



Press Release

Immediate Release

6 January 2025

Cygnet Hospital Beckton Gains Triangle of Care Accreditation

A London hospital which supports women with mental health needs has received an accreditation for the work it does to involve carers in the support of their loved ones after a family described how positive care at the hospital "gave us our daughter back."

Cygnet Hospital Beckton, a 58-bed hospital for women, has been recognised for its continued efforts and commitment to improving the way the service works with carers and families.

In 2023, Cygnet became the first independent provider of health and social care services to be accredited by the Carers Trust Triangle of Care programme. Now the hospital, on Tunnan Leys, has become the latest Cygnet Health Care service to achieve the one-star accreditation, meaning staff have successfully demonstrated their commitment to making a difference to the lives of carers.

As part of their assessment, a Carers Trust panel spoke with two carers – Gertie and John – whose daughter is a current patient at the hospital. They told assessors: "Cygnet got our daughter back. They are always there for us and they always listen. If it wasn't for Beckton, our daughter wouldn't be where she is now."

Assessors also noted: "Gertie and John shared with us a heartwarming story that despite living some 40 miles away from the hospital, three staff members had sacrificed their own Christmas celebrations to drive their daughter home for Christmas lunch. This was hugely appreciated."

On receiving the accreditation, Hospital Manager Judith Etheridge said: "This achievement highlights the emphasis Cygnet Hospital Beckton places on collaboration both with patients as well as the involvement of their carers, friends and family. We work so hard to ensure there is a shared understanding of the care we deliver, based on what the patient needs."

"I am really proud to achieve this accreditation and would like to pay testament to the hard work of my team who demonstrate an unwavering commitment to both the women we support, and their loved ones."

The hospital has four wards and provides a psychiatric intensive care unit, acute service and personality disorder services.

In their submission response for Cygnet Hospital Beckton, Triangle of Care assessors noted: "The panel were pleased to learn that carers are routinely identified on admission and this is recorded in clinical records. A service introduction letter is provided to carers of patients admitted into Svanna Ward. Carers often share with us that they find admission to a PICU service a traumatic experience, but this letter accompanied by the new Carers information leaflet is clearly a great way of reducing carer stress and anxiety.

"In Upping ward carers are also invited to attend a ward round as part of the admissions process and in Hooper and New Dawn, carers are offered a one to one consultation. Collectively this ensures carers feel valued right from the start of any hospitalization period.

"There was very strong evidence of a carer friendly culture and this is a great strength of Beckton Hospital."

Assessors also said they were impressed that staff are trained on carer awareness and praised how carers receive a comprehensive introduction to a service and treatment pathway, so they can have full knowledge of the support their loved one is receiving.

Jennifer Beal, Head of Occupational Therapy at Cygnet Hospital Beckton, added: "We have used an occupation-focused approach to provide a compassionate and safe environment for our carers where they feel informed, engaged and supported as much as possible.

"Working together with carers we have recognised and valued carers and the role they play in the well-being and recovery of our patients. In collaboration, we have developed service resources, staff training, and reviewed service provision to ensure carers are at the heart of our service delivery.

"Cygnet Beckton plan to continue our journey to recognise, and support family and friends as equal and expert partners to improve service experience and outcomes."

The Triangle of Care is an alliance between carers, service users and health professionals. It aims to promote safety and recovery and to sustain wellbeing in mental health by including and supporting carers.

The Triangle of Care was initially developed to improve mental health acute services by adopting these six principles:

1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing information, are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services are available.

Ends