



Press Release

Immediate Release

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Cygnet Nield House Achieves Carer Accreditation

A mental health hospital for women in Crewe has been awarded an accreditation for its dedication in involving families in the care of their loved ones.

Cygnet Nield House, a 29-bed mental health hospital on Barrows Green, Bradfield Road, Crewe, has been awarded Carers Trust Triangle of Care Star 1 Accreditation. The hospital provides care to women with mental health needs and also supports women with disordered eating.

The Triangle of Care accreditation scheme encourages good practice in carer engagement, promoting an environment where carers are listened to, informed and involved appropriately in care planning and decision-making.

The Carers Trust peer review panel noted: "Cygnet Nield House has shown strong commitment to embedding Triangle of Care principles, with clear governance structures and dedicated roles such as Carer Leads and Family Liaison Officers.

"The hospital offers a comprehensive range of carer engagement initiatives, including psychoeducation sessions, regular carer events, and an annual Family Fun Day. Emerging cultural competency work was particularly impressive, with a bespoke approach to meet individual religious needs as a model for other sites."

One carer described her positive experience of the Cygnet Health Care hospital. She said: "It was only when my daughter was admitted to the Cygnet Health Care service that I heard myself referred to as a carer for the first time.

"I have been involved at every step when appropriate with my daughter's care. I have attended ward rounds, been listened to, challenged decisions and they have been very transparent. As a carer I have a voice."

Hospital manager Sophie Beech spoke of her pride at receiving the recognition.

She said: "Cygnet Nield House have worked tirelessly towards gaining the Triangle of Care accreditation and embedding the three-way partnership between the patient, the carer and healthcare professionals.

"The accreditation is more than a certificate on display in reception, it shows that as a team we endeavour to identify carers immediately, train our staff and we do all

we can to ensure the carers are supported and integrated into the recovery pathway.

“This is only the beginning of the process for Cygnet Nield House and as a team we are invested in further strengthening the ways in which we can support further collaborative working.”

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](#).