



Press Release

For Immediate Release

Cygnet Health Care recognised at Care Home Awards 2023

A leading health and social care company is celebrating after its two nursing homes were recognised at the annual Care Home Awards 2023 for receiving first class feedback from residents and their loved ones.

Comments received about the two nursing homes included one from a stepdaughter who praised the “caring, knowledgeable and compassionate” care that her stepfather received in the last few months of his life.

Cygnet Health Care, a leading provider of services for mental health, learning disabilities and autism, runs two nursing homes; Tabley House in Knutsford, Cheshire, and Tupwood Gate in Caterham, Surrey. They support 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 2023 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 between two and nine older person’s care homes within their portfolio.

There have been 34 reviews left on the website for Tabley House and Tupwood Gate– with an average score of 9.8 out of 10. Reviews left on the website in the last 12 months about the two homes include:

- “Tabley House is in a beautiful location. This is fully supported by the very caring, knowledgeable and compassionate team. I cannot thank the team enough for the care, warmth and support they gave my stepdad during the last 7 months of his life. I wouldn't hesitate to recommend Tabley House.”
- “The Tabley House staff were always lovely and friendly. The building, both inside and out is incredible - lovely and clean and set in a fabulous location. As my mother-in-law was leaving, she received lots of hugs and best wishes from the staff which shows the super relationships that had developed - even in the short time she was there. I think she was sorry to leave as she had been looked after too well.
- “The medical and nursing care at Tupwood Gate was exemplary. The last week of my husband's life was calm and relaxed. I was able to spend those precious last days with him for which I send a big thank you to all the people who looked after him.”
- “Mum has improved so much since her admission to Tabley House; this has taken a great load off our shoulders.”

- Dad isn't the easiest gentleman to look after but the team at Tabley have gone above and beyond in meeting his needs. I cannot thank them enough, it has been a relief to know he is in such a caring place whilst he is unable to be at home."

Karen Lynskey, Manager of Tabley House, thanked everyone who had left a positive review of the service as it makes "such a difference" to the staff. She added: *"It is always nice to be recognised for the amazing work the staff at Tabley do. The staff always strive for excellence to give our residents the very best and to provide the quality of care that we pride ourselves on. This award is a reflection of this."*

Paula Deadman, Manager of Tupwood Gate, said: *"The best awards you can receive are when they are based on feedback from the residents and relatives that we care for. I am so proud of the staff here that always go the extra mile to provide love, care and support to all of our residents."*

"It is fabulous for the team at Tupwood Gate to receive this recognition for their dedication, compassion and hard work."

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 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."

Tabley House and Tupwood Gate were the founding services of Cygnet Health Care. Together they have 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