



Press Release

Immediate Release

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### **Accreditation Success for Cygnets Hospital Stevenage**

Two wards at Cygnets Hospital Stevenage have been awarded a national accreditation, recognising the quality of care provided to men and women hospitalised with acute mental health needs.

Pattison Ward and Chamberlain Ward provide acute mental health support to men and women at the Graveley Road hospital. They have both achieved accreditation from the Quality Network for Psychiatric Intensive Care Units (QNPICU), a programme led by the Royal College of Psychiatrists. The accreditation sets the national benchmark for best practice in Psychiatric Intensive Care Units (PICUs), ensuring services meet the highest clinical, operational and patient-experience standards.

The assessment process involved a rigorous review of clinical practice, patient experience, carer and family involvement, and staff commitment to continuous improvement.

Assessors highlighted a number of areas of good practice on Pattison Ward, particularly its strong focus on involving carers, families and patients in care decisions. Carers reported feeling "listened to and valued", with many involved in care planning.

Assessors were also impressed that weekly community meetings were held with individuals supported at the hospital, giving them a voice and a platform to shape ward life. The ward's therapeutic environment was also praised, with facilities including a games room, outdoor courtyard, gym, music recording studio and a multi-functional space used for activities such as Pilates and art. Patients said these facilities supported their wellbeing and recovery.

The report read: "Patients are encouraged to partake in a variety of activities, and patients reported that they find the facilities beneficial for their wellbeing, providing them with a way of expressing themselves whilst doing something they enjoy."

Staff wellbeing and workplace culture were another area of strength, with assessors noting a "supportive, close-knit team" and strong access to supervision, reflective practice and wellbeing support.

On Chamberlain Ward, the accreditation team highlighted a strong culture of staff wellbeing and open communication. Staff described positive relationships with senior management and felt confident raising concerns or challenging decisions. Wellbeing initiatives include access to counselling, team away days, gym sessions and dedicated wellbeing support.

The ward environment was described as “welcoming and therapeutic”, featuring a de-escalation room with sensory lighting and calming audio, alongside access to entertainment resources and the hospital gym.

Assessors also praised the ward's robust approach to learning from incidents, with clear governance processes and a strong focus on training and development. The service demonstrated a clear commitment to promoting the least restrictive environment possible while maintaining safety, with patients involved in regular reviews of ward practices.

Patient feedback was consistently positive, with individuals reporting that they felt “safe, listened to and treated with compassion, dignity and respect.”

Cygnets Hospital Stevenage manager Alice Zimba said: “We are incredibly proud of both Pattison and Chamberlain Wards for achieving QNPICU accreditation.

“This recognition reflects the importance we place on patient and carer involvement, and our ongoing commitment to providing safe, high-quality care.”