



Press Release

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For Immediate Release

Cygnnet Grange and Cygnnet Lodge achieve Headway accreditation

Two specialist neurorehabilitation services have been praised for providing a "safe and caring environment" where people feel understood, supported and empowered to rebuild their independence.

Cygnnet Grange and Cygnnet Lodge, in Sutton-in-Ashfield, successfully achieved accreditation from Headway, the brain injury association, after assessors found a compassionate culture, exemplary staff development and highly personalised rehabilitation at the Cygnnet Health Care services.

The services were awarded an overall rating of 'Very Good' through Headway's Approved Provider Scheme, achieving the highest possible 'Excellent' rating in two key areas.

People receiving care told assessors they felt "safe and cared for", while relatives described staff as "friendly, approachable and helpful." The report also praised the team's advanced understanding of acquired brain injury and its commitment to giving people meaningful choices, opportunities and hope for the future.

Headway's Approved Provider Scheme assesses services against specialist standards designed to reflect the needs of people living with an acquired brain injury.

The Cygnnet Health Care services achieved 'Excellent' ratings in two areas; Workforce Development and Cognitive, Behavioural and Emotional Needs. They were rated 'Very Good' for Culture, Systems and Processes, and Promoting Quality of Life, as well as 'Good' for Environment.

Assessors praised the culture across the services, stating: "There is a clear philosophy and ethos within the two units, and it is well embedded and proactively lived by staff."

They added that service users were consistently empowered to make decisions and that those who spoke to assessors were "clearly content and felt safe and cared for within the Units."

The report highlighted a number of "sector-leading, creative initiatives" and praised the involvement of service users and families in all aspects of care. It also recognised the development opportunities available to staff, including one employee who had progressed from Support Worker to Registered Nurse.

Workforce development received the highest possible rating of 'Excellent', with the report describing staff induction as "exemplary, brain injury specific, and continuously evolving."

It also highlighted 100% compliance with neuropsychiatric training and praised the service's continuous learning culture, including monthly bite-sized education sessions tailored to the people being supported. Topics have included neuroanatomy, brain tumours, epilepsy, Huntington's disease and cognitive communication disorders.

Assessors awarded a further 'Excellent' rating for the way the services support people's cognitive, behavioural and emotional needs.

The report read: "Staff at all levels show a strong understanding of the emotional and psychological consequences of ABI."

It added that staff demonstrated an advanced understanding of behaviours associated with acquired brain injury and were "highly skilled at de-escalation techniques", enabling the services to prioritise proactive and preventative support.

The services' approach to rehabilitation and therapy was also rated 'Excellent'. Assessors found that people's rehabilitation goals were personalised, measurable and developed collaboratively, while therapy was proactive, structured and responsive to individual needs.

Discharge and home-stay processes were described as "exemplary examples of continuity and empowerment". The report highlighted comprehensive handovers to new providers and found that successful transitions had reduced readmissions and supported positive outcomes for families.

Assessors also praised the range of meaningful activities available. These include cooking, fishing, music therapy, shopping, adapted sports and community-based 'Walk and Talk' sessions. Volunteering opportunities have included roles with the Forestry Commission and in a charity shop stockroom.

Sam Armstrong, Hospital Manager at Cygnet Grange and Cygnet Lodge, said: "We are extremely proud to have achieved Headway accreditation.

"The report reflects the importance we place on understanding each person as an individual and working alongside them to develop meaningful goals. Whether someone is building everyday living skills, accessing the community, exploring volunteering or preparing for discharge, our aim is always to help them achieve greater confidence and independence.

"I would like to thank every member of the team, as well as the service users and families who contributed to the assessment. We will celebrate this achievement while continuing to learn, develop our environments and build on the recommendations made by Headway."