



Ten Years of Wright Care at Home – A Journey from the Heart

Ten years ago, with a small team of five, a big dream, and a heart full of determination, I wanted to create a care service that treated people the way we would treat our own family. That's how Wright Care at Home began.

The Beginning of Something Special

Our very first customers trusted us to come into their homes, into their lives, and that trust meant everything. We were guided by compassion, kindness, and a belief that care should always feel personal. From five people to today's team of thirty-three incredible individuals, the journey has been nothing short of amazing.

But, no matter how much we've grown, our values have remained the same, namely; passion, integrity, kindness, innovation, communication, honesty and accountability, quality, commitment to teamwork, inclusion and diversity. I can see those values shining through in everything our team does.

The People Who Make It All Worthwhile

One of the most emotional parts of this journey for me has been watching team members step into new roles, build confidence, and carry the same passion that started this business. Our care managers and ambassadors have grown into truly inspirational leaders. Over the years, the Wright Care family has grown in another beautiful way; we now have six little "mascots", babies who have become part of our extended story!

Built on Love – Guided by Legacy

Wright Care at Home was not built alone but shaped by Simon (my dad) and Jean (my granny), whose presence is still felt, as we continue to build this business with their hearts in mind. Their legacy lives on.

The Hard Times That Made Us Stronger

- The 2018 "Beast from the East", where our team walked over three hundred miles on foot, just to make sure our customers were safe and cared for.

- The Covid pandemic pushed us to our limits but also showed just how strong we really were.
- Ongoing pressures within the Health and Care sector.

Never Losing Sight of Why We Started

There were many moments of doubt, but we adapted, supported one another, kept going ... and grew stronger. Through every challenge we have always held onto one thing ... the crucial reasons why we are here:

- To provide safe, compassionate, high-quality care.
- To allow people to stay independent in their own homes.
- To make a real difference in people's lives.

A Community That Means Everything

Wright Care has never just been about us, it's always been about community. One of my favourite memories will always be walking 26.2 miles along the Norfolk coast, raising over £5,000 for charity. It was tough, emotional, and incredibly rewarding.

Over the years, we've had the honour of working alongside amazing organisations, including; Marie Curie, St Barnabas Hospice, Don't Lose Hope, Evergreen, Dementia Support South Lincs, and local nursing teams and GP surgeries. These relationships have allowed us to do more, support more, and care better.

Looking Back with Pride

When I look back, I feel an overwhelming sense of pride. Achieving "Outstanding" for "Well-Lead" in our very first CQC inspection gave us the confidence to say we were on the right path, and a year later, being rated "Outstanding overall" was a moment I will never forget.



From My Heart, a Huge Thank You!

Celebrating our team, (our frontline care heroes) is one of the greatest privileges of all. But more than anything, it's not just the team, but also the customers and their families. They are the reason why Wright Care at Home exists.

This isn't just a business to me; it's my heart and my soul and has been my life for the past ten years.

To my team, thank you for

showing up every day with compassion, strength, and dedication.

To my family, thank you for standing beside me and supporting my dream... my "first baby."

And to every single customer, family member, friend, and carer, past and present, thank you for trusting us and being part of this journey. We wouldn't be here without you!

A Decade of Achievements

Over the years, we've been incredibly proud to receive recognition for the work we do:

- ✓ Highly Commended – Best Start-Up (2017)
- ✓ Team of the Year – Stamford Business Awards (2020)
- ✓ Homecare.co.uk – Best Regional Provider (two consecutive years)
- ✓ Lincs Care Awards 2023 – Best Community Care (Nicola Vickovic)
- ✓ Stamford Mercury Awards 2023 – Highly Commended Businessperson of the Year and Innovation
- ✓ Best Home Care Employer (East Midlands) – Highly Commended at Nationals (2024)
- ✓ Josie Gibson Star Carer Awards 2024 – Administration Award (Head of Operations)
- ✓ Palliative Care Provider of the Year 2024 (presented by Kate Garraway)
- ✓ SME Awards 2024 – East Midlands Home Care Provider of the Year
- ✓ 2025 – Community Carer Award Winner plus Multiple Finalists
- ✓ Great British Care Awards 2025 – Best Newcomer Winner (Madelyn), National Finalist

And this is just a handful of the accolades from the past decade!



Wright Care at Home
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