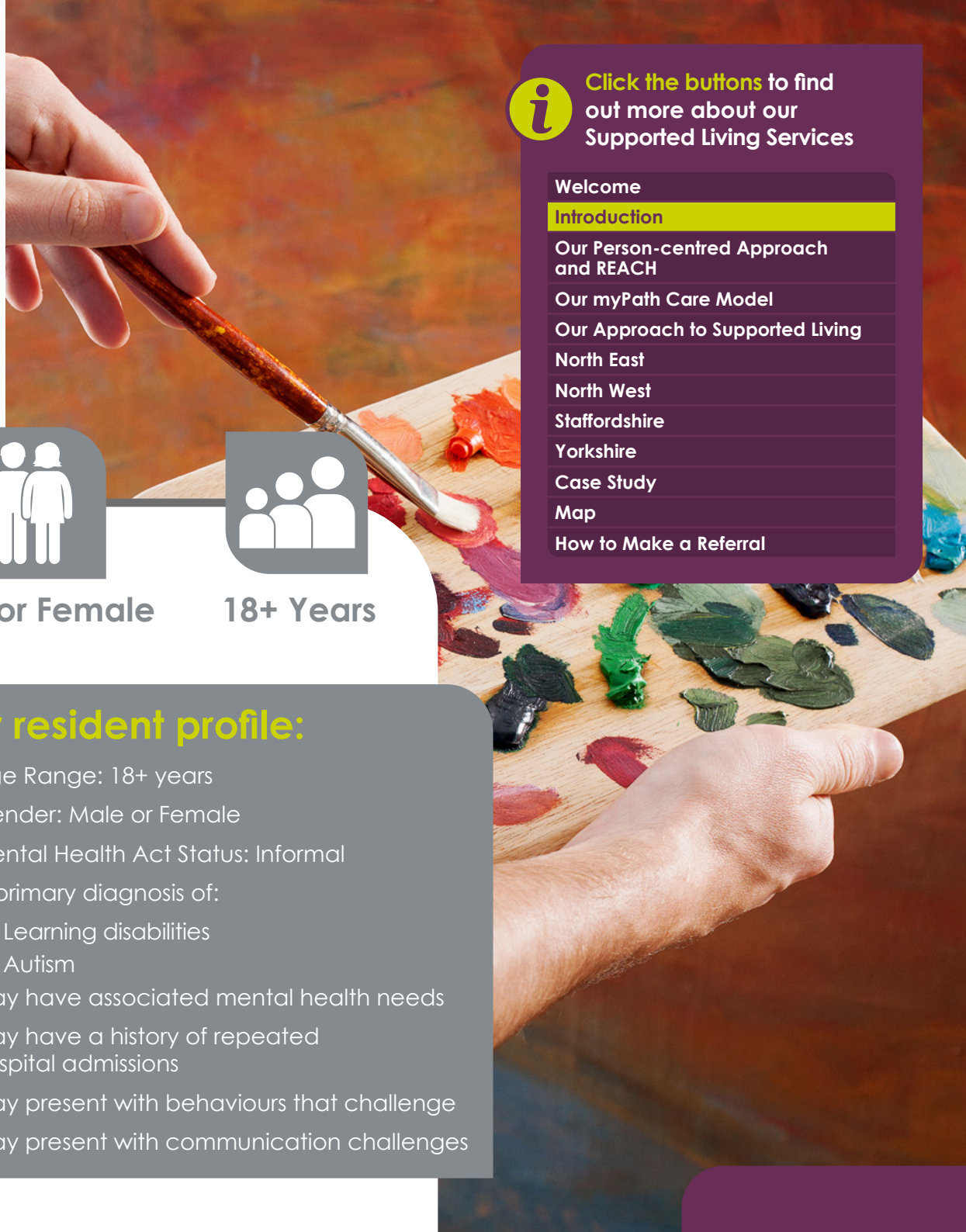
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Male or Female



18+ Years

# Introduction

Our priority is to ensure that the people we support enjoy the same right to a happy and fulfilled life as others. We ensure that individuals in our care feel safe in their environment, are understood and are able to communicate to the best of their ability. Most importantly with the right support and help we empower and enable each individual to successfully live in a community-based service that is suitable for their needs.

