



West Wales Care & Repair
Gofal a Thrawsio Gorllewin Cymru

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Reflections from 2020

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West Wales Care & Repair | Improving lives

It was the elderly and more vulnerable that have been of key concern during the Covid-19 pandemic. Our subsidiary WWCR work with this section of our community every day, often giving them advice on how to access support or benefits, or making adaptations to their homes to ensure they can remain independent for longer. At first there was a worry about letting our team into their homes, but following several risk assessments, a method of working that gave our customers confidence started to operate.

In the first wave of Covid-19, WWCR were directly involved in making sure as many beds as possible were free, and then later became an important tool for ensuring people stayed in the confines of their home bubble, whilst receiving supportive care from our partners. Our WWCR Vice Chair, Hugh Watchman commented,

"through all the disruptions of the last year the WWCR team have found a way to deliver their usual high level of service to our customers in Pembrokeshire and Ceredigion. In total we have seen 327 customers in a safe way, to provide advice and support, and undertaken 1398 adaptations in customers' homes. Our customer satisfaction has remained very high throughout this difficult time, again emphasising the difference WWCR can make to people's lives."



WWCR have always quietly delivered a great service to our older and more vulnerable in our community, making their lives more independent and more fulfilled as a consequence. In partnership with the Welsh Government, Ceredigion County Council, Pembrokeshire County Council and Hywel Dda Health Board, WWCR has continued to be a key partner in the efforts to maintain peoples living independence for as long as possible.

Nick Hampshire
Chief Executive
ateb Group Limited

ateb Group consists of

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better living solutions

A 3,000 home registered social landlord operating in West Wales.

millbay

Welcome Home

A wholly owned limited company with the objective of returning gift aid receipts to its parent for social purposes.



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A care and repair agency supporting older and more vulnerable private owners & renters with benefits advice and adaptations to their homes to minimise time away.

reflection

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327 customers given specialist advice and support

1398 adaptations made to customers homes

helping older people live independently in warm, safe accessible homes