Press Release

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For Immediate Release

Cygnet Hospital Harrogate described as "the best hospital" after CQC inspection

Patients and relatives have praised the care and support provided at Cygnet Hospital Harrogate, with one patient describing it as the "best hospital" they had experienced, following a Care Quality Commission (CQC) inspection.

The CQC has rated Cygnet Hospital Harrogate, on Ripon Road, Good overall and Good across all five inspection domains; safe, effective, caring, responsive and well-led.

The inspection report highlighted positive feedback from patients, relatives and stakeholders. One patient told inspectors they had "been in lots of hospitals, but this is the best", while another said it was the "best hospital" they had experienced out of five hospitals where they had been an inpatient.

The report read: "There were additional comments that 'all staff treat me with respect and dignity' and 'the staff have been so kind and supportive, they have made a real difference to my stay here'."

A patient also commented that "staff go above and beyond to help you to grow and recover".

Relatives also spoke positively about the care provided. One relative expressed her "gratitude and appreciation for the team" and said she "had hope for the first time in years".

The relative added that Sanctuary Ward was "very patient centred" and that their loved one felt "safe and like she could engage".

Another relative described how their loved one had been listened to when they wanted access to green space to meditate and stretch to support their mental and physical health.

Cygnet Hospital Harrogate comprises two wards; Haven Ward, a 19-bed acute admission ward for men, and Sanctuary Ward, a 17-bed acute admission ward for women.

Inspectors highlighted the way patients were supported to participate in decisions about their care and treatment, with opportunities to provide feedback during one-to-one sessions with their named nurse and through community meetings.

The report said: "We observed patients attending their ward rounds and being empowered as partners in their care and being provided with information they needed on treatments to make informed choices."

Inspectors also found that the service was "exceptional at promoting people's independence", ensuring patients understood their rights and had choice and control over their care, treatment and wellbeing.

The CQC noted that patients were offered meaningful activities and opportunities to access the community, with activity choices including green walks, chair yoga, shopping and cooking, badminton, the gym and tennis courts.

The report said: "As part of the activity planning process, patients were given choices of activities to participate in, for example, three different choices on a particular day, so that they could choose what suited them."

Inspectors noted how Cygnet Hospital Harrogate also used an expert by experience - someone with lived experience of inpatient services, or experience of caring for someone who had used inpatient services - to help ensure patients' views were heard and acted upon.

The regulator praised the knowledge and teamwork of staff, noting that they worked collaboratively and knew patients well. Stakeholders also praised the hospital's multidisciplinary team meetings, describing them as "brilliant" and highlighting staff's "immense knowledge of the patients".

The inspection found that staff demonstrated strong knowledge of patients' individual needs and consistently provided person-centred care.

The CQC said: "Observations during the inspection showed positive, respectful interactions between staff and patients, with survey results indicating that most patients felt cared for, supported, safe and involved in decisions about their care."

Inspectors also noted that the service promoted equality and inclusion through cultural, spiritual and communication support, including access to interpreters, a multifaith room and personalised dietary arrangements.

The inspection also highlighted a positive culture among staff, with low turnover rates and staff reporting that they were happy and wanted to remain with the organisation.

The report noted: "A common theme in our discussions with staff was that they felt supported, respected, valued and safe, working at Cygnet Hospital Harrogate."

The CQC said the service had "exceptionally inclusive leaders at all levels" who understood the context in which they delivered care and embodied the values of the organisation.

Inspectors found that leaders had the skills, knowledge, experience and credibility to lead effectively, with a culture that was open and supportive.

The report said: "Staff described a positive, open and non-hierarchical culture where they felt supported, listened to and able to raise concerns, with leaders visible and actively involved in ward life."

Hospital manager Gavin Clark said: "We are incredibly pleased with the findings of the CQC inspection and, in particular, the recognition of the high-quality care and support provided to our patients.

"I am extremely proud of our whole team and the way they work together to ensure people receive personalised, safe and effective care. The report highlights the strong relationships between our multidisciplinary teams, our focus on involving patients in decisions about their care, and the positive culture across the hospital.

"It is also fantastic to see the wonderful feedback from those we support and their loved ones. Our focus always remains on providing the highest standards of care for them and helping every individual in our care make meaningful progress towards their goals."