

# Vivacare

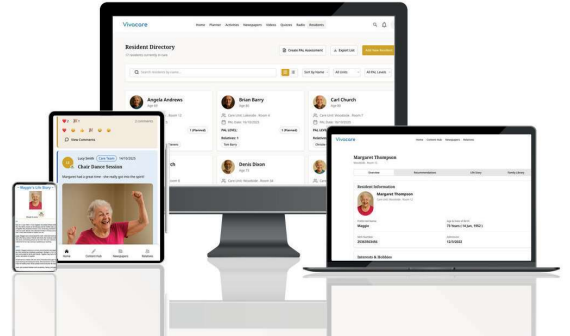
Bringing Care to Life - A guide for families and loved ones

## What is Vivacare?

Vivacare is a secure digital service used by this care service to help families stay connected to everyday life.

It allows relatives to:

- Receive updates and photos from the care team
- Share family news and messages with their loved one
- Feel reassured and involved, even when they can't visit in person



## How Vivacare helps families

Families often tell us that small, regular moments make a big difference. Vivacare helps by:

- Sharing updates about daily life and activities
- Providing photos and highlights that offer reassurance
- Helping you feel closer to your loved one's routine and wellbeing
- Reducing the need to ask staff for informal updates
- Supporting connection between visits

## Sharing family updates

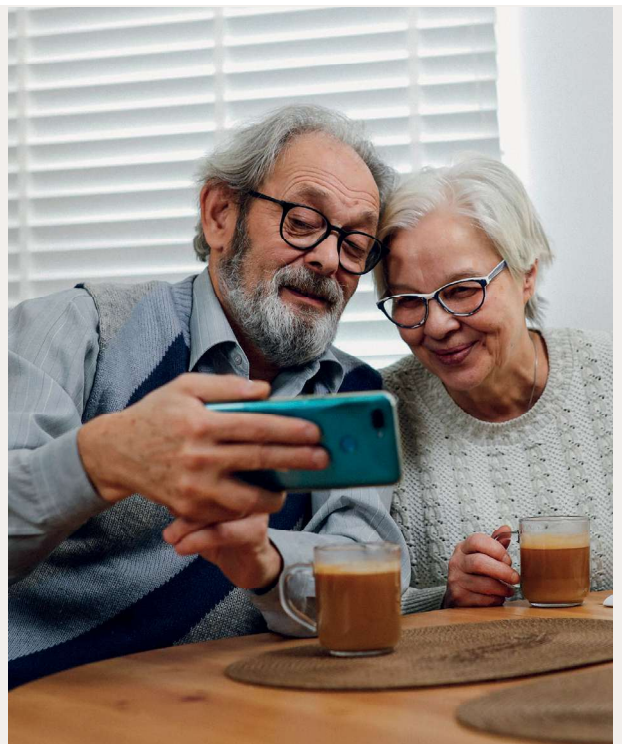
Vivacare is not just one-way.

Relatives can also:

- Share messages, photos, and family updates
- Post news about everyday life, milestones, or special moments

These family updates are **curated into a weekly newsletter for your loved one**, helping them stay connected to what's happening with family and friends outside the home.

This can be especially meaningful for members who enjoy seeing familiar faces, names, and stories.



# What you can (and can't) expect

To help set expectations clearly:

## You can expect:

- General wellbeing updates
- Activity highlights and positive moments
- Occasional messages from the care team
- Family updates shared in a thoughtful, curated way

## You should not expect:

- Real-time medical updates
- Emergency notifications
- Constant daily posts for every member

Care always comes first, and updates may vary from week to week.

# Privacy, dignity, and respect

Vivacare is built with privacy and dignity at its core.

- Access is limited to authorised relatives only
- Photos and updates are shared securely
- Content is chosen carefully and respectfully
- Members' dignity and preferences are always prioritised



GDPR compliant

# How to access Vivacare

To get started, you'll receive a welcome email inviting you to set your account password. Once your account is set up, you can access Vivacare in whichever way suits you best.

## OPTION 1: Use Vivacare on the web

You can log in using your existing email address and password on any phone, tablet, or computer.

VISIT

[www.myvivacare.co.uk/login](http://www.myvivacare.co.uk/login)

## OPTION 2: Use Vivacare app

Vivacare is a web app, so there is no need to download from an app store. To install:



QR code to install the Vivacare app

VISIT

[www.install.page/vivacare](http://www.install.page/vivacare)

If you ever forget your password, you can request a new one directly from the login screen (Option 1, above).

# Email notifications

When new updates are added, you'll receive an email notification.

You can choose how often you receive these emails:

- Daily
- Weekly
- Or turn them off completely

These preferences can be managed in your account settings at any time.

# Questions or support

- **Care-related questions:** please contact the care service directly
- **Technical issues or access support:** [hello@myvivacare.co.uk](mailto:hello@myvivacare.co.uk)