



Press Release

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For Immediate Release

Coventry mental health hospital recognised for its work with carers

A Coventry mental health hospital has received national recognition for its commitment to continuously improving the way it involves and supports carers and families.

Cygnet Joyce Parker Hospital has achieved Triangle of Care One Star accreditation from Carers Trust, following an assessment of its work to ensure carers are welcomed, listened to and involved as partners in the care and recovery of their loved ones.

The hospital, on Lansdowne Street, provides inpatient mental health services for men across four wards: Beck Ward and Blythe Ward, which are psychiatric intensive care units; Brook Ward, an acute service; and Trent Ward, a rehabilitation service.

During the accreditation assessment, the panel heard directly from a carer about his experience of the hospital. He described staff as "caring, friendly and welcoming" and explained that he had been involved in ward rounds and other meetings.

Assessors said: "He felt that staff genuinely wanted to hear his views and was confident that he would be listened to and supported if concerns arose.

"This provided an important example of the difference that respectful relationships and accessible staff can make to a carer's experience."

The assessment highlighted the hospital's dedicated Carer Lead, ward-based Carer Champions and regular communication with families. It also praised the use of communication agreements, improved information-sharing processes and the high number of staff who have completed carer-awareness training.

Referral pathways have also been developed with Black Belt Advocacy and Carers Trust Heart of England, helping families access advice and support beyond the hospital.

The panel found that the hospital had strengthened its governance and oversight of carer engagement, increased referrals to external support services and improved how carer involvement is recorded and monitored.

Assessors said: "We felt confident that you have established a consistent culture where carers are welcomed, staff seek their views, communication is prioritised and support referrals are made."

Particular praise was given to the hospital's Carer Lead, Magnus, for building direct relationships with families, providing reassurance and making himself available when carers need information or support.

The assessors added: "The hospital Carer Lead's accessible and relational approach is a particular strength."

Feedback was also received from local carer-support partners, who described how families were being welcomed, heard and helped to access wider sources of assistance.

The report concluded: "Joyce Parker Hospital has established a strong foundation for carer involvement across all four wards."

Hospital Director Kudzanai Chikodzi said: "This journey has been an incredibly rewarding experience for both the hospital and our dedicated team.

"The vital role of carers in the healing process is truly immeasurable, as they are instrumental not only in facilitating recovery but also in ensuring its long-term success. Throughout this time, we have gained valuable insights and inspiration that will propel us to continue striving for excellence in the care we provide."

Mary Patel, Triangle of Care Programme Lead at Carers Trust said: "This Triangle of Care accreditation represents a hugely positive step forward in strengthening partnerships with carers – so family and friends who look after someone with mental health needs are involved in care planning, and have their important role recognised. Congratulations to all the staff and carers at Cygnet Joyce Parker Hospital for this achievement, and we encourage everyone involved, from frontline staff to senior leads, to continue building on this foundation of good practice."

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 90 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](#).