



Press Release

Immediate Release

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### **Cygnet St Teilo House celebrates Triangle of Care Award for supporting carers**

A mental health hospital in Tredegar is celebrating after being awarded the Triangle of Care Accreditation from Carers Trust in recognition of the work it does to improve the experience of those whose loved ones are receiving inpatient support.

The Triangle of Care Award recognises mental health services that demonstrate excellence in involving and supporting carers as partners in care.

Carers Trust praised Cygnet St Teilo House, a 23-bed mental health hospital for women, for achieving a "significant culture change" in how carers are identified, engaged and supported.

Carers Trust said that the Cygnet Health Care service has fostered a "healthy culture of openness, learning and reflection" around the carer experience, with the 'think carer' ethos now well embedded across the service

A panel reviewing the hospital's submission said: "The panel feels confident that St Teilo has achieved a significant culture change around identifying, involving and supporting carers. Carer engagement is acknowledged as a challenge area to be addressed, and the hospital is now on a firm footing to further develop practices over the years ahead."

Carers Trust highlighted the Cygnet Health Care's service's commitment to early carer contact, clear communication and providing accessible information. Carers receive welcome packs on admission, confidentiality and consent are carefully managed, and dedicated carer champions are available to offer ongoing support.

The panel also praised initiatives such as:

- A dedicated carers' email address to improve communication.
- Carer welcome books and guides providing practical information and signposting.
- Daily phone calls to carers to maintain close contact.

- An updated visitor's lounge, including toys and activities for families with children.
- Staff-wide completion of carer awareness training.

Carers themselves shared glowing feedback as part of the accreditation process. One parent described her experience at Cygnet St Teilo House as "the best experience I've ever had", adding: "It feels quite collaborative. Often as a parent you can feel ignored, but it's not the case here - it's so transparent and I can ask questions and raise concerns at any time."

The report also commended Cygnet St Teilo House for developing links with Gwent Carers Hub, helping to build community connections and strengthen support for families.

Cygnet St Teilo House hospital manager Byron Mtandabari said: "We are incredibly proud to achieve the Triangle of Care Award. We have really listened to feedback from our carers and implemented changes which means we support them as best as possible.

"This recognition reflects the hard work and dedication of our staff to ensure carers are fully involved, supported and valued as key partners in the recovery journey of the people we care for. We will continue to build on this success and strengthen our carer partnerships even further."

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

The 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.

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