



Press Release
Immediate Release
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Accreditation Success for Cygnet Hospital Maidstone

Saltwood Ward at Cygnet Hospital Maidstone has achieved a prestigious accreditation after patients described it as “the best hospital” they've been in.

Saltwood Ward, a 16-bed low secure service for men with enduring mental illness, has received an accreditation from the Quality Network for Forensic Mental Health Services.

Accreditation, run by the Royal College of Psychiatrists, involves the assessment of competence and fairness and the compliance of their work to nationally recognised standards, in this case, the standards for forensic mental health services for low secure wards. The standards act as a framework by which to assess forensic mental health services.

Saltwood Ward, part of Cygnet Hospital Maidstone, underwent a peer review where the team assessed standards of care, current facilities, standards of documentation and health records, environmental features, and staff training qualifications, support and supervision.

Service users were complimentary of their experiences at the service, describing it as “the best hospital” they have been in.

Tina Stevens, Quality and Safety Lead at the Cygnet Health Care Service, praised her team's success.

She said: “We are delighted to have achieved this accreditation from the Royal College of Psychiatrists. This recognition reflects the dedication, professionalism, and compassion shown by every member of our team.

“The achievement represents a significant amount of hard work, continuous improvement, and commitment to delivering high-quality care. I'm incredibly proud of our staff and grateful to everyone who contributed to this outcome. We will continue our journey of excellence in providing the best care to those we support.”

Positive feedback from the peer review report includes:

- The environment is “commendable” with a range of spaces for service users such as an on-site gym, a café, an art room and a multi-faith room. The ward is bright and open and is accompanied by a large outdoor space. The family

visiting room is homely and welcoming and there is another outdoor space for carers to enjoy when visiting their loved ones.

- Carers commented positively on the support their loved ones receive and shared that they have had "some very good experiences" with the service. They shared that staff actively involved them in their loved ones' care and treatment and are invited to ward rounds.
- Service users said that staff treated them with compassion, dignity and respect. They also felt that staff respect their personal space and listen to them.
- Staff praised the good support they receive and described receiving monthly clinical supervision. They also shared that they felt able to share ideas and speak up to ensure patients received the best care possible.

Cygnet Hospital Maidstone is a 63-bed mental health service for adults, located on Gidds Pond Way.