



Press Release

Immediate Release

21 August 2025

Cygnet Hospital Bierley Achieves Triangle of Care Award for Carer Support

Cygnet Hospital Bierley is celebrating after being recognised with the Triangle of Care Star 1 Award by the Carers Trust, in recognition of its commitment to supporting carers and families of people using its services.

The 62-bed hospital, which provides acute and low secure mental health services for men and women across four specialist wards, was commended for the progress it has made in improving support for carers, developing stronger partnerships with local services, and involving families more closely in patient care.

The award follows a peer review led by Carers Trust in July, which praised the hospital's team-wide approach to embedding carer support. Reviewers highlighted the dedication of Carer Lead Chelsia Davey and the breadth of staff involvement in the hospital's Triangle of Care journey, including contributions from consultants, nurses, occupational therapists, psychologists, and social workers.

Importantly, the panel also heard directly from carers whose loved ones have been supported at Cygnet Hospital Bierley.

One carer shared: "The whole experience has been quite positive. My partner has been to two other hospitals and the experience has been chalk and cheese. The staff are quite friendly and keep you informed about things."

Another carer, whose daughter is supported at the hospital, added: "I can honestly say that Cygnet have gone above and beyond. My daughter has been in at least nine hospitals and I can honestly say that Cygnet is by far the best."

The panel also commended the hospital's strong links with Carers Resource, a local support organisation, and noted how regular carer forums, information sessions and events at the hospital are helping families to better understand mental health conditions, their rights, and the support available to them.

Kate Gorse-Brightmore, hospital manager said: "We are absolutely delighted to have achieved the Triangle of Care Award. This recognition reflects the dedication of our staff and the invaluable contributions of carers who play such an important

role in the lives of our service users. We are committed to building on this success, strengthening our support for carers, and ensuring they are fully involved in care planning and decision-making."

Triangle of Care is a quality improvement scheme for health and social care providers that promotes safety, recovery and wellbeing by including and supporting unpaid carers. Originally developed by carers, the scheme is run by Carers Trust and recognises healthcare providers that have committed to continuous improvement according to six key 'carers included' standards.