



Press Release
Immediate Release
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Cygnet Hospital Beckton Maintains Triangle of Care Accreditation

A mental health hospital in London has retained an accreditation for the work it does to involve families in the care of their loved ones.

Cygnet Hospital Beckton, a 58-bed service for women with mental health needs run by Cygnet Health Care, has maintained the Triangle of Care Star 1 accreditation from Carers Trust.

The Cygnet Health Care service earned its initial Star 1 accreditation in January 2025 and has now retained this recognition, which highlights the hospital's ongoing efforts and commitment to involving and supporting the families and carers of individuals at the service.

The assessment team at Carers Trust read testimonies from carers and a carer survey, as well as an in-depth self-assessment, before noting that the Triangle of Care is "becoming well embedded" at Cygnet Hospital Beckton.

Carers Trust also commended "the range and quality of information and support opportunities provided to carers" and praised it as a key area of strength.

The panel then highlighted multiple areas of good practice, including:

- Carer Identification: Carers are identified on admission and their satisfaction is monitored through surveys.
- Carer Awareness Training: 95.2% of staff have undertaken carer awareness training, with "excellent evidence that all staff at Beckton are 'Carer Aware'".
- Carer Engagement: There are several dedicated Carer Leads on each ward and a regular programme of events for carers is hosted including a monthly carers' drop-in.
- Ongoing Support: Carers are given ongoing support and there is a strong relationship with advocacy services, like Blackbelt Advocacy.

Jennifer Beal, Head of Occupational Therapy at the Cygnet Health Care service, said: "We are proud that Cygnet Hospital Beckton retained its Triangle of Care Star 1 Accreditation, recognising our continued commitment to involving and supporting unpaid carers.

"The review praised the dedication and impact of our Carer Champions, highlighting positive feedback from carers and the embedding of good practice

across wards. Our occupational therapy led approach ensures care remains person-centred, recovery-focused, and grounded in meaningful partnership with carers.

“We thank our carers, Carer Champions, and staff for their ongoing commitment and look forward to building on this success as we continue to champion carers as vital partners in care.”

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](#).