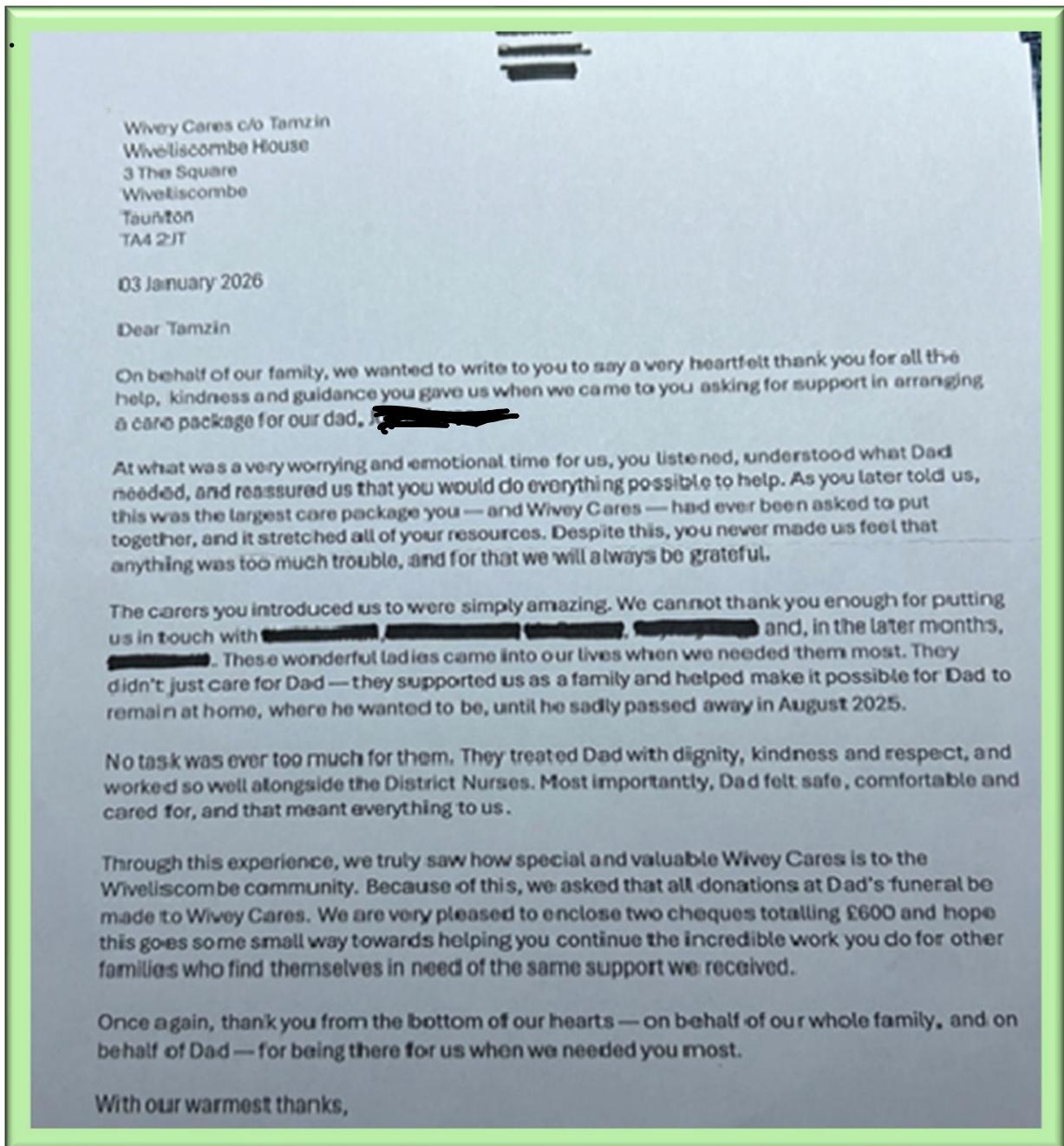


One of the best things of being a trustee for Wivey Cares is to hear from people we are involved with. We thought you too may like to read what they think.

Good News Stories

The most incredible Thank You from a client's family



Client Feedback – quotes obtained during visits to clients, or taken from feedback forms.

