

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 !

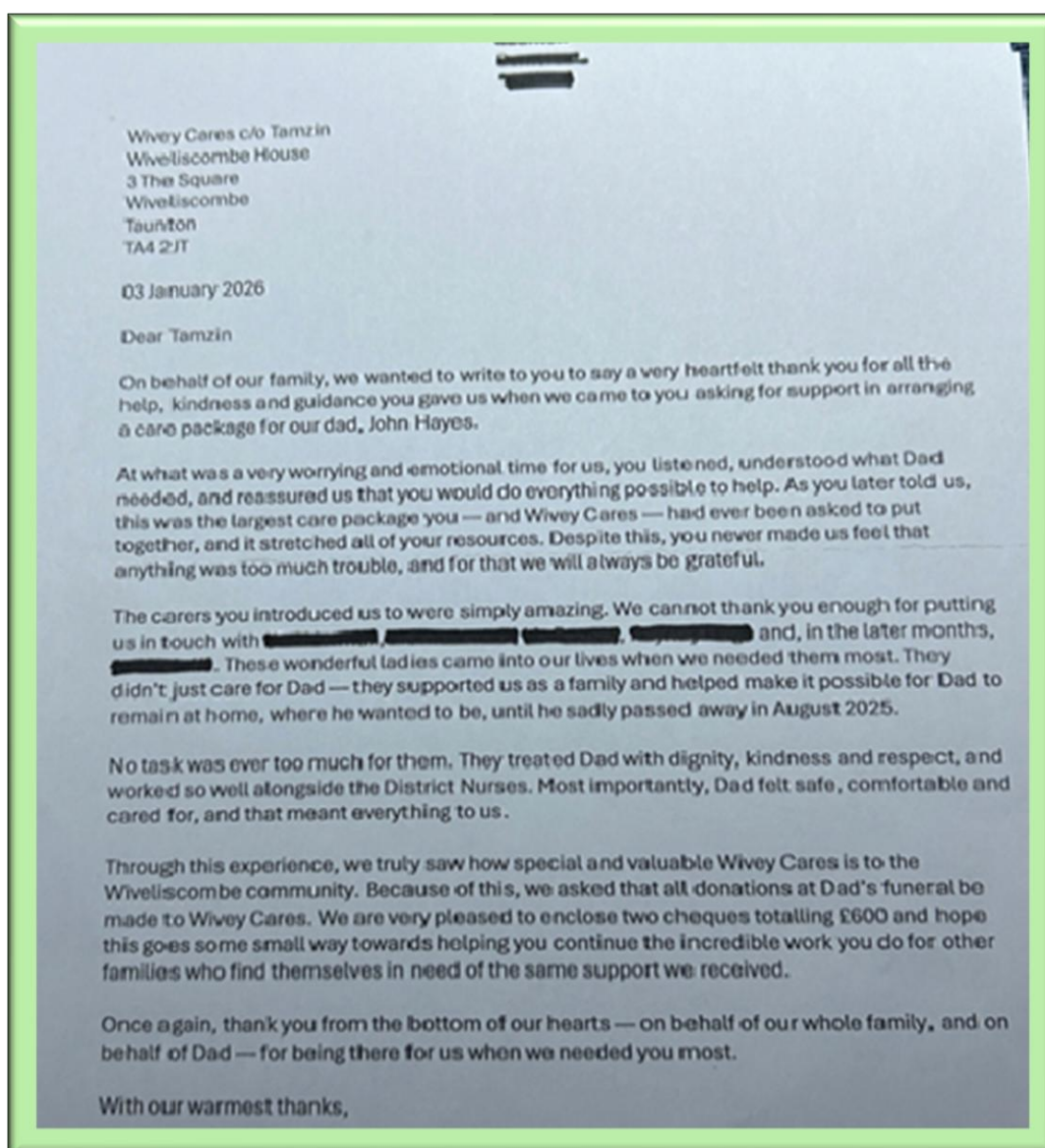


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For more Information on Wivey Cares

- watch our Community Video which includes feedback from Beneficiary s and Memory Activity Group guests
<https://www.youtube.com/watch?v=QxpMucAtug8&t=1s>
- read our Impact Report <https://indd.adobe.com/embed/2c4be6d5-f86b-457a-84e2-eb6bfeceba2b?startpage=1&allowFullscreen=true>
- visit our website <https://wiveycares.net/>

Hub & Grub Social Club Feedback

Quote from Gwen:			
<i>'We used to bring our knitting but we don't any more, because there's always someone to chat to here.'</i>			
Submitted by:	MB, Trustee	Date	10/07//2026

