



Press Release

Immediate Release

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Cygnet Hospital Colchester Gains Triangle of Care Accreditation

Cygnet Hospital Colchester has become the tenth Cygnet Health Care service to receive the Triangle of Care accreditation for the work it does to involve carers in the support of their loved ones.

In 2023, Cygnet became the first independent provider of health and social care services to be accredited by the Carers Trust Triangle of Care programme.

Cygnet Hospital Colchester, on Boxted Road, Mile End, has been recognised for its continued efforts and commitment to improving the way the services work with carers and families.

The 54-bed hospital, which offers a range of mental health services for men, has achieved the one-star accreditation, meaning staff have successfully demonstrated their commitment to making a difference to the lives of carers.

Hospital Manager Lynn McGhee explained: "We are all very proud of this recognition as we all acknowledge the important role that carers play in the support and recovery of their loved one.

"We have put huge effort and focus into ensuring we give carers the recognition they deserve and this accreditation is testament to how we put carers at the heart of what we do, alongside our service users.

"We will continue to strive to offer the very best standards of care not just our service users, but to their family and friends too. The needs of carers can often be neglected but across our Cygnet services, we are ensuring they feel valued and supported.

"Carers understand their loved one better than anybody else and that is why it is vital they feel involved. We want to foster empathy, compassion and partnership, to both enhance the patient experience and honour the pivotal role of carers in mental health care. This important Triangle of Care accreditation proves we are heading in the right direction."

The Triangle of Care is an alliance between carers, service users and health professionals. It aims to promote safety and recovery and to sustain wellbeing in mental health by including and supporting carers.

There are an estimated seven million unpaid carers in the UK, 13% of whom support people with mental health conditions. These carers can provide vital insight into the treatment and condition of those they care for. Carers Trust's Triangle of Care partnership plans to harness that knowledge in an alliance between unpaid carers, those receiving care, services and mental health professionals.

The Triangle of Care was initially developed to improve mental health acute services by adopting these six principles:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing information, are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services are available.

Cygnets Group Service Improvement Manager Laura Sheridan commended the work and effort being done at Cygnets hospitals to improve the lives of carers.

She said: "I am so proud that ten of our services now have this prestigious accreditation. Cygnets hospitals are continuing to showcase how carers are recognised and supported as equal and expert partners in care.

"Although it is incredible that ten Cygnets hospitals have this recognition, we won't stop here, we will continue to demonstrate our commitment to carers across all of our Cygnets sites."

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