



Press Release

Immediate Release

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Cygnet Hospital Stevenage retains Triangle of Care accreditation

Cygnet Hospital Stevenage has successfully retained its Triangle of Care accreditation, recognising the service's continued commitment to working in partnership with carers and families to support the recovery of patients.

Cygnet Hospital Stevenage, on Graveley Road, offers a range of secure, PICU and acute mental health services for men and women.

The Triangle of Care is a nationally recognised framework developed to promote collaboration between healthcare professionals, service users and carers. It is based on the principle that involving carers as equal partners in care leads to better experiences and improved outcomes for patients.

The accreditation follows a comprehensive review of the service, which found that Cygnet Hospital Stevenage has continued to build on the strong foundations established when it first achieved its Star 1 Award in May 2024.

Assessors said: "Cygnet Hospital Stevenage has demonstrated sustained progress in embedding the Triangle of Care, with clear evidence of a culture that values carer involvement.

"Practice is well supported by organisational governance and translated effectively into local delivery, with consistent activity across all six standards.

"A key strength is the clear leadership and accountability for carer engagement. The Carer Lead and Champion structure is well established, supported by reflective practice and responsive management oversight."

Carer Lead Chloe Cooper-Brown was "particularly commended for driving this work forward and maintaining a proactive, transparent approach to addressing challenges and strengthening practice."

The assessment report added: "The service has a particularly strong approach to reflective learning, with effective tools such as the 'framework for contact' and it is wonderful to hear that this has increased carer involvement in ward rounds and care planning.

"Information provision is comprehensive and inclusive, with a wide range of accessible resources, including tailored information for young carers."

Alice Zimba, Hospital Manager, said: "We are honoured to maintain our Triangle of Care accreditation. It reinforces our belief that the best outcomes for our patients come from strong partnerships with those who know them best, their carers and families.

"It is a real testament to the hard work and collaboration of our staff and the valued input of carers. Together, we are creating a more inclusive and supportive environment for our patients."

The Triangle of Care framework is overseen by the Carers Trust and sets out six key standards that help mental health services embed meaningful carer involvement into everyday practice. Accreditation demonstrates that services are committed to recognising carers as experts by experience and ensuring they are supported, informed and involved throughout a patient's care wherever appropriate.

Alice added: "By maintaining our accreditation, all of us at Cygnet St William's have demonstrated our ongoing commitment to strengthening relationships with carers, ensuring their voices are heard and valued, and continuing to deliver person-centred care that supports recovery."