



## **Press Release**

**30 October 2024**

### **For Immediate Release**

#### **Bournemouth Care Workers Described as 'Two Shining Lights' Win National Award**

Bournemouth care workers spoke of their pride after scooping a national award for their work supporting adults with learning disabilities after the mum of a resident described them as "two shining lights".

Tilly Kent and Fernanda Fernandes are Support Workers at Nightingale, a 10 bed specialist residential service for adults with autism and learning disabilities on Stourcliffe Avenue. They scooped one of the top prizes at the Cygnet Group achievement awards, a day of celebration for caring, dedicated and hard-working health and social care workers.

The service users' choice award gives residents, including their families and carers, the opportunity to nominate staff who they feel deserves special recognition for the exceptional care they give.

Nominated by the parent of a Nightingale resident, the nomination read: "I would like to nominate both of these care workers as they are equally amazing. They go above and beyond their job role to support and care and do everything they can to make my daughter's life safer, happier, more interesting and fun. They always make me and my husband feel welcome in the home and are happy to chat to us with a cheerful disposition.

"Their natural motherly instinct goes a long way to make us feel that they are giving the best personal, yet still professional, care and attention to my daughter.

"They make the atmosphere of the home fun and light hearted and are always eager to listen and help in any way that they can if we have a query.

"My daughter enjoys their company and looks forward to their shifts. We are very grateful to have them on board at Nightingale. Two shining lights!"

The awards took place at the Edgbaston Cricket Ground in Birmingham and recognised the individuals and teams who make outstanding contributions to health and social care.

The awards were hosted by actress and comedian Sally Phillips, together with her son Olly, who has Downs Syndrome.

Upon receiving the award, Tilly said: "I never expected to be nominated for an award, much less win an award where so many wonderful people were involved. I

couldn't hold back my tears when I read what one of our residents' mothers wrote about me and Tilly and those words alone were my prize.

"Receiving the award from Sally, who was in tears, made me absolutely sure that we are on the right path because we do our work with a lot of love and respect.

"I really have to be grateful to the residents because they teach me every day how to be a better person. I am still very emotional."

Dr Tony Romero, Cygnet Group CEO, said: "It is always a genuine pleasure for me to hear how Cygnet staff are making an incredible difference to some of society's most vulnerable people. The work they are doing, and the care they are providing, is having a positive impact on so many lives.

"The awards are about recognising and honouring the dedication, compassion and sheer hard work shown by staff who, no matter their role, play a vital part in the provision of patient and resident care.

"Tilly and Fernanda consistently go above and beyond for the individuals in their care. They demonstrate a passion for their work, commitment to excellence, and an unwavering dedication to our service users."

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**Notes to Editors:**

For more information, please contact Gemma Attew, External Communications Manager, on [gemmaattew@cygnethealth.co.uk](mailto:gemmaattew@cygnethealth.co.uk) or 07718 244811.

**About Cygnet Group**

Cygnet Group is a leading provider of health and social care services for young people and adults with mental health needs, acquired brain injuries, eating disorders, autism and learning disabilities within the UK.

[www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)