



Press Release

Immediate Release

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Cygnet Neuro Services Win National Recognition

A Middlesbrough hospital and a Darlington doctor have scooped national awards in recognition of the difference they are making to the lives of those hospitalised with a brain injury.

Organised by Cygnet Health Care, one of the UK's largest independent providers of specialised mental health services, the Special Recognition award celebrates a hospital that has set the standard for what outstanding, person-centred care truly looks like, not just in its outcomes, but in the culture that makes those outcomes possible.

Cygnet Newham House, on Hemlington Village Road, received the accolade at the Cygnet Psychiatrist Awards in recognition of its exceptional commitment to improving the lives of women in its care.

Hospital manager Joanna Yarker said: "Cygnet Newham House is honoured to receive the Cygnet Group Clinical Director Special Recognition Award, recognising the neurorehabilitation service we provide for females.

"This recognition reflects the passion, resilience and commitment of an exceptional multidisciplinary team whose dedication to clinical excellence, innovation and person-centred care continues to improve outcomes and transform lives.

"Following our exceptional CQC rating for 'Well-Led' and the 'Outstanding' recognition from Headway, we are proud and honoured to receive this award from Cygnet.

"This award is a testament to the hard work, professionalism and unwavering commitment of the entire team, whose passion for delivering high-quality care continues to transform lives every day."

The team were presented with the award by Cygnet Health Care Medical Director Salim Matta who said: "What sets this hospital apart is not simply the quality of its clinical pathway, but the depth of compassion and individuality behind every care plan. Their daily work reflects a hospital that never loses sight of the person behind the diagnosis.

"This year alone, Newham House has been rated Outstanding in Well-Led by the CQC and Good overall, and achieved an overall Outstanding rating from national brain injury charity Headway – with top marks across Culture, Workforce Development, Service Development, as well as Governance, Leadership, Management and Quality. They have also secured Carers Trust Triangle of Care accreditation, cementing their commitment to families as genuine partners in care, not passers-by.

"The hospital's excellence has been recognised well beyond its own walls. Newham House was named in the first-ever QN-Neuro report for the quality of its facilities, and heads into this year's Neurological and Complex Care Awards with four separate finalist nominations, a breadth of recognition that speaks to strength across every level of the team, not just at the top.

"None of this happens by accident. It is built on a culture where staff feel genuinely valued, visible in small but telling details, like a 'moment of thanks' board where colleagues recognise one another's kindness and teamwork day to day. The team has shown that rigorous clinical governance and heartfelt, human care are not competing priorities, but two sides of the same commitment."

Cygnet Newham House is a 20-bed neuropsychiatric care and treatment facility providing rehabilitation for women affected by acquired brain injuries (ABI).

Meanwhile, Dr Khalil Memon, Consultant Psychiatrist at Cygnet St William's, was named Medical Educator of the Year. The accolade celebrates Dr Memon's dedication to training and supporting doctors working in mental health.

Dr Memon said: *"I'm truly honoured to receive the Educator of the Year Award. Teaching and mentoring are a deeply rewarding part of my work, and I strongly believe that developing colleagues and sharing knowledge ultimately improves the quality of care we provide."*

"I'm very grateful to Cygnet Health Care for this recognition and for the continued support of education and professional development. I also want to thank the colleagues and teams I've worked with, who have contributed greatly to my own learning as well."

"It's a very proud and meaningful moment for me."

Dr Memon was presented with his award by Professor Nandini Chakraborty, Dean of Royal College of Psychiatrists, with Dr Gbolagade Akintomide, Cygnet Divisional Medical Director, North.

Professor Nandini Chakraborty said: "Dr Memon is an inspirational educator and clinical leader whose teaching and mentorship have a significant impact across Cygnet and beyond. He delivers national webinars, develops acclaimed brain injury training and leads Neuropsychiatry MDT Grand Rounds across six sites.

"He regularly presents research at national conferences and supports research, audits and junior doctors' career development. He is helping shape future clinical practice.

"Through appraisals, professional leadership and active Royal College involvement, he champions excellence, develops future medical leaders and enhances Cygnet's national reputation."

Cygnet St William's, on Cornwall Avenue, is a 12 bed Neuropsychiatric service offering care and treatment to those affected by acquired brain injuries.