



Your guide to **Vincent Court**

Mental Health and Deaf Services

Vincent Court

North West

Registered address: 1 Vincent Court
Blackburn
Lancashire
North West
BB2 4LD

Vincent Court is owned by Cygnet. Vincent Court is in the North West of England.

The people we care for at Vincent Court are:

- Male
- 18+





Up to 5 people can stay at Vincent Court. You will be expected to follow the house rules. These rules help everyone enjoy their stay time at Vincent Court. A copy of these rules will be given to you when you arrive.

While you stay here you will develop personal skills and you can take part in activities. Our aim is to help you become more independent.

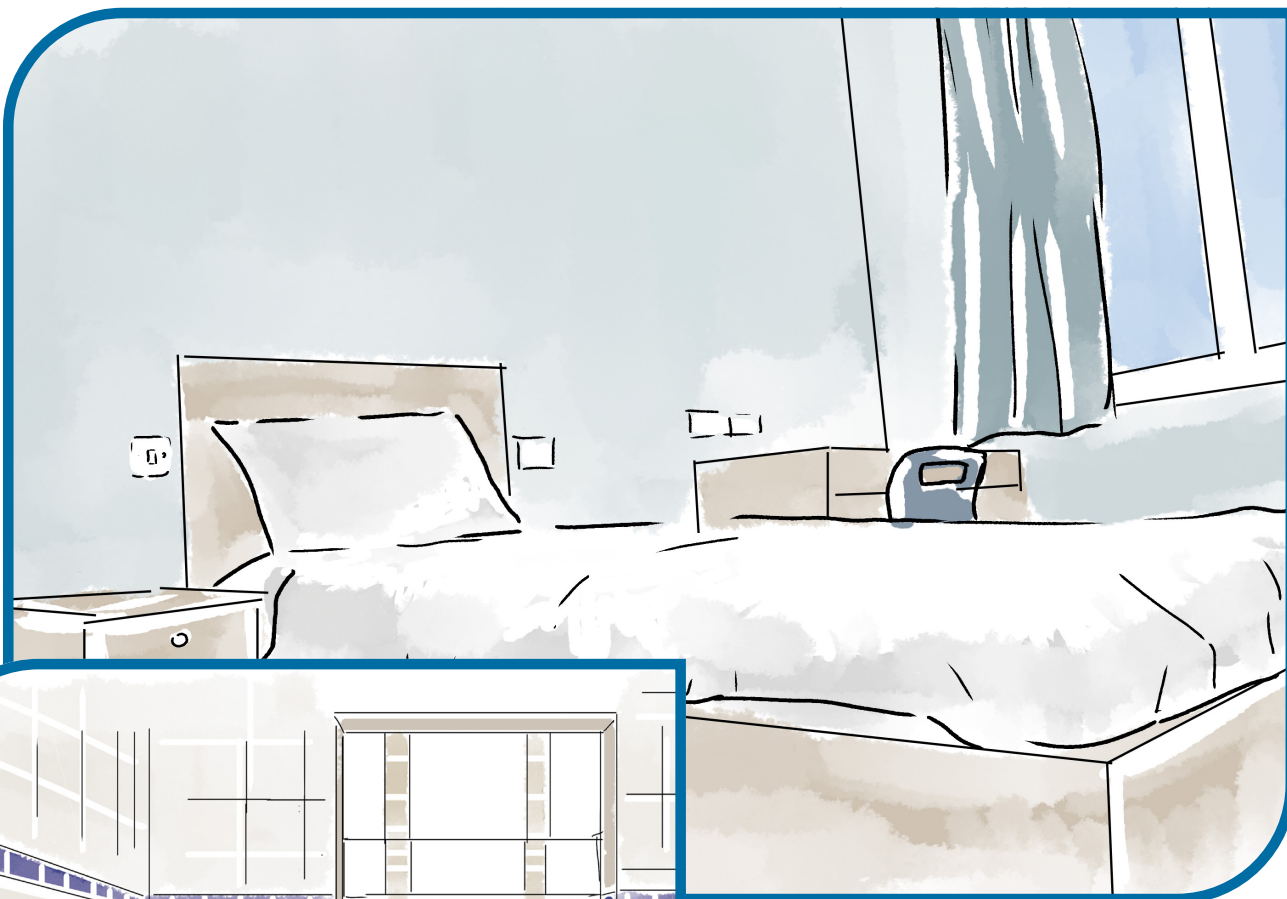
Our Team



At Vincent Court we have a House Manager.

