

Norfolk

Your guide to care and support for adults 2015



- Staying independent • Home support
- Specialist care • Useful contacts • Care homes



In association with



Norwich CCG • South Norfolk CCG
North Norfolk CCG • West Norfolk CCG
East (Great Yarmouth & Waveney) CCG



Your loved ones matter...

Are you looking for support to help someone you love stay in their own home?

At Independence Matters we understand the importance of being able to live independently.

Covering the whole of Norfolk, we are a trusted local organisation experienced in providing high quality care.

We offer highly flexible, person centred support that focuses on the needs and aspirations of the individual.

Our 'help at home' services can provide support with:

- Personal care needs and help with medication
- Household tasks including meal preparation
- Companionship and having fun
- Staying active and getting out and about
- Visits to your GP, hospital and dentist
- Looking after your pets
- Dementia care



We will work with you and your loved ones to be as flexible as we can to provide the care and support that you need, when you want it.

We offer reliability, consistency and continuity of our support workers. Our staff are carefully recruited for their values and provided with ongoing training and development, because delivering excellent care is at the heart of all we do.

To find out more or talk...

t: 0300 790 0508

e: contactus@independencematters.org.uk

w: www.independencematters.org.uk

Independence Matters

A social enterprise reinvesting in the people that matter



In partnership with

 **Norfolk** County Council

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Norfolk County Council

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For free extra copies of this Guide, call us on **0344 800 8020**.

Alternative formats

This Guide is available electronically at www.carechoices.co.uk.

There is also a Browsealoud option for those requiring the information in the spoken word.





Norfolk's largest residential care provider



NorseCare provides high quality care in 23 residential care homes and 14 housing with care schemes throughout Norfolk. We aim to provide individualised care, with dignity at the heart of everything we do, in a warm and friendly environment, with well-trained staff to care and support our residents and their loved ones.

We know choosing a care home is a very important decision. We will provide:

- 24 hour care and support in a happy environment that feels like home
- A friendly team of qualified, well-trained staff
- Opportunities to enjoy new friendships and try new activities
- A strong emphasis on welcoming friends and families at all times

For more information about living with NorseCare, including our private rooms, please contact us:

Tel: 01603 894366

Email: info@norsecare.co.uk

www.norsecare.co.uk

Twitter: @norsecare

Welcome from Norfolk County Council and the NHS in Norfolk

Welcome to this guide. We hope it will give you, or a relative or friend, useful information about how to stay independent for as long as possible, organisations that can help you and care and support options in Norfolk.

While many people can stay independent with little or no support from health and social care services, other people have a range of care and support needs.

The good news is that, from April 2015, care and support in England is changing for the better because the new Care Act is making care and support fairer and more consistent across the country. For more information about the Care Act, see **www.norfolk.gov.uk/careact**

We know that many people have both health and social care needs, so we continue to work closely together, and with many other organisations, to provide a range of services that help you stay independent, improve your quality of life and put you at the centre of decisions about your care and support choices.

We also know that the number of people with dementia is rising, so we've worked with others on a plan for improving care and support for people with dementia and their carers. This includes earlier diagnosis, training and creating welcoming dementia-friendly communities. We support Dementia Friends, a national initiative giving people an understanding of dementia and the small things you can do to make a difference to people living with the condition. See pages 48 and 58 for more information.

Trying to find the right information to help you stay independent and make choices about your care and support isn't always easy. We are pleased to support this guide and hope you'll find it useful. You are welcome to contact us (see opposite) if you need more information.

Harold Bodmer

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More information about Adult Social Services is available by contacting us on **0344 800 8020** or on our website at: **www.norfolk.gov.uk/adultcare**

Textphone: **0344 800 8011**

Text message: **07767 647670**

For more information about health in Norfolk, please see:

Health East (Great Yarmouth and Waveney)

Web: **www.greatyarmouthandwaveneyccg.nhs.uk**

North Norfolk Web: **www.northnorfolkccg.nhs.uk**

Norwich Web: **www.norwichccg.nhs.uk**

South Norfolk Web: **www.southnorfolkccg.nhs.uk**

West Norfolk Web: **www.westnorfolkccg.nhs.uk**



Staying in your own home

Meals on Wheels and lunch clubs

If you are looking for meals on wheels deliveries for yourself or someone you know, Norfolk County Council's Trusted Trader website gives details of trustworthy meal suppliers who deliver hot, chilled and frozen meals. While these meal delivery services are appropriate for older, or more vulnerable people, they are available to anyone wishing to buy meals. The cost of a meal delivery depends on what you choose.

Find out more at **www.norfolk.gov.uk/trustedtrader**

For information about lunch clubs go to

www.norfolk.gov.uk/lunchclubs

If you are thinking about setting up a new lunch club read our hints and tips for lunch clubs brochure on

www.norfolk.gov.uk

Or for more information about meals on wheels or lunch clubs across Norfolk call **0344 800 8020**.

Norfolk Library and Information Service

There are 47 libraries in Norfolk. Your local library has something for everyone and it's free to join. When you join the library you can use any Norfolk library to borrow and access a wonderful range of books, large print books, e-books, CDs, DVDs and the internet.

Nine public mobile library vans call at 2,000 stops around the county. All have a lift for people with mobility problems and wheelchair users.

There is also a home library service provided in association with the RVS which brings books on wheels to people who can't get to a branch or mobile library because of age, disability or lack of mobility. If you would like to use this service please contact **01603 397998** or email **NorfolkHLS@royalvoluntaryservice.org.uk**

Staff in all our libraries will be able to give you more information on the range of services we provide, such as:

- How to join a book group.
- How to use the online library service from home to request and renew books and access e-books.
- Information about activities and events in libraries, such as 'Knit and Knatter' groups and computer courses.
- Reminiscence kits and packs you can borrow. These contain a variety of multi-sensory triggers and are particularly beneficial for individuals at various stages of memory loss and those with communication difficulties.

- 'Reading Well Books on Prescription' – recommended self-help reading for adults on topics such as anxiety and depression.

Please have a look at the library website for full details of all services, library opening times and mobile library stopping places and times. Visit the website:

www.norfolk.gov.uk/libraries

Norfolk Libraries' 'Reading Well Books on Prescription' scheme

Norfolk libraries take part in a national scheme called 'Reading Well Books on Prescription'. This provides self-help reading for adults on a range of common mental health conditions such as anxiety, depression, phobias and some eating disorders.

How does it work?

GPs and health professionals, including IAPT Psychological Wellbeing practitioners, mental health nurses, counsellors and therapists can prescribe a book to patients from the core list that they can borrow from the library. However anyone in the community can borrow a book from the scheme. The books are available to reserve free of charge through the library catalogue on the website

<https://norfolk.spydus.co.uk>

The books have been recommended by experts. They have been tried and tested and found to be useful by others. Visit the library website: **www.norfolk.gov.uk/booksforhealth** for further information

A national 'Books on Prescription' scheme for dementia was launched in January 2015. It includes books with support and advice for people with dementia and their carers. Health professionals can use the book list to prescribe books to their patients and the titles are available for anyone in the community to borrow for free from Norfolk libraries.



Feel right at home

with Barchester care homes



Call to book your Respite Break with us now

From expert care to delicious home-cooked food and engaging activities, our staff pride themselves on making everyone they care for feel at home. It's all part of the first-class care and support that we provide to the people of Norfolk and beyond.

We have a range of services to suit all care needs, including:

Nursing care • Residential care • Dementia care • Respite care

If you'd like to take a look around –
or just need a bit of friendly advice –
your local Barchester care home
will be happy to help.


BARCHESTER
Celebrating life
www.barchester.com

Ashfields

31 Salhouse Road,
Rackheath, NR13 6PD
01603 294 535

Ford Place

Ford Street, Thetford,
Norfolk, IP24 2EP
01842 422 074

Hethersett Hall

Norwich Road, Hethersett,
Norwich, NR9 3AP
01603 294 628

Ritson Lodge

Lowestoft Road, Hopton,
Norfolk, NR31 9AH
01502 322 276

The Warren

157a Wroxham Road,
Sprowston, NR7 8AF
01603 294 648

Woodside House

142 Woodside Road,
Norwich, NR7 9XJ
01603 294 649

Home Shield Norfolk

Home Shield Norfolk is a cross-agency referral service for use by services, who come into contact with vulnerable and older people and their carers. The service is supported and coordinated through a group of partner agencies to help with:

- Health and well-being.
- Helping you live independently in your own home.
- Identifying problems before they become acute.
- Referring people with unmet needs to the right support services.
- Checking that you are getting the income and benefits which you are entitled to.
- Ensuring you get regular hot meals.
- Advising on how to keep your house warm and with access to hot water.
- Helping you to have regular contact with other people.
- Ensuring you are able to secure your house against unwelcome visitors.
- Helping you protect yourself from scams or other forms of 'rogue' trading.

