



Press Release

28 July 2022

Cygnet St Teilo House receives a positive report following an unannounced inspection by Health Inspectorate Wales

(28 July 2022) Cygnet St Teilo House received a positive inspection report by the regulator, Health Inspectorate Wales (HIW) with inspectors praising staff for providing a high standard of care.

The facility on Goshen Street, Rhymney, offers a 23-bed service specialising in high dependency inpatient rehabilitation for women. The HIW inspectors completed an unannounced inspection between 28th to 30th March and the service received positive feedback from the regulator, with no areas of non-compliance identified during the inspection.

In the new HIW report, inspectors concluded that the staff team was committed to providing a high standard of care to patients.

Byron Mtandabari, Hospital Manager for Cygnet Health Care, said: "I am delighted that St Teilo House has received such a positive inspection report from HIW. It shows how much hard work and effort the team has put in to ensure the unit maintains outstanding feedback from the regulator."

He added: "I would like to thank all the staff at St Teilo House for their continued hard work and dedication and Cygnet Health Care for their support, especially during the difficult times of Covid."

The inspectors spoke with patients, their relatives, representatives, and advocates and found that the staff treated patients with dignity and respect. The report highlights that patients had the opportunity to engage and provide feedback to staff on the provision of care at the facility in a number of ways.

The report added: "Patient care plans were being maintained to a good standard and in line with the criteria set out in the Mental Health (Wales) Measure. There were established processes in place to suitably manage potential risks, health and safety, and infection control."

The report also highlighted the high quality of management and leadership at the service. It says: "Established governance arrangements were in place to provide effective oversight of clinical and operational issues. Staff was committed and we observed the multidisciplinary team working well together to provide individualised care."

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

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Notes to Editors:

For more information, please contact Gemma Attew, External Communications Manager, on 07718 244811 or email gemmaattew@cygnethealth.co.uk

About Cygnet Health Care

Cygnet 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.

Cygnet 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, Cygnet Health Care's focus is always on the best outcomes for those who use or commission its services. 85% of Cygnet's facilities are rated as good or outstanding, which is above the national average.

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