



Press Release

25 August 2022

For Immediate Release

Cygnet Health Care is celebrating after its Surrey-based nursing home was recognised at the annual Care Home Awards 2022 for receiving first class feedback from residents and their loved ones.

Cygnet Health Care, a leading provider of services for mental health, learning disabilities and autism, runs Tupwood Gate nursing home in Caterham, Surrey. It supports individuals looking for residential, nursing and dementia care and offer post-operative intermediate care, dementia specialist care and respite care, as well as palliative and end-of-life support.

The annual Care Home Awards 2022 recognises the Top 20 Care Home Groups in the UK based on reviews from service users and their family and friends on carehome.co.uk – the TripAdvisor of the care industry.

Cygnet Health Care gained recognition in the Small Care Home Groups category, which is for companies with two - nine older person's care homes within their portfolio.

There have been 14 reviews left on the website for Tupwood Gate – with an average score of 9.9 out of 10. Reviews left on the website about the home includes:

- The staff at Tupwood Gate are always professional, their knowledge of caregiving is outstanding, the home is immaculately clean, but most importantly, the staff are incredibly caring and friendly. I do not feel as though I am a visitor in the home, I feel as though I am part of a family.
- "As soon as I walked through the front door, I knew I had found the right place for Dad. The staff and care offered to my father are all that I could ask for; the setting and surroundings are second to none. I have every confidence that my father receives all the care and attention that I could wish for."
- "Dad has been a resident at Tupwood Gate Nursing Home for more than 3 years. He regards Tupwood Gate as his home. The atmosphere is welcoming, relaxed, and peaceful. There is always a warm welcome from the helpful and caring team. We feel confident that Dad is safe, comfortable and treated with compassion and respect."

Paula Deadman, Manager of Tupwood Gate, said: *"It is fabulous to receive such amazing recognition when it is based on the feedback that is provided from the people we care for and their family members. I think it shows how after all the difficulties of the past few years, my team at Tupwood Gate are continuing to go above and beyond in providing high quality care and support."*

Dr Tony Romero, CEO of Cygnet Health Care, said he was very proud of the accolade. He added: *“I’m delighted that the quality of care in our nursing homes have received this recognition, demonstrating how highly-regarded they are in their respective communities*

“What makes it so special is that it is awarded based on feedback from our service users themselves and their loved ones. There is no greater endorsement of the high quality service we deliver. I am very grateful for the dedication, hard work and commitment of staff which ensures we consistently gain outstanding outcomes for individuals in our care.

“We always strive to provide residents and loved ones with the highest standards of care and the team work diligently to ensure we achieve this. Putting our residents first is at the heart of what we do and is the bedrock of our organisation.”

Tupwood Gate was the founding service of Cygnet Health Care and has been providing high quality healthcare for more than 20 years. For more information about Cygnet Nursing Homes, go to <https://www.cygnetnursinghomes.co.uk/>

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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.

www.cygnethealth.co.uk