



Press Release

Immediate Release

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### **Mansfield Care Service Rated 'Outstanding' for Caring Nature**

A Mansfield care service for men with learning disabilities has been praised by the Care Quality Commission for its 'Outstanding' caring nature, with families describing the hospital as "the best one yet".

The inspection, carried out in October 2025, highlighted a culture built on kindness, dignity and genuine connection, where people and their loved ones feel safe, listened to and valued.

The report, which said the Cygnet Health Care service continuously "places people at the centre of everything they do", reflects the praise shared by families and those living at Cygnet Manor, who described staff as compassionate, approachable and deeply committed to supporting each individual.

Cygnet Manor, a high-dependency rehabilitation hospital in Mansfield, is part of the Cygnet Health Care division and supports up to 20 men with learning disabilities and autism. The service has been rated Good overall, with an Outstanding rating for Caring, following a Care Quality Commission (CQC) inspection in October 2025. One relative told inspectors: "Staff regularly bring my son home for visits... you can just tell it's more than a job to them, they genuinely care."

Inspectors praised the service for its person-centred approach, with people and families offering overwhelmingly positive feedback. One relative told inspectors: "I visit my son regularly and there's always staff around. They're really engaging and always welcoming. They do a great job." Another added: "My son has been in different hospitals for over 10 years, and this is the best yet. Everything the staff do is personal to my son and his needs."

People receiving care also spoke highly of their experiences, with one person saying: "They're very good here, the staff treat me as me and not like anyone else, they know the things I like and the things I don't." Another commented: "All the staff are really good... all the staff are good and helpful no matter who you go to." Relatives told inspectors they felt included and listened to, with one stating: "I am involved in my brother's care and treatment; staff regularly include me in decision making and I do feel listened to."

The report found that Cygnet Manor had created a culture where people felt safe, respected and valued. Inspectors said: "Staff accepted people for who they were, with kindness, compassion and dignity.

"They ensured people were validated, valued and empowered to make decisions about their care and future placements." Inspectors praised the team for building "therapeutic relationships with people based on trust and compassion."

The report added: "Staff communicated in ways individuals could understand, offering reassurance, encouragement and emotional support when needed.

"The service provided care and treatment in a way which made people feel safe, supported, involved and listened to."

Inspectors found that outcomes for people were consistently positive, supported by evidence-based care and strong staff training. The report said: "People's outcomes were consistently good and their feedback confirmed this. People were supported with communication resources to ensure their voices were heard." The regulator highlighted that staff treated physical health with the same importance as mental health, supporting people to attend physical activity groups, outdoor pursuits and gym sessions. The service also provided a personal trainer for individuals who could not easily travel.

People told the CQC they benefited from nutritious meals and healthy lifestyle support. One person said: "The food is cooked freshly; we have healthy options available. If you want something that isn't on the menu, they sort it and make you what you want, it's great." Staff encouraged people to make healthier choices and build independence, including through functional skills sessions such as journey planning and road safety awareness.

The report also highlighted a rich programme of activities that promoted recovery such as walking groups, swimming, gardening and horticulture, where people grew their own fruit and vegetables which were used in meals and healthy snacks. Inspectors were impressed the service had good relationships with employers in the local community and promoted a real work experience initiative. People using the service had the option, if they wished, to gain meaningful voluntary working opportunities and learn new skills.

They said: "The real work experience initiative empowered personal independence and built upon existing real-life skills in preparation for people rejoining their communities.

"The service collaborated with a local independent education provider to support independence and learning. Courses included English and maths. Activities were adapted to each person's individual needs, preferences and capabilities."

The CQC highlighted how cultural awareness and inclusivity were embedded into daily life, with the service hosting events for Black History Month, Diwali and South Asian Heritage Month. Staff made information available in accessible formats to support varying communication needs, ensuring people could engage in

meaningful conversations about their preferences, beliefs and identity. People were supported to maintain important relationships, with regular family days, BBQs, charity events and facilitated visits home. One person told inspectors: "Staff help me to stay in touch with my family... they have even taken me home to spend time with my family."

Inspectors found a consistently managed service with a "positive, open and inclusive culture". The report said: "Leaders and the culture of the service promoted high-quality, person-centred care." Leaders were praised for maintaining strong governance systems, clear action plans and effective oversight. The hospital's culturally diverse workforce was valued as an asset, helping staff relate to and reflect the people they supported. Inspectors added: "The service had a culture of openness, honesty and inclusion... This maintained a consistent drive for improvement."

Staff told the CQC they felt valued, informed and motivated, benefiting from innovative initiatives designed to develop their skills and enhance the care they provided.

Kelly Shortt, Hospital Manager, said: "We are extremely proud of Cygnet Manor's Good rating overall and Outstanding for Caring. This inspection report reflects the dedication, compassion and commitment of our team. Their person-centred approach and focus on meaningful recovery support make a real difference to the individuals and families we serve, and we are delighted that inspectors recognised the exceptional quality of care at Cygnet Manor.

"The CQC's findings reaffirm Cygnet Manor's commitment to delivering safe, effective, high-quality rehabilitation that empowers people to lead fulfilling, independent lives."