



Press Release

Immediate Release

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Cygnet Newham House rated 'Outstanding' by Headway

Cygnet Newham House, a specialist neuropsychiatric rehabilitation service in Middlesbrough, has been rated Outstanding following an assessment by national brain injury charity Headway.

The Cygnet Health Care service, located on Hemlington Village Road, is a 20-bed neuropsychiatric care and treatment facility providing rehabilitation for women affected by acquired brain injuries (ABI).

The Outstanding rating follows a detailed assessment visit in November as part of Headway's Approved Provider Scheme. The scheme uses bespoke standards designed to reflect the complex and specialist needs of individuals living with an acquired brain injury and evaluates a wide range of services including hospitals, neuro-rehabilitation units, residential homes and respite facilities.

Following the assessment, Cygnet Newham House achieved an Overall Grade of Outstanding, with particularly strong performance across four key areas which were rated Outstanding; Culture, Workforce Development, Service Development, and Governance, Leadership, Management and Quality.

The service was also rated Good for Systems & Processes and Environment.

Joanna Yarker, Hospital Manager at Cygnet Newham House, said: "We are incredibly proud to be rated Outstanding by Headway. This recognition reflects the passion, skill and dedication of our whole team, who work tirelessly to provide compassionate, person-centred care every day.

"Supporting women with acquired brain injuries is complex and highly individual, and this assessment recognises the culture we have built. It is one that truly listens to our service users and their families, values dignity and identity, and focuses on meaningful rehabilitation and recovery."

During the visit, Headway Approved Provider Assessors met with family members, who spoke highly of the care provided. One family member described having a "very good relationship" with the team, praising the supportive management and describing the care as "holistic," with key workers described as "outstanding." They also highlighted the direct psychological support offered to families, describing it as "amazing care."

Another family member reported that their relative is “well looked after and kept safe,” adding that staff are friendly, approachable and maintain open lines of communication. They described the team as “kind and caring.”

Assessors praised the inclusive and person-centred culture at Newham House. The report read: “Cultural, spiritual, social, and sexual identity is reflected in person-centred care plans which are created collaboratively with Service Users and, wherever possible, their families. These plans aim to capture the individual’s beliefs, values, and social identity both before and after their brain injury.

“All staff receive training in privacy and dignity as part of their induction.”

The assessment highlighted the service’s strong commitment to lived experience, with an Expert by Experience visiting regularly to meet service users and review their feedback and suggestions.

The team was also commended for developing strong outreach links with local services, including the police, supermarkets and charities, to deliver training and increase awareness of brain injury in the community.

Individualised communication was highlighted as a strength at the hospital, with each service user supported by a personalised communication grab sheet outlining strengths, challenges and preferred communication strategies.

Assessors also highlighted the service’s “rich and meaningful” activity programme. Led by the Occupational Therapist, each service user completes an initial interview and interest checklist, with family input where appropriate, to build a picture of their pre-injury lifestyle and interests. This informs a personalised activity programme that is reviewed every four weeks and updated as needed, under the ‘Your day, your way’ approach.

Activities include visits from local ponies, trips to a nearby lake, massage and yoga groups, theatre outings, music sessions, cooking lessons, swimming, bowling, and visits to farms and garden centres.

Service users are also supported to develop independent living skills, including access to kitchens to practise meal preparation and community trips to purchase ingredients. A Healthy Eating Champion delivers a ten-week programme alongside an “eat well” guide to promote balanced nutrition.

Joanna added: “Being recognised as Outstanding by Headway reinforces our commitment to continuously improving and ensuring every woman we support is treated as an individual, with the opportunity to rebuild skills, confidence and independence in a safe, supportive and empowering environment.”