



Press Release

Immediate Release

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Leicester Care Resident Finds Confidence Through Giving Back

Cygnet Social Care has launched "Cygnet in the Community", a new campaign celebrating the inspiring and powerful work the people it supports undertake in their communities. For Connor, a resident at [Toller Road](#) in Leicester, a passion for helping others is seeing him unlock newfound independence and build close bonds with his local community.

Located in Stoneygate, Toller Road is a specialist residential service that supports adults with learning disabilities and complex needs, including mental and physical health challenges.

With the support of Michelle Robertson, Activity Coordinator at the Cygnet Social Care service, Connor was able to start volunteering at his local Age UK.

The UK-wide charity supports older people by offering advice and practical community services.

Michelle said: "He has been volunteering with Age UK for the past four years and really enjoys doing this. Connor used to volunteer at another charity for two years prior, so he is dedicated to helping others. It is something he looks forward to and he is always excited to attend."

Once a month, Connor sets up the tables, prepares refreshments and interacts with customers at the charity's Memory Café, a welcoming space for those with dementia and their loved ones to connect and socialise.

"My favourite thing is serving tea and coffee and greeting the visitors as well as doing quizzes with them," explained Connor.

"It makes me feel happy and relaxed. I like helping people with dementia and giving back to the community. I also remember everyone's names that come and visit each month."

Each volunteering session is helping Connor build not only essential skills but also a growing sense of independence and confidence.

"Connor's volunteering is such an important part of his journey here at Toller Road. It has given him so much confidence being in the local community. He has come a long way since he started volunteering at Age UK," explained Michelle.

"The whole team are very proud of his commitment and hard work. Connor has become so much more positive in himself, and he is such a polite young man."

In recognition of his long-term contribution and commitment to the charity, Connor recently received a certificate demonstrating the positive impact the Cygnet Social Care resident is having.

Dan, a Team Leader at Age UK who has worked closely with Connor, said: "All of the members who attend love him. He talks to them about all sorts of things and has such a good rapport with everyone.

"Connor is always on hand to give our group members a warm welcome and make them feel happy. He shakes everyone's hands when they come in and is so enthusiastic welcoming people and letting them know what the activities are. He always gets involved with the activities!

"Connor is just great and it is wonderful having him there. He is always happy to help and is an asset to the team."