



Press Release

Immediate Release

20 January 2025

### **North Wales Care Service Praised by Health Inspectorate Wales**

The teams at Cygnet Delfryn House and Cygnet Delfryn Lodge have received a positive inspection report by the regulator, Health Inspectorate Wales (HIW), with inspectors praising staff for their “kind, engaging and proactive” manner.

Cygnet Delfryn House and Cygnet Delfryn Lodge, on Argoed Hall Lane in Mold, Flintshire, provide a high dependency inpatient rehabilitation service for those who have severe and enduring mental illness. They are part of the Cygnet Health Care division.

HIW inspectors completed an unannounced inspection during 7 – 9 October 2024 and the services received positive feedback from the regulator, with no immediate areas of non-compliance identified during the inspection.

In the new HIW report, inspectors concluded that the staff team was committed to providing a high standard of care to service users.

Praising the quality of patient experience, the report highlighted the new social hubs as an area of best practice. Last year, a team of Cygnet Health Care staff transformed two rooms at the hospitals into a ‘social hub’ with items including TVs, immersive sound systems, Playstation, inspirational artwork, comic figurines & posters, arcade machines, board games, bean bags and adjustable sensory lighting.

It read: “We observed friendly and respectful interactions taking place with staff communicating with patients in a kind, proactive and engaging manner. The patients we spoke with during the inspection provided positive feedback. It appeared that staff had formed positive relationships with patients.

“Tailored therapeutic activities were available for patients and we observed patients participating throughout the inspection. Two new social hubs had recently been created which were welcoming and safe areas for patients.”

Praising the effective communication at the service, inspectors noted: “We observed friendly and respectful interactions taking place with staff communicating with patients in a kind, proactive and engaging manner.

"We were told that the hospital holds a family and carers day each quarter to increase engagement, develop positive relationships and keep families informed, which we noted as good practice.

"Care plans were person centred, with each patient having their own programme of care that reflected their individual needs and risks."

Jade Davies, Hospital Manager, said: "There is so much for us at Cygnet Health Care to be proud of following the inspection from HiW. It reflected the high standards of care we strive to achieve and noted many areas of best practice. I'd like to thank my staff for their hard work and the compassionate care they deliver day in and day out. It was especially pleasing how inspectors noted the quality of their care and their kind, engaging manner.

"We continuously strive to improve and we look forward to implementing the recommendations from HiW to ensure we continue deliver outstanding outcomes for those in our care."

The inspectors spoke with service users and their relatives and found that they had the opportunity to engage and provide feedback to staff on the provision of care at the facility in a number of ways. Inspectors also said effective processes were in place to ensure patients were safeguarded appropriately.

Additionally, staff responses to a HiW questionnaire were positive, with all respondents agreeing that they would be happy with the standard of care provided for their friends or family and all staff members agreed that senior management are committed to patient care.

The report also praised the high quality of management and leadership at the service, the cleanliness of the environment, patient records and medicine management and said the nutritional needs of service users were met.

The full report can be found on the HIW website [here](#).

Ends