



Press Release  
Immediate Release  
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### **Cygnet Heathers Retains Carers Trust Accreditation**

A care service in West Bromwich has retained an accreditation for the work it does to involve families and carers in the support of their loved ones.

[Cygnet Heathers](#), a 20-bed service offering neuropsychiatric and neurodegenerative rehabilitation for men with mental health needs and acquired brain injuries, has maintained the Triangle of Care accreditation from Carers Trust.

The Cygnet Health Care service, located on Grout Street, earned its initial Star 1 accreditation in June 2025. Now the service has retained its accreditation, meaning the team has shown an ongoing dedication to working in partnership with the loved ones of service users.

The assessment team from Carers Trust commended Cygnet Heathers for demonstrating a “strong commitment to carer involvement, with clear evidence of embedded practice.”

The panel also praised the service for its “good partnership working and person-centred approach.”

Carers Trust noted multiple areas of good practice, including:

- **Carer Identification:** Carers are identified on admission and the service “demonstrates a comprehensive and well-structured approach to introducing carers to the service.” Carers are supported with a variety of information, such as a Carers Passport and information packs.
- **Carer Leads:** There are two designated Carer Leads and two Carer Ambassadors to enhance carer support.
- **Carer Inclusion:** Carers are able to provide feedback through a six-monthly survey and also have access to 1:1 appointments.
- **Carer Support:** The service has a good relationship with carer support services, like Blackbelt Advocacy, and strong partnerships with external organisations, such as Headway.

Hayley Walker, Hospital Manager at the Cygnet Health Care service, said: “This is an amazing achievement for our team to maintain the Triangle of Care accreditation. Year on year, we are continuing to improve carer engagement within our service, and we are happy to be recognised for this.”

“Carers provide invaluable insight into their relatives, they are the ones that know the patient best so ensuring they are involved throughout the patient's recovery is vital. Not only does this collaborative work enhance patient recovery, but it also allows us to support the carer with signposting, advice and 1:1 support.”

Triangle of Care is a quality improvement scheme for health and social care providers that promotes safety, recovery and wellbeing by including and supporting unpaid carers. Originally developed by carers, the scheme is run by Carers Trust and recognises healthcare providers that have committed to continuous improvement according to six key 'carers included' standards.

Over 80 mental health providers, including NHS Trusts, charities and private hospitals serving NHS patients, are Triangle of Care members and Carers Trust is gradually opening the scheme to new health and social care sectors. The Triangle of Care is recognised by Care Quality Commission inspectors and supports the NICE recommendations for 'Supporting Adult Carers'. To find out more, visit the [Triangle of Care website](#).