- Ensuring you have a working smoke alarm.
- Checking for any fire or trip hazards in your home.

If an organisation, social worker, police officer or volunteer finds that you have a need they cannot address but which another organisation could help with, they can refer you to Home Shield Norfolk.

A member of staff will briefly explain Home Shield Norfolk to you and complete the referral form. You will then be asked to sign the form to show that you have agreed to your details being referred to partner agencies.

Organisations can contact Home Shield Norfolk by calling **01603 638455** or emailing **homeshield@norfolk.gov.uk**

There is also a comprehensive webpage with access to referral forms and further information:

www.norfolk.gov.uk/homeshield

Members of the public cannot self-refer; but can call Norfolk County Council for help on **0344 800 8020**. Or you can ask a service you are in touch with to make a referral for you.

Assistive technology and community alarms

Assistive technology helps vulnerable people, particularly older people, to live in their own homes with greater safety and independence.

They use a range of technologies that raise an alarm to get help for someone 24-hours a day giving help, security and peace of mind. Special equipment can be linked to your phone so you can get help quickly if you need it, even if you are unable to speak. For some of the equipment you do not even have to press a button to call for help as sensors will automatically detect things such as floods, carbon monoxide escapes or if you fall.

There are different types of assistive technology depending on your needs, from simple battery operated items for use within the home to more complex telecare equipment that links through your phone to a community alarm service centre.

The equipment can help with things like memory issues, mobility or risk of falling, safety in the home as well as supporting carers.

Services can be provided for free if you have been assessed as eligible for help although there is a small charge for the community alarm monitoring service if it is used. You can also buy the equipment yourself. There is a demonstration centre available to view the equipment and speak to a specialist for advice.

The assessment is carried out by a company called

Flagship Telecare Personal alarm service



Help on hand 24 hours a day

Flagship Telecare is a personal alarm service, giving you the freedom to live your life, with the reassurance that help is available at the touch of a button.

- Individuals at risk from harassment or domestic violence
- Physical disability or mental health problems
- Lone workers

If you'd like to know more, contact Flagship Telecare Team on

0808 178 6000
QUOTE P3C13



Become a friend on facebook
facebook.com



Follow us on twitter
twitter.com/flagshiphousing

Pay
no set-up
fee and
SAVE £29
QUOTE
P3C13



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flagship
telecare

Flagship Telecare
Michael Chaplin House Station Road Dereham
Norfolk NR19 1DA
T: 0808 178 6000 (Freephone)
F: 01362 656420
E: telecare@flagship-housing.co.uk
W: flagshiptelecare.co.uk

service right - first time



n-able, which is owned by Norfolk County Council. N-able uses skilled and experienced practitioners who are also able to advise you and provide the equipment.

For more information on eligibility or to request an assessment call **0344 800 8020**. For information on the equipment available or to purchase directly contact n-able on **01603 894120**. Equipment can be purchased directly from n-able's website at **www.n-able.org.uk**

Community Alarms

Access to community alarms depends on which district

council you live in. There is a weekly (rental) charge.

Breckland - Flagship Housing Group Tel: **01362 696175**

Broadland - Centra Pulse Tel: **01603 705070**

Great Yarmouth - Yare Care Tel: **01493 330369**

West Norfolk - Care Line Tel: **01553 760671**

North Norfolk - Care Line Tel: **01553 760671**

Norwich - Norwich Community Alarm Service
Tel: **01603 213700**

South Norfolk - Saffron Housing Trust Tel: **0800 917 4680**

Equipment to aid daily living

Before beginning to look around for equipment, it is helpful to be clear about exactly which areas of daily living are becoming difficult and then for each area of difficulty try to pinpoint exactly why things are difficult. This may seem obvious, but not all difficulties are best helped by equipment and certain items of equipment can be more helpful in certain situations than in others.

Taking stock of the situation before you begin to buy any equipment should help you when you talk to a supplier.

Common difficulties with daily living activities

If you have been told by Adult Social Services that you are not eligible for help, it may be because your needs are quite straightforward or you do not fit the eligibility criteria. However you may find that you have become a little less physically agile or stiff because of a mild arthritic condition or other reasons. Certain items may help if you have any of the following difficulties:

- Getting in and/or out of the bath.
- Getting up from a low toilet.
- Getting up and out of an easy chair.
- Carrying things between rooms.
- Reaching down to put on socks, stockings or shoes.
- Turning the taps on/off sometimes and/or generally managing in the kitchen.

If you have been told that you might be eligible for help from an occupational therapist but must wait for your needs to be assessed, and you have bought equipment on your own, you may need and benefit from professional advice.

The Norfolk Coastal Centre

The Norfolk Coastal Centre for independent life in Gorleston is a demonstration centre where you can go and find out about equipment that can help you. Please ring first for an

appointment, or they may be able to give you telephone advice. The centre is a partnership between the Red Cross, Norfolk County Council and Great Yarmouth and Waveney Clinical Commissioning Group.

For more information go to **www.norfolkcoastalcentre.co.uk** or call **01493 663626**.

Wheelchairs

Wheelchairs can make it possible for you to get out and move around safely, and can also help your carer. If you need a wheelchair for longer than six months and have a permanent disability, talk to your GP. They will be able to refer you to the local wheelchair service for an assessment to find out if you fit the criteria for a wheelchair on long-term loan.

If you are not eligible for a wheelchair through the NHS, but would like to borrow or hire one for a short or long period, the following organisations may be able to help:

British Red Cross Medical Loan Scheme - provide short-term wheelchair loan.

Norwich Tel: **(01603) 253403**

Great Yarmouth Tel: **(01493) 663626**

Shopmobility - loans manual and powered wheelchairs and scooters to people with limited mobility so they can shop and use leisure and commercial facilities.

Castle Mall Norwich Tel: **01603 283148**

Chapelfield Norwich Tel: **01603 753350**

King's Lynn Tel: **01553 770310**

THP Mobility, formerly The HAND (Help and Advice for Norfolk Disabled) Partnership, provide short-term wheelchair loan and long-term scooter hire.

Tel: **01603 784777**.

Buying a wheelchair privately is an alternative option.



We care.

We care passionately about helping people who require any type of care equipment whether elderly, disabled or receiving on-going care, whether they are in their own homes, in sheltered housing or in residential homes.

Some of our equipment is of direct help to the user, some provides assistance or alerts to carers at home or in residential establishments; in either case you can be assured of our personal service and our commitment to helping keep down the cost of care.

Comprehensive range

No matter what your care equipment needs, n-able is the only local supplier who can provide a comprehensive range of equipment and service, technical products, service and maintenance and assessment - via experienced Practitioners - for both care homes and individuals.

Our range of all care equipment is competitively priced and quality tested for individuals or care establishments. We supply mobility, bathing, all

hoisting (mobile, ceiling track, bath), stair lifts, curved and straight, step lifts all via a detailed quote and simple adaptations such as grab rails. Call or email us; our experienced staff are here to help and advise.

Our team of assistive technology practitioners can advise on the range of equipment we offer which includes community alarms, bed occupancy sensors, falls detectors, motion sensors, flood detectors, temperature sensors, clocks and phones for the visually or cognitively impaired, video intercoms and a wide range of assistive technology items.

