



Press Release

Immediate Release

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Cygnet Lodge Lewisham awarded Triangle of Care accreditation

Cygnet Lodge Lewisham has achieved Triangle of Care Star 1 Accreditation from Carers Trust in recognition of its outstanding commitment to supporting and involving carers.

The Cygnet Health Care service is a 19-bed hospital providing both high support inpatient rehabilitation (Level 2) and community rehabilitation (Level 1) services for men.

The Triangle of Care is a nationally recognised quality improvement programme developed by carers and delivered by Carers Trust. It promotes safety, recovery and wellbeing by ensuring unpaid carers are included and supported throughout a person's care journey.

Assessors praised the service for making "positive strides towards establishing a robust carer-friendly culture", highlighting strong communication, reflective practice and a whole-team approach to carer involvement.

The report recognised the wide range of accessible engagement methods used by the service to ensure carers feel informed, supported and able to meaningfully participate in care planning. These include regular wellbeing contact, newsletters, therapy resources, carers' packs, email communication, and bi-monthly carers' clinics.

A carers' event held in December 2025 was also highlighted as an important opportunity to celebrate carers, raise awareness of available support and gather valuable feedback to drive further service improvements.

The panel commended the hospital for achieving a 100% carer identification rate, ensuring every patient has an identified carer with clearly mapped relationships and consistent involvement in care planning, ward rounds and discharge discussions.

Carers are actively encouraged to contribute to reviews and discharge planning, while telephone updates are provided when families are unable to attend meetings in person. Assessors also praised the service's compassionate and dedicated Carer

Leads and Champions, alongside its commitment to continuous improvement and partnership working with external organisations.

Cygnets Lodge Lewisham was further recognised as a pioneer within Cygnets for its work aligned to the Patient and Carer Race Equality Framework (PCREF), becoming the first Cygnets hospital to record carer ethnicity data to better understand and support the needs of diverse carers and promote an anti-racist approach.

Assessors also highlighted the hospital's strong and culturally diverse workforce as a significant strength, alongside emerging partnership work with local carer support organisations and links with advocacy providers.

The service's Carer Awareness Training was described as "an area of strength", with 100% attendance from permanent multidisciplinary staff at training sessions led by a lived-experience carer. Reflective learning sessions following the training demonstrated a psychologically safe culture where staff could openly identify areas for improvement and apply learning to future practice.

The report included positive feedback from carers themselves, with one family member describing staff as "approachable, responsive and attentive" both to the patient and to their own wellbeing as a carer. Saying how they felt "meaningfully involved" in their loved one's care, they praised the openness of communication, opportunities to participate in ward rounds and discussions, and the flexibility around visiting and home leave arrangements.

Carers Trust said: "The panel commends Cygnets Lodge Lewisham for having made such positive strides towards establishing a robust carer-friendly culture: there are strong foundations and clear evidence of good practice in delivering carer-inclusive care. We were particularly impressed by the approach and impact of staff training, reflective culture, and positive carer experiences, alongside a proactive approach to continuous improvement.

"Cygnets Lodge Lewisham has successfully achieved Triangle of Care (ToC) Star 1 Accreditation, the maximum award level for an inpatient service. This reflects a strong and developing carer-inclusive culture, with clear evidence of good practice."

The Triangle of Care is recognised by the Care Quality Commission and supports guidance from the National Institute for Health and Care Excellence on supporting carers. More than 90 providers across the UK are members of the scheme, including NHS Trusts, charities and independent healthcare organisations.

Nena Aitalegbe, Hospital Manager at Cygnets Lodge Lewisham, said: "When we embarked on this journey, we knew it was not going to be about ticking boxes or filling out paperwork. It was about fundamentally looking at how we do things and asking ourselves a crucial question: are we truly listening to the people who know the service users best.

"Congratulations to us all on achieving our Triangle of Care accreditation. This is a massive milestone. It means we don't just talk about involving carers and families, we have actively changed our culture to ensure they are listened to, supported and included as partners in care.

“At Cygnet Lodge Lewisham, we understand that care works best as a three-way partnership.”