



Press Release

Immediate Release

4 August 2026

Cygnet Brunel achieves highest 'Excellent' rating from Headway

Cygnet Brunel has been awarded the highest possible overall rating of 'Excellent' by Headway, the Brain Injury Association, following a comprehensive assessment of its specialist acquired brain injury (ABI) rehabilitation service.

The Bristol-based Cygnet hospital, on Crow Lane, achieved an overall 'Excellent' rating as part of Headway's Approved Provider Scheme, which assesses services against specialist standards designed to reflect the complex needs of people living with an acquired brain injury.

The assessment recognised Cygnet Brunel's commitment to delivering high-quality, person-centred rehabilitation, awarding 'Excellent' ratings for Culture, Workforce Development and Service Delivery, alongside 'Very Good' ratings for Systems & Processes, Promoting Quality of Life and Environment.

Headway's assessors praised the positive experiences shared by both families and staff, the strength of the service's rehabilitation programmes and its focus on helping people regain independence and reconnect with their communities.

The report highlighted the confidence families have in the service, noting that relatives described Cygnet Brunel as a "safe" place for their loved ones and praised the team's communication.

It stated: "Family members... commended the communication opportunities with the team, advised that they always felt heard and that requests for information and feedback were acted upon promptly."

The assessment also recognised the compassionate culture within the hospital, reporting that: "Staff told us that there was a sensitive and supportive ethos at Cygnet Brunel with good support from management and comprehensive training from induction onwards."

The report found that the hospital's recruitment approach ensures staff share the values needed to support people with complex neurological conditions, noting managers look for people who are "genuine, ready to work as part of a wide Multi-Disciplinary Team and ready to continue learning and developing."

Assessors heard examples of the life-changing impact staff have on those they support, writing that key workers had helped service users by "advocating for the individual, working alongside them to build confidence and resilience, resulting in increased engagement and community involvement."

The report also praised the personalised rehabilitation programmes available at Cygnet Brunel. Every service user has an individual weekly timetable linked to their personal goals, while rehabilitation programmes are built around each person's interests and regularly reviewed with them.

Assessors recognised the service's strong emphasis on community rehabilitation, highlighting opportunities including visits to local leisure facilities, cafés, shops and football matches, volunteering placements, cycling with local clubs and developing independent living skills such as online grocery shopping.

Headway also praised the team's commitment to positive risk-taking and meaningful rehabilitation opportunities, noting: "The Team at Cygnet believe that community access is an effective way to de-escalate behaviours that challenge... and are always looking at new ways to connect in the community for their Service Users."

The assessors also highlighted the strong relationships the hospital has developed with local organisations, recognising links with community football teams, cycling clubs and volunteering opportunities that help people rebuild confidence and prepare for life after discharge.

Jamie Green, Cygnet Hospital Manager, said: "We are incredibly proud to have achieved an overall Excellent rating from Headway. The team work tirelessly to help people rebuild their lives following an acquired brain injury and I am so pleased this dedication has been recognised.

"It is especially rewarding that the report recognises the positive feedback from our service users, their families and our staff. Rehabilitation is about so much more than clinical care, it is about helping people regain confidence, independence and reconnect with their communities, and we are delighted that this shone through for the assessors.

"We will continue to build on this achievement and remain committed to delivering the very highest standards of specialist neurorehabilitation."

Cygnet Brunel is a 32-bed neuropsychiatric rehabilitation service for men with acquired brain injuries and complex needs. The Cygnet Health Care service provides specialist assessment, treatment and rehabilitation, supporting individuals to maximise their independence and prepare for a successful return to life in the community wherever possible.