



Press Release

Immediate Release

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Cygnet Lodge Kenton Achieves Triangle of Care Star 1 Accreditation

Cygnet Lodge Kenton, a specialist mental health rehabilitation service for women in North-West London, has been awarded a new accreditation for its strong commitment to working collaboratively with carers and families.

The Cygnet Health Care service provides High-Support Inpatient Rehabilitation (Level 2) and Community Rehabilitation (Level 1) and has been praised for embedding the Carers Trust Triangle of Care principles across all areas of its work. It has now formally received Carers Trust Triangle of Care Star 1 accreditation.

In its assessment, Carers Trust commended Cygnet Lodge Kenton for its “personalised and proactive approach to carer engagement” and provided recommendations for further improvement. The panel highlighted the team’s strong focus on identifying carers early, compassionate information-sharing practices, and inclusive involvement in ward rounds, discharge planning, and culturally inclusive events such as Taste of the World.

The report noted: “Cygnet Lodge Kenton has demonstrated a strong commitment to embedding the Triangle of Care principles across its service.

“The panel commends the team’s personalised approach to carer engagement, the proactive identification of carers, and the compassionate handling of confidentiality and information sharing. The involvement of carers in ward rounds, discharge planning, and events reflects a genuine effort to meet carers where they are and celebrate diversity.

“The dedication of the Carer Lead and Champion and the Hospital Manager was evident throughout the submission and panel presentation, you should feel proud of what you have achieved.”

Several key strengths were identified, including finding good evidence of:

- A proactive and respectful approach to carer identification and involvement
- Compassionate confidentiality practices and thoughtful communication
- A well-developed range of carer resources and events

- Strong corporate support, including advocacy services and national drop-ins
- Positive feedback from carers and a strong commitment to continuous improvement.

Hospital Manager, Emily Courtier, celebrated the achievement, saying: "On Carers Rights Day in November 2024, we shared our ambition to strengthen partnerships with carers and embed the Triangle of Care approach into our service. Just one year later, we are proud to announce that Cygnet Lodge Kenton has been awarded the Triangle of Care Star 1 Accreditation.

"Achieving Star 1 demonstrates our commitment to involving carers in care planning and ensuring they feel supported and valued. This success is a true team effort. A huge thank you to everyone who embraced this initiative and helped us make a real difference for carers."

As part of the accreditation process, staff delivered a comprehensive presentation to the assessment panel, joined by two carers who shared heartfelt feedback about their experiences. Their reflections reinforced the importance of meaningful partnership working.

Emily added: "The award marks an important milestone in our journey, but not the end. The service has set out ambitious plans to build on this success and progress further along the Triangle of Care framework over the coming year."

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](#).