Press Release

Immediate Release

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Cygnet Clynsaer shortlisted for two national staff awards

A specialist social care service in Carmarthenshire has been shortlisted for two national awards less than 18 months after joining the Cygnet Social Care family.

Cygnet Clynsaer, which supports adults with learning disabilities and complex needs, has been named a finalist in both the Social Care Service of the Year category and the All Star Award -Service User's Choice Award (Social Care) at the 2026 Cygnet Staff Awards.

The awards recognise individuals and teams who go above and beyond to deliver exceptional care and support, with more than 1,200 nominations received across Cygnet. Winners will be announced at a ceremony at Edgbaston Cricket Stadium on 25 June.

The achievement is particularly significant as Clynsaer only became part of Cygnet Social Care in March 2025, following Cygnet's acquisition of three social care services in Wales. Since joining the organisation, the service has established a strong reputation for delivering compassionate, person-centred support and helping residents live fulfilling, meaningful lives.

The All Star Award is especially significant because finalists are nominated directly by the people they support and their families. Clynsaer's nomination was backed by a series of heartfelt testimonials praising the team's dedication, compassion and commitment to enriching lives.

Several nominations came from relatives of former resident Andrew Allen, who lived at Clynsaer for the final three years of his life before sadly passing away in May 2025.

His family described how staff embraced his love of art, supported him to attend classes and activities, and ensured his days were filled with friendship, purpose and joy.

One nomination stated: "Led by Stacey James and supported by an outstanding team, Andrew's final years were the best of his life. For the first time, he was surrounded by people who truly cared for him and helped him live with dignity, joy and a real sense of belonging."

Another family member wrote: "During his 59 years Andrew lived in many different homes, but none came close to the warmth, care and security he experienced at Clynsaer."

A further nomination added: "At Clynsaer, Andrew didn't just live, he thrived. Surrounded by people who genuinely cared for him, he grew in confidence and happiness and was able to live a life full of joy and meaning."

Andrew's mother also praised the service, writing: "As a mother, nothing matters more than knowing your child is safe, valued and loved. At Clynsaer I found all of that and more."

The service's Social Care Service of the Year nomination also highlighted the team's extraordinary response when a resident suffered a serious accident at home. Staff members, including Registered Manager Stacey, gave up their own time to provide emergency support, accompany the resident to hospital and help coordinate round-the-clock care throughout a lengthy recovery.

In her nomination, the resident's mother praised the team's commitment, saying: "They literally dropped everything and came running. I cannot express how relieved I was to see them, and I still can't believe how they gave up their evenings off to help."

She added: *"Stacey surely deserves an award, as does her whole team. The doctors are amazed at how well my son is healing, and that's down to the love, care and dedication of the Clynsaer team."

Stacey James, Registered Manager at Cygnet Clynsaer, said: "We are absolutely delighted to have been shortlisted in two categories, especially as one of those awards is decided by the people we support and their families. Reading the nominations was incredibly moving and a reminder of why we do what we do.

"What shines through all of those testimonials is the commitment of our team to making sure the people we support feel valued, respected, safe and happy. Whether that's helping someone pursue their passion for art, supporting them through difficult times, celebrating special occasions, or simply being there when they need us most, our focus is always on helping people live fulfilling lives.

"To hear families describe Clynsaer as a place where their loved ones found happiness, dignity, belonging and the best years of their lives is the greatest recognition we could receive. I am so proud of every member of the team and everything they do each day. To achieve this recognition so soon after joining Cygnet makes it even more special."

Clynsaer are currently recruiting. To view available jobs, go to https://careers.cygnetgroup.com/