Press Release

Immediate Release

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Cygnet Hospital Harrow celebrates Triangle of Care accreditation

Cygnet Hospital Harrow is celebrating after achieving the Triangle of Care Star 1 Award, with carers saying they feel listened to by staff delivering mental health support to their loved ones.

The accreditation, awarded through Carers Trust's Triangle of Care programme to the 43-bed mental health hospital for men on London Road, recognises its commitment to involving and supporting the families and carers of people receiving mental health care.

The Triangle of Care is a nationally recognised quality improvement framework, overseen by Carers Trust, which promotes collaboration between healthcare professionals, service users and carers. It is based on the principle that recognising carers as equal partners in care leads to better experiences and improved outcomes for patients.

As part of the assessment, Carers Trust spoke with carers of individuals currently receiving treatment.

The report read: "Feedback was consistently positive and highlighted good communication, regular updates, involvement in ward rounds and care planning, responsive staff and practical support when concerns were raised.

"Independent carers described feeling listened to, being able to access staff easily and receiving a level of involvement that exceeded previous experiences."

Assessors praised the hospital's leadership and team-wide commitment to supporting unpaid carers, stating: "We were really impressed with your strong and visible leadership for the Triangle of Care programme and the clear sense of shared responsibility for unpaid carers."

The report highlighted the involvement of staff from across the hospital, including the Hospital Director, Medical Director, ward managers, Carer Leads, social work staff, administrative staff and occupational therapists.

Assessors also commended the hospital's approach to involving families in assessments, treatment and discharge planning. They found that staff routinely gathered information from spouses, parents, siblings, friends and others who knew the person well, helping them to develop a fuller understanding of individual needs.

The report noted that, in the strongest examples, information provided by carers improved staff understanding of risk, communication needs, sensory needs, behavioural changes, physical health, previous treatment and family circumstances.

The hospital was also praised for ensuring carers have regular opportunities to speak with clinical teams. Families are routinely invited to ward rounds and treatment reviews, with telephone discussions, virtual participation and flexible meeting arrangements available for those unable to attend in person.

Assessors singled out West Ward's approach as particularly positive, describing its protected consultant-led time for discussions with carers as "outstanding practice".

The report explained that this gives families additional opportunities to explore questions and concerns beyond the constraints of a formal ward round.

The review also highlighted the importance placed on recognising carers as individuals with their own needs. Assessors noted that staff sometimes identified when carers were experiencing health difficulties, childcare pressures or other caring responsibilities, demonstrating an understanding that carers may need support themselves, rather than simply providing information about the person receiving care.

Will Anderson-White, Hospital Manager at Cygnet Hospital Harrow, said: "In recent times Harrow has become a real pillar of development and continuous improvement, but for us, it's about more than simply meeting standards.

"We wanted to ensure that the support we provide to families and carers is genuinely meaningful, measured not just against frameworks, but through the voices and experiences of those who have used our services and supported their loved ones.

"This accreditation means an incredible amount to us, and we remain wholeheartedly dedicated to listening, learning and continuing to improve."

Assessors highlighted the hospital's clear arrangements for helping carers access information and support. Named Carer Leads are promoted through posters and welcome information, while a dedicated carers email address and telephone contact give families accessible ways to communicate with the team.

The report noted that the hospital's welcome process includes introduction letters, ward-specific handbooks and information leaflets covering treatment reviews, confidentiality, Carer's Assessments and routes to further support.

The report also praised the hospital's partnership with Harrow Carers, which helps families access support groups, wellbeing activities, counselling, benefits guidance and Carer's Assessments.

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 Hospital Harrow for this achievement, and we encourage everyone involved, from frontline staff to senior leads, to continue building on this foundation of good practice."