A regular Hub & Grub attendee:			
Just to say thank-you for a lovely time today. You did a great job and it was lovely to see so many people there. You and the volunteers made such a huge effort and it was much appreciated.' Another regular composed a poem to thank our coordinator: <i>Wivey Cares is under this red-haired lass Whose ingenuity one could bare surpass Warm and cosy, we chat and play And pass another cold winters day So lets give thanks to one and all For giving us their time in this Rugby Hall</i>			
Submitted by:	H&G guests	Date	December 2025

Informal focus group

Male guests - D, Ro, J and Re
Female guests L, H, Joa and Jo
L & D attend as a couple

How did you hear about the Hub and Grub?

Joa: Through a friend who comes, after my husband died. I already knew Tamzin and Wivey Cares.

Re: Tamzin (coordinator) invited me. First time. I came down to see what they gets up to.
Are you going to come again? Ooh yeah !

What do you like about it?

L: To get out and socialise, especially my husband. He doesn't get out as much as I do. We tried the Thursday cafe at the church but D just couldn't hear there. Easy to come to and very welcoming. It's good to go to something we both enjoy.

D: I like the venue and it's very easy to park. The food, especially the puds. It's nice to socialise and meet new people. We liked the music sessions, the band with Shelley's husband and the ukulele session. My wife (L) has started going to the beginners ukelele group after that. The Hub and Grub has a very special feel about it.

Ro: I've recently moved here and it seemed a jolly good idea. It's in the perfect spot for me. I can get here easily and do my shopping while I'm up. My daughter is marvellous at bringing me a lunch so it saves her as well. I really like the food, keep it as light as possible. It's horrid being a deaf old twit so I enjoy the social aspect and having a conversation. (I'm getting new hearing aids ,they're amazing ...)

Re: **It's nice and friendly, all getting together. I liked the food. I'll come again and play my squeeze box sometime.**

J: I like the quality of the food and the company. The opportunity to play games, in my case scrabble. At £7 for coffee and a two course meal, it's a bargain ! The opportunity to participate. I used to be a rambler and I was happy to deliver a talk. You don't want to only be a recipient. The variety of entertainment- there's something for everyone.

Joa: I thought I might enjoy coming with my friend and I've met so many different people I would never have known, like the ladies who've lived here all their lives. So it's the friendship and that you do so many different activities.

Jo: I like the company and not having to cook, you don't always feel like cooking for yourself. It came just right for me when my husband died. They're nice people and we have a laugh. I've seen people come out of themselves.

Submitted by:	MB, Trustee	Date	17/07//2026
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Beneficiary Feedback

Beneficiary Feedback			
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, and would resend the request for the Friday night. After resending the request the same MP rang me to say if she got a train immediately (she was in Surrey) and would be back in time to cover Friday night too. All set up by 11.45am 😊 Not bad for a little community!			
Submitted by:	Coordinator	Date	07/07/2025

Beneficiary Feedback			
Lady with dementia investigations ongoing was being hounded by energy suppliers. Had also received one email which was definitely a scam. She was very upset and I went to see her yesterday. I looked through her emails and took it all away to phone the relevant companies today. All done before 8.30am, so she woke up to a nice email from me and this was her response. <i>Oh, Tamzin, what a wonderful message to wake up to! I actually had a wonderful night's sleep knowing it was in your hands and have just woken up. You are an absolute treasure. Thank you so much for solving a problem I couldn't possibly have tackled by myself.</i> There's also been an emergency request got out at 7.30am and be sorted by 8.15am, and another call for last minute overnight help all secured within the hour.			
Submitted by:	Coordinator	Date	5 Dec 2025

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

Quotes obtained during visits to beneficiaries, 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 Beneficiary]. 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 Beneficiary s” 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

Feedback from beneficiary 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



Wivey Cares

4 days ago · 🌐



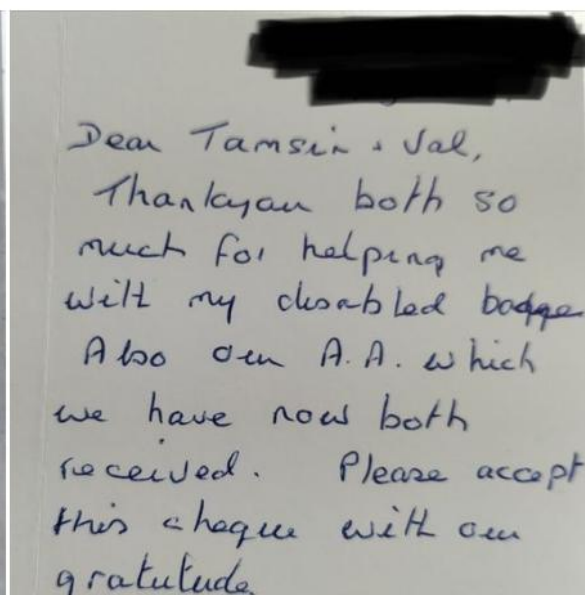
Wivey Cares offers many services besides introducing Microproviders.

