



Press Release

Immediate Release

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Birmingham Care Service Celebrates New Accreditation

A Birmingham care service which supports men with learning disabilities has achieved an accreditation from Carers Trust with one parent describing it as “the best placement” her son has experienced.

Cygnet Cedars, a 23-bed service in Bordesley Green, has been awarded Triangle of Care accreditation in recognition of the work it delivers to involve carers in the treatment of their loved ones.

As part of the accreditation process, Carers Trust reviewed evidence and met with the Cygnet Health Care service to hear from staff and a carer. Carer ‘B’ told assessors: “Cedars is the best placement my son has experienced” and added she has “nothing but praise” for the care her son receives.

Carer ‘B’ said staff at the service are “consistently kind, welcoming and communicative”, and that the team understands her son well. She said they recognise and respond to his triggers and provide practical support around his health needs and daily routines. She also praised the efforts staff make to ensure he remains engaged, supported and well looked after.

The accreditation panel praised the service's strong commitment to involving carers and embedding the Triangle of Care principles across the service.

The report read: “The panel felt your submission and showcase demonstrated a strong commitment to embedding the Triangle of Care at Cedars, with clear pride in progress, awareness of ongoing work, and a strong team approach to strengthening carer partnerships.

“Many principles were already embedded in day-to-day practice, supported by strong and consistent relationships between carers and staff through regular contact and involvement in reviews.”

The panel also highlighted several areas of good practice. Assessors wrote: “The panel noted clear strengths, including how carers contribute throughout the care pathway, strong communication channels, visible carer leads and champions, and positive cultural awareness.”

Hannah Wright, Hospital Manager at Cygnet Cedars, said: "We are incredibly proud to have achieved Triangle of Care accreditation from Carers Trust. Working closely with families and carers is a vital part of the support we provide, and this recognition reflects the commitment our team display every day to involve loved ones in our care.

"Hearing such positive feedback from carers means a great deal to us, because it shows that the partnerships we build with families are making a real difference to the people we support."

Mary Patel, Triangle of Care Programme Lead at Carers Trust said: "The Triangle of Care is a journey of ongoing development. Cygnet Cedars' 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. 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.