Our services have considerable experience and expertise in supporting individuals with learning disabilities, autism and mental health needs, who may have behaviours that challenge to develop independent skills and to live an active and happy life.

## Our resident profile:

- > Age Range: 18+ years
- > Gender: Male or Female
- > Mental Health Act Status: Informal
- > A primary diagnosis of:
  - Learning disabilities
  - Autism
- > May have associated mental health needs
- > May have a history of repeated hospital admissions
- > May present with behaviours that challenge
- > May present with communication challenges

# Our Person-centred Approach and REACH

Within our supported living services we provide a completely person-centred approach. We ensure that we put the individual at the centre of everything we do.

Our teams customise the support to each individual depending on their needs, including the focus on identity, citizenship and inclusivity.

## Our teams work with each individual to help them achieve the following REACH standards

- 1 I choose who I live with
- 2 I choose where I live
- 3 I have my own home (with a tenancy or ownership)
- 4 I choose who supports me and how I am supported
- 5 I choose my friends and my relationships
- 6 I get help to make changes in my life
- 7 I choose how to be healthy and safe
- 8 I choose how I am part of the community
- 9 I have the same rights and responsibilities as other citizens



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# Our myPath Care Model

To ensure we cater for each person's journey and achieve long-term results, we have created a unique approach to care for individuals with learning disabilities and autism spectrum disorder.

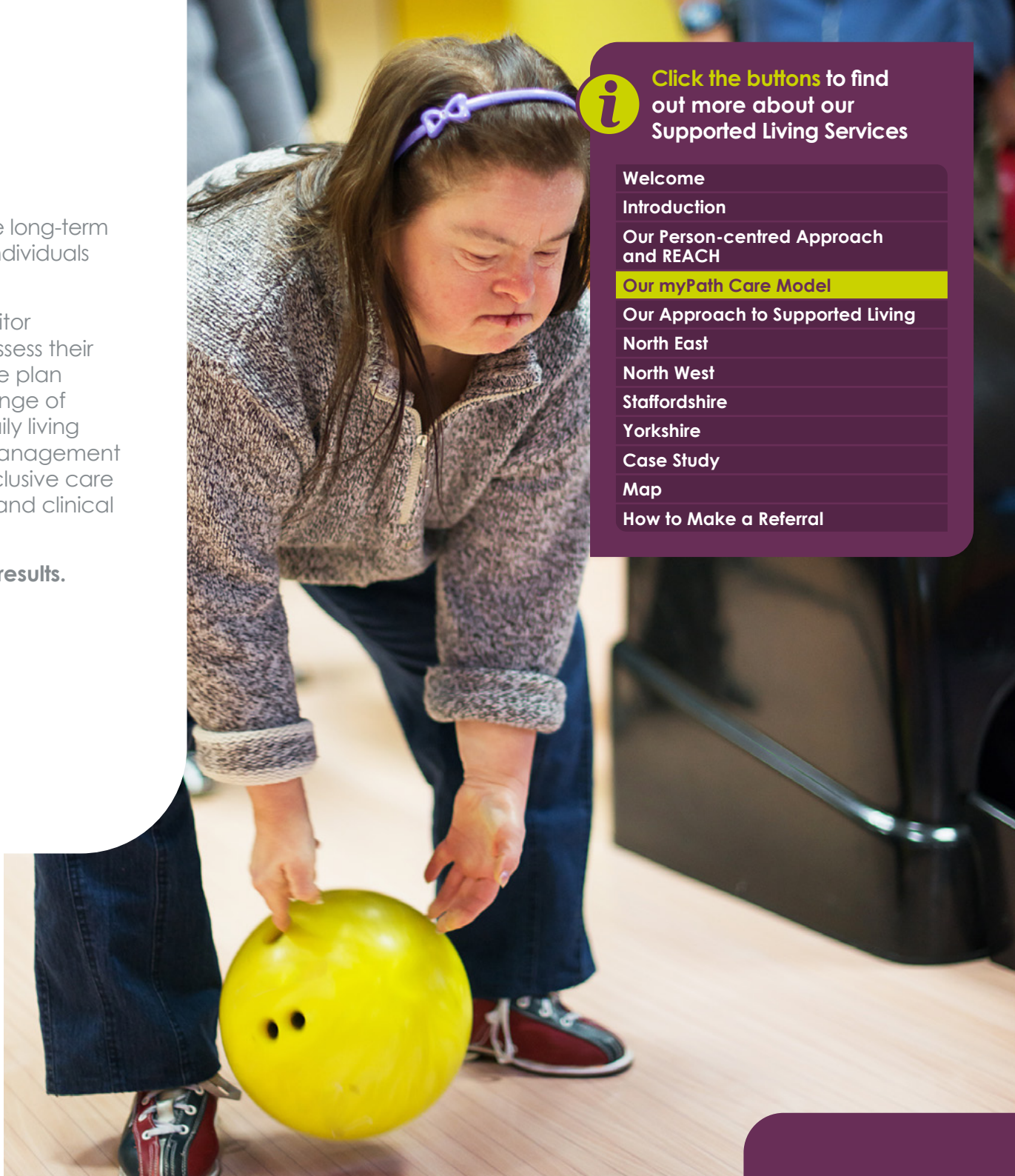
myPath is an overarching care model that serves to monitor individual's engagement levels, manage their records, assess their progress and formulate a personalised and dynamic care plan with measurable targets. The model embraces a wide range of evidence-based tools such as pharmaceutical inputs, daily living skills, progressive community-based outcomes and risk management plans. myPath ensures the delivery of high quality and inclusive care that is continually evaluated through robust operational and clinical governance frameworks.