Flexibility and choice

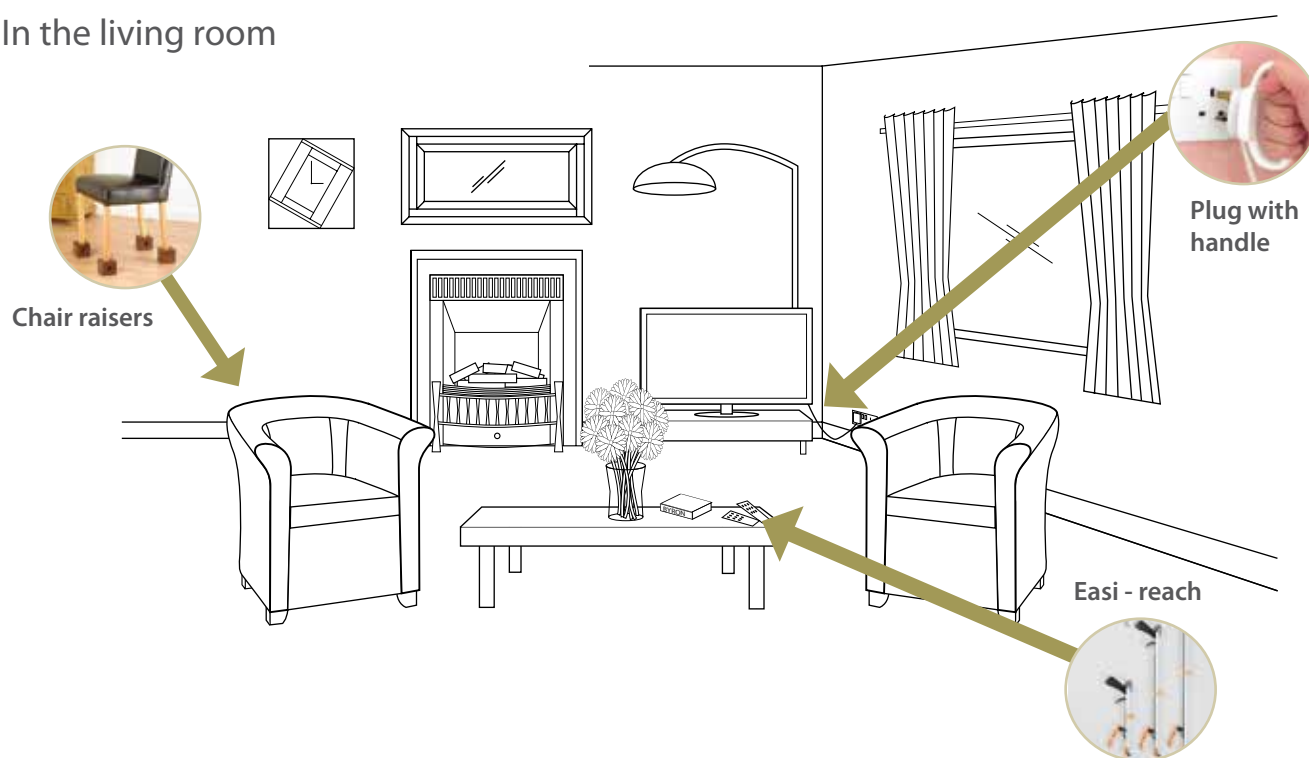
We do not just stock a single manufacturer's product range and are happy to source and supply equipment that best suits the user and their living/working environment.

Value

We are owned by Norfolk County Council, and therefore have a more competitive pricing policy, which means both professional and personal care budgets go further. We are taking a 'Social Enterprise' model in our approach, whereby we share our profits by paying back surpluses to our partner organisations to help support people in the Norfolk community.

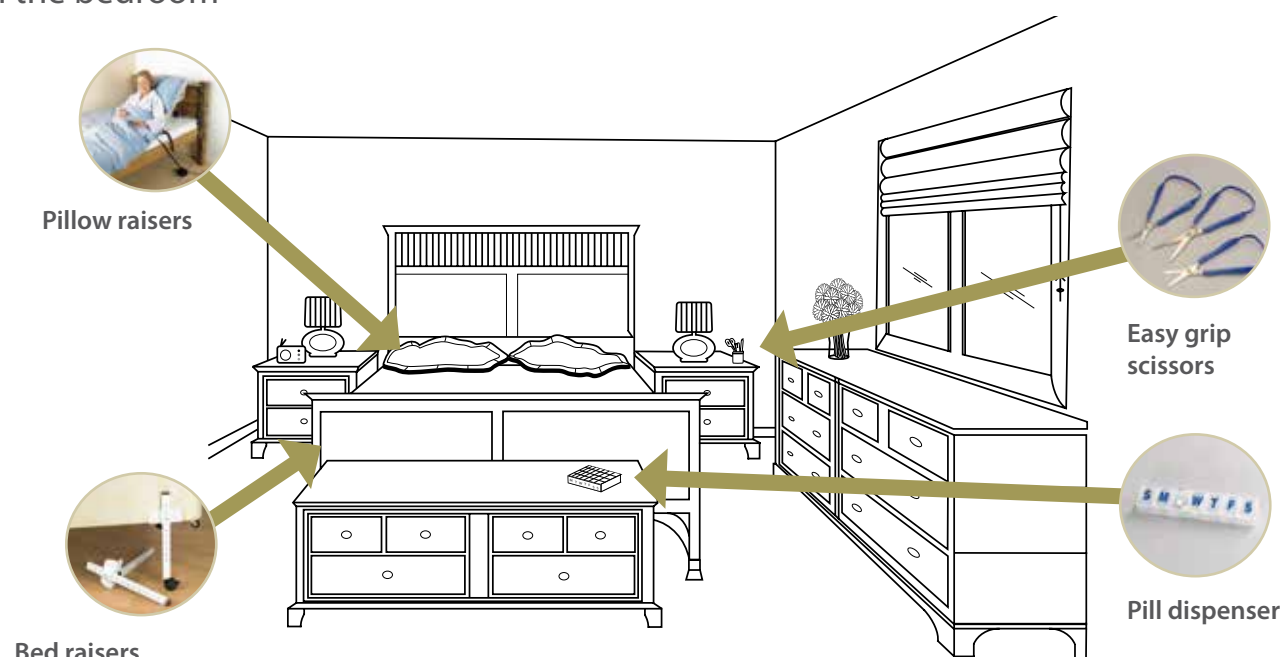
For all your care needs, call us on **01603 894120**, email us at **n-able@ncsgrp.co.uk** or visit **www.n-able.org.uk** for more information.



In the living room



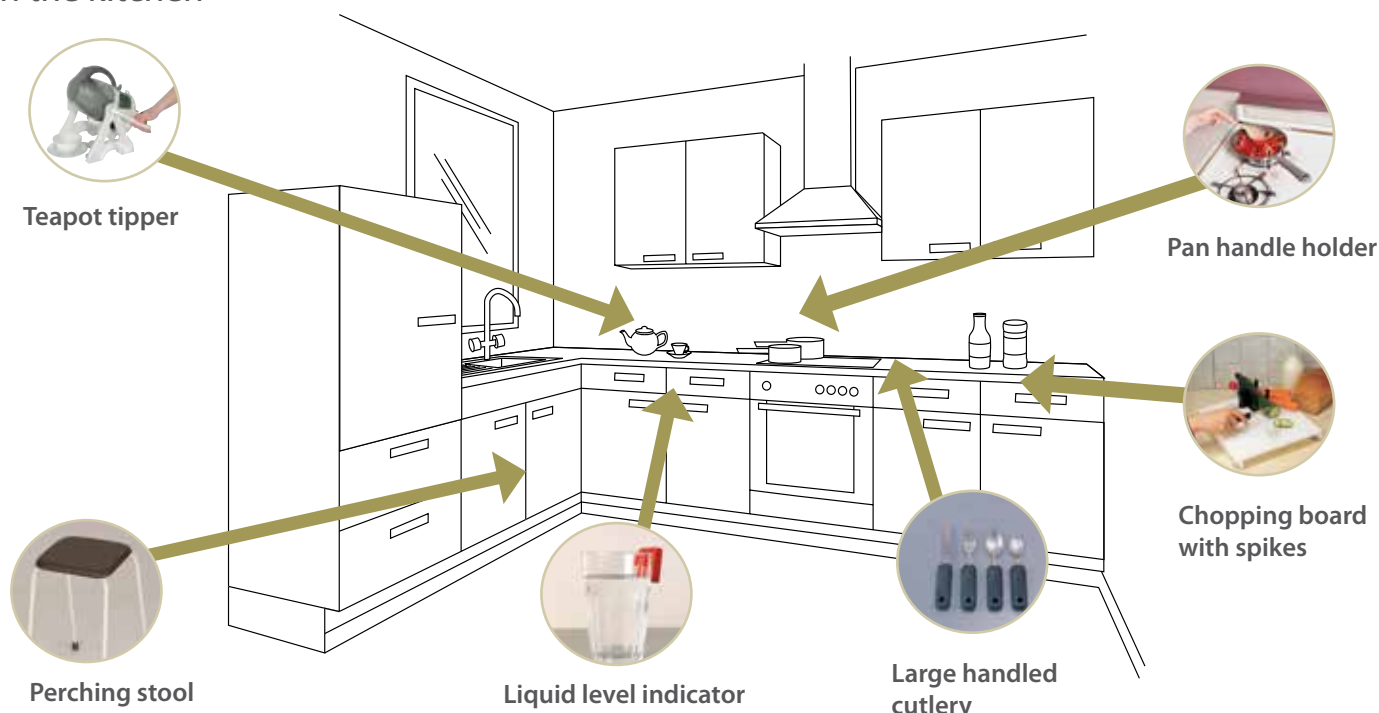
WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS	MORE COMPLEX SOLUTIONS
Get in and out of chairs	<ul style="list-style-type: none"> • Standing up from sitting is difficult 	<ul style="list-style-type: none"> • Block of foam in chair base • Buy a new chair – get professional help to make sure the height is right • Regular gentle exercise • Get up regularly, to keep mobile 	<ul style="list-style-type: none"> • Buy electric riser chair 	<ul style="list-style-type: none"> • Ready made chair raisers if your chair is low
Open and close windows	<ul style="list-style-type: none"> • Can't reach windows • Not secure to leave windows open 	<ul style="list-style-type: none"> • Move furniture out of the way • Gadget to open/close window 	<ul style="list-style-type: none"> • Environmental controls 	<ul style="list-style-type: none"> • Remove window opener • Install extractor fan • Install new windows
Control heating	<ul style="list-style-type: none"> • Can't reach controls for fire or heating 	<ul style="list-style-type: none"> • Change switches • Fit timer switch 	<ul style="list-style-type: none"> • Install new or additional heating system 	<ul style="list-style-type: none"> • Move heating controls
Switch lights on and off	<ul style="list-style-type: none"> • Can't reach switch • Switch is difficult to use 	<ul style="list-style-type: none"> • Light switch toggle • Socket extension • Handi-plugs 	<ul style="list-style-type: none"> • Environmental controls 	<ul style="list-style-type: none"> • Move light switches • Replace light switches
Keep warm	<ul style="list-style-type: none"> • Affording the fuel • Carrying the fuel • Control heating 	<ul style="list-style-type: none"> • Insulate your home • Ask for a winter fuel payment • Use a trolley – if you can safely lift the fuel into the trolley 	<ul style="list-style-type: none"> • Get a grant • Change to a cheaper heating system 	<ul style="list-style-type: none"> • Replace the fire
Watch TV	<ul style="list-style-type: none"> • Hear the sound of the TV 	<ul style="list-style-type: none"> • Use subtitles 	<ul style="list-style-type: none"> • Get a room loop • Request an assessment for a hearing aid 	<ul style="list-style-type: none"> • See GP

