



Press Release
Immediate Release
3 April 2025

Cygnet Brunel Maintains Triangle of Care Accreditation from Carers Trust

A hospital in Bristol which supports men with brain injuries have achieved an accreditation for the work they do involving families in the care of their loved ones.

Cygnet Brunel, on Crow Lane, Henbury, is a 32-bed neuropsychiatric treatment, care and rehabilitation hospital for those affected by an Acquired Brain Injury (ABI) or Traumatic Brain Injury (TBI). The team has maintained the Triangle of Care Star 1 accreditation from Carers Trust.

This recognition highlights the hospital's ongoing commitment to involving and supporting carers as valued partners in patient care.

The Triangle of Care is a quality improvement scheme for health and social care providers that promotes safety, recovery and wellbeing by including and supporting unpaid carers.

Cygnet Brunel earned its initial Star 1 accreditation in February 2024 following an in-depth assessment process. They have shown an ongoing commitment to working in partnership with the loved ones of service users and have been re-accredited.

The assessment team from Carers Trust noted:

- **Carer Engagement:** The Family Liaison team conducts regular calls with carers to offer support and updates, fostering open communication.
- **Training and Awareness:** Staff members have completed comprehensive carer awareness training, achieving a 97.8% completion rate.
- **Confidentiality and Information Sharing:** Clear policies support communication with carers while respecting patient confidentiality.
- **Designated Carer Leads:** Each ward has appointed Carer Leads, enhancing carer support and advocacy.
- **Comprehensive Welcome Packs:** Carers receive detailed information on support services and care pathways upon patient admission.

- Ongoing Feedback: Regular carer surveys and monthly ward rounds provide opportunities for input and collaborative care planning.

Carers Trust commended the dedication of Cygnet Brunel's Carer Champions, Sophie Borg, Dr. Henk Swanepoel, Jeanette Campbell, and Isabelle Wellington, commending them for their "dedication and hard work", adding, "We look forward to working with Cygnet Brunel on this continuous improvement journey, such as building further links with local carer support services and how carer feedback is used to drive quality."

Dr Henk Swanepoel, Head of Psychology, said: "We are incredibly proud to have retained the Triangle of Care accreditation. This achievement reflects our ongoing commitment to working in true partnership with carers, recognising the vital role they play in supporting our service users.

"By strengthening these connections, we ensure a more compassionate and effective approach to care, where families and loved ones are valued, heard, and involved. At Cygnet Brunel, we believe that collaboration with carers is essential to delivering the highest standard of support, and we remain dedicated to fostering these important relationships.

"It is pleasing that so many of our initiatives were recognised by assessors, including the carers awareness master class training, and dedicated carer champion roles. We will continue to prioritise how we work together, alongside our carers, to ensure we provide a care service of the highest quality."

Ends