“The girls (MPs) are just wonderful, I can’t fault them at all. They are amazing at covering each other when needed. They have great communication with me and we all use a WhatsApp group to keep each other updated. It’s amazing they all live so close to [the client]. The coordinator is incredibly helpful and easy to contact. It’s wonderful to have carers connected so closely to the community.” **CT 15/04/2025**

“The co-ordinator is wonderful and incredibly helpful. I wouldn’t be able to care for my parents without the support of Wivey Cares.” **HS, 15/04/2025**

“The coordinator was (and still is) excellent at finding us care for when my dad needed it. It’s amazing to have found care that’s provided by people who truly care about the clients” **ST 01/05/2025**

“We’re very thankful for Wivey Cares. We wouldn’t be able to cope without our carer, she is amazing” **V & P Hardy 11/04/2025**

“We both have very different needs from our carers, and they accommodate both of us amazingly. They are very reliable and always communicate with us if there are any issues getting to us and they are amazing at covering each other when there are emergencies.” **AS 25/04/2025**

Submitted by:	SM, Fundraising Coordinator	Date	April/May 2025
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Quick response to short notice request for MP

Received a Whatsapp message on Friday at 10am from someone who needed overnight care for his parents, for that night and the next. At 11am I was able to give him the number of an MP who could do the Saturday night. After resending the request to all MPs on the network the same MP rang me to say if she got a train immediately (she was in Surrey) she would be back in time to cover Friday night too.

All set up by 11.45am 😊

Submitted by:	Coordinator	Date	07/07/2025
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Quick response to short notice request for complex care arrangement

On Tuesday 6 May, at 9.15am, I received a request for 14 waking nights and 2 hours per day to help cover the Live-in carer while the client’s husband had to go abroad for urgent business. By Wednesday morning, 9.20am, I was able to send the client’s daughter, who was setting up the package, a list of 4 micro-providers, who between them were able to cover all 14 nights and the extra 28 hours during the day. This

package starts on the 15 May so I am on standby for any changes that may happen within the 2 week time scale, but for now, the package is complete and ready to go.

Submitted by:	Coordinator	Date	13/05/2025
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Wiveliscombe Community First Responders

Always delighted to support WIVEY CARES; it's a great organisation with wonderful carers.

Submitted by:	Roger Wilson	Date	17.04.25
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Feedback from Volunteer

I enjoy working in a team. Visiting clients to help with AA forms is a very enjoyable task and it makes my day when we are successful in getting the AA funding for them.

Submitted by:	VC Trustee & Volunteer (via feedback form)	Date	Nov 24
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Feedback from Volunteer

I help people with the Tuesday morning Memory Group. It is really rewarding as the members are a lovely group of people as are the other volunteers and staff from Reminiscence Learning.

Submitted by:	Anon (via feedback form)	Date	Nov 2024
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Feedback from Volunteer

I help people who may be 'digitally excluded' with completing forms or accessing internet info. Lovely to meet a range of people from different backgrounds and feeling their appreciation of the help that has been given.

Submitted by:	Anon (via feedback form)	Date	Nov 2024
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Feedback from Microprovider			
<i>Situation before becoming a microprovider:</i> worked in nursing home <i>Impact of Wivey Cares on your life:</i> Confidence, friendship, team working, life skills, financial independence, making a real difference to lives.			
Submitted by:	Anon (via feedback form)	Date	March 2025

Feedback from Microprovider			
Before becoming a MP I was a full time mother and housewife for 6 years. Working as a MP has made me value myself much more. I have recently cut back on the number of clients as I've realised I need enough me time to balance giving to others. The new schedule is much better and allows for reflection time. Wivey Cares is an excellent organisation and set-up.			
Submitted by:	AB (via feedback form)	Date	Oct 2024

Feedback from Microprovider			
10 years working for a care agency trying to deliver the best care possible but unable to meet unrealistic travel time of 15mins to next client wherever they may reside. My situation now regarding work schedule is much more relaxed due to my own organising of travel. Also being able to concentrate on the client totally without ticking boxes that are not relevant to the client anymore.			
Submitted by:	Anon (via feedback form)	Date	Dec 2024

Feedback from Microprovider			
<i>Situation before becoming a microprovider:</i> Unemployed <i>Impact of Wivey Cares on your life:</i> Good, gets me out. Is social occupation helping people.			
Submitted by:	SS (via feedback form)	Date	Oct 2024

Weekend Emergency whilst Coordinator was on holiday			
Sorted an emergency case in an hour this afternoon: Several visits required each day from 6-10th January, for welfare and meal prep of an 88 year old with mild dementia in Wivey. Sent email out to network, one reply within 15 mins, phone numbers exchanged and voila...all sorted.			
Submitted by:	Coordinator	Date	04.01.2025

Feedback from Microprovider

I'd say that self-employment with Wivey Cares has given me the flexibility to be a full-time parent not having to worry about childcare costs because I can pick my own hours. I have the time to study with the OU alongside my work while also earning more than I ever have. I've gained lots of care experience (17 years!) in the past which has given me the confidence to go out and do this on my own, but with other MPs having different backgrounds, we all bring something different to the table, we all work differently, and all learn from each other, it's great! I've always loved care work, but there's something really special about Wivey Cares, I never feel like I don't want to work. The best way to put it for me, is that if I won the lottery tomorrow, I would still do this. I feel so lucky to have found something I am so happy with.

