



## Press Release

### For Immediate Release

#### Cygnet Hospital Woking Upgraded to Good

Staff from a mental health hospital in Woking are celebrating after the service's rating was upgraded to 'Good' following the latest inspection by the Care Quality Commission.

CQC inspectors who visited Cygnet Hospital Woking praised the culture at the hospital, saying "staff felt respected, supported and valued."

The hospital, on Redding Way, is run by leading health and social care company Cygnet Health Care and offers a range of mental health services for women as well as a low secure mental health service for men. Services are delivered in a purpose-built therapeutic environment where the focus is on maximising positive outcomes and recovery.

The latest inspection was an unannounced inspection on 31<sup>st</sup> January 2023. In addition to speaking to staff, the CQC inspectors also spoke with ten service users on the hospital's Picasso Ward.

The inspection focused on two key lines of enquiry and improvements were identified in the 'Safe' and 'Well Led' domains, leading to an overall rating of 'Good'.

The full report highlights many areas of positive practice. It said: *"Staff said the organisation promoted equality and diversity in daily work and provided opportunities for development and career progression. They could raise any concerns without fear.*

*"Leaders encouraged compassionate, inclusive and supportive relationships among staff. Leaders shared lessons learnt when something went wrong and told staff about any actions taken to prevent the same happening again.*

*"Staff spoke positively about working on the ward and said they were proud of the service, the team spirit amongst staff and the progress patients made. The ward was described as both challenging and rewarding but never boring.*

*"Staff reported good morale and were happy in their roles. We observed supportive and cohesive team working and the atmosphere appeared relaxed and encouraging."*

Carla Roadnight, Hospital Manager, said she was pleased with the outcome. She added: *"The staff at Cygnet Hospital Woking work incredibly hard every day to make such a positive difference to the lives of those who we support.*

*"I am incredibly proud of the team and I thank them for living to our values and always putting our service users first. We wouldn't have been able to achieve this without everyone's efforts."*

The report added that service users felt involved in their care planning and decision making and were able to be supported by their family members. It noted the “holistic, recovery-orientated care plans” developed by staff.

It said the ward environments were safe, clean and well-furnished and that staff assessed and managed risk well. Staff minimised the use of restrictive practices, they managed medicines safely and followed good practice with respect to safeguarding.

Inspectors also said there was a range of therapeutic activities for service users to take part in and that the philosophy of the service was “collaborative and followed a person-centred approach”.

You can read the full report on the [CQC website](#).

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### **Notes to Editors**

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