



Press Release

Immediate Release

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Cygnet Lodge Lewisham Rated 'Good' by CQC with 'Outstanding' for Caring

A mental health service in Lewisham has been praised by the Care Quality Commission for its kindness, empathy and respect.

Located on Lewisham Park, Cygnet Lodge Lewisham is a 19-bed high dependency inpatient rehabilitation service for men with mental health needs. The Cygnet Health Care service has been rated 'Good' overall by the Care Quality Commission, and received an 'Outstanding' rating in the Caring domain.

The two-day inspection took place on 28 and 29 May 2025. During their visit, CQC inspectors spoke with staff members, patients and carers, as well as reviewing care records.

One patient shared: "The staff are the best thing about this place," and another carer told inspectors, "My son has made more progress here than anywhere else."

The CQC praised the positive culture and leadership at the hospital, highlighting the high levels of staff engagement and satisfaction across all departments. Inspectors noted that staff of all levels felt "supported, respected, and proud to work at the service."

"All staff told us they felt respected, supported and valued by their colleagues and managers," the report read. "They spoke very positively about working at the hospital and were proud of the work of their team. One staff member told us this was 'the best place I have worked'."

Leadership at Cygnet Lodge Lewisham was also praised for cultivating a positive team culture, with many staff having worked at the service for several years. Inspectors highlighted that this consistency in staffing contributed significantly to the quality of patient care and outcomes.

Patients and carers at the Cygnet Health Care service shared overwhelmingly positive feedback about their experience at the service. Patients reported feeling safe, listened to, and respected. They noted regular engagement with their named nurses and praised the range of meaningful activities available, such as swimming, healthy eating sessions, voluntary work placements, and community football.

Inspectors also noted the strong community integration focus of the service. Patients were actively supported to access local educational courses, voluntary opportunities, and community groups. Examples included attending college classes in English and maths, volunteering in a local charity shop, and taking part in museum, cinema, and beach trips.

Staff were recognised for providing highly personalised and respectful care, and were observed to be consistently compassionate in their interactions. They demonstrated a deep understanding of each individual's needs, preferences and progress.

The report stated: "Staff attitudes and behaviours when interacting with patients showed they were respectful and responsive, providing patients with help, emotional support and advice at the time they needed it. Staff consistently spoke about patients in a respectful, caring and compassionate way during meetings."

Will Anderson-White, Service Manager at Cygnet Lodge Lewisham, expressed pride in the outcome of the inspection.

He said: "We are absolutely thrilled to receive this recognition from the CQC, especially the 'Outstanding' rating for Caring. It reflects the deep commitment of our team to providing compassionate, high-quality care that truly puts the individual at the centre.

"I'm incredibly proud of the way our staff work together provide the best care possible. The dedication, positivity and professionalism demonstrated here every day is incredible, and this result is a real testament to that.

"Cygnet Lodge Lewisham remains committed to continuous improvement, partnership with carers and families, and fostering a recovery-focused culture that empowers every individual to achieve their potential."

The Lewisham-based Cygnet Health Care service also received praise for its cleanliness, safeguarding and how it encourages patient independence, supporting individuals to manage daily living tasks such as cooking, shopping and laundry, which further supports recovery and builds confidence for reintegration into the community.

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