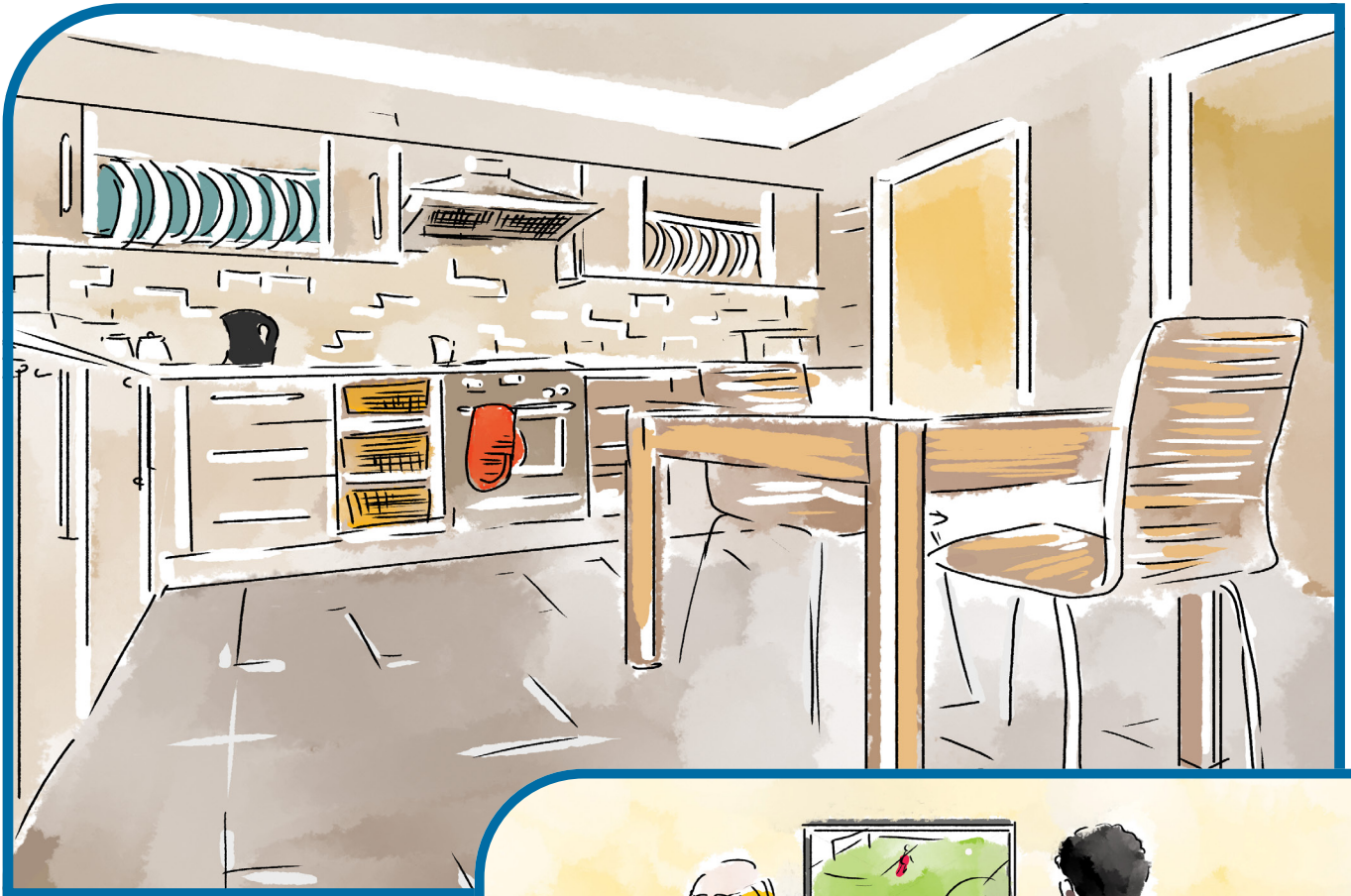
We also have a team of Support Workers who are British Sign Language (BSL) trained or Deaf themselves.

