



Press Release

For Immediate Release

Cygnet Churchill rated 'Good' by the Care Quality Commission

A London hospital which provides support for men with mental health difficulties was praised for its "outstanding" practice in offering service users paid roles to aid their recovery during its latest inspection by the Care Quality Commission.

Cygnet Churchill, on Barkham Terrace, South London, is a 57 bed inpatient mental health hospital for men. It has four wards including an emergency acute admissions service and three high dependency inpatient rehabilitation services.

Following the latest CQC Inspection which took place in October, the service maintained its 'Good' rating and the report singled out the hospital's therapeutic earnings programme for service users as an outstanding practice. The programme provides opportunities for paid roles such as a shopping assistant, dining room assistant and service user representatives.

As part of the inspection, the CQC inspectors spoke to seven service users and 18 members of staff with one patient saying "this was the best hospital they had been in".

The report stated: "Patients told us staff always had smiles on their faces, that staff were friendly, and they were supported to attend external appointments and activities. A patient told us this was the best hospital they had been in. Another patient said there was mutual respect between staff and patients, and he felt they treated him as an individual."

CQC inspectors said staff helped service users live healthier lives by supporting them to take part in programmes or giving advice.

It read: "Staff from different disciplines worked together as a team to benefit service users. They supported each other to make sure service users had no gaps in their care.

"Staff directed service users to other services and supported them to access those services if they needed help. They involved service users in their care planning."

The report also highlighted how staff felt respected, supported and valued. They said the hospital promoted equality and diversity in daily work and provided opportunities for development. Feedback was encouraged, and service users were supported to provide feedback in a way that was best for them. Feedback could be given in community meetings, people's council meetings, direct to staff, or through the formal complaints procedure.

Theo Bello, Hospital Manager, said: "The outcome of this comprehensive inspection by the CQC is a result of a collective effort by service users, carers, all our stakeholders and staff irrespective of areas of work. I have nothing but praise and admiration to all staff who have pulled together and

shown dedication, resilience and pursuance of excellence in all they do. The contribution of our Quality Assurance team cannot be overemphasised. Thank you all.

“We have put in all our effort to improve the lives of those who make contact with our hospital, but there is more work to be done. Although we can be proud of our good rating, we must not rest on our oars. The Cygnet Churchill team is now aiming to achieve an outstanding outcome at our next inspection.”

For more information about Cygnet Churchill please [click here](#).

Ends

Notes to Editors

For interviews, please contact Gemma Attew, External Communications Manager, at 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. www.cygnethealth.co.uk