



Press Release

Immediate Release

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Cygnet Hospital Kewstoke awarded Carer Accreditation

Cygnet Hospital Kewstoke has been awarded a new accreditation, recognising the hospital's strong commitment to working in partnership with carers and families as a vital part of patient care.

The hospital, on Beach Road, has achieved the Carers Trust Star 1 Triangle of Care (ToC) accreditation following an assessment in December. The Cygnet Health Care service is a 71-bed hospital which provides mental health care to men and women.

In its assessment, Carers Trust commended Cygnet Hospital Kewstoke for its "strong commitment to embedding the Triangle of Care principles", citing innovative carer engagement initiatives and robust governance arrangements that ensure carers are involved throughout the care pathway.

The Carers Trust assessment highlighted strong progress against the Triangle of Care standards, with particular praise for in-person carer awareness training, which staff described as "insightful", the introduction of a weekly carer clinic, and meaningful carer consultation within ward rounds.

The Carers Trust peer review panel noted the hospital's clear and effective governance structure supporting the Triangle of Care. This includes a central steering group made up of Carer Leads, senior managers and Carer Champions, which oversees the development and delivery of the hospital's approach.

The team were recognised for their proactive communication to a patient's loved one, regularly sending welcome letters and carer information packs, making weekly calls to carers, and reporting progress through weekly meetings.

The provision of on-site accommodation for visiting carers was described as an excellent offer, supporting families to remain closely involved. The report found good evidence that carers are involved in their family member's care throughout the care pathway, supported by initiatives such as weekly carer clinics and ward-based drop-ins, which allow carers direct access to the staff team, including doctors.

Further strengths included proactive approaches to seeking carer feedback, comprehensive information packs and introductory materials for carers, and strong evidence of good practice around consent and confidentiality. Staff were praised

for offering general information and emotional support, and for revisiting consent conversations appropriately.

Hospital manager Joshua Tapp said: "We are extremely proud to have achieved the Carers Trust Star 1 Triangle of Care accreditation. Carers play a vital role in supporting the people who use our services, and this recognition reflects the dedication of our teams to listening to carers, involving them meaningfully, and ensuring they feel informed, supported and valued throughout their loved one's care.

"We see first-hand the positive difference that carer involvement makes to a patients' recovery and wellbeing. That is why we really prioritise how we work in partnership with them and we are pleased to see this hard work recognised.

"This is an important milestone for the hospital and we remain committed to continuing to building on this work."

Mary Patel, Triangle of Care Programme Lead at Carers Trust said: "The Triangle of Care is a journey of ongoing development. Cygnet Hospital Kewstoke's achievement of a Star Award recognises significant strengths and a commitment to addressing areas for future improvement."

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 90 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](#).