Submitted by:	Becky, MP (email)	Date	07.04.2025
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Feedback from client relative

After attending a Professionals meeting with lots of people involved, ie Consultants, GP, Mental Health team, Social Worker and 2 family members, our coordinator received the message below from the client's son.

"Dear Tamzin

Thank you for going above and beyond - both today and otherwise - your care and dedication shone through in that meeting. It was quite an insight into the broken nature of the social care system - thank you for doing your best to hold it together in the case of XXXXXXXX"

Submitted by:	Coordinator	Date	07.02.2025
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Wiveliscombe Area Partnership & Wivey Link

Right from the start WAP supported Wivey Cares and we are delighted to see the speed of its growth and how well it meets the needs of the community. We know many of our transport customers rely on Wivey Cares services and we are very pleased to be a part of a great support network for local residents.

Provided by:	Pauline Homeshaw	Date	19.03.2025
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Feedback from Reminiscence Learning

'We at Reminiscence Learning are proud and delighted to have been asked and now to be working in association with Wivey Cares on the Memory Activity Group Sessions that take place every Tuesday 10:30am to 12:30pm.

With their drive and ambition to bring communities together and deliver services to a wide network of service users, Wivey Cares manages to reach the community where it is needed for this service and its users. We feel our partnership works well, working hand in hand and utilising the knowledge and skills available from both sides.

We are very proud of the session and hope this continues long into the future.'

Provided by:	Zoe Priestley, Business Manager	Date	21.02.2025
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Wivey Cares Network Support through Coordinator

One of our microproviders contacted me at 9.13am with an SOS "Need Assistance" message. She was with a client in Milverton, who had suddenly taken a turn, vomited and fell unconscious. She was on the phone to 999 who requested she gets the Defibrillator from the Victoria Rooms, but she couldn't leave the client alone. I jumped in my car, sped to the Defib, and got there within 8 minutes. I didn't have to use it thankfully. The lady was in and out of various levels of consciousness for about half an hour before the ambulance arrived. She was sick a few more times but luckily the lady remained with us, with encouragement from us both. If the micro provider had been a stand alone self employed carer she wouldn't have had that back up support to assist. I have checked in a few times throughout the day with the micro provider to make sure she is ok. I should add that it was the microproviders very first visit to this client!

Submitted by:	Coordinator	Date	20.08.2024
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Economic Benefit: Meaningful self-employment and £130,676 annual savings to Somerset Council

Survey results showed 30% of Micro-providers registered and supported by Wivey Cares are funded through a council funded direct payment. If Wivey Cares did not exist and Direct Payment recipients were forced to use a commissioned home care service, this would cost Somerset Council an additional £130,676 per annum (based on 2023/24 rates)

Submitted by:	Rhys Davies, Somerset Community Foundation	Date	02.07.2024
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Feedback from client



Wivey Cares

4 days ago · 🌐



Wivey Cares offers many services besides introducing Microproviders.

A Blue Badge and/or Attendance Allowance all help towards someone's independence, and care costs.

Wivey Cares is a charity, and as such survives with the kindness of donations, fundraising and grant applications

We offer assistance in filling in the forms for free, but a donation is always gratefully received.

💙 Thank you 💚



👍❤️ 10

6 shares

Potential client savings using Wivey Cares as opposed to Agency Care based on a saving of £10/h (based on rates of £18/h for WC Microproviders; agency fees checked as advertised on websites).

	2 hours a day	4 hours a day	6 hours a day	8 hours a day
Saving £10per hour	£20	£40	£60	£80
X 7 days per week	£140	£280	£420	£560
X 4 weeks for pcm	£560	£1120	£1680	£2240
X12 for pa	£6720	£13440	£20160	£26880
If receiving AA £100X52 HR	£5200 £11920	£5200 £18640	£5200 £25360	£5200 £32080
If receiving AA £68X52 LR	£3500 £10220	£3500 £16940	£3500 £23660	£3500 £30380

- additional savings through deferring need for Residential Care
- continuing advantages of using Wivey Cares
 - continuity of care
 - full hour for each hour paid
 - local carers know services and resource
 - additional safety from local carers, local clients
 - coordinator to respond to urgent client needs or changes
 - maintaining contact patterns with families and friends
 - maintaining physical and mental health and well being

Submitted by:	Trustees C Howe, D Patterson	Date	01.08.2024
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Feedback from Somerset County Council

Towns or organisations that you have had direct/indirect influence on their direction to support adult social care priorities 31.07.2024

