



Press Release

Immediate Release

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Cygnet Bury Forestwood retains Triangle of Care accreditation

A mental health hospital in Bury which supports young people with mental health difficulties has successfully maintained its accreditation under the Carers Trust Triangle of Care programme, recognising its continued commitment to involving and supporting carers in the treatment and recovery of young people in its care.

The Cygnet Health Care service, Cygnet Bury Forestwood, provides CAMHS Tier 4 PICU, General Acute and Low Secure services across four wards. The Triangle of Care is a nationally recognised quality improvement scheme that promotes safety, recovery and wellbeing by ensuring unpaid carers are fully involved and supported. Developed by carers themselves and delivered by the Carers Trust, the programme sets out six key standards that services must meet to demonstrate they are 'carer inclusive'.

The Cygnet hospital's reaccreditation follows a comprehensive assessment which highlighted a number of areas of good practice. These include early engagement with carers prior to admission, regular and consistent communication from clinical teams, and a strong emphasis on carer involvement throughout a young person's care journey.

Carers are contacted ahead of admission to introduce the service, provided with information packs, and invited to participate in ward rounds and ongoing communication. Throughout a patient's stay, carers receive regular updates tailored to their preferences, including twice-daily contact from nursing teams where appropriate, alongside involvement in Care Programme Approach (CPA) meetings and discharge planning.

The service also demonstrates a strong internal culture of carer support, with dedicated carer leads overseeing standards, supported by Carer Champions and Ambassadors who provide reassurance and guidance to families. A social worker offers weekly emotional support calls, while carers are invited to events and given opportunities to provide feedback both during and after their loved one's care.

Assessors praised the service's progress and commitment to continuous improvement. They said: "Cygnet Bury Forestwood has demonstrated meaningful progress over the past year, with notable strengths including clear introductory information for carers, well-developed communication plans, strong evidence of

carer involvement in individual care, and the use of scripts to guide staff when consent is not provided.

“The social work team are embracing the quality improvement ethos of the Triangle of Care and proactively identify areas for further development.”

The Triangle of Care is recognised by the Care Quality Commission and supports National Institute for Health and Care Excellence recommendations for supporting carers. More than 90 mental health providers across the UK are members, including NHS Trusts, charities and independent hospitals delivering NHS-funded care.

Cygnets Bury Forestwood Hospital Manager Cheryl Wood said: “Maintaining this accreditation reflects our ongoing dedication to placing carers at the heart of our service and ensuring they are informed, supported and empowered throughout the care process.

“It is a significant achievement for the whole team and we recognise that involving our carers plays a vital role in a young person's recovery. We work in partnership with families and I'm pleased this has been recognised and proud of the progress we have made over the last year.”