



Press Release

Immediate Release

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Cygnet Hospital Sheffield is “Exceptional”, says CQC

A mental health hospital in Sheffield which supports young people has been described as “exceptional”, “brilliant”, and full of “dedicated staff” following an inspection by the Care Quality Commission.

Cygnet Hospital Sheffield, on East Bank Road, has been rated ‘Good’ by the regulator across all five key lines of enquiry - safe, effective, responsive, caring and well-led - following its latest inspection of all three wards which provide care to young people admitted with mental health difficulties.

Praising staff at the Cygnet Health Care service, inspectors said: “Staff were quick to respond to people’s needs and did so in a kind, caring and compassionate manner.” As part of the inspection, the CQC spoke with staff, patients, external professionals and family members, with overwhelmingly positive feedback received.

The report read: “Young people told us that they felt safe, that staff carrying out observations engaged with them, making them feel valued and listened to and they told us that staff were always kind and caring and understood their needs.”

Young people described their experiences in highly positive terms, with one stating: “The ward is brilliant” and that “Staff know how to help me when I am distressed, they know what they are doing”. The inspection team noted that young people were actively involved in their care, understood their care plans and risks, and were supported to maintain their interests.

The report also highlighted how the service consistently empowers young people to be involved in decisions about their care and that staff actively sought their feedback on the quality of care provided and ensured families and carers were kept fully informed and involved.

“People were truly respected and valued as individuals; and empowered as partners in their care in an exceptional way,” the CQC said. “Staff always treated patients with compassion and kindness. They respected patients’ privacy and dignity.” Inspectors added that staff “strongly understood the individual needs of patients and supported patients to understand and manage their care, treatment or condition.”

Feedback from families and carers was equally strong. The report highlighted comments including: "I am very satisfied within a caring role with the service my daughter receives as I saw that the staff are well trained and dedicated to their job professionally" and "staff are in tune with my daughter, they can identify when her mood is deteriorating". Another family member said: "Staff were very caring and also gave me information and I was updated every evening. This place is well led, well managed. The teamwork is amazing, from the kitchen porters to the directors. I cannot point to anything done incorrectly. He was in the right place; all his needs were met".

External professionals also praised the service, telling inspectors that there were "dedicated and professional staff who truly valued and listened to young people, involving young people in improvements". They added that there was a strong culture of openness and honesty, with the service "transparent and always looking to learn and improve". An advocacy service worker who visited the service each week confirmed that "young people's views were always respected, all young people were encouraged to be involved in their care and that staff were always observed to be very kind and caring, always engaging young people".

The report also highlighted innovative approaches to ensuring young people's voices are heard, including the use of "My Say Requests", a process which allows young people to express their wishes about their care and treatment. In addition, staff ensured that young people had multiple ways to share their views, including through community meetings, ward rounds and surveys. Staff were also applauded for promoting inclusion, diversity and cultural awareness, holding celebrations to mark cultural and religious events including St Patrick's Day, Eid al Fitr, Easter and African World Heritage Day.

Staff feedback reflected a positive and supportive workplace culture, with the report noting that the service was proactive in supporting staff wellbeing and development. Staff told inspectors they felt valued, respected and involved as part of a wider team. One member of staff said: "Staff always reminded people that they will get to the point of discharge, always encouraging and supportive. The culture is great."

The CQC inspectors praised the leadership at the service, stating: "Service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care." The CQC added that leaders had "the skills, knowledge, and experience to excel in their roles" and led "with integrity, openness and honesty".

Tom Griffiths, Hospital Director at Cygnet Hospital Sheffield, said: "We are incredibly proud to receive a 'Good' rating across all areas from the CQC. I am so pleased staff have the recognition they deserve for their hard work, commitment and dedication to improving the lives of the young people in our care.

"It is particularly meaningful to see such positive feedback from young people themselves, their families and our partners, as well as recognition of the culture we have built here. We remain committed to continuing to listen, learn and improve, ensuring every young person in our care feels safe, valued and supported to achieve the best possible outcomes."

