



Press Release

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For Immediate Release

Stevenage Social Care Team Recognised for Service Excellence

A team from Stevenage who support individuals with learning disabilities have been recognised at a national awards ceremony for consistently delivering service excellence.

This year, Cygnet Health Care launched the first ever Achievement Awards, open to all staff across Healthcare, Social Care and Support Services, to celebrate its caring, dedicated and hard-working colleagues. Cygnet Health Care supports individuals with mental health needs, learning disabilities and autism and employs nearly 11,000 staff across the UK.

Held at the Botanical Gardens in Birmingham, the inaugural awards recognised the individuals and teams who made outstanding contributions towards ensuring service users receive the highest standard of care.

Walkern Lodge is a residential home providing outcome focused care for adults with learning disabilities, who may have behaviours that challenge and associated complex needs. They were presented with the “Delivering Service Excellence” award by BBC presenter JJ Chalmers who was guest of honour at the event.

Gareth Williams, CEO of Social Care at Cygnet Health Care, said: “Walkern Lodge provides care to adults with Learning Disabilities and this summer the team were successful in improving both their CQC and Local Authority ratings.

“The team support each other and encourage residents to live full lives, learn new skills and to get out and about to do things they enjoy. It was a pleasure to see our regulator recognise how staff put people’s wishes, needs and rights at the heart of everything they do and a very well deserved upgrade to their rating.”

Upon receiving the award, Wilma Lobo, Regional Manager for Social Care, said: “I was so surprised, we all feel emotional. We feel very proud to be recognised and to share this category with so many wonderful nominees.

“We have put in lots of time and energy and commitment to Walkern Lodge to make it the very best for our service users and we are proud to come away with this award in recognition of that.”

Colleagues were able to nominate one another and there was almost 1,000 nominations across 12 categories, all judged by different, independent panels recognising the range of skills across the Cygnet Health Care workforce – including support workers, clinicians, chefs, IT, nursing and all the other vital roles.

Dr Tony Romero, CEO of Cygnet Health Care, said: “The most important part of any organisation is its’ people. They are the engine, the magic ingredient behind all of what makes Cygnet Health Care the special organisation that it is. The hard work, commitment and dedication that they pour into their roles every day means we are able to change lives for the better. These awards recognise the achievements and difference that our motivated, compassionate and value-driven staff make for our services users and colleagues.

“Through the nominations process we saw so many wonderful examples of how our staff go above and beyond and step up to work outside of their role, sacrificing their time and dedication for the benefit of the individuals in their care. The team at Walkern Lodge are embodiment of this and I congratulate them for all they have achieved.”

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Notes to Editors:

For more information, please contact Gemma Attew, External Communications Manager, on gemmaattew@cygnethealth.co.uk or 07718 244811.

About Cygnet Health Care

Cygnet Health Care has been providing a national network of high-quality, specialised mental health services for the NHS and local authorities for the past 30 years.

Cygnet Health Care’s pioneering services support people with complex and acute mental health needs across the UK.

As one of the best quality providers in mental health services in the country, Cygnet Health Care’s focus is always on the best outcomes for those who use or commission its services. 85% of Cygnet’s facilities are rated as good or outstanding, which is above the national average.

www.cygnethealth.co.uk