You will also have access to your responsible clinician, occupational therapist, speech and language therapist and psychologist.



Living spaces

You will have your own bedroom and bathroom. You can make this space your own and fill it with your things.



You will share the kitchen, lounge and dining area with other people. Everyone will help to keep the house tidy and this prepare you for when you are living independently.

Visitors

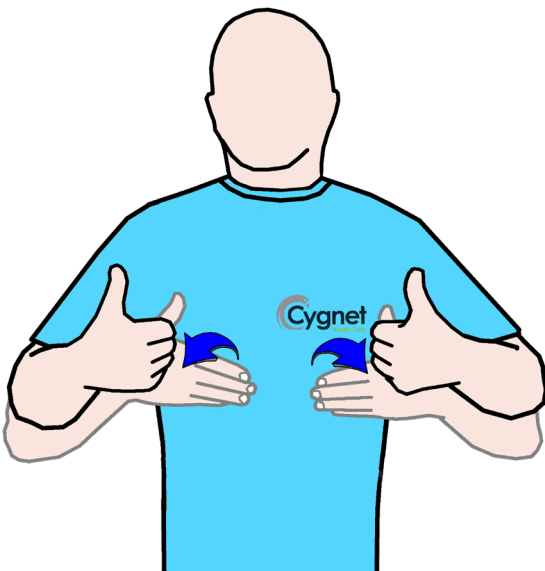
You are welcome to have visitors at Vincent Court during your stay with us. You can arrange this with the house manager.

Your visitors can meet you in the communal areas of the house.



Person centred planning

The people who use our services helped to create the award winning **All About Me Deaf recovery package**. This package helps people to tell us what they need, makes you aware of your rights and the services available to you.



We will work with you to make a care plan. Care plans can be made in a way that is suitable for you, for example as a filmed BSL version.

Activities



There are plenty of activities for you to get involved with. You can work on daily living skills, such as cooking or laundry these will be timetabled into your plan to help you become more independent.



The monthly service user clinic will give you the opportunity to speak to the psychiatrist, discuss your medication or review your care plan. You can also access the Speech and Language Therapy and Occupational Therapy team during this meeting.



You can also get involved in the National Service User Awards, these awards celebrate projects created by service users which help others.

Education



If you wish to attend college or other courses, we can help you with this.

Our staff will speak to you about your interests.

Job Support

Staff will give you support and guidance to explore vocational opportunities online and in the community.

We can help you to:

- write a CV
- apply for a job
- practice for interviews
- gain more skills



Managing Your Money

We can set up a budget plan with you. This plan will enable you to see what money you have coming in and how and when you are spending your money.

This is a step towards independence and to prepare you in managing your own money when you move on.

If you need help with state benefits the house manager can support you.



Complaints

If you wish to make a complaint, you can speak to any member of staff. There are also complaints forms available if you wish to write your complaint.



You will also have access to an advocate.

Comments and Concerns

If you have any questions, comments or complaints about our service please contact the house manager.

If you feel that Vincent Court has not properly dealt with a concern please contact the CQC. You can:

- Use the SignLive service for BSL interpretation
- Relay UK service for text relay
- Through an online form on the CQC Website

CQC Telephone Number: **03000 61 61 61**

Relay app number **18001 03000 616161**

You can provide feedback on care or report a concern through the online form available on the CQC website.

