



Press Release

Immediate Release

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Cygnet Bury Hudson Celebrates Quality Review

Cygnet Bury Hudson is celebrating after receiving high praise in its latest independent quality review, with patients and carers highlighting a culture of safety, "amazing" staff support, and first-class facilities.

The review, conducted by the Royal College of Psychiatrists' Quality Network for Forensic Mental Health Services (QNFMHS), saw the hospital's medium and low secure services achieve positive feedback from staff, families and service users.

The QNFMHS works with services to improve quality of care and engages staff, service users and carers in a comprehensive process of both self- and peer-review for the purpose of quality improvement and accreditation.

A standout feature of the report was the hospital's commitment to "co-production", highlighting how well staff work alongside patients to design and deliver care. The review team specifically praised the "Social Hub," a homely environment co-produced with patients that features massage chairs, video games, and refreshment facilities.

Feedback from patients and staff painted a picture of a secure, welcoming environment. 95% of patients reported feeling welcome from the moment they arrived.

Patients expressed high levels of trust in the team with feedback including:

- "I've been through different hospitals. Cygnet Hudson has been the best."
- "Staff listen to you. They care."
- "I have enjoyed my time at the hospital. Everyone, staff and patients are friendly. Everyone helps each other. Also, I have been able to build my music, Maths and English skills."
- "They really go above and beyond."
- "This is the first hospital that has asked me to co-produce anything. I have co-produced a talk which I deliver to new starts every 2 weeks... I am paid for my work at the hospital."

Carers also spoke warmly of the service, with comments such as:

- "The service has been brilliant."

- "Staff are amazingly supportive."
- "Staff are outstanding, they listen to me. All keep in touch and ask my opinion."

The hospital was also praised for its on-site Recovery College, which helps patients earn AQA certifications in subjects like Maths and English, ensuring they leave with more than just improved mental health.

Praising staff, the report adding that staff demonstrate a clear "commitment to minimising restrictive practices" and respond "constructively to incidents," ensuring that Cygnet Bury Hudson remains a safe, progressive, and supportive place for recovery.