

THE WILLOWS MENTAL HEALTH RECOVERY STEP DOWN SERVICE

A specialist pathway supporting safe discharge, recovery, and independence in the community.

ABOUT US

Rehability UK supports more than 600 adults across a wide range of services and employs over 1,100 dedicated colleagues nationwide. We specialise in supporting adults with Mental Health needs, Learning Disabilities, Autism, and complex presentations, helping people live meaningful, fulfilling, and independent lives. Building on our strong track record in recovery-focused mental health services, we are now launching The Willows, a purpose-designed Mental Health Recovery Step-Down Service in Redditch.



THE LOCATION

The Willows is located at 22 Feckenham Road, Headless Cross, Redditch, B97 5AR, in a well-connected residential area ideal for community-based recovery. The service is within easy walking distance of local shops, cafés, supermarkets, GP surgeries, pharmacies, and dental practices, offering convenient access to everyday amenities that support independent living.

The welcoming community of Headless Cross provides a calm and supportive environment, with nearby green spaces such as Morton Stanley Park and Arrow Valley Country Park, which offer opportunities for outdoor wellbeing activities. Excellent public transport links connect directly to Redditch Town Centre, the railway station, and wider Worcestershire.

Located close to the A441 and A448, The Willows offers both accessibility and a community setting that supports meaningful reintegration and independence.



SERVICE OFFERED

This service is tailored for adults with enduring mental health conditions, dual diagnoses, personality disorders, and complex needs who require a safe, structured pathway from inpatient care into community living. Our model at The Willows is rooted in recovery, resilience, community reintegration, and personalised skill-building. Through strong multi-agency partnerships, local community links, and a committed, highly trained team, we help individuals rebuild confidence, develop independence, and progress safely towards their long-term goals and future accommodation.

ACCOMODATION TYPE

There are 10 ensembles with ample communal spaces, each with a kitchen/dining room, and access to a communal courtyard area. This space will be used to provide opportunities for people supported to build social connections and participate in shared activities.



ACCOMODATION FEATURES

- 10 Self-contained ensuite rooms. Fully furnished and ready
- Large garden, decking and outdoor seating with disabled access
- Fully fitted kitchen, dining area with integrated appliances.
- Separate Laundry and Utility area
- Medication room
- Garden with a seating area



COMMUNITY CONNECTIONS

Our team at The Willows has strong links across Headless Cross and the wider Redditch community, creating meaningful opportunities that support recovery, confidence and social inclusion. We support people to access volunteering, education and training, health and wellbeing activities, faith and cultural groups, and local clubs. Community integration is central to sustained recovery, fostering belonging, resilience and the skills needed for long-term independence and wellbeing.



CARE APPROACH

Our care approach is person-centred, strength-based, and focused on recovery, independence, and community integration. At The Willows, we support up to 10 individuals with complex mental health needs to develop the skills and confidence needed for independent living. People are supported to remain connected to their communities, access appropriate specialist accommodation, and engage with local services. Bespoke staff training underpins high-quality support, delivered within a safe, purpose-designed environment. Care is coordinated through keyworkers and a multidisciplinary team, with robust oversight, regular auditing, and outcome-focused planning tailored to each individual's pace and goals



ADMISSIONS CRITERIA

- Individuals aged 18 and over with an enduring mental health diagnosis
- May have a forensic history, with arson reviewed on an individual basis Detained under the Mental Health Act 1983 (amended 2007)
- Diagnosis of personality disorder, with or without a mental health diagnosis (limited numbers)
- Mental health problems with complex psychological needs and risks that can be safely managed in the community
- Individuals with physical illnesses that complicate the management of their mental health, but can be safely managed in the community



GET IN TOUCH WITH US

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