



Press Release

Immediate Release

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West Bromwich Hospital Retains Outstanding Rating

A care and treatment service in West Bromwich have retained their 'outstanding' rating across all six domains in a recent review by Headway, the Brain Injury Association.

Cygnet Heathers, part of the Cygnet Health Care division, is a 20-bed hospital for men affected by acquired brain injuries and neurodegenerative conditions. The hospital, on Grout Street, is celebrating after Headway assessors praised the person-centred care at the service.

Headway's approved provider scheme utilises standards developed to reflect the specific needs of people with an acquired brain injury (ABI). These standards are used to evaluate a range of facilities including hospitals and neuro-rehabilitation units, residential homes and respite facilities.

The service was evaluated across six domains; Culture, Systems & Processes, Workforce Development, Service Delivery, Governance Leadership and Management & Quality, and finally, Environment. The Headway assessment team rated the service as 'Outstanding' in all domains.

The report, based on a visit in November, praised the quality of care delivered at the service, highlighting positive areas such as the range of activities on offer for service users, how staff work together with carers, how important information is made accessible and the fact that care plans are made in collaboration with service users and loved ones.

Appraisers said: "A culture of openness, transparency and candour are at the core of service provision.

"Patients feel listened to and respected by staff. It was reported that 'staff will go out of their way to help' and they feel involved in setting and reviewing their goals."

Praising the ethos found at the service, the report highlighted how service users are able to maintain privacy, dignity, independence and control over their lives.

It read: "The service provider demonstrates a commitment to the creation and sustainability of an open, inclusive and positive atmosphere, understood and appreciated by all.

“The service provider promotes empowerment and good quality care for service users.”

They noted innovation at the service, particularly in relation to the Dysphagia Group saying: “Patients with dysphagia (problems swallowing) are supported to dine at a local restaurant where the chef is trained on the International Dysphagia Diet Standardisation Initiative (IDDSI) levels. This not only promotes social inclusion by allowing patients to engage in community-based dining but also raises awareness about dysphagia within the local community.”

Hayley Walker, Hospital Manager at Cygnet Heathers said: “We are thrilled to have kept our outstanding rating during our interim review with Headway. It shows the hard work and dedication the team have put into ensuring a positive and personalised approach for patients and their experience at Heathers.”

Cygnet Heathers is amongst Cygnet Health Care's network of eight neuropsychiatric rehabilitation services, which support men and women nationwide.

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