



Press Release

28 July 2022

For Immediate Release

Cygnet Aspen House rated Good by the Care Quality Commission

(28 July 2022) Cygnet Aspen House, a rehabilitation service for women with severe mental illness, has been rated 'Good' across all categories by the regulator, the Care Quality Commission (CQC), with inspectors praising the kind and compassionate care provided by staff.

The Cygnet Health Care-run service on Manvers Road in Mexborough, Doncaster offers rehabilitation support to women who have severe and enduring mental illness. In the new CQC report, following an unannounced inspection in May, inspectors concluded that the service is safe, effective, caring, responsive and well-led.

Pauline Rees, Hospital Manager, said everybody at Cygnet Health Care was delighted with the report. She added: *"We have such a hardworking, compassionate and caring team here at Cygnet Aspen House. The news that the recent CQC inspection result is 'Good' in all domains is an absolute credit to the team, and a true reflection of the excellent care delivered at the service. Well done, I am so proud of all involved."*

Inspectors particularly praised staff for the care they demonstrated towards patients and said they were always available to give patients help, emotional support or advice when they needed it. The CQC 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 knew the patients well and had a good rapport with them."

It added that staff supported patients with activities outside the service, such as work, education and family relationships.

Inspectors spoke to staff, service-users and their relatives and carers during the inspection visit. The report said the relatives were positive about the care and support provided and felt the service engaged with them and they felt their views were listened to. The report read: *"Patients told us they felt safe at the hospital and within the environment. They liked the staff and said there was always a staff member to speak to. They knew their rehabilitation goals and how to access advocacy support."*

Relatives were all positive about the care their loved ones were receiving. They told us staff facilitated visits well, that they were invited to key meetings and kept informed of any changes. They all felt staff were polite, warm and caring."

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

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Notes to Editors:

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

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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