



Press Release

Immediate Release

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Cygnet Hospital Maidstone Rated Good by CQC

Staff at Cygnet Hospital Maidstone are celebrating after the Care Quality Commission rated the service as Good and recognised its “kind, caring and compassionate” staff.

The 63-bed mental health hospital, on Gidds Pond Way, is now rated Good across all five key domains, safe, effective, caring, responsive and well-led.

Following an inspection on 4 and 5 June 2025, the CQC reported consistently positive feedback from patients and carers across all of its wards; a personality disorder service, a PICU service, high support inpatient rehabilitation and a low secure service.

The report highlighted that “all patients said they felt safe, well supported and cared for” and that patients described staff as “kind, caring and compassionate” who “took an interest in their wellbeing and supported them to recover.” Inspectors also noted that carers “reported feeling informed and supported, with confidence in the care provided.”

In the acute and PICU services, inspectors found that “people’s outcomes were consistently good” and that “the service made sure people were at the centre of their care and treatment choices.”

The CQC said: “Patients were at the centre of all the discussions. They were treated with kindness and compassion, and they were given choices about their treatment at every opportunity.”

Inspectors found that “all wards were safe, clean, well equipped, well furnished, well maintained and fit for purpose” and said care planning was a particular strength.

The CQC said: “Care plans were person centred, incorporated the views of the patient and were written in a way that could be easily understood.

“Care plans were personalised, holistic and recovery oriented.” Carers’ leads and social workers supported the involvement of families and relatives in care planning, and patients said staff worked with them to maintain contact with families and carers.

Praising the caring nature of staff, who treated patients with “dignity and kindness”, inspectors said: “We observed staff interacting with patients in a discreet, respectful and responsive way.

“Staff provided patients with emotional support and advice when needed. They made every effort to include patients in their care and made sure that information was written in a way that people could understand it.”

The range of recreational activities available for patients were also highlighted, with the CQC saying “the service provided therapeutic and recreational activities to meet the needs and personal interests of patients” and that “ward activities helped promote a healthy lifestyle for patients.” Examples included access to an onsite gym, yoga classes and exercise sessions, as well as art, food preparation sessions, games and film nights. Inspectors said staff supported patients to co-produce weekly activity plans during community meetings.

Within secure services, patients “reported feeling safe and supported on the ward, with staff described as caring, respectful, and readily available.” The CQC said: “Staff attitudes and behaviours when interacting with patients showed that they were approachable, respectful and responsive, providing patients with help, emotional support and advice at the time they needed it.” Inspectors added: “We observed positive and engaging interactions between staff and patients, such as when playing pool together and during an art therapy group.”

Inspectors also highlighted how the service promoted involvement and empowerment, stating: “Staff within the service and the wider organisation promoted a culture in which the people using the service felt empowered to give their views.” In addition to regular community meetings, the hospital runs a ‘People’s Council’, bringing together patient representatives from each ward to discuss hospital-wide issues.

In long stay and rehabilitation services, patients told inspectors that staff were “friendly, respectful and polite” and that they “felt that staff cared about their wellbeing.” One patient said, “I will talk to staff if something is worrying me.” Another told inspectors he was happy with his discharge plan as “it had been worked on and planned.” The CQC also found that “patients felt safe on the ward” and that “staff were always around if they needed support.”

The regulator was impressed with the hospital’s culture of co-production. The report described how a patient with Tourette’s Syndrome had co-produced a training package for staff and patients were also involved in projects such as a patient-created newsletter and paid work opportunities, including roles in a patient-run café and gardening.

Leadership and governance were highlighted as key factors in the improved rating. The CQC concluded: “The service was consistently managed and well-led.

“Leaders and the culture they created promoted high-quality, person-centred care. Staff felt respected, supported and valued.”

Cygnets Health Care Operations Director Louisa Powell was hospital manager at the time of the inspection. She said: "We are extremely pleased that the CQC has recognised the progress made at Cygnets Hospital Maidstone and that we are now rated Good across all domains. The report reflects the experiences our patients and carers describe every day, that they feel safe, involved and supported in their recovery. We will continue to build on this feedback and ensure we provide high-quality, person-centred mental health care for people accessing our services.

"The improved rating marks a significant step forward for Cygnets Hospital Maidstone and reflects sustained improvements across our services. We want to build on this outcome and I know that through the dedication and commitment of all staff at the hospital, we will continue to provide the very best care and improve the lives of all patients we work with."