



Press Release

Immediate Release

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Family highlights “above and beyond” support from Clynsaer team

Cygnnet Social Care's Clynsaer service has been praised by the parent of a resident after staff provided urgent support during a serious incident at home and continued to assist throughout his recovery.

Samuel, 24, has lived at Clynsaer, in Cynghordy, Llandovery, for four years, having transitioned into adult care from a boarding school placement in West Sussex during the Covid pandemic. His mother, Clare, had originally planned to adapt her home so that Samuel could live with her. However, changes to the housing market during the pandemic meant those plans were no longer possible, and she began looking for a residential setting that could meet his needs.

Clare said: “When Samuel moved into adult care, my plan had been to bring him home with an annex and carers coming in. Covid changed everything and I had to rethink. When I visited Clynsaer, it immediately felt different. It felt homely and welcoming.

“I didn’t want something that felt overly corporate or restrictive. At Clynsaer, they’ve created an environment that feels like a family home while still having the right safeguards in place. That balance was really important to me.”

Clare said the team worked hard from the beginning to tailor the environment around Samuel, adapting spaces and routines to suit his needs and preferences. She also highlighted the culture set by the service’s Registered Manager, Stacey James.

“Stacey sets the tone,” Clare said. “She genuinely cares about the residents and that runs through the whole team. It’s not just a job for her, and that shows in how the staff approach their work every day.”

Last month, Samuel sustained burns to his head in an accidental fire at home. Clare described the incident as a “freak chain of events” and said she quickly realised she needed support.

Clare said: “When it happened, I simply didn’t know what to do. I knew an ambulance would take time and I was worried about how Samuel would cope in that situation. I felt completely overwhelmed.”

She contacted Clynsaer for help. Within 30 minutes, Stacey - who was off duty - arrived at the house alongside colleagues TJ and Kieran, who had also been off shift at the time.

"They dropped everything and came straight away," Clare said. "I can't explain the relief I felt when I saw them. They gave up their evening without hesitation."

Recognising that Samuel required specialist treatment, the team arranged for him to be taken to the burns unit at Morriston Hospital. On arrival, Stacey coordinated with hospital staff to ensure Samuel was assessed promptly and supported in an appropriate environment.

"Stacey took control of the situation, which was exactly what was needed," Clare said. "She organised for doctors to meet us when we arrived and made sure Samuel had a private room. She stayed until he was settled, which was around 3.30am."

TJ and Kieran remained at the hospital overnight to provide additional support, despite not being scheduled to work. Clare said their presence made a significant difference during a difficult and uncertain time.

"Having people there who know Samuel so well was invaluable," she said. "They understand him and how he communicates. That continuity of care really matters."

Following Samuel's admission, the Clynsaer team organised staffing arrangements to ensure he was supported around the clock, while maintaining care for other residents at the service. Stacey also coordinated meetings and funding arrangements related to Samuel's ongoing treatment and recovery.

Since returning to Clynsaer, additional clinical procedures have been introduced to support healing and reduce the risk of infection. Clare said Samuel's injuries are recovering well.

"His head is healing better than the doctors predicted," she said. "The team have put clear procedures in place and they are following them consistently. I can see the improvement every time I visit."

Clare also wanted to acknowledge other members of the team, including TJ, Kieran, Bal, Tiff, Lewis, Ceri and Chris, who undertook extended shifts at the hospital and at the service to ensure Samuel and other residents remained fully supported.

"People can be quick to criticise, but not always as quick to recognise good work," Clare said. "I wanted it to be known how grateful I am. The team acted quickly, gave up their own time and worked together to make sure Samuel was safe and supported."

"That means a great deal to our family."