In the bedroom



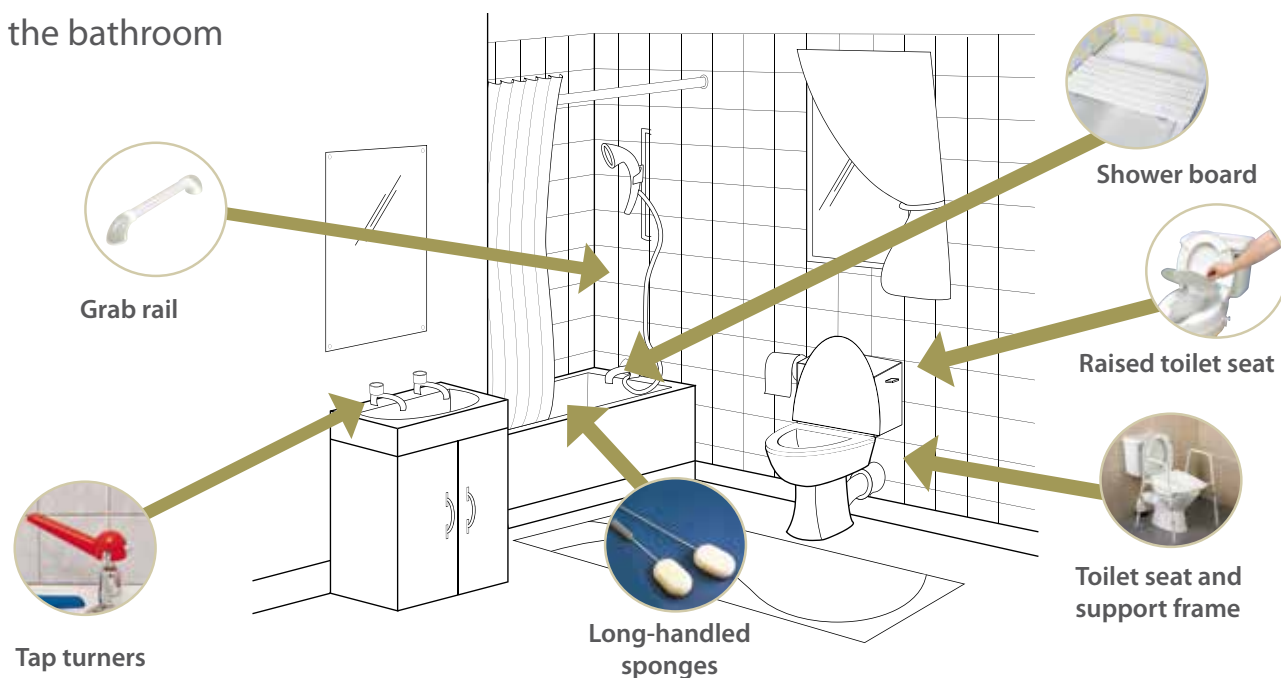
WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS	MORE COMPLEX SOLUTIONS
Get in and out of bed	<ul style="list-style-type: none"> • Standing up from sitting on the bed • Difficult to move from wheelchair to bed • Bed is hard to reach • Bed is too soft 	<ul style="list-style-type: none"> • Move bed/furniture • Leg lifter • Raise bed • Learn new techniques for moving safely 	<ul style="list-style-type: none"> • Hospital bed • Buy an electric adjustable bed • Mobile hoist • Ceiling track hoist 	<ul style="list-style-type: none"> • Fit grab rails • Buy a new bed mattress • Transfer board
Sit up in bed, turn or roll over	<ul style="list-style-type: none"> • Bed is too soft • Bedding is too heavy • Nothing to lean on 	<ul style="list-style-type: none"> • Change bedding • Learn new techniques for moving safely 	<ul style="list-style-type: none"> • Buy a specialised mattress • Drop-down rail • Monkey pole 	<ul style="list-style-type: none"> • Buy a bed cradle • Buy a bed ladder • Bed lever • Pillow raiser • Change mattress
Keeping warm in bed	<ul style="list-style-type: none"> • Checking the safety of your electric blanket 	<ul style="list-style-type: none"> • Contact  (see key below) for further information 		
Getting dressed	<ul style="list-style-type: none"> • Difficult to reach all of your body 	<ul style="list-style-type: none"> • Contact  (see key below) for further information • Learn new techniques for dressing • Buy clothes with different fastenings 	<ul style="list-style-type: none"> • Consider care in your own home 	<ul style="list-style-type: none"> • Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids
Cut your nails	<ul style="list-style-type: none"> • Can't reach feet • Hard to hold scissors 	<ul style="list-style-type: none"> • Easy grip scissors 		<ul style="list-style-type: none"> • See a podiatrist
Take your tablets	<ul style="list-style-type: none"> • Opening bottles • Remembering to take tablets 	<ul style="list-style-type: none"> • Ask pharmacist for an easy to open bottle • Keep a note when you have taken a tablet 	<ul style="list-style-type: none"> • Ask someone to prompt you 	<ul style="list-style-type: none"> • Get a pill dispenser with days and times marked
Read the time	<ul style="list-style-type: none"> • See the clock to tell the time 	<ul style="list-style-type: none"> • Buy a clock with larger numbers 		<ul style="list-style-type: none"> • Buy a clock that 'speaks'

