



Press Release

For Immediate Release

Cygnet Hospital Ealing rated 'Good' by the Care Quality Commission

(02 September 2022) Cygnet Hospital Ealing has been rated 'Good' 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 Corfton Road, Ealing, offers personalised treatment for patients with an eating disorder or personality disorder. In the new CQC report, following an inspection in May, inspectors concluded that the service is effective, caring, responsive and well-led.

Hospital manager Alison Pleszak said everybody at the service was happy with the result of the inspection. She added: *"The staff work incredibly hard to make a difference each day to the women we support through our service and I am very proud that their commitment and dedication to provide the highest standards of patient care has been recognised by the CQC. I would like to extend my thanks to all of the staff at Cygnet Ealing for their efforts in helping us achieve this outcome."*

"Our service is patient-led and we always strive to put their needs first. We continuously endeavour to improve our service and we look forward to implementing the changes required by the CQC to ensure we continue deliver outstanding outcomes for those in our care."

Inspectors spoke to twelve patients and three carers as part of the inspection and the feedback was positive. The report stated: *"Patients said they were treated with kindness, were supported in their recovery and there were some very caring staff."*

"Patients told us they enjoyed the variety of activities including the recreational activities such swimming and personal training. They were able to give feedback on the service so that improvements could be made, through community meetings and feedback questionnaires. All patients told us they were supported to maintain contact with family and carers."

"All carers told us that they were involved in their family members' care and staff were kind and caring."

The report also commended the "safe and clean" ward environments and praised staff for their ability to assess and manage risk well. It said staff minimised the use of restrictive practices, managed medicines safely and followed good practice with respect to safeguarding.

It added: *"Staff developed holistic, recovery-oriented care plans informed by a comprehensive assessment. They provided a range of treatments suitable to the needs of the patients and in line with national guidance about best practice."*

"The ward teams included or had access to the full range of specialists required to meet the needs of patients on the wards. Managers ensured that these staff received training, supervision and appraisal. The ward staff worked well together as a multidisciplinary team and with those outside the ward who would have a role in providing aftercare."

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, 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.

www.cygnethealth.co.uk