**myPath is tried and trusted and delivers industry-leading results.**

# myPath



Supported Living Services



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# Our Approach to Supported Living

Supported Living is an important step towards independence. We know how important it is for people to have the right support so they can live the life they want to live.

We support adults with learning disabilities, autism, mental health needs and behaviours that challenge. Individuals are supported to hold their own tenancy agreement with a registered housing association. Individuals who are interested in our services, may have previously been detained within a hospital setting and are ready for a step down placement within their local community.

Cygnets Social Care are experienced in supporting individuals who may lack capacity to choose where they live, we work alongside our commissioning partners to ensure that correct legal frameworks are in place in order for them to live successfully in the community.

Offering experienced, trained staff twenty four hours a day, our services benefit from a core staffing team. Each tenant is allocated an experienced and consistent staff team and training is bespoke to individual support needs, enabling tenants to live as independently and safely as possible. When individuals come to our supported living services, we take the time to get to know them, their preferences, as well as their hopes and dreams for the future. We support people with a personal discharge plan to achieve their goals and aspirations and ensure they feel they are in control of their own life.

## How we support individuals

- Working with individuals to find out their strengths, abilities and preferences – We get to know them, their families, carers advocates and other people who are important to them and their care and support
- Helping individuals to set goals as part of their support plan
- Working with individuals to help them achieve their goals
- Making sure that individuals have easy read information about their rights and choices in whatever format and language they choose
- Providing person-centred practical help for individuals, such as training and support on how to manage their home, their money, gardening, housework and healthy living
- Helping individuals to build relationships and access whatever community activities they would like to take part in



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# Our Locations



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## North East

📍 Supported Living in Darlington - 4 tenancies

📍 Registered address:

118 Woodland Road, Darlington, Co Durham, North East DL3 9AG

T: 01325 638722



## North West

📍 Supported Living in Macclesfield - 9 tenancies

📍 Supported Living in Preston - 1 tenancy

📍 Supported Living in Warrington - 1 tenancy

📍 Supported Living in Wigan Central - 2 tenancies

📍 Supported Living in Wigan South - 1 tenancy

📍 Registered address:

Railway House, Suite 2, Railway Road, Chorley PR6 0HW

T: 01625 919994



## Staffordshire

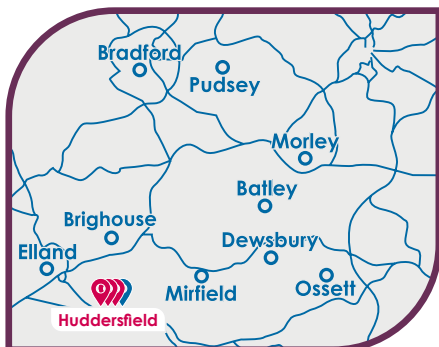
📍 Supported Living in Birmingham - 16 tenancies

📍 Supported Living in Wombourne - 9 tenancies

📍 Registered address:

Unit D, Hunters Row Centre, Gaolgate Place, Stafford, West Midlands ST16 2AD

T: 01785 337 999



## Yorkshire

📍 Supported Living in Huddersfield (Ashfield) - 6 tenancies

📍 Supported Living in Huddersfield (Gledcliffe) - 6 tenancies

📍 Supported Living in Leeds - 18 tenancies

📍 Registered address:

Oxley Woodhouse, Woodhouse Hill, Huddersfield, West Yorkshire HD2 1DH

T: 01484 427580

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## Supported Living Service in Darlington

Registered address: 118 Woodland Road, Darlington, Co Durham, North East DL3 9AG

North East



Male or female



18+ years



4 tenancies

**S**upported Living in Darlington is a four bed bungalow. The service is focused on empowering individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised, tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.

Cygnets Social Care are experienced in supporting individuals who may lack capacity to choose where they live and would work closely alongside our commissioning partners to ensure that correct legal frameworks are in place in order for them to live successfully in the community.

Offering experienced, trained staff twenty-four hours a day, the service benefits from a core staffing team. Each tenant would be allocated an experienced and consistent staff team and training would be bespoke to individual support needs which enables tenants to live as independently and safely as possible.



Helping individuals to build relationships and access whatever community activities they would like to take part in



Darlington is a historic market town in County Durham, known for its railway heritage and strong community. The town has excellent transport connections, with direct rail links to major cities like Newcastle and York.

Darlington has several green spaces, such as South Park and West Park, the town also has lots of community centres, support groups, and leisure facilities.



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## North West



Male or female



18+ years



9 tenancies

**S**upported Living in Macclesfield provides nine self contained apartments. The service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.



"I have lived at different facilities but this is the first place I truly call home. I have not had a mental health or drug relapse since moving to my own home thanks to Cygnet and the staff team have really supported me. The staff really care for you and at the same time help you live independently. I am feeling really positive about my future now thanks to the team here."

**Resident in Supported Living**

Macclesfield boasts a wide array of local amenities. From historic landmarks such as the Macclesfield Silk Museum, to the tranquil grounds of West Park.

The town also has excellent leisure facilities, including swimming pools, gyms, and sports clubs catering to a wide range of interests and abilities.



**Providing person-centred practical help for individuals** - such as training and support on how to manage their home, their money, gardening, housework and healthy living

**Helping individuals to set goals as part of their support plan**



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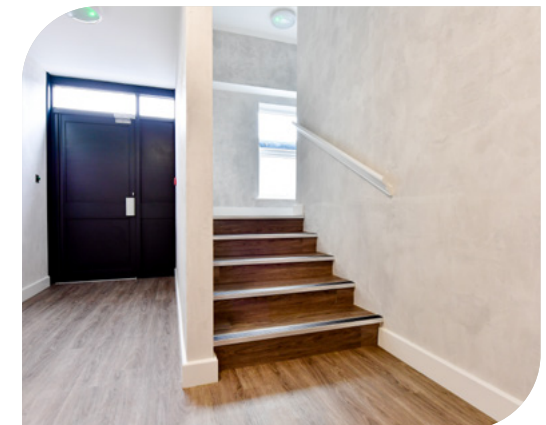
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## North West



Male or female



18+ years



1 tenancy

**S**upported Living in Preston provides a single occupancy house. The service is focused on empowering an individual with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised, tailored support in a private space, allowing the person we support to hold their own tenancy with a registered housing association.

