



Press Release

Immediate Release

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Cygnet Bury Dunes retains national Triangle of Care accreditation

Cygnet Bury Dunes has successfully maintained its Triangle of Care accreditation from Carers Trust, recognising the mental health hospital's continued commitment to working in partnership with carers and families.

Located on Bolton Street, Cygnet Bury Dunes is a 65-bed hospital providing a wide range of inpatient mental health services for men and women, including specialist deaf services and emergency admissions. The service offers psychiatric intensive care (PICU), acute, and medium and low secure mental health services.

The reaccreditation highlights the hospital's strong progress in embedding Carers Trust Triangle of Care standards, with the report praising its inclusive and proactive approach to carer engagement.

"The service has shown clear progress against the Triangle of Care standards, with listening events providing a valuable platform for carers to share their experiences and influence service development," the report read.

It also noted: "Process and practice to identify carers and regularly review consent and information sharing is clearly evidenced and appears well embedded."

A key strength identified in the report is the leadership of Carer Lead Kimberley Richardson, whose work has been instrumental in driving improvements across the Cygnet Health Care hospital.

"The contribution of Carer Lead Kimberley Richardson is particularly commendable. Her ongoing dedication to engaging carers, coordinating events, and driving improvements has been a clear asset to the service and is reflected in the positive developments achieved so far," the report read.

Her efforts to ensure carers feel welcomed and involved were also highlighted, with assessors adding: "Kimberley continues to demonstrate real commitment to carers and efforts to maintain regular, engaging on-site carers events are highly commended."

The report also recognised the important role of the wider team, stating that "the social work team clearly drive carer involvement and support," and highlighting

strong, well-established practices for identifying and supporting carers throughout the patient journey.

Carers are identified as early as possible, often before admission, with support beginning at referral stage through the sharing of welcome packs. During assessment, staff ask about carers and obtain consent for communication, while the social work team makes early contact to ease anxieties and support a smooth transition into the service.

For emergency admissions where this is not possible, carer information is gathered promptly on admission, with carers then invited to attend key milestones such as the patient's first ward round within two weeks.

Carers also receive comprehensive welcome packs outlining their rights, service processes and available support. Their own needs are considered through assessments, helping to inform personalised carer care plans.

The report concluded that carers are consistently introduced to and involved in the service through key touchpoints including welcome packs, team introductions, ward rounds, assessments and dedicated carers' events.

Kimberley Richardson, Carer Lead and Head of Social Work, said: ““The reaccrreditation reflects Cygnet Bury Dunes' ongoing commitment to recognising the vital role carers play in supporting recovery and ensuring they are informed, involved and supported every step of the way.

“We are really proud that the importance we place on working in genuine partnership with carers has been recognised.

“We have worked hard to create opportunities for carers to share their experiences and shape how we deliver our services, whether through listening events, regular communication or involvement in care planning.

“The entire team go above and beyond to ensure carers are supported from the very first point of contact. We will continue to build on this work and look for new ways to strengthen how we engage with, and support, carers in the future.”