



## Press Release

6 October 2022

### For Immediate Release

#### **Middlesbrough Women's Service rated 'Good' by the Care Quality Commission**

A Middlesbrough hospital which provides care for women with severe neurological difficulties has been rated 'Good' by the regulator the Care Quality Commission (CQC), with inspectors praising the kind and compassionate care provided by staff.

Cygnet Newham House, the Cygnet Health Care-run service on Hemlington Village Road, Middlesbrough, is a 20-bed neuropsychiatric care and treatment facility for women. The hospital provides treatment for women affected by acquired brain injuries (ABI) as well as offering those diagnosed with a progressive neurological disease like Huntington's disease, a longer term placement to support and help manage the progression of their symptoms.

In the new CQC report, published following the first inspection of the service in September, inspectors concluded that it is 'Good' across all domains - safe, effective, caring, responsive and well-led. They said staff treated patients with compassion and kindness and respected patients' privacy and dignity.

The report read: *"Staff 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."*

Hospital manager David Williams said everybody at the service was happy with the result of the inspection. He added: *"Staff at Newham House work incredibly hard every day, to make such a positive difference, to the lives of the women we support. I am very proud of our journey so far, from opening during the lockdown period of Covid, to gaining 'Good' in all domains at our first formal external CQC inspection. It is a credit to the commitment, dedication and attention of my team to partnering people in their recovery."*

*"I'm immensely proud of Cygnet Newham House team and sincerely thank them for living to our values, always putting people first and achieving this encouraging outcome. We are committed to continuing our development at Newham House to make it the best service it can be for our patients."*

Inspectors spoke to five patients and five carers as part of the inspection and the feedback was positive. The report stated: *"Patients told us they felt safe in the hospital and that the staff looked after them well. They were able to go out and said that staff encouraged them to be involved in various activities. They liked the food and enjoyed having their hair, make up and nails done in the purpose built, on-site salon."*

*“The feedback from all the relatives we spoke with was positive. They felt the treatment provided was excellent. All relatives felt involved in decisions, they were invited to meetings about their family member, kept updated and were regularly asked for feedback. They told us staff were responsive, respectful and polite and felt they genuinely cared for the patients.”*

Inspectors said staff helped patients live healthier lives by supporting them to take part in programmes or giving advice. For example, staff supported patients to go to the local gym and swimming pool and patients regularly participated in walking groups and morning exercises. They were also encouraged to develop everyday life skills such as cooking and cleaning.

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, followed good practice with respect to safeguarding and planned and managed discharge well.

The full report can be found on the CQC website XXXX

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**Notes to Editors:**

For more information, please contact Gemma Attew, External Communications Manager, on [gemmaattew@cygnethealth.co.uk](mailto: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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