



Press Release

For Immediate Release

Cygnet Heathers rated as 'Outstanding' in Headway Approved Provider Reaccreditation

A West Bromwich service which supports men with acquired brain injuries has been rated Outstanding by a national charity, Headway, who work to improve life after brain injury.

Cygnet Heathers, on Grout Street, is run by leading health and social care company Cygnet Health Care. It provides neuropsychiatric and neurodegenerative rehabilitation for men with mental health difficulties and acquired brain injury. The team have successfully retained Approved Provider accreditation with an overall rating of 'Outstanding', from Headway, the Brain Injury Association

Acquired Brain Injury (ABI) is the leading cause of death and disability in the United Kingdom (UKABIF 2023). Headway's approved provider scheme utilises standards developed to reflect the specific needs of individuals with an acquired brain injury (ABI). These standards are used to evaluate a range of facilities including hospitals and neuro-rehabilitation units, residential and nursing homes and respite facilities.

Stephen Smith, Hospital Manager, said: "Gaining 'Outstanding' following our recent reaccreditation with Headway is a wonderful achievement. Our team have worked so hard to achieve this and deserve all the plaudits for their efforts.

"I am very proud of the group of staff we have at Cygnet Heathers and the dedication they have to the individuals in our care."

The process includes a robust on-site assessment, within an inspection system that also involves unannounced interim reviews. The Headway assessment team visited Cygnet Heathers to conduct their assessment in June 2022 and spoke with staff and two service users.

The service was evaluated across six domains; Culture, Systems & Processes, Workforce Development, Service Delivery, Governance Leadership and Management & Quality, and finally, Environment. The Headway assessment team rated Cygnet Heathers as 'Outstanding' in all six domains.

The assessment report highlighted many areas of positive practice, including the commitment of the unit to support the communication and empowerment of service users. Information was communicated in different formats, including "easy read", picture communication, talking tiles and QR codes linked to videos.

The service users spoken to said that they feel listened to and respected by staff. It was reported that 'staff will go out of their way to help' and feel involved in setting and reviewing their goals. Service users said they are involved in planning their goals and the support they need. One stated that the service gave him the 'chance to elevate' himself and that 'staff go out of their way to help.'

The report also commented on the facility itself, saying it was “spacious, bright and purpose-built.” It highlighted that service users are involved in decision-making at all stages of their rehabilitation. Education regarding brain injury, and its consequences, is given on a 1:1 basis to service users and their families.

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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