



Press Release
Immediate Release
17 February 2026

Cygnet Fountains Maintains Triangle of Care Accreditation

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

Cygnet Fountains, a 34-bed high support inpatient rehabilitation service for men with enduring mental health needs, has maintained the Triangle of Care Star 1 accreditation from Carers Trust.

The Cygnet Health Care service earned its initial Star 1 accreditation in December 2023 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 from Carers Trust commended the Blackburn-based service's "excellent practice in engaging and supporting carers" and described this as a "central component of the service's ethos."

Carers Trust also praised Cygnet Fountains' strong commitment to a 'think carer' culture before highlighting multiple areas of good practice, including:

- **Carer Identification:** Carers are identified at the earliest opportunity and receive information packs as well as invites to ward rounds and coffee mornings.
- **Carer Awareness Training:** 100% of staff have completed Carer Awareness Training, which is held on induction.
- **Carer Leads:** There are two Carer Leads available to offer support and their visibility has been increased through regular communication with carers.
- **Ongoing Support:** Carers are given ongoing support and there is a strong relationship with advocacy services, like Blackbelt Advocacy.

Serena Birtwistle, Hospital Manager and Carer Lead at the Cygnet Health Care service, said: "I am incredibly proud of our team for maintaining this high standard for three years in a row. A big thank you to Julie Parker, our second Carer Lead at the service, for her continued hard work.

"At Cygnet Fountains, we recognise that carers are often the most consistent support in a person's life. This accreditation proves that we don't just 'include' families and carers – we treat them as expert partners, valuing their lived experience as a vital component of successful service user recovery and long term well-being.

"Every day we strive to empower our service users, and we know that providing compassionate care to their families is a vital part of that successful recovery."

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](#).