In the kitchen



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS	MORE COMPLEX SOLUTIONS
Reach cupboards	<ul style="list-style-type: none"> Cupboards are too high or low Cupboards are too deep Cupboard doors are too heavy 	<ul style="list-style-type: none"> Re-arrange things in cupboards/on surfaces Buy Easi-Reacher or Handi-Reacher 	<ul style="list-style-type: none"> Lower or raise cupboards 	<ul style="list-style-type: none"> Alter spring in door closers
Use taps and switches	<ul style="list-style-type: none"> Taps or switches are too awkward Can't reach taps or switches 	<ul style="list-style-type: none"> Fit tap turners 	<ul style="list-style-type: none"> Alter kitchen 	<ul style="list-style-type: none"> Change switches Raise or reposition taps Fit lever taps or new taps
Cutting, chopping, preparing and cooking food	<ul style="list-style-type: none"> Work surface too high or low Hard to grip packets or jars Hard to grip knife Pans or kettles too heavy to lift 	<ul style="list-style-type: none"> Sit at a table Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper. 	<ul style="list-style-type: none"> Change height of work surface Make space under work surface for knees when sitting 	<ul style="list-style-type: none"> Food processor Perching/high stool Buy a trolley
Moving around the kitchen	<ul style="list-style-type: none"> Not enough space 	<ul style="list-style-type: none"> Re-organise furniture 	<ul style="list-style-type: none"> Adaptation to kitchen 	<ul style="list-style-type: none"> Review mobility equipment used
Eating and drinking	<ul style="list-style-type: none"> Cutlery is hard to grip Food/plate keeps slipping Can't carry food to table Can't lift cup 	<ul style="list-style-type: none"> Large handled cutlery Non-slip mat Lightweight insulated cup Use a cup with two handles 		<ul style="list-style-type: none"> Buy a trolley
Laundry and ironing	<ul style="list-style-type: none"> Washing machine is too high or too low Putting up ironing board 	<ul style="list-style-type: none"> Wall-fixed ironing board 	<ul style="list-style-type: none"> Change washing machine or iron 	<ul style="list-style-type: none"> Raise/lower washing machine

In the bathroom



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS	MORE COMPLEX SOLUTIONS
Wash hands, face and body	<ul style="list-style-type: none"> • Turning the taps • Standing at the basin • Basin is too low or too high • Can't reach all parts of the body 	<ul style="list-style-type: none"> • Tap turners • Long-handled sponge • Flannel strap • Contact  (see key below) for further information 	<ul style="list-style-type: none"> • Raise or lower basin • Showers 	<ul style="list-style-type: none"> • Lever taps or new taps • Stool
Have a bath	<ul style="list-style-type: none"> • Turning the taps • Stepping into the bath • Risk of slipping in the bath • Getting up out of the bath • Difficulty washing your back 	<ul style="list-style-type: none"> • Strip wash • Non-slip mat in bath • Tap turners • Buy a long-handled sponge • Half-step 	<ul style="list-style-type: none"> • Bath lift • Mobile hoist • Ceiling track hoist • Replace bath with shower • Convert bathroom to a wet room • Consider care in your own home 	<ul style="list-style-type: none"> • Grab rails • Bath board • Bath seat • Lever taps or new taps
Dry yourself	<ul style="list-style-type: none"> • Floor is slippery • Room is too cold • Difficulty in drying body 	<ul style="list-style-type: none"> • Heat bathroom • Non-slip mat • Towelling gown 	<ul style="list-style-type: none"> • Hot air body dryer 	<ul style="list-style-type: none"> • Change floor covering
Use the toilet	<ul style="list-style-type: none"> • Toilet is too high or too low • Difficult to clean yourself • Flush lever is awkward • Toilet is hard to get to 	<ul style="list-style-type: none"> • Raised toilet seat • Combined toilet seat and support frame • Flush lever extension • Contact  (see key below) for further information 	<ul style="list-style-type: none"> • Specialist toilet • Alter position of toilet • Request short-term loan of commode 	<ul style="list-style-type: none"> • Buy a commode • Buy a portable urinal • Grab rails
Clean teeth	<ul style="list-style-type: none"> • Gripping the toothbrush • Standing at the basin 	<ul style="list-style-type: none"> • Toothbrush gripper 		<ul style="list-style-type: none"> • Electric toothbrush • Stool
Have a shower	<ul style="list-style-type: none"> • Difficult to stand for long shower • Shower too high • Shower controls are awkward • Shower is slippery • Not enough room to move 	<ul style="list-style-type: none"> • Strip wash • Non-slip mats • Half-step 		<ul style="list-style-type: none"> • Shower board • Shower chair or stool • Replace shower controls

What can I do if I need urgent help?

Norfolk Swift Response is a 24-hour service that provides help, support and reassurance if you have an urgent, unplanned need at home, but don't need the emergency services.

So for example, if your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up and washing and dressing. Or if you have a fall but are not seriously injured, the team can bring special lifting equipment to help make moving as safe as possible for you.

Who can get assistance from Norfolk Swift Response?

- Older people.

- People with a physical illness or disabilities.
- People with learning difficulties.
- People with mental health issues.

How much does it cost?

Norfolk Swift Response is a free service for people living in Norfolk.

To contact Norfolk Swift Response call **0344 800 8020** and select option 1. It is for people who are in danger or are unable to remain at home without immediate help.

CASE STUDY

When Fred (73) had a fall, he pressed his alarm pendant for help. He wasn't seriously injured and didn't need an ambulance, so the Norfolk Swift team came to help him. They used inflatable lifting equipment to help him up off the floor and made sure he was okay. Because

Fred had experienced a previous fall, the Swift Response team suggested a referral to the Falls Team to look at ways of reducing the risk of falls around the home.



Library image

Home care

Also known as domiciliary care or home support, home care provides practical help for people to stay independent at home, in housing with care and supported living.

Examples of the sorts of services that home care can include are:

- Personal care - such as help with getting up or going to bed, bathing, dressing, showering and going to the toilet.
- Food and drink - such as help with eating, special diets, different types of meal services, menu planning, help to prepare and cook food.
- Health-related tasks - such as help with prescribed medication, reminding you when medication needs to be taken, applying creams and lotions, simple dressings and eye drops.
- Personal assistance - such as help with surgical appliances and getting around your home using a hoist.
- Domestic tasks - such as washing up, lighting fires, helping you stay warm, washing clothes or soiled linen.
- Night care or night sitting services - which means a home care assistant in your home during all or part of the night to make sure you are safe and provide personal care services listed above.

- Live-in care - in some cases it's preferable and more economic to have a carer actually living in the home 24-hours a day. This can be for a short period e.g. to provide respite breaks for regular carers and short-term support following hospital discharge or on an ongoing basis.

Norfolk County Council is currently looking at what home care services need to be in place in the near future, in accordance with the Care Act. The Act places various duties on the local authority and these will lead to further improvements for those who need care at home.



Who provides home care?

A comprehensive list of home care providers in Norfolk starts on page 19 or can be accessed on the website: **www.norfolk.gov.uk**. Before you make any decisions about the provision of care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and a draft contract between you and the care provider. Norfolk County Council commissions a range

of organisations to support the people of Norfolk to lead independent and dignified lives at home. All home care providers are regulated and inspected by the Care Quality Commission who publish inspection reports on their website **www.cqc.org.uk**. When considering a service it's always a good idea to check its report. For more information on the CQC, see page 41.

Home care charges

If you have made a private arrangement with a provider you will pay the full cost of the service to the provider. From April 2015, anyone funding their own non-residential care can request that the council arranges this for them. Norfolk County Council charge an arrangement fee for this.

Typical charges for this service depend on the amount of care and the particular skills required.

If Norfolk County Council is contributing towards the cost of your service then you may well be charged for the services provided, based on your financial circumstances. You should be given clear information about what you can expect to pay.





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or email us at norwich@bluebirdcare.co.uk

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

Agency 1 £ p/h

Agency 2 £ p/h

Agency 3 £ p/h

Agencies

What experience does the agency have in your particular field of need? Can they supply references for you to check?

1
2
3

How long has the agency been operating?

1
2
3

How many care workers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your care worker goes on holiday or is sick? Will you be told in advance that a different carer will be attending?

1
2
3

How can you contact the agency in an emergency or outside office hours?

1
2
3

How hard or easy would it be to make a complaint and how are things put right?

1
2
3

Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.

1
2
3

If this is a private contract ask for a copy of the agency's contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions before signing anything. The Citizens Advice Bureau or Age Concern (now called Age UK in some areas) could help with this.

1
2
3

Care workers

You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable care workers for your particular care are chosen. Can you talk to them before deciding?

1
2
3

Care workers should be fully trained or be in ongoing training. Ask the agency about their policies on this.

1
2
3

The agency will draw up a care plan for you which the care workers will work to. Ask how often this plan will be reviewed by the agency.

1
2
3

Care workers must be checked with the Disclosure and Barring Service and have a criminal records disclosure – make sure this is the case.

