



Press Release

Immediate Release

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Shirebrook Hospital Awarded New Carer Accreditation

A specialist mental health hospital in Shirebrook has been recognised for its commitment to working in partnership with families after achieving national accreditation from Carers Trust.

Cygnet Manor, a specialist mental health service for men operated by Cygnet Health Care, has been awarded the nationally recognised Triangle of Care accreditation, which highlights services that effectively involve carers and families in the care of patients.

The Triangle of Care framework promotes collaboration between service users, professionals and carers to ensure carers are identified, supported and involved in treatment wherever possible.

During the accreditation process, assessors heard how Cygnet Manor, on Central Drive, identifies carers at the point of referral or admission, with the service's Carer Lead making early contact to introduce their role and establish communication. Carers are encouraged to share information about an individual's background, preferences and routines to help shape assessments, care planning and treatment.

The report noted: "Records show that carer communication needs are identified and documented, and there is consistent evidence of carer views being gathered from pre-admission onwards."

Assessors also highlighted how carers' insights play an important role in the care patients receive. "These views appear to meaningfully influence care planning, including around medication, with staff proactively raising and responding to carer input," the panel said.

Carers are invited to contribute throughout a patient's stay, including attending ward rounds and review meetings, as well as through regular update calls and ongoing communication with staff.

Feedback from carers themselves also formed part of the accreditation process. One carer told the panel they had received consistently good support from the service, describing staff as "responsive, welcoming, and helpful". They also highlighted the practical support offered by the team, including lifts during bad

weather, and said they felt well informed about meetings and supported by the service's carer liaison officer.

The panel recognised how the service ensures carers receive clear information from the point of admission. Carers are provided with a handbook containing key details about the ward, staff roles, daily routines, meal times, activity programmes and practical information such as transport links and local accommodation options.

Carers are also signposted to wider support networks and advocacy services, with the report highlighting the service's positive relationship with Derbyshire Carers Association to ensure families can access additional support.

Overall, the panel concluded that the hospital demonstrates "a structured but flexible approach that aims to ensure carers are identified early, their input is actively sought, and their perspectives are integrated into care planning."

Summarising its findings, the panel said: "Cygnet Manor demonstrated a strong commitment to embedding the Triangle of Care, with clear evidence of early identification of carers, proactive communication and meaningful involvement across the care pathway."

They added: "Your dedication to working in partnership with carers is evident, and the progress already made provides a strong foundation for future development."

Hospital Manager Kelly Shortt said the team were proud to receive the accreditation.

She said: "Achieving Triangle of Care accreditation is a fantastic recognition of the work our team does every day to ensure carers and families feel welcomed, supported and involved in their loved one's care. We know that carers have invaluable knowledge and insight, and involving them in assessments, care planning and recovery planning helps us provide the best possible support for the people in our care.

"We are incredibly proud of our staff and grateful to the carers who work in partnership with us. Their input is vital in helping us create a supportive, collaborative environment where people can make meaningful progress in their recovery."

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.