



Press Release

Immediate Release

10 April 2026

Cygnnet Brunel Achieves Outstanding for Effective in Latest CQC Inspection

A hospital in Henbury which supports men with brain injuries is celebrating after being recognised by a regulator for achieving outcomes “better than expected” and for being described as “exceptional and distinctive”.

The Care Quality Commission has rated Cygnnet Brunel, on Crow Lane, Henbury, as Good overall, with the hospital achieving an Outstanding rating in the Effective domain.

The 30-bed Cygnnet Health Care hospital for men, which provides specialist neuropsychiatric care and treatment for those affected by brain injuries, was inspected on 26 and 27 November 2025. Inspectors rated the service Good in Safe, Caring, Responsive and Well-led, and Outstanding for Effective, highlighting the exceptional outcomes being achieved for patients.

Emphasising the Outstanding rating for Effective, the report read: “People’s outcomes were consistently better than expected compared to similar services. People’s feedback described it as exceptional and distinctive. People and communities have the best possible outcomes because their physical and mental health needs are assessed. Their care, support and treatment reflect these needs.

“Services work in harmony, with people at the centre of their care. Leaders instil a culture of improvement, where understanding current outcomes and exploring best practice is part of everyday work.”

Inspectors found all wards were safe, clean, well equipped, well furnished, well maintained and fit for purpose. The CQC highlighted a “proactive and positive culture of safety, based on openness and honesty”.

“The service always worked with people and healthcare partners to design, establish and maintain safe systems of care, in which safety was always well managed and monitored,” inspectors said.

Care plans were praised for containing an “exceptional” level of detail, with evidence showing an outstanding standard of care. The report noted the service consistently ensured people’s care and treatment was effective by thoroughly assessing and reviewing their health, wellbeing and communication needs with

them. Inspectors said the service always planned and delivered care in partnership with patients, focusing on what was important and mattered most to them.

Staff ensured patients had good access to physical healthcare, supported by a team including doctors, psychiatrists, occupational therapists, clinical psychologists, social workers, pharmacists, speech and language therapists, dieticians and support workers. The CQC highlighted that staff were “experienced, qualified and had the right training and knowledge to meet the needs of the patient group.”

The hospital was commended for supporting people to manage their health and wellbeing to maximise independence, choice and control, helping them to live healthier lives.

Praising the caring nature of staff, the CQC said: “The service always treated people with kindness, empathy and compassion and respected their privacy and dignity. “Staff attitudes and behaviours when interacting with patients showed that they were discreet, respectful and responsive, providing patients with help, emotional support and advice at the time they needed it.

“Staff appeared to have a good relationship with patients, and we observed a good camaraderie between staff and patients. They took account of people’s strengths, abilities, aspirations, culture and unique backgrounds.

“The service was exceptional in how they listened to and understood people’s needs, views and wishes.”

Patients told inspectors that staff treated them well. One patient said staff “got them what they wanted when they needed it”. Others praised the quality of the food and said their bedrooms were nice and could be personalised with pictures and photos.

Cygnets Brunel was also recognised for its strong focus on recovery and meaningful activity. Patients are supported with work, education and family relationships, with access to Recovery Colleges offering educational courses on mental health, mindfulness and healthy living. Patients were studying Polish, men’s health and the food service industry through the in-house café. They also ran a patient café, nominated staff for monthly awards, organised cinema nights and pool tournaments, and took part in a seven-day programme of activities.

Hospital Manager Jamie Green said: “We are incredibly proud with the outcome of this inspection, in particular to have been recognised as Outstanding for Effective.

“Every single day, our staff go above and beyond to ensure the men in our care achieve outcomes that are not only better than expected, but truly life-changing. To read that people describe our service as exceptional and outstanding is deeply moving.

“I’d like to thank my staff for their dedication, commitment and hard work in delivering this high standard of care. We are committed to continually learning, improving and placing patients at the very heart of everything we do.

"The inspection outcome reinforces Cygnet Brunel's position as a high-performing neuropsychiatric service, delivering safe, compassionate and outstandingly effective care for men living with the effects of brain injury."