



Press Release

Immediate Release

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Cygnet Acer Clinic recognised for improving support and engagement for carers

Cygnet Acer Clinic in Chesterfield has been recognised for its commitment to improving carer involvement and support after achieving Triangle of Care Star 1 Accreditation from Carers Trust.

Cygnet Acer Clinic, on Worksop Road, is a 28-bed service providing assessment, treatment and rehabilitation for women with personality disorder and mental health needs.

The Triangle of Care is a nationally recognised scheme designed to promote safety, recovery and wellbeing by ensuring unpaid carers are included, informed and supported throughout a person's care journey. Developed by carers and delivered by Carers Trust, the programme recognises healthcare providers that demonstrate commitment to six key 'carers included' standards.

Assessors praised the Cygnet Health Care service for its "reflective and proactive approach" to improving the experiences of carers and families, highlighting a number of positive changes introduced across the service over the past year.

This includes the launch of the clinic's monthly Carers Newsletter, which provides families with updates, information about the service, opportunities for involvement and access to support.

The report also commended the service for strengthening leadership around carer engagement through the reinstatement of dedicated Carer Leads. Assessors noted that the service had demonstrated a "forward-looking approach" by identifying practical ways to improve communication and transparency with carers, including enhancing first contact experiences and making better use of informal interactions.

Feedback from carers and staff highlighted positive cultural changes within the hospital, particularly around communication, access to support and opportunities to be involved in care planning.

One carer involved in the assessment described the progress made by her daughter during her time at the service and said: "He [the doctor] rings me often to ask my opinion... we're working as a team."

The assessment found strong evidence that staff confidence and awareness around working with carers had improved significantly. Alongside mandatory carer awareness training, internal audits and practical guidance have helped teams feel more confident navigating communication and confidentiality.

Assessors said this had contributed to a noticeable shift away from risk-averse communication towards more open and compassionate engagement with families.

The clinic has also played an active role in supporting wider learning across Cygnet, hosting a Carers Masterclass attended by staff and external partners including Derbyshire Carers Association.

Where identified and appropriate, carers are routinely invited to ward rounds and families receive welcome packs, carers' passports and access to a range of online resources to help them better understand the service and available support.

Additional initiatives such as themed awareness events and carer drop-ins were also praised for creating informal opportunities for support, education and engagement.

Claire Bradford, Hospital Manager at Cygnet Acer Clinic, said: "This accreditation recognises the significant work our team has undertaken to strengthen relationships with carers and ensure they feel informed, involved and supported throughout a person's care journey.

"We know that carers often hold invaluable insight and experience, and we have worked hard to create a more open, compassionate and collaborative culture where families feel able to share their views and concerns.

"I'm particularly proud of the practical improvements introduced by the team, including the Carers Newsletter, enhanced welcome information and the development of our Carer Lead roles. Achieving Triangle of Care accreditation is an important milestone and we remain committed to continuing this progress."

Mary Patel, Triangle of Care Programme Lead at Carers Trust, said: "Congratulations to all the staff and carers at Cygnet Acer Clinic for this achievement, and we encourage everyone involved - from frontline staff to senior leads - to continue building on this foundation of good practice."