



Press Release

Immediate Release

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Cygnet Hospital Clifton Achieves Triangle of Care Accreditation

A mental health hospital in Nottingham is celebrating after achieving the Triangle of Care Star 1 Award, in recognition of its commitment to supporting carers and families of people using its services.

Cygnet Hospital Clifton, a 25-bed specialist low secure service for men with a personality disorder, has successfully achieved the Carers Trust award and was commended for the significant progress it has made in involving and supporting carers.

In 2023, Cygnet became the first independent provider of health and social care services to be accredited by the Carers Trust Triangle of Care programme. Now the hospital, on Clifton Lane, has become the latest Cygnet Health Care service to achieve Star 1 accreditation following a peer review in November.

The panel noted the "commendable" work of Lead Social Worker Claire Lomas and the three carer leads, who were praised for "working persistently to change culture and encourage all staff to 'think carer'".

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

One carer said: "[Before Clifton] I felt like I had a massive burden, had so much to do for my brother as well as try and run a family and a house. It was getting too much and the hospital stepped in and took those worries away from me by sorting out benefits and making sure my brother had everything he needed."

The report also commended the Cygnet Health Care service for "early carer identification", with the service consistently seeking their vital opinions throughout their loved one's treatment pathway.

Many other positive areas of practice were identified in the review, including:

- 100% of staff have completed online carer awareness training with all new starters taking part in a carer engagement induction.

- A recent in-person session was delivered by two Carer Ambassadors with lived experience, which improved understanding of consent and confidentiality, having a “fantastic impact”.
- An “innovative” carers’ newsletter shares general information like activities and service updates with carers so they feel connected.
- Timely and comprehensive introductions to the service are given to carers when identified, including the provision of carer information packs.

Katie Casement, Hospital Manager at the Cygnet Health Care service, praised her team for their success.

She said: “We are really proud to have achieved the Triangle of Care accreditation at Cygnet Hospital Clifton. The work our carer leads complete to ensure communication, support and involvement with our service users and their carers is invaluable to our care pathway. We will continue embedding this across our service.”

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.

Over 80 mental health providers, including NHS Trusts, charities and private hospitals serving NHS patients, are Triangle of Care members and Carers Trust is gradually opening the scheme to new health and social care sectors. The Triangle of Care is recognised by Care Quality Commission inspectors and supports the NICE recommendations for ‘Supporting Adult Carers’. To find out more, visit the [Triangle of Care website](#).