The tenant is allocated an experienced and consistent staff team, who are on site twenty-four hours a day. Training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



**We get to know the residents, their families, carers advocates and other people who are important to them and their care and support**



The service is a single occupancy house with its own garden and good transport links to community facilities.

Nestled in Lancashire, North West England, Preston offers a blend of historical landmarks, vibrant culture, and scenic beauty. The City features the iconic Harris Museum & Art Gallery, alongside the picturesque Avenham Park.



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## North West



Male or female



18+ years



1 tenancy

**S**upported Living in Warrington provides one tenancy, the service is focused on empowering an individual with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised, tailored support in a private space, allowing the person we support to hold their own tenancy with a registered housing association. It is a single occupancy house with its own garden and good transport links to community facilities. With experienced, trained staff available twenty-four hours a day, the service benefits from a shared core staffing team.

The tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



Helping individuals to build relationships and access whatever community activities they would like to take part in



Working with individuals to find out their strengths, abilities and preferences

Warrington is a thriving town in Cheshire, located between Manchester and Liverpool. It has a strong sense of community and offers a variety of amenities. The town is well-connected, with excellent transport links via road, rail, and bus.

Warrington has a wide range of parks and green spaces, such as Walton Hall Gardens and Victoria Park. The town is home to several community hubs, leisure centres, and support groups.



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## North West



Male or female



18+ years



2 tenancies

**S**upported Living in Wigan Central provides two tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association. It is a dual occupancy house with its own garden and good transport links to community facilities. Offering experienced, trained staff twenty-four hours a day, the service benefits from a shared core staffing team.



Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within their local community.

Each tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



Wigan is a large town in Greater Manchester. The town offers a range of amenities and services. Wigan has good public transport links, connecting residents to nearby cities like Manchester and Liverpool, and providing easy access to local facilities.

The area boasts a variety of green spaces, such as Haigh Woodland Park and the Wigan Flashes Nature Reserve.



Working with individuals to help them achieve their goals



Providing person-centred practical help for individuals - such as training and support on how to manage their home, their money, gardening, housework and healthy living



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## North West



Male or female



18+ years



1 tenancy

**S**upported Living in Wigan South provides one tenancy, the service is focused on empowering an individual with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised, tailored support in a private space, allowing the person we support to hold their own tenancy with a registered housing association. It is a single occupancy house with its own garden and good transport links to community facilities. Offering experienced, trained staff twenty-four hours a day, the service benefits from a shared core staffing team.



**Wigan is a large town in Greater Manchester. The town offers a range of amenities and services. Wigan has good public transport links, connecting residents to nearby cities like Manchester and Liverpool, and providing easy access to local facilities.**

**The area boasts a variety of green spaces, such as Haigh Woodland Park and the Wigan Flashes Nature Reserve.**

Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within their local community.

The tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



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**Helping individuals to set goals as part of their support plan**



## Supported Living Service in Birmingham

Registered address: Unit D, Hunters Row Centre, Gaolgate Place, Stafford, West Midlands ST16 2AD

Staffordshire



Male or female



18+ years



16 tenancies

**S**upported Living in Birmingham provides sixteen tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.

Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within their local community.

Situated in the heart of the Birmingham community, these supported living apartments offer homes with onsite support to adults with learning disabilities, autism, mental health needs, and behaviours that challenge. The site consists of sixteen self-contained apartments, each with its own garden, and offers experienced, trained staff available twenty-four hours a day. It benefits from a core staffing team of four support workers.

Each tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



Working with individuals to find out their strengths, abilities and preferences



Conveniently located near Birmingham's city centre, Ashbrook combines the warmth of a close-knit neighbourhood with easy access to the bustling amenities of the city.

Known for its vibrant community and rich cultural heritage, Ashbrook offers a welcoming atmosphere for residents. Bordesley Green Park is close by, alongside local shopping and cafés.