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

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 beneficiary's husband had to go abroad for urgent business. By Wednesday morning, 9.20am, I was able to send the 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

Feedback from beneficiary 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 Beneficiary '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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Weekend Emergency whilst Coordinator was on holiday

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
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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 Hxxxxx, 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, Cxxxxx"

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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Wivey Cares Network Support through Coordinator

One of our microproviders contacted me at 9.13am with an SOS "Need Assistance" message. She was with one of her clients 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 Beneficiary !

Submitted by:	Coordinator	Date	20.08.2024
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Volunteer Feedback

Feedback from Volunteer			
I enjoy working in a team. Visiting people 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

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

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	Mar 2026

Feedback from Volunteer			
We need more volunteers as the the clubs grow from strength to strength.			
Submitted by:	Quote, during focus group	Date	Mar 2026

Feedback from Microproviders

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 my client totally without ticking boxes that are not relevant to the Beneficiary 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

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

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			
<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 - 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 Beneficiary 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

Feedback From Project Partners and Other Organisations

High Sheriff of Somerset, Facebook

A very early start on Monday morning because we needed to get to Wiveliscombe to meet David Patterson, the founder of Wivey Carers. Wivey Carers is a not for profit organisation that provides care for people aged over 60 in the Wiveliscombe area. Although it originally aimed to provide care for everyone it has since focused its efforts on supporting older people.

The organisation serves 10 parishes and acts as a coordinating body matching carers with Beneficiaries according to their individual needs. When a Beneficiary approaches the organisation their requirements are assessed before they are paired with a suitable carer. The contractual arrangement is between the Beneficiary and the carer, while Wivey Carers provides the coordination and support that makes the system work.

The coordinator, Tamzin Jones, is the organisation's only paid employee funded through a variety of fund raising activities. The charity is overseen by 7 trustees now exploring imaginative ways to explore long term sustainability. One idea might be a monthly subscription from local supporters and with 327 businesses registered across the 10 parishes this seems a realistic possibility.

It was an inspiring organisation to visit and the model has proved so successful that similar schemes have been established elsewhere across the county in place such as Wellington, Frome and elsewhere. David's ambition is for the concept to become a nationwide model for community care. Although David has now stepped down as chair of Wivey Carers, he remains deeply involved and passionately committed to its success.

I was enormously impressed by his vision and dedication as well as Tamzin's organisational ability and commitment. I came away feeling very positive about the organisation and hope that I might be able to contribute to future developments.

Source	https://www.facebook.com/highsheriffsomerset	Date	15 July 2026
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BBC article on Wivey Cares, its founder and the Somerset Cares Alliance

<https://www.bbc.co.uk/news/articles/cwy2wg1djlpo>

Source	BBC website	Date	29 April 2026
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Wivey Cares' role and impact			
https://www.somersetcf.org.uk/giving/collective-giving-funds/the-somerset-older-peoples-fund/ - scroll down.			
Source	Somerset Community Foundation	Date	2025

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

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

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

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 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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Case Studies

A, a farmer in her early 70s, referred by GP, having sustained a life changing brain injury/memory loss, fiercely independent with few friends or family. Initially there was 1 visit a week, with lots of tasks fitted into a 2 hour slot. It quickly became apparent that A was self-neglecting (not eating regularly, insufficient personal care with house/farm in a state of chaos). With the help of Wivey Cares A slowly began to recognise that she was ill and needed help. She began to enjoy rather than resent the social interaction and visits were increased to 5 x 1hour/week, using 3 different microproviders. A WhatsApp group was set up to keep everyone in the loop and included local contacts (e.g. the adjoining farm, local handyman). Eighteen months on, A is continuing to live on her farm, although on a pared back basis, with the help of Wivey Cares and the local community network.

