



Press Release

17 September 2026

For Immediate Release

Double Awards Recognition for Clynsaer Team and Manager

A Cygnet Social Care service in Carmarthenshire is celebrating double awards recognition after both its team and manager were named finalists at the Great British Care Awards.

Clynsaer, in Cyngordy, Llandovery, has been shortlisted for the Care Home Team Award, while Registered Manager Stacey James is a finalist for the Care Home Registered Manager Award at the Wales regional finals.

The Great British Care Awards celebrate excellence across the social care sector, recognising individuals and teams who demonstrate outstanding dedication and make a positive difference to the lives of those they support.

Clynsaer is a specialist residential service, run by Cygnet Social Care, for adults with learning disabilities and autism.

The two shortlistings recognise the compassion and commitment demonstrated by Stacey and her team, something reflected in powerful testimonials from the families of people supported at Clynsaer.

Among them is the family of Andrew Allen, who lived at Clynsaer for the final three years of his life before he died in May 2025, aged 59.

His family said those three years were the happiest of Andrew's life and described how Stacey and the team gave him dignity, purpose and a sense of belonging.

Before Andrew even moved into Clynsaer, his bedroom was decorated in his favourite colours. Knowing his passion for art, staff supported him to spend as much time as he wished at an art centre, including at weekends.

They also ensured his life was filled with experiences he enjoyed, including music and movement classes, theatre visits, bowling, shopping trips and meals out, as well as pizza and ice cream treats.

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

The team's dedication became even more apparent during some of the most difficult moments of Andrew's life.

After he suffered three seizures while on holiday in Majorca and was admitted to hospital in Spain for five days, Clynsaer staff remained alongside him and supported his family throughout.

In January 2025, Andrew suffered a stroke and spent the final months of his life in hospital. Stacey organised round-the-clock support at his bedside, with the team determined that he would never be left alone.

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

"Clynsaer gave my son dignity, happiness and a true sense of belonging. For that I will be forever grateful, and I cannot imagine a more deserving winner of this award."

The team's commitment to the people it supports was also demonstrated when another resident, Samuel, suffered a serious accident while staying at his family home, causing burns to his head.

His mother called Clynsaer for help and, within half an hour, Stacey, despite being off duty, and colleagues had arrived at the family home.

They accompanied Samuel to hospital, where Stacey helped coordinate his care. Stacey then worked to arrange round-the-clock staffing throughout Samuel's hospital stay, ensuring both he and his family had continued support.

Samuel's mother described their response as "truly above and beyond" and said: "She really is an exceptional manager, and what sets her apart is that she genuinely cares about the residents."

Stacey said being individually shortlisted alongside her team made the recognition particularly meaningful.

She said: "I am incredibly proud to be shortlisted, but to see the whole Clynsaer team recognised alongside me makes it even more special.

"Everything we achieve at Clynsaer is a team effort. We have an amazing group of people who genuinely care about the individuals we support and who will go above and beyond to make sure they feel valued, listened to and able to live the lives they want.

"For me, being a manager is about creating a culture where that compassion can flourish and where staff feel empowered to do what is right for the people we support.

"The stories shared by Andrew and Samuel's families demonstrate the kind of team we have at Clynsaer. Our staff are there for the good days, the difficult days and everything in between. They build relationships not only with the people we support but with their families too.

"To receive this recognition from the Great British Care Awards is a huge honour. I am enormously proud of my team and very grateful to the families who have trusted us to care for the people they love."

The Care Home Team Award recognises teams that demonstrate shared values, effective communication and an outstanding contribution to the lives of people receiving care, while the Care Home Registered Manager Award celebrates managers who demonstrate exceptional leadership within their service.

Regional winners are announced at the Great British Care Awards ceremony on Wednesday 11 November at Cardiff Holland House Hotel.