1
2
3

Paying

If your care needs do not meet Norfolk County Council's eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.

1
2
3

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Service
OP Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism

User Bands
MH Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



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www.nrcare.co.uk

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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Older People's Community Outreach Service

The Community Outreach Service for older people supports vulnerable people who live in their own homes, or in private and social rented properties (other than sheltered housing), but might need some extra help to live full and active lives in their communities.

The support service is free to use for up to two years. Trained staff or volunteers visit older people in their own home and provide them with help and advice on areas which can become challenging in older age. These could include personal safety and security, managing finances, using health or legal services, social or community activities, making adaptations to their home and measures to reduce the risk of falls at home.

If you think you or someone you know might benefit from the Older People's Community Outreach Service, please contact:

North, South and West Norfolk

British Red Cross Tel: **0844 893 7779**

Email: **supportnorfolk@redcross.org.uk**

Web: **www.redcross.org.uk/supportnorfolk**

Norwich

Cotman Housing Association Tel: **01603 731699**

Email: **outreach@cotman-housing.org.uk**

Web: **www.cotman-housing.org.uk**

Borough of Great Yarmouth

Tel: **01493 846655**

Email:

communityoutreachserv@great-yarmouth.gov.uk

Web: **www.great-yarmouth.gov.uk/outreach**

Housing-related support

Housing at home – floating support

This is advice and support to help with some of the housing difficulties that you may face about continuing to live in your own home. It can include help with understanding complicated official forms, support with claiming benefits and grants and help to contact other services. There is a free county-wide service, Stonham Homestay, which provides this help, call **0845 155 0390**.

Mental Health Support Service

This service provides housing-related floating support to people living in the community who have a mental health need and a housing-related need. The service is free of charge for people without a Personal Budget. If you get a Personal Budget a charge will be taken from it in line with

the County Council's charging policy.

The service is available for up to two years for housing-related support, but could be available for longer for people with complex needs who need intensive support. It is able to provide for up to 1,000 people at any one time.

The service will provide help to people in their homes, which may include: supporting people with finding housing; keeping the inside of their house in good order; managing money, and managing relations with neighbours and landlords, as well as support around their physical and mental health.

Together for Mental Wellbeing is the provider of this service. If you or someone you know might benefit from this service, please call: **01603 485905/07894 595305** or email: **norfolk-support@together-uk.org**

Handyperson schemes

Benjamin Foundation

Ben's Workforce is an exciting new service for residents aged over 65 in North Norfolk, delivered by The Benjamin Foundation. Customers can arrange small maintenance and repair works, to be carried out by a trained handyperson and a team of community volunteers.

Jobs are charged at a minimum fee of £20 for every job - if it's a really small job they'll see what else they can do while they're there - and an hourly rate after the first hour, split into 15 minute chunks so customers are only charged for the time someone is there. Customers can supply their own materials or Ben's Workforce can and will recharge

the cost (plus a small collection fee).

For any enquiries please call The Benjamin Foundation on **01692 500999** or visit:

www.benjaminfoundation.co.uk

The Broadland Handyperson+ Service

The Broadland Handyperson+ Service can carry out a range of small household repairs and minor adaptations to qualifying residents in the Broadland district. If you are eligible for the service, a trained team will help you to live independently. They offer a range of household checks to ensure that people are safe and warm and also provide >>

>> information, advice and guidance and can support and refer you to other help available e.g. community activities; home care and companionship services; advocacy; benefit claims; health and legal services or financial management.

The service is available for anyone over 65 years old but will be specifically promoted to older people with long-term health conditions including those diagnosed with dementia. Labour will be free of charge for people aged over 65 who fulfil certain criteria. The householder just pays for, or provides, the materials needed for the job.

A number of grants are available to fund minor adaptations for people diagnosed with dementia and to subsidise the cost of materials for those people eligible for free labour. For more information, please call: **01603 430518** or email: **ps.housing@broadland.gov.uk**

Norwich Handyperson and Dementia scheme

The scheme is divided into two separate but interlinked initiatives designed to help older people manage better in their own homes.

The Handyperson scheme, delivered by Cotman Housing, will undertake small repairs and odd jobs around the home, such as repairing dripping taps, putting up shelves, pictures or mirrors, or easing sticking doors. They will also work with Cotman's Older Person's Outreach Service to help people who need to move home, or who need help with de-cluttering. The scheme is open to any older person over the age of 65 who lives within the City of Norwich. For people on very low incomes, the labour is free and there is a £100 grant available for materials. There is a small charge applied for people with the means to pay. Please call: **01603 731696** or email: **outreach@cotman-housing.org.uk**

The Dementia scheme, which is linked to the Handyperson scheme, provides grants of up to £2,500 to help people with dementia make adaptations to their homes to allow them to live in their own homes for longer, and to be able to manage their condition more easily. The scheme will be mainly administered

through the Norwich Home Improvement Team, and is open to anyone, whether you are a home owner or renting, who is living in Norwich and who has a diagnosis of dementia. Please call: **0344 980 3333** or email **privatesectorhousing@norwich.gov.uk**

You can also make a referral online at **www.norwich.gov.uk/Forms/Pages/HomelImprovementsAndAdaptationsReferrals.aspx**

Safe at Home

Safe at Home runs a handyperson service to assist with small jobs around the home for residents of the Great Yarmouth Borough.

For example, Safe at Home can:

- Replace tap washers and light bulbs.
- Fit keysafes and grabrails.
- Bleed radiators.
- Unblock waste pipes.
- Replace ball valves.
- Ease doors and windows.
- Replace broken fittings.
- Remove trip hazards.
- Carry out minor electrical and plumbing works.

The cost per hour for labour is reduced if you receive an income-related benefit or are disabled or suffer from a chronic illness. There is a charge for materials. Please call Safe at Home for more details on **01493 846190**.

South Norfolk Independent Living Team

South Norfolk Council has set up an Independent Living Team to help develop and deliver the offer to the health and wellbeing and early intervention agenda.

The Independent Living Team comprises:

- The Care and Repair Service.
- The Integrated Housing Adaptations Team (IHAT).
- Welfare Rights and Debt Advice.
- The Handyperson Service.

This range of services provides support to enable South Norfolk residents to live independently in their own homes and delay the need for health and social care services and delays/prevents increased levels of support. This ranges from quick and simple jobs like installing a grab rail or smoke alarm to housing adaptations such as a walk-in shower.

Care and Repair Services help with essential repairs and adaptations, advice and support, locating grants or loans



to fund works, benefit checks and signposting to other organisations. South Norfolk Council also provides Care and Repair Services in North Norfolk and Broadland.

To find out more about the Independent Living Team or any of the above services call: **01508 533705** or email: **independentlivingteam@s-norfolk.gov.uk**

Broadland

Tel: **01603 430598**

Email: **p.s.housing@broadland.gov.uk**

North Norfolk

Tel: **01263 516366**

Email: **jane.risebrow@north-norfolk.gov.uk**

The Handyperson service provides small repairs at home and in the garden. For most older and vulnerable people the work is free, but a discounted service is also available.

West Norfolk handyperson service

Careline Community Service offers an essential

handyperson service to help keep elderly and vulnerable people living safely in their homes.

Run by the Borough Council of King's Lynn and West Norfolk, the handyperson service can help in a variety of ways with minor adaptations and falls prevention.

Preventing falls in and around the home is a priority when it comes to helping people maintain their independence. Types of work available include fitting grab rails and handrails, step repairs, removing trip hazards, path repairs, moving furniture to improve access and carrying out small jobs so that clients don't have to take risks.

The service also carries out minor electrical work, small carpentry jobs, minor plumbing works, thumb turns, window and door locks, security bolts, police-approved key safes and installing Careline personal alarms.

The team of visiting officers are all Trusted Assessor trained and Disclosure and Barring Service (DBS) checked.

Different grants and financial help are available for clients depending on locality and financial circumstances.

For more information about Careline call:

01553 616371 or visit: **www.careline-cs.org.uk**

Day services

Day services are provided in a variety of locations, ranging from care homes and care homes with nursing to different community venues. These services aim to help people live as independently as possible. If you fund your own care or are not eligible for support from Norfolk County Council you can access many of these services directly. If, following an assessment, you are eligible for support from Norfolk County Council we can help to support you in finding activities which will help promote independence.

