



Press Release

For Immediate Release

1 July 2022

Cygnet Health Care CEO Dr Tony Romero thanks Derby staff for 'Good' Care Quality Commission rating

(30 June 2022) Cygnet Hospital Derby, a mental health hospital run by Cygnet Health Care, has been rated 'Good' across all categories by the regulator, the Care Quality Commission (CQC), with inspectors praising the "compassion and kindness" shown by staff towards service-users.

The service, on London Road, Derby, provides mental health rehabilitation services for men, as well as a specialist female personality disorder service, which is one of the leading services of its kind in the East and West Midlands.

Dr Tony Romero, CEO of Cygnet Health Care said: *"Despite the pandemic, I am delighted our staff at Cygnet Hospital Derby have been recognised for delivering safe, respectful care and achieving a 'Good' rating in all areas. I want to publicly thank the team for their continued commitment throughout the challenges of Covid. It is their dedication and resilience that has kept our service users safe and I am proud of their achievement."*

In the new CQC report, inspectors concluded that the service is safe, effective, caring, responsive and well-led, after inspection visits in May 2022.

Mark Varney, Hospital Manager at Cygnet Derby, said he was very proud of all of his staff for this achievement. He added: *"This is after a lot of hard work and dedication from teams across the hospital. I'm especially grateful for the positive feedback given about the staff. Thank you to all staff and service users who gave their input."*

Inspectors particularly praised staff for the level of care offered towards service-users. The report said: *"Staff treated patients with compassion and kindness. They respected patients' privacy and dignity. They understood the individual needs of patients and supported patients to understand and manage their care, treatment, or condition."*

Staff were discreet, respectful, and responsive when caring for patients. They gave patients help, emotional support and advice when they needed it."

Inspectors spoke to staff, service-users and their relatives and carers during the inspection visit, with the report also highlighting the positive feedback from patients towards staff. It said: *"Patients said that staff supported them well, were understanding, kind and always polite. Staff made time for them and listened to them and helped them feel safe."*

The CQC also highlighted the opportunities afforded to service-users to try new experiences, develop new skills and gain independence. It mentioned that patients had particularly praised activities available to them such as bowling, going out for walks, karaoke and visits from a music

therapist, alongside a range of specialist treatments including psychology, occupational therapy and art therapy.

Additionally, the CQC referenced the comprehensive care plans developed for each service-user which met their mental and physical health needs. It added that care plans were “*personalised, holistic and recovery orientated*” and that they “*focused on the person’s individual goals for their rehabilitation and how they were to be supported to achieve these.*”

Cygnnet Hospital Derby provides low secure and mental health rehabilitation care, a mental health rehabilitation service and a specialist female personality disorder service across three wards.

The full report can be found on the CQC website [here](#).

Ends

Notes to Editors:

For more information, please contact Gemma Attew, External Communications Manager, via gemmaattew@cygnethealth.co.uk

The CQC report on Cygnnet Heathers can be viewed on the CQC website here –

<https://api.cqc.org.uk/public/v1/reports/19fd85e2-186d-4e4f-929c-9dada8ff622e?20220218080344>

About Cygnnet Health Care

Cygnnet Health Care has been providing a national network of high-quality, specialised mental health services for the NHS and local authorities for the past 30 years.

Cygnnet Health Care’s pioneering services support people with complex and acute mental health needs across the UK.

As one of the best quality providers in mental health services in the country, Cygnnet Health Care’s focus is always on the best outcomes for those who use or commission its services. 85% of Cygnnet’s facilities are rated as good or outstanding, which is above the national average.

www.cygnethealth.co.uk