1. Wellington (Wellington Micro-provider Network)
2. Taunton (Taunton Trusted Providers)
3. Chard (The Chard Hub)
4. Wincanton (Wincanton Cares)
5. Glastonbury (Glastonbury Cares)
6. Frome (Frome Town Council)
7. Porlock (Porlock Parish Council)
8. Watchet (Watchet Town Council/ Coastal Communities Team)
9. Williton (Williton Town Council)
10. Dulverton (Dulverton Town Council)
11. Levels (Langport)
12. Glastonbury (Glastonbury Cares)
13. Burnham and Highbridge (Moorland Hub)
14. Blackdown Hills (Blackdown Community Support Network)
15. Bridgwater (The Hub)

Rhys Davies
Service Manager
Community Enterprise and Workforce
Adults Social Care
Somerset Council

Submitted by:	Rhys Davies	Date	31.07.2024
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Feedback from client re large care package brokered (28 visits/week)

“Morning Tamzin

Well so far so good, a few teething problems but we are gradually getting there. Have met all the carers except KK (will meet her tomorrow) , they have all been absolutely amazing and so lovely with dad. K has been a god send , filling in some empty gaps for us on rota and sorting extra equipment that will make life easier for everyone !!Will keep you posted but nice to have dad home and that has been thanks to your help.

Deb x “

Submitted by:	Coordinator	Date	29.07.2024
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Feedback from Microprovider - Working together as a community

Early on in my micro provider days I had a couple of instances that completely restored my faith in human kindness. A lovely lady who had experienced a life changing brain injury had both her microwave and TV fail on the same day and she was completely reliant on both. Our Coordinator, Tamzin, kindly sent out a request on behalf of Wivey Cares using facebook to the 10 Parishes Support Group explaining the lady's situation and asking if anyone had any replacements that they weren't using. Within an hour someone came forward with a very nice flat screen tv and someone else purchased and arranged for a brand new micro wave to be delivered. Only a week or two later I had another client who loves gardening but had written it off as no longer viable due to mobility issues and bending down. We talked about the possibility of raising everything up higher and again asked the community for some trestle tables. The call to arms was answered really quickly and 3 trestle tables were delivered.

Submitted by:	Bev (MP)	Date	17.06.2024
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Emergency Request

First email received Saturday 01/06/24 at 4.32pm

"Dear Tamzin, I've just left you a message on your emergency number but I am now desperately looking for a micro provider to help my elderly Mum, Jxxx Hxxxx, this Monday 3rd June, Tuesday 4th, Wednesday 5th and morning of Thursday 6th. It would be 8am, 12 midday, 4pm and 8pm. Probably an hour each time, so 4 hrs a day. She has a live in carer so the person would be working along side her. I look forward to hearing back from you. Many thanks, Cxxxx"

Replied at 4.40pm

"Hi Cxxxx, Sorry I missed your call. I'm not in Somerset at the moment but I've just sent an urgent request for the 4 visits a day for the days mentioned. I will keep a close eye on any responses and get back to you asap. Tamzin"

Over night I received an email response to the request

2nd email sent Sunday 02/06/24 at 8.30am

"Hi Cxxxx, A micro-provider called Jxxxx can cover all the visits needed from Tuesday. I will continue to search for Monday. Her number is xxxxxxxxxx and she's awaiting your call. Tamzin "

Cxxxx replied Sunday 02/06/24 at 8.58am

"Thank you so much Tamzin. I'll give her a ring. Don't worry about tomorrow, I think I can cover by doing some juggling. Many thanks again"

Submitted by:	Tamzin (Coordinator)	Date	17.06.2024
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Case Study Client Spouse

In 2017 I became my husband's carer for over a year due to complications following open surgery soon after his 80th birthday. When Wivey Cares came into being I knew straightaway that this was exactly what we needed at that time. We became clients about one year later. Initially this involved one carer coming morning and evening for an hour, for three or four days, every five to six weeks. This was to check my husband was up and about in the morning, had had breakfast, taken his medication and self-administered insulin. In the evening she served his evening meal. Mostly they chatted and played chess. This enabled me to have a few days away from time to time, knowing that my husband was ok.

Things changed dramatically in April 2024 when my husband's kidney failure became acute and after a few days in hospital he was fast-tracked home with end of life care financed through Continuing Health Care, providing 2 cares twice a day and also night sitters. The prognosis was for days or weeks, but my husband's condition stabilised and he lived for another four months.

Although day care continued throughout, night care was, unexpectedly and at very short notice, withdrawn. My daughters helped me initially but we realised we could not cope on our own. Within days, the Wivey Cares coordinator had organised a team of three microproviders who between them covered all our night sitting needs until the last week when a sudden rapid deterioration in my husband's health led to the reinstatement of funded night care as part of a coordinated day/night care package with help from District Nurses and Hospice support.

We were all so grateful to our three Wivey cares microproviders and for all the support we received. Only with their help was I able to give my husband the best end of life care at home, where he wanted to be. He was able to celebrate a wonderful 87th birthday with all his family.