



Press Release

Immediate Release

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Cygnet Social Care wins HealthInvestor Award for second year in a row

For the second year in a row, Cygnet Social Care division was announced as the winner of the Specialist Care Provider of the Year – Large Group (20+ settings) category at the HealthInvestor Awards.

In 2024, Cygnet Social Care supported 785 individuals across 71 diverse services ranging from residential homes and supported living environments to specialist day services, with a team of 2,757 staff members.

Gareth Williams, CEO of Cygnet Social Care, said: "At Cygnet Social Care we are driven by a clear and unwavering purpose, which is to provide person-centred, compassionate, and empowering care.

"At the heart of our approach is the belief that everyone has the right to live a full, meaningful life, no matter the complexity of their needs. We are committed to creating homely environments, where individuals feel safe, heard, and respected, and where their strengths, preferences, and aspirations are at the forefront of the care they receive.

"I am delighted that our commitment to excellence has been recognised through winning the Specialist Care Provider of the Year at the HealthInvestor awards and it is testament to the dedication and compassion of the staff who strive every day to improve the lives of those in our care."

Judges were impressed with how the team across Cygnet social care services support service users to develop life skills, engage with their communities, and reach their goals, whether that means transitioning to more independent living or simply enjoying a better quality of life.

Equally, they highlighted Cygnet's commitment to being an employer of choice, one which invests in its workforce to ensure staff are well-supported, trained, and empowered to deliver outstanding care. This commitment is reflected in high staff satisfaction rates and low vacancy and turnover figures.

Cygnet also maintained strong and trusted relationships with 360 commissioning bodies, including 187 NHS Trusts and 173 Local Authorities. In its annual commissioner survey, Cygnet received a 96% approval rating, with consistent 4.0+ star evaluations in areas such as service safety, quality, responsiveness, and overall satisfaction.

Judges also reflected on Cygnet's innovation and commitment towards providing the best environments for residents and its significant investment to ensure every individual lives in a space that is safe, therapeutic, and nurturing.

In 2024, Cygnet also launched an exciting and ground-breaking initiative: the creation of a first resident-led social hub at The Fields, a residential service in Sheffield for adults with learning disabilities.

This project was a collaborative effort shaped by the ideas and aspirations of residents. Through meaningful co-production, a wish list was developed and transformed into a multi-purpose, accessible space designed to meet the sensory, social, and recreational needs of all who use it.

Dr Tony Romero, Cygnet CEO added: "I am very proud of our social care teams for this award recognition. 2024 was a successful year for Cygnet Social Care, reflecting our continued commitment to excellence, innovation, and meaningful impact. Our teams across the UK demonstrated extraordinary dedication and compassion, achieving outcomes that set new standards in specialist social care and consistently deliver sector-leading quality ratings.

"We are not just a provider of care; we are a provider of possibility, progression, and purpose. Our services are vibrant, empowering communities tailored to meet the unique needs of each individual and I am delighted to have this recognised through the HealthInvestor awards."