



Press Release

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For Immediate Release

Darlington Service rated 'Good' by the Care Quality Commission

A Darlington hospital has been rated 'Good' by the regulator the Care Quality Commission (CQC), with inspectors praising the kind and compassionate care provided by staff.

Cygnet Victoria House is a 26 bed mental health inpatient service for men, based on Barton Street, Darlington in County Durham. The service, split across two wards, provides a safe and stabilising environment for men who are experiencing an acute episode of mental illness and require an emergency admission. It is run by Cygnet Health Care, a leading provider of services for individuals with mental health needs, learning disabilities and autism.

In the new CQC report, published following an 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.

Inspectors spoke to service users as part of the inspection who said staff treated them well and behaved kindly. Satisfaction surveys completed by patients showed that 90% of respondents felt staff were caring and supportive towards them.

The report read: *"Staff treated patients with compassion and kindness. They respected patients' privacy and dignity and understood the individual needs of patients. They supported patients to understand and manage their care, treatment or condition. Staff gave patients help, emotional support and advice when they needed it and understood and respected the individual needs of each patient.*

"Staff supported patients with activities outside the service, such as work, education and family relationships."

Paul Jones, Hospital Director at Victoria House, said: *"I am incredibly proud of the CQC rating, which is testament to the hard work and dedication of the staff here. It is a reflection of the commitment and effort they put in every day to make a difference to those we support.*

"The service has come a long way since our previous inspection and we have successfully made huge improvements to the standard and quality of care. I could not be more pleased this has been recognised by the CQC and I want to thank staff for ensuring this service is the best it can be for our patients and for helping us to achieve this brilliant outcome."

Inspectors also praised staff for providing a range of care and treatment suitable for patients including mindfulness, coping skills and relaxation. Staff made sure patients had access to physical health care support, including specialists.

The report added: *“Staff helped patients live healthier lives by supporting them to take part in programmes or giving advice. Staff encouraged patients to take exercise, make healthier meal choices, devised eating plans for patients, get a good night’s sleep and encourage patients to have routine and structure within their daily lives.”*

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

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Notes to Editors:

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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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