



Press Release

Immediate Release

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Cygnet Pindar House rated 'Good' by Headway

Cygnet Pindar House, Cygnet Health Care's specialist neuropsychiatric care and treatment service in Barnsley for men affected by acquired brain injuries (ABI) and neurodegenerative conditions, has been awarded a 'Good' rating by Headway, the Brain Injury Association.

The rating follows a comprehensive assessment visit as part of Headway's Approved Provider Scheme, which uses bespoke standards designed to reflect the complex and highly individual needs of people living with acquired brain injuries. The scheme evaluates a wide range of services, including hospitals, neuro-rehabilitation units, residential homes and respite facilities.

Cygnet Pindar House was rated Good overall, with Outstanding ratings achieved in two key domains: Workforce Development and Governance, Leadership, Management & Quality.

The service was rated Good across the remaining domains: Culture; Systems and Processes; Service Delivery; and Environment.

The assessment highlighted the strength of the staff team, noting that staff are trained in privacy and dignity from induction and demonstrated a clear understanding of each patient's individual needs. Inspectors observed that patients are actively involved in goal-setting, care planning and monthly ward rounds, supported by family members, friends or advocates where appropriate.

The report read: "During the visit it was clear that all staff know the patients well and meet their needs accordingly.

"Goals are embedded into the ward round process, with patient involvement in goal-setting and review as well as contributing to their care plans.

"The atmosphere was observed to be calm with an organised and controlled approach to ensuring everyone's needs are met."

Headway's report praised the service's robust approach to workforce development, including a comprehensive induction programme, a buddy system for new starters, strong supervision arrangements and high levels of training compliance. Annual appraisals focus on staff achievements, learning and development, while regular

managerial, clinical and group supervision supports continuous improvement and reflective practice.

The assessors also recognised the service's tailored approach to communication, with accessible information displayed throughout the unit and individualised communication tools in place to support each patient's needs. Person-specific communication grab sheets and reasonable adjustment guidance ensure inclusive communication and meaningful patient involvement in decision-making.

Therapeutic engagement and activity provision were identified as key strengths. Individualised activity timetables are informed by patients' interests, hobbies and life history, supported by occupational therapy assessments and regular reviews. Activities range from arts and crafts, quiz nights and karaoke to community-based opportunities such as seaside trips, walking football, dance groups and vocational activities through links with Barnsley College.

The report also highlighted the calm and well-organised atmosphere on the unit, underpinned by a commitment to least restrictive practice. All patients have Positive Behavioural Support Plans, which are regularly reviewed with them, and the environment was described as clean, well maintained and well equipped, with a gym, activity spaces and a large supervised garden.

Assessors were impressed that an Expert by Experience (someone with lived experience of mental health settings) visits Pindar House fortnightly to speak with patients and attend meetings where requested, ensuring patient voices remain central to service development.

Commenting on the achievement, Lisa Locking, Hospital Manager, said: "I am incredibly proud of what this Headway assessment recognises. It reflects our commitment to continually improving the care and support we provide, while ensuring people are involved, respected and able to progress at their own pace.

"We are focused on improving lives and meeting the highest possible standards of care, and this rating gives us confidence that we are moving in the right direction while continuing to strive to be even better."