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## Supported Living Service in Wombourne

Registered address: Unit D, Hunters Row Centre, Gaolgate Place, Stafford, West Midlands ST16 2AD

Staffordshire



Male or female



18+ years



9 tenancies

**S**upported Living in Wombourne provides nine tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.

This specialist service supports individuals who may have been previously detained within a hospital setting and are ready for a step-down placement with in the local community.

Individuals are supported to hold their own tenancy agreement with a registered housing association. Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within the local community.

**Specialist service, supporting individuals with higher support levels**

Located in a beautiful village near Wolverhampton. Wombourne combines the warmth of a close-knit neighbourhood with easy access to the bustling amenities of the city.



Situated in the heart of the community, these nine supported living bungalows offer homes with onsite support to adults with learning disabilities, autism, mental health needs and behaviours that challenge.

Offering experienced, trained staff twenty-four hours a day, the service benefits from a core staffing team shared between the bungalows.

Each tenant would be allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



**Working with individuals to help them achieve their goals**



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## Supported Living Service in Huddersfield (Ashfield)

Registered address: Oxley Woodhouse, Woodhouse Hill, Huddersfield, West Yorkshire HD2 1DH

Yorkshire



Male or female



18+ years



6 tenancies

**S**upported Living in Huddersfield (Ashfield) provides six tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association.

Individuals are supported to hold their own tenancy agreement with a registered housing association. Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within the local community.



Situated in the heart of the community in Huddersfield the service has six tenancies in three separate living areas, with their own outdoor space and good transport links to community facilities.

Each tenant is allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.

**Huddersfield is a historic market town in West Yorkshire. It offers a wide range of amenities and services. The town has good transport connections, with direct rail links to cities like Manchester and Leeds.**

**Huddersfield is surrounded by beautiful natural landscapes, including Greenhead Park and Castle Hill.**



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## Supported Living Service in Huddersfield (Gledcliffe)

Registered address: Oxley Woodhouse, Woodhouse Hill, Huddersfield, West Yorkshire HD2 1DH

Yorkshire



Male or female



18+ years



6 tenancies

**S**upported Living in Huddersfield (Gledcliffe) provides six tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

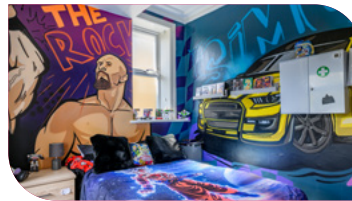
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This specialist service supports individuals who may have been previously detained within a hospital setting and are ready for a step-down placement with in the local community.

Individuals are supported to hold their own tenancy agreement with a registered housing association. Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within the local community.

Situated in the heart of the community in Huddersfield the service has six tenancies in three separate living areas, with their own outdoor space and good transport links to community facilities.

Each tenant is allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.



Easy read and other **accessible information** available to individuals



**Huddersfield is a historic market town in West Yorkshire. It offers a wide range of amenities and services. The town has good transport connections, with direct rail links to cities like Manchester and Leeds.**

**Huddersfield is surrounded by beautiful natural landscapes, including Greenhead Park and Castle Hill.**



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## Supported Living Service in Leeds

Registered address: Oxley Woodhouse, Woodhouse Hill, Huddersfield, West Yorkshire HD2 1DH

Yorkshire



Male or female



18+ years



18 tenancies

**S**upported Living in Leeds provides eighteen tenancies, the service empowers individuals with complex mental health needs, learning disabilities, autism, and challenging behaviours to live more independently.

The service offers personalised and tailored support in a private space, allowing the people we support to hold their own tenancy with a registered housing association. It supports individuals who may have been previously detained within a hospital setting and are ready for a step-down placement within the local community.

Individuals who are interested in living here may have previously been detained within a hospital setting and are ready for a step-down placement within the local community.

**Specialist service, supporting individuals with higher support levels.**



Situated in the heart of the community in Leeds, the service has fourteen single occupancy apartments and four single occupancy bungalows, with their own outdoor space. Offering experienced, trained staff twenty-four hours a day, the service benefits from a shared core staffing team.

