



Press Release

Immediate Release

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Volunteering Supports Care Resident's Journey Towards Independence

A care resident in Hertfordshire is dedicating his time to helping others in the local community and gaining confidence along the way.

Cygnet Social Care is proud to showcase the dedication of Michael, a resident at Chaseways, whose volunteering is making a meaningful difference to the Sawbridgeworth community.

Michael's story has been shared as part of Cygnet Social Care's 'Cygnet in the Community' campaign, which aims to shine a light on how residents within social care settings are undertaking inspiring and powerful work in their communities.

Located in Sawbridgeworth, [Chaseways](#) is a resident care service for adults with learning disabilities, run by Cygnet Social Care.

Driven by a desire to make a positive difference to others, resident Michael was keen to volunteer in his area. With the support of staff, he started volunteering at his local Age UK in December 2025.

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

"I wanted to keep busy and give back to the community by helping others, just as I have been supported. I really enjoy volunteering because the staff are very welcoming and friendly," explained Michael.

"I enjoy assisting them and supporting people in the community. It gives me a real sense of personal pride. It makes me feel happy and valued as an active member of the community."

For a few hours a week, Michael volunteers at the charity shop where he prepares donations to be sold, including pricing items, sorting books and hanging up clothes.

Chaseways' Registered Manager Sherry Packard shared the lasting impact of Michael's volunteering.

She said: "We have seen significant positive changes in Michael. His confidence and communication skills when talking to others has grown noticeably, this is something he previously struggled with. Michael's self-esteem has been boosted, and he is becoming more comfortable interacting with others socially."

The Cygnet Social Care resident is also using his newfound confidence to work towards his long-term goal of independent living.

"Volunteering has helped Michael build self-confidence and led to personal growth. He aims to move into his own place and gain greater independence, so this is an important and positive step on his journey," explained Sherry.

"The whole of Chaseways is extremely proud of Michael and we will continue to support him in his volunteering role."

Each volunteering session is not only helping Michael unlock greater independence but also build stronger relationships with the Sawbridgeworth community.

Stacey, Shop Manager at Age UK, praised Michael for his dedicated volunteering.

She said: "Since Michael started with us, he has progressed an awful lot. He is willing to help out and try new tasks. He asks questions when things need clarifying. He gets along with the whole team and is a great asset. Michael is a pleasure to have on our team."