This means we will have a discussion with you to agree the best way of organising your support and what services might be suitable for you, including what you might

be able to access in your local community. You may be allocated a sum of money, known as a Personal Budget, to spend on getting your needs met. You will be offered the chance to take this as a cash sum, known as a direct payment, or you can ask us to arrange the services on your behalf, or a mixture of both (see page 52 for further information).

If the County Council is contributing towards the cost of your service then it is likely that you may be charged for the services provided, based on your financial circumstances. You should be given clear information about what you can expect to pay.

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

developed by the publisher
of this Directory

With so many providers to choose from, where do you start? **www.carechoices.co.uk** can help.

- search care providers quickly and easily
- search by postcode/town and care type
- Information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.

Norfolk's Living Well

Norfolk's Living Well (NLW) is the name for health improvement services funded and arranged by Norfolk County Council. The aim of NLW is to ensure that anyone ready to make changes for a healthier lifestyle – but in need of extra support to do so – is able to find out about the range of services provided by Norfolk County Council's public health department. Although links are provided to sources of web-based health advice, the main objective of NLW is to promote local, face-to-face services.

The focus is on a website but telephone support is also provided on **0344 800 8029**. It's easy to find your way around the website under health topics and there is a postcode search facility so you can locate your nearest venue. Information tailored to the needs of organisations (anyone who has a role to play in helping others to make healthy changes) is included in a separate section of the site. You can find out more at: **www.norfolklivingwell.org.uk** or email: **norfolklivingwell@norfolk.gov.uk**

Healthy Communities

Healthy Communities is a health and wellbeing project which aims to give everyone in Norfolk the best chances of living well and longer. It supports communities to take local action, encouraging people in their community to lead healthier lifestyles. The project helps people to work together, raising health awareness, providing education, skills and training. Healthy Communities supports a community-led approach to health improvement, so local people can:

- Identify the health and wellbeing issues that matter most to them.
- Raise awareness of the factors affecting their wellbeing.
- Take the lead in shaping services and activities which meet local need.

For more information, email:

healthycommunities@norfolk.gov.uk

Joy of Food

This is a locality-based project set up to teach cookery skills in the community. Its aims are:

- To increase knowledge of foods available to eat.
- Demonstrate and teach ways of incorporating them into everyday meals.
- To Increase confidence about budgeting, planning and preparing meals.

- Provide opportunities to try new foods in a 'no cost, no risk' environment.

Cookery courses can be held virtually anywhere with access to hot and cold water and a kettle, cooker with an oven is lovely but not essential. The courses are free to all participants, with minimal cost required for setting up courses within your organisation or locality. Email: **joyoffood@norfolk.gov.uk** or call: **01603 638485**.

Healthy Living Pharmacies

Public Health and the Norfolk Local Pharmaceutical Committee are working together on the Healthy Living Pharmacy (HLP) Project. The aim is for community pharmacies to become a key part of promoting peoples' wellbeing in local communities. The project includes:

- Working to quality standards and meeting targets linked to local health needs.
- Having a team that promotes health and wellbeing and offers brief advice on a range of health issues.
- Having a Healthy Living Champion.
- Making sure the public knows which pharmacies are part of the project.
- Encouraging staff working in pharmacies to provide a more holistic health and wellbeing service.

The aim is that by the end of 2015, 25 to 30 pharmacies in Norfolk will be successful in obtaining the HLP Award. The HLP mark will be promoted to the general public as a sign of consistent and high quality.

Get up and about to stay healthy

Being active is important because it reduces the risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia. It will also help you to stay independent well into old age.

There are lots of ways you can get active and it's not just about exercising. Physical activity is anything that gets your body moving, from walking to recreational sport.

The amount of activity you need to do each week depends on your age. Adults aged 19 to 64 are advised to do at least 150 minutes (two hours and 30 minutes) of moderate-intensity aerobic activity every week.

Try to do something every day, preferably in bouts of 10 minutes of activity or more. The more you do, the greater the health gains. One way of achieving your weekly target

is to do 30 minutes on at least five days a week. Examples of moderate-intensity aerobic activities include fast walking, water aerobics, riding a bike or pushing a lawnmower.

It's also important to break up extended periods of sitting with light activity (such as shopping, cooking or housework) as staying still for a long time can increase your risk of getting ill no matter how much exercise you do. Make sure you don't spend hours on end sitting

down during the day, such as long periods of TV viewing, computer use, driving and sitting to read, talk or listen to music.

To find out more about getting active visit:

www.nhs.uk/livewell

For further information regarding Norfolk's Living Well, please call: **0344 800 8029**.

NHS Health Checks

If you are aged 40 to 74 and live in Norfolk you could be eligible for a free NHS Health Check.

As we get older our risk of developing heart disease, type 2 diabetes, kidney disease or stroke increases - the good news is they can often be prevented. Norfolk County Council funds free NHS Health Checks for residents aged 40 to 74 who have not already been diagnosed with one of the above conditions.

An NHS Health Check takes up to 30 minutes and you

can have a free check once every five years. NHS Health Checks are available in most GP surgeries and at over 50 pharmacies across Norfolk. Currently 95 GPs and 55 pharmacies provide the service across Norfolk. Most Health Checks are delivered in GP practices but they are also delivered in the community by pharmacies (at community events and in workplaces).

NHS Health Check is a national programme – find out more at NHS Choices: **www.nhs.uk** or call: **0344 800 8029**.

Healthwatch Norfolk – Your Voice Improving Your Services

Healthwatch Norfolk makes sure that peoples' needs for, views on and experiences of all health and social care are heard and listened to in planning and delivering services.

At a time when our care services are under pressure and going through significant change, Healthwatch Norfolk is a key part of the improvement system for the NHS and social care in Norfolk.

Healthwatch Norfolk can help make sure that your voice is heard when people and organisations are making decisions about the services that care for you and that you

care about.

Healthwatch Norfolk can also help by signposting you to services or sources of information.

You can share your experiences of health and social care with Healthwatch Norfolk.

Tel: **01603 813904**

Email: **enquiries@healthwatchnorfolk.co.uk**

Web: **www.healthwatchnorfolk.co.uk**

Warm and Well



Help us to keep Norfolk warm and well. In winter, agencies across Norfolk work together to help vulnerable and older residents stay warm and well. There's help and advice available to those who need it through the Warm and Well campaign. Look after yourself and if you can, make sure friends, relatives and neighbours are safe warm and well, too.

Top tips for keeping warm and well, as well as links to services and support are available at: **www.norfolk.gov.uk/warmandwell** or call: **0344 800 8020**.

To give yourself the best chances of staying healthy and warm in winter:

- Contact your GP or pharmacist about a flu jab: www.nhs.uk/flu.
- Heat your living room to 21°C (70°F) and the rest of your house to 18°C (65°F).
- If you can't heat all your rooms, heat your living room during the day and your bedroom before you go to bed.
- Eat regular meals and drink hot drinks.
- Keep as active as possible.

As we get older, we may become less confident in our cars or have specific concerns about aspects of our driving, health or mobility. That's why Norfolk County Council has specially designed the Guidance for Older Driver (GOLD) development programme to refresh skills, increase confidence and help older people drive safer for longer.

GOLD is a driver development session conducted by our specially trained and friendly instructors and this can be

tailored to suit drivers' individual needs. It can cover topics as diverse as night time driving, negotiating junctions and roundabouts, to driving in heavy traffic and dealing with complex road systems.

GOLD costs £29 for a one hour driver development session. To find out more, please visit:

www.norfolk.gov.uk/roadsafety or call the Customer Service Centre on **0344 800 8020**.

Keeping safe

Norfolk Trusted Trader Scheme

This is a county-wide service, free to Norfolk residents, provided by Norfolk County Council. It is aimed at helping older and vulnerable people remain safe and independent in their own homes. It is a directory of reliable providers – businesses and voluntary agencies – who meet the scheme's standards. They provide a wide range of services such as domestic help, window cleaning, help with shopping, bathing and gardening, handyperson and painting and decorating.

All the traders in the directory have gone through a process of accreditation requiring background checks to

be carried out by Trading Standards, and they must have liability insurance. They are also required to sign up to the core standards of the Norfolk Trusted Trader Scheme, which includes having a clear pricing policy, providing written receipts and ensuring that employees are appropriately trained to carry out their work effectively. Traders must also give their customers feedback forms which are then published on the Norfolk Trusted Trader website.

For more information on the Trusted Trader scheme, visit: **www.norfolk.gov.uk/trustedtrader** or request a copy of the directory by calling **0344 800 8020**.