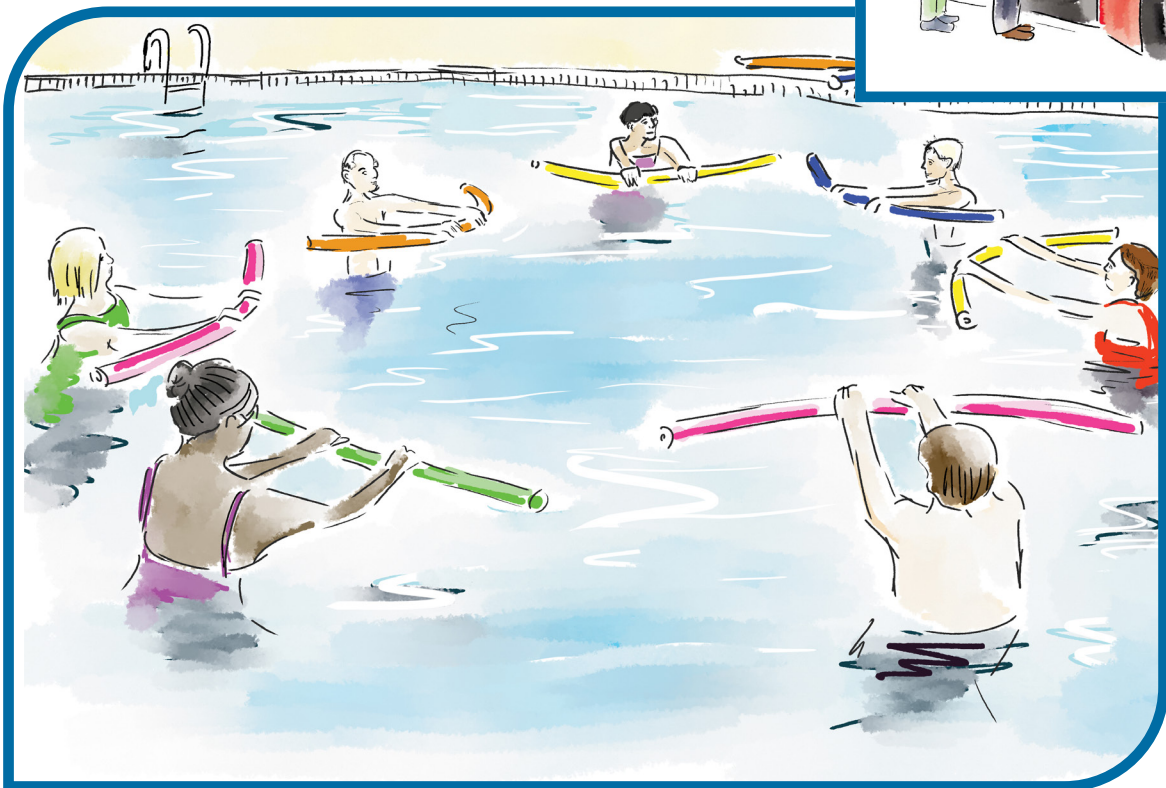
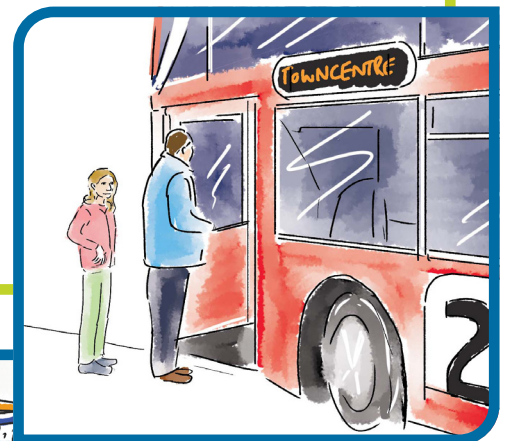
<https://www.cqc.org.uk/contact-us/contact-us-online-form>



Community

You are encouraged to go out into the community.
Nearby we have:

- Leisure centre
- Job Centre
- Great Public Transport Links
- Libraries
- Supermarkets
- Cafés
- Restaurants



People we support

You must be
18 years old
and above

You may be
deaf or hard
of hearing

You may have
a criminal
record

You may be on
a Community
Treatment Order
(CTO)

You may be on
conditional discharge,
a DoLS framework or
informal

You may
have been
diagnosed with
a personality
disorder

You may
have
autism

You may have
a learning
disability



Other contact details:

Please use this section to include the details of any other contacts you may need during your stay at Vincent Court:

Name:

Address:

.....

Telephone number:

Email:

Name:

Address:

.....

Telephone number:

Email:



Your notes

[illegible]

Address

Cygnat

4 Millbank, 3rd Floor,

Westminster,

London,

SW1P 3JA

Telephone

0207 123 5706

Website

www.cygnatgroup.com

CYG_ER_252 Date of Preparation: 04/07/25



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Information
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