



Press Release

Immediate Release

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Cygnet Hospital Derby Achieves Carer Accreditation

Cygnet Hospital Derby has been awarded the Triangle of Care Star 1 accreditation by Carers Trust, recognising the hospital's strong commitment to carer-inclusive mental health care.

Located on London Road, Cygnet Hospital Derby provides low secure and mental health rehabilitation services for men and women. The Cygnet Health Care service has achieved Carers Trust Triangle of Care Star 1 accreditation for the work it does to involve the loved ones of individuals in its care.

The Carers Trust assessment panel commended the hospital in several areas, and made recommendations for further improvement, stating:

“Derby is highly commended by the panel for strong evidence of progress against all six Triangle of Care standards, with clear team-wide commitment to a ‘think carer’ culture.

“Carer involvement is well embedded throughout the care pathway: monthly carer clinics, early introduction calls, discharge planning and home visits supported by social work home assessments.

“There is excellent training practice: mandatory e-learning plus impactful face-to-face sessions delivered by Carer Ambassadors and a local carer. Robust confidentiality protocols and 100% completion of advance statements is outstanding practice.

“There is a strong partnership with Derby Carers and proactive referral routes to assessment and support.”

Carers themselves echoed this positive experience. One carer shared: “I’ve been involved right through with my loved one’s care. I can ring up whenever with any concerns, you guys are always there when I need you.”

Marie Howlett, Clinical Manager at Cygnet Hospital Derby, said: “We are exceptionally proud of the work that we do with carers here at Cygnet Hospital Derby and the positive outcomes this has had for all. We have enjoyed our journey

working towards our Triangle of Care Star 1 Award and have embedded carer leads for all three of our wards, along with building excellent working relationships with our local carer hubs and community carer engagement support groups.

“We aim to prioritise our community relationships to further increase support available to our carers and expand carer events throughout the year ahead.

“The Triangle of Care accreditation reflects Cygnet Hospital Derby’s dedication to creating a supportive, transparent and inclusive environment for service users and those closest to them.”

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](#).