Falls in Norfolk

Falls are the most frequent and serious type of accident for people aged 65+ and the main cause of disability and death from injury among people aged over 75. Falls can lead to a loss of confidence, reduced independence, increased isolation and can cause long-term health problems.

Most fractures in older people occur as a result of falls from a standing height and commonly affect the pelvis, wrist, upper arm or hip. Almost half of all women and one in six men experience a painful and disabling fracture in later life.

In Norfolk in 2011/12, 3,644 people over 65 were admitted to hospital with injuries due to falls and 200 of these suffered a broken hip. Hip fractures can have long-term consequences for a person's independence, and one in three people ends up leaving their own home and moving into a long-term care.

You may be at risk of falling if you have:

- Chronic health conditions, such as heart disease or

dementia.

- Low blood pressure which can cause dizziness and a brief loss of consciousness.
- Impairments, such as poor vision or muscle weakness.
- Conditions that can affect balance, such as labyrinthitis (inflammation of the inner ear).
- To take certain medication which can cause drowsiness, confusion or light-headedness particularly if taken in combination with other medication.

There is a lot you can do to help prevent yourself or someone you care for from suffering a fall:

- Maintain a healthy diet. Eat a balanced diet which includes calcium and vitamin D. Ensure you drink enough to avoid dehydration. A lifelong healthy balanced diet with calcium and vitamin D along with weight-bearing exercise is recommended for people of all ages to ensure good bone health.

- Medication review. Ask a doctor or pharmacist to look at the medication you take to ensure you understand why you are taking it and how to take it to best effect. For example drugs normally taken in the morning can be a cause of falls if taken at night, while other drugs may leave people feeling drowsy and therefore more likely to fall.
- Vision test. Ensure that your eyesight is regularly checked.
- Hearing test. Hearing loss can affect your balance and increase your risk of falling.
- Alcohol. Your ability to break down alcohol reduces as you age. Alcohol can affect your coordination, increasing your risk of falling. In combination with medication it can exaggerate the effects of the medicine or affect the way prescribed drugs are broken down and absorbed so they no longer have the effect that was intended.
- Be active. Exercise helps maintain strength, balance and co-ordination and is one of the most important ways to reduce the risk of falling.
- Make your home safer. Nearly half of all falls happen at home:
 - Trip hazards. Ensure flooring is well secured and non-slip, avoid rugs, ensure walk ways and stairs are free of trailing cables and objects. Ensure adequate lighting including a nightlight or torch if needed.
 - Attend to repairs. Ask family and friends for help if needed or consider handyperson schemes or Norfolk Trusted Traders (explained on pages 29 and 31).
 - Slip hazards. Use a non-slip bath/shower mat. Dry spills.
 - Ease of movement. Consider hand rails for steps and stairs and for use in the bath or near the toilet. Position furniture so it is easy to move about and place items so that you are not required to climb or overreach. Try to ensure your bed and chair is at a height that is easy to stand up from.
- Footwear. Wear shoes and slippers that are comfortable, are a snug fit and have a non-slip sole.
- Walking aids. Walking sticks and walking frames should be at the correct height for you and used only as recommended.
- View. The Royal Society for the Prevention of Accidents has a video 'Facing up to falls' (a version with subtitles is also available). Visit www.rosipa.com/homesafety/adviceandinformation/falls

Prepare! Have a 'Falls Emergency Plan'

- Know how to summon help if you do have a fall.
- Consider whether you might benefit from a community alarm. These allow you to call for help 24/7 if you fall and cannot reach the telephone. For equipment and alarms including aids, look at:
 - www.nhs.uk/carersdirect/guide/practicalsupport/pages/othersupport.aspx
 - www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms
 - Watch www.rosipa.com/homesafety/adviceandinformation/falls 'How to get up safely after a fall'. It could be useful to look at this for future reference for yourself and others you care for.

What to do if a fall happens

- Don't panic.
- Assess the situation to see if you are injured or feel pain.
- Try to attract attention before considering trying to move.
- If you are going to try to get up, crawl or slide to a piece of stable furniture to help you to pull yourself up. Then sit for a while before standing.
- If you can't get up then try banging on the wall or floor to attract attention or crawl to the telephone and call for help or press your personal alarm. Try to find a blanket or something to keep you warm and tense your leg and arm muscles regularly to produce heat.
- Help for non-injured falls: Norfolk Swift Response is a 24-hour service which provides help, support and reassurance if you have an urgent unplanned need such as a fall. If you've fallen at home and you are uninjured and don't need the emergency service the Swift team can bring special lifting equipment. Tel: **0344 800 8020** and select option 1.
- If you have injured yourself you should seek medical help or, depending on the extent of your injury, alert the emergency services by calling 999.
- Always tell your GP and someone close to you that you have had a fall, even if you have not been injured.
- If you are aged 65 or over and have had two or more falls in the last six months, you are eligible for a falls assessment to look at ways of reducing the risk of future falls. This assessment includes: mobility, self-care, bone strength, medications, medical factors, falls history, hearing, foot health, memory/cognition, and the home environment.

>>

>> Call Norfolk Community Health and Care, Falls Assessment Service on **01603 518444**.

Further help and information

NHS 111 Service

A local helpline available 24/7 staffed by trained advisers, nurses and paramedics providing urgent medical help or advice if a 999 service is not required.

It can be used if you think you need to go to Accident

and Emergency or need another NHS urgent care service, don't have a GP or need health information or reassurance, but don't know what to do or who to call. Staff will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straight away to the local service that can help you best. Where possible, they will book you an appointment or transfer you directly to the service you need to speak to. Call 111.

Useful websites

Active Norfolk for information on local physical activity and sport.

Web: www.activenorfolk.org

Age UK Falls Prevention

Web: www.ageuk.org.uk/health-wellbeing/keeping-fit/preventing-falls

The Disabled Living Foundation

Provides information and factsheets about what to look for when choosing equipment or adaptations.

Helpline: **0845 130 9177**

Web: www.dlf.org.uk

AskSARA

AskSARA is an easy-to-use, award-winning online self-help guide advising on daily living solutions. It is particularly useful if you are not sure what items might help you.

Web: www.asksara.dlf.org.uk

Easy Exercise

Web: www.nhs.uk/Livewell/fitness/Pages/Lowimpact.aspx

National Institute of Health and Care Excellence

Web: www.nice.org.uk/guidance/CG161

NHS Information on Falls Prevention

Web: www.nhs.uk/Conditions/Falls/Pages/Prevention.aspx

NHS Staying active video

Web: www.nhs.uk/Conditions/Falls/Pages/Introduction.aspx

Norfolk County Council

Information on local services including handyperson services, Assistive Technology and other support and care services.

Web: www.norfolk.gov.uk/stayingindependent

Norfolk County Council, Adult Social Services

Covers a wide range of support which can be provided by the local council, voluntary organisations, private companies, as well as friends and relatives. For information, advice or an assessment to see if you are eligible for care and support, call: **0344 800 8020** or visit: www.norfolk.gov.uk/adultcare

Norfolk's Living Well

Has information on local health services.

Web: www.norfolklivingwell.org.uk

The Norfolk Trusted Trader scheme

Trusted contacts that can assist with equipment under mobility/disability equipment sales, equipment repairs and hire.

Web: www.referenceline.com/tradingstandards/norfolk

Physical activity guidelines for older adults

Web: www.nhs.uk/Livewell/fitness/Pages/physical-activity-guidelines-for-older-adults.aspx



Keeping safe – fire safety at home

As an older person you are no more likely than anyone else to have fire break out in your home but you are more likely to become a victim of fire should it occur. As we get older, we are more likely to live alone, we may have reduced mobility, our sense of smell reduces and we have a reduced ability to tolerate smoke inhalation or burns.

The County Council's Fire and Rescue Service (NFRS) has a Community Fire Safety Team that helps older or vulnerable members of our communities to remain independent and safe in their own homes by offering home fire safety advice and risk checks.

Home fire safety advice

- Fit a smoke alarm, preferably one for each floor of your home.
- Protect yourself and reduce the risk of fire by not leaving cooking unattended.
- Keep doors closed at night.
- Take care with any smoking materials and try to avoid smoking in bed or when you are tired.
- Use electric blankets correctly and have them checked regularly,
- Don't dry clothes on heaters or fireguards.
- Make an escape plan. Think about how you would escape the house and make sure this pathway remains clear.
- Be safe with electrical appliances, ensure the