B, 97 at the point of referral, with no local family. B never felt hungry so would often go without food and drink all day. Wivey Cares arranged for a microprovider to visit once a day, to prompt with medication and prepare a breakfast. B thoroughly enjoyed these visits, more for the chatter than the food. As time went on B started to “feel her age” and stopped the knitting that used to keep her occupied all day. The microprovider would spend time with her listening to old CD's that took her back to her “hey day” where she met her husband, who had long since passed. As B became weaker it became obvious she needed more help, so visits were increased to twice a day. This enabled B to continue living at home, surrounded by everything she knew and loved. Discussions with her daughters about her “end days” were made and B got exactly what she wanted when she passed at 99 years old. Towards the end of her life two microproviders stayed with her for 3 nights and when the time came they called her daughters who remained with their mum until the end. It was very peaceful and calm and she was surrounded by people who knew and loved her, exactly as it should be.

C: A new microprovider whilst on her very first visit to a new client in a neighbouring village contacted the coordinator at 9.13am with an SOS "Need Assistance" message. Her client had suddenly taken a turn, vomited and fallen unconscious. The microprovider had phoned 999 who requested she gets the nearest defibrillator, but she couldn't leave the person on their own. Our coordinator quickly travelled to the village and fetched the defibrillator. The person was in and out of various levels of consciousness for about half an hour before the ambulance arrived. If the micro provider had been a stand alone self-employed carer she could not have drawn on that back up support. Our coordinator checked a few times throughout the day that the microprovider was ok.

Case Study MB

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 Beneficiaries 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.

Case Study AB

GP referral for a 78 year old lady. Has been looked after by Mental Health Team for antipsychotic medication for years. No capacity assessment has been undertaken.

Initially, AB was very resistant to accept help. Problems included multiple falls, alcohol dependency, anxiety. Failing eye sight over the past 2 years which has caused falls, now registered house-bound at GP. Estranged from family, son and nephew. Living on her own in a house with an upstairs bedroom, fell downstairs. Someone needed to go in and check on her, especially had she eaten or not. Mobility has decreased, lives in Wiveliscombe but no longer goes out. Increasing number of hospital admissions. There were 22 reported falls in January 2025 alone.

For the past 18 months she had a 1 hour daily visit. A year ago this increased to two 1h visits, discovered that she can get funded care (117, has been sectioned before). SDA Service has worked with her, but not successfully.

Six months ago the daily visits were increased to three, based on an Adult Social Care assessment. We are now at 4 visits/day of which only 3h are funded by adult social care. Because of 117 section funding the Beneficiary s receives higher funding per hour, which the microproviders use to provide the additional time but if we have to increase hours further there is not enough money. Each time our coordinator thinks the Beneficiary needs increased care she has to present to the Beneficiary's case manager who then takes it to panel for a decision, but this takes very long.

After yet another fall AB refused to go into hospital. Our coordinator, alerted by the Beneficiary's microprovider, visited immediately and was able to convince her she needed help. AB was taken to hospital on Friday 24 January 2025, accompanied by our coordinator. On Sunday 26 January, the coordinator visited her. AB was very confused and needed reminding why she was in hospital; she was in a lot of pain, battered by her falls. Hospital staff said there is not sufficient medical need for her to be admitted for longer, so AB was discharged quickly, something that happens each time she is admitted.

The coordinator visited again on Monday 28 January to speak with a doctor. She questioned why AB's medication had not been taken out of her bag, to which hospital staff said they had put her on their medication. The Coordinator pointed out that AB's meds had changed and that the hospital records were incorrect which had resulted in the hospital putting AB back on medication that she had come off previously. The Mental Health team was unsuccessful in engaging her.

After 12 days in hospital she was declared detoxed and discharged. The hospital discharge team rang on Monday 4 February to announce she was ready to go home on 5 February by 8.30am. The care package included 4 visits – 2x1h and 2x0.5h during the day.

The 0.5h visits are unrealistic for the needs that have to be addressed during the visits despite AB's mobility having improved and she was less unsteady and more focused . AB fell again the day after her return, in the morning of the 6 February. Fortunately she was not hurt. District nurses visited on Friday 7 February after yet another fall. AB slid off her bed, at the time she had not been provided with a hospital bed to prevent this. The District nurses declared the need for a hospital bed, which was expected to arrive on Thursday 13 February. Our coordinator contacted the district nurses to say this was too long for AB to wait. The bed then arrived on 10 February.

The total care package is now set out for hourly visits at 8.00, 12.00, 16.00 and 17.00 and shared between a team of 6 microproviders who organise themselves.