



Press Release

Immediate Release

14 April 2025

### **Crewe Mental Health Hospital Upgraded to 'Good' by CQC**

A mental health hospital for women in Crewe has been upgraded to 'Good' by the healthcare regulator and was praised for the "kindness, empathy and compassion" of staff.

Cygnet Nield House in Crewe is a 29-bed mental health hospital for women. It provides support across two wards; a 14 bed personality disorder service for women with disordered eating and a 15 bed acute service for women who require an emergency admission.

Both wards at the hospital, part of the Cygnet Health Care division, were inspected by the Care Quality Commission in November 2024 and the service is now rated Good across all lines of enquiry; Safe, Caring, Well-Led, Effective and Responsive.

As part of the inspection, the CQC spoke with patients and carers who were positive about the care being delivered at the service.

Inspectors noted: "The service provided safe care. The environment was clean, well-maintained and fit for purpose. Environmental risks, including ligature risks, were assessed monitored and mitigated against.

"Care and treatment was delivered in line with national guidance and best practice. Patients had access to a range of specialists to help meet their needs. Staff received training, supervision and appraisal and worked well together as a multidisciplinary team.

"Staff worked well with external stakeholders and partner services to provide continuity of care. The service treated people with kindness, empathy and compassion and respected their privacy and dignity.

"They promoted people's independence, so they knew their rights and had choice and control over their care, treatment and wellbeing."

Hospital manager Sophie Beech said she was delighted with the outcome of the inspection.

She added: "To say I am proud is an understatement, each and every member of the Cygnet Nield House team has made an invaluable contribution to our recent rating from the CQC. There are also a number of people external to Nield House who have contributed to the improvements over the last few years.

"The entire staff team at Cygnet Nield House have been steadfastly committed to improving our rating and to ensuring the women in our care get the very best support which they deserve. We put the women first at all times and strive to deliver personalised care where their individual needs, goals and preferences are taken into account.

"I am delighted that so many positives of what we do here at Cygnet Nield House was highlighted by the regulator and we look forward to not only maintaining these high standards, but delivering even more outstanding outcomes for the women whose lives we are improving together."

To view the full report, go to <https://www.cqc.org.uk/location/1-9323531858>

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