



Press Release

Immediate Release

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Gloucester Mental Health Hospital Recognised for Work with Carers

A mental health service in Gloucester which supports women with mental health needs has been awarded an accreditation in recognition of its strong commitment to including carers in the recovery of their loved one.

Cygnet Alders Clinic, a mental health hospital for women with personality disorder and mental health needs, has achieved Carers Trust Triangle of Care Star 1 accreditation. The Carers Trust panel commended Cygnet Alders Clinic for the carer-inclusive practices throughout the service and recognised that the Cygnet Health Care hospital has a “strong commitment to carer inclusion” and that a “think carer” ethos is deeply embedded.

The 20-bed hospital, on Podsmead Road, was recognised for its commitment to involving, supporting and valuing carers as partners in care.

In its report, the assessment panel highlighted: “We were particularly impressed by the clinic’s commitment to cultural change.

“It reflects a strong organisational commitment to carer inclusion.”

The panel also praised the hospital’s openness to feedback and its ongoing plans to further increase carer involvement, noting that the “think carer” ethos is well-established at the service.

Key strengths identified by the Carers Trust Panel were;

- A well-articulated and consistently applied carer identification process
- 100% staff completion of mandatory carer awareness training
- Use of carer feedback to improve service processes
- Clear policies and protocols around confidentiality and consent
- Strong leadership from Carer Leads and commitment across the team to embedding carer involvement.

Their report emphasised the service's "commitment to cultural change" and the value placed on carers as essential partners in care.

Lead Psychologist Charlene McIntosh is the Carers Lead at the Cygnet Health Care hospital. She said: "We are incredibly proud to have achieved Triangle of Care Star 1 accreditation. This recognition reflects the dedication of our team to working closely with carers, valuing their insights, and ensuring they receive the support and information they need. Carers play a vital role in recovery, and we are committed to strengthening these partnerships even further.

"In the carers lead role it is important to me that staff see carers as partners rather than bystanders. In this role, I can help embed that culture, making sure our service actively considers carers' needs and keeps them at the heart of decision-making.

"I feel proud to champion their voice and ensure our practice meets both their needs and national standards."

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.

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](#).