Each tenant is allocated an experienced and consistent staff team and training is bespoke to individual support needs which enables tenants to live as independently and safely as possible.

**Leeds is a historic city in West Yorkshire. The city is well-connected through extensive rail, bus, and road networks, providing easy access to healthcare facilities, shopping centres, and recreational areas.**

Leeds has numerous green spaces, such as Roundhay Park and Woodhouse Moor, the city also offers a variety of music venues, theatres and social groups.



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# Benjamin's\* Journey

## Supported Living in Macclesfield

Supported living for adults with learning disabilities, autism, mental health needs and behaviours that may challenge



### Benjamin's history

Benjamin is a young man in his 30s with a diagnosis of mild learning disabilities, attention deficit hyperactivity disorder (ADHD) and substance misuse. Benjamin lived a troublesome childhood, changing schools regularly due to his complex needs and challenging behaviours. By the time Benjamin was in his early teens he dropped out of the school system.

Throughout his adolescence and 20s, Benjamin's life became more chaotic and he developed an addiction to illegal substances, this made him more vulnerable and put his life at risk. He was in and out of prison on multiple occasions and found himself homeless. As a result of his behaviours, his family kept their distance and he was on his own.

In early 2020 Benjamin, who was living in a homeless unit, was referred to Cygnet Cedars, where he was sectioned under the mental health act. Cygnet Cedars is a high dependency complex care service for men with learning disabilities, associated complex needs and who may have behaviours that challenge. Throughout the 18 months Benjamin was at Cygnet Cedars he received care and treatment from the multi-disciplinary team, he was able to withdraw from drug use, he stopped offending and it was here that he received his diagnosis of ADHD.

Benjamin built up a relationship with the staff and his peers at Cygnet Cedars and could see the change in himself so worked with the team to begin the journey to learning how to live independently again.

### When Benjamin came to us

Benjamin initially came to Supported Living in Macclesfield on a Section 17 leave from Cygnet Cedars, it was only for a short period of time before he was moved onto a community DoLs (Deprivation of Liberty safeguards), which was less restrictive.

At first, he was very excited about moving into his own place, however, there was also some anxiety about being back in the community and the prospect of relapse in either his drug use or criminal behaviour.

Benjamin seemed to struggle when he arrived at Supported Living in Macclesfield with having 1-1 staff due to his supervision requirements, he also took a long time to get to know and trust people.

After years of crime, substance misuse, homelessness, prison and hospital, Benjamin struggled to know who he was anymore.



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## Benjamin's care

The team at Supported Living in Macclesfield needed to gain Benjamin's trust, so they ensured that they provided him consistency with his staff team. They got to know him, worked with him on his positive behaviour support plan and became aware and mindful of his triggers. If there were any new members of the team introduced they were given specific training to ensure they knew as much about Benjamin as possible before they started working with him.

Once the team gained his trust, they soon started to see that he was very friendly and wanted to befriend everyone.

Whilst the team were happy that he was starting to come out of his shell, they knew that they needed to work on boundaries with him. It is not always appropriate to greet everyone like they are a close friend or family member.

Upon arrival in his new flat, Benjamin became quite disheartened by the fact that in his mind, his home still resembled a hospital, with plain white and magnolia walls. The team did some research with him to find out what styles and colours he liked.

They then supported him to find paint, wallpaper and furnishings that he liked to decorate his flat. Benjamin loved the whole process of putting his own stamp on it and making it his own.

Benjamin and the team spoke in depth about his future plans and what he wanted to achieve. They helped him enrol at a local college where he completed a bricklaying course and Maths and English. He found a volunteer role working at a local hospice in their garden. This means a lot to Benjamin as eventually, he wants to find a job where he is working to help others, like a support worker.

## Benjamin today

Benjamin now has a great outlook on life, he is comfortable being out in the community alone, and he has had no instances of offending or any substance misuse.

After completing his bricklaying course at college he now wants to further that skill so is currently waiting to hear about a local construction work course he can enrol on.

Benjamin's relationship with his family has improved beyond belief. His younger brother now looks up to him as a role model and visits often.

The future is looking very bright for Benjamin and the team is looking forward to supporting him to achieve his goals and dreams.

## In Benjamin's own words

**"I've really turned a corner. I finally feel safe again. I can go out the front door and not worry about the harm which might come to me. The staff are amazing, they are all there to help you. I don't trust people easily but I trust all of them here. It's just a lovely, nice place. We have all got different needs here but the staff know how to handle all of us.**

**"I feel I am getting all my confidence back and I have a smile back on my face. I wouldn't be like this now without the staff here.**

**"A big goal for me was to get my family back. I've done that and I've regained their trust. I've got everyone behind me now.**

**"I didn't want a life where I was constantly looking over my shoulder or the police were knocking at the door. I wanted a life I could feel hopeful about. I've made it, I got through the worst and I feel proud of myself. That is a gift the team at Cygnet have given me."**



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**Registered address:**  
118 Woodland Road, Darlington,  
Co Durham, North East DL3 9AG  
T: 01325 638722

**Service:**  
Supported Living in Darlington

## North West

**Registered address:**  
Railway House, Suite 21, Railway Road,  
Chorley PR6 0HW  
T: 01625 919994

**Multiple services:**  
Supported Living in Macclesfield, Preston,  
Warrington, Wigan Central and  
Wigan South

## Staffordshire

**Registered address:**  
Unit D, Hunters Row Centre, Gaolgate Place,  
Stafford, West Midlands ST16 2AD  
T: 01785 337 999

**Multiple services:**  
Supported Living in Birmingham  
and Wolverhampton

## Yorkshire

**Registered address:**  
Oxley Woodhouse, Woodhouse Hill,  
Huddersfield, West Yorkshire HD2 1DH  
T: 01484 427580

**Multiple services:**  
Supported Living in Huddersfield (Ashfield),  
Huddersfield (Gledcliffe) and Leeds



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# How to Make a Referral

For more information or to make a referral, please contact your regional Business Relationship Manager or email: [sc.referrals@cygnethealth.co.uk](mailto:sc.referrals@cygnethealth.co.uk)

- 1** Referral made to Cygnet Social Care and a desktop assessment is undertaken to review suitability for placement
- 2** If a suitable placement is identified, an assessment is arranged and undertaken by our specialist team
- 3** Feedback is provided on whether our service can meet the individual's needs
- 4** Detailed placement proposal is formulated to include care plans and funding information
- 5** Once placement is confirmed, transition plans are developed with all relevant stakeholders and admission date is agreed

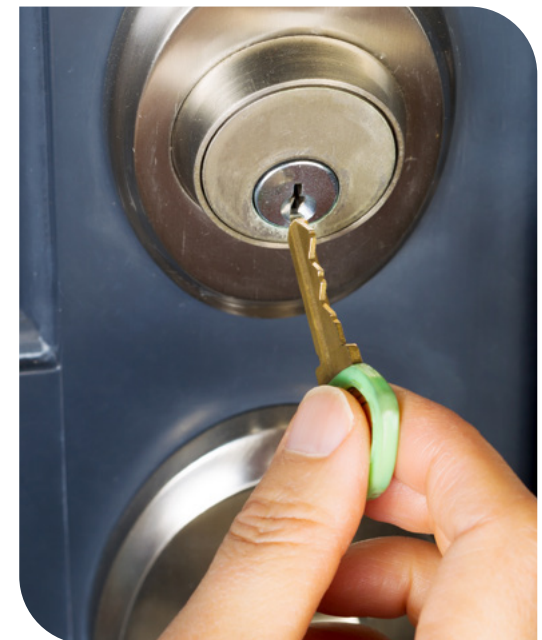


## Social Care Referrals



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*Improving lives together*

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 **0207 123 5706**

**[www.cygnetgroup.com](http://www.cygnetgroup.com)**

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CYG-515 | Date of Preparation: 22/05/25

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