



Press Release
Immediate Release
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Cygnet Newham House Retains Carers Trust Accreditation

A care service in Middlesbrough for women with brain injuries has retained an accreditation for the work it does to involve families and carers in the support of their loved ones.

Cygnet Newham House, a 20-bed neuropsychiatric care service for women with acquired brain injuries, has maintained the Triangle of Care accreditation from Carers Trust.

The Cygnet Health Care service, located on Hemlington Village Road, earned its initial Star 1 accreditation in 2024. Now the service has retained its accreditation, meaning the team has shown an ongoing dedication to working in partnership with the loved ones of service users.

The assessment team from Carers Trust commended Cygnet Newham House for demonstrating "great strides in their involvement of carers in the patient journey."

The panel also praised the service for its commitment to "proactive carer identification."

Carers Trust noted multiple areas of good practice, including:

- Carer Identification: A new way of recording carer details called 'Keeping in Touch' is used to contact carers prior to admission.
- Carer Inclusion: Information packs for carers are available in different languages through the use of QR codes.
- Carer Awareness: Staff undertake refresher Carer Awareness training sessions on staff development days.
- Carer Support: The service has a good relationship with Carers Together, a local independent charity offering support for carers.
- Designated Carer Leads: There are three appointed Carer Leads to enhance carer support.

Joanna Yarker, Hospital Manager at the Cygnet Health Care service, said: "We are incredibly proud to have maintained our Triangle of Care Star 1 accreditation at Cygnet Newham House. We are so happy that our initiatives and dedication to supporting carers and families has been recognised.

"This fantastic achievement reflects our ongoing commitment to working with carers, who are vital in helping us continue to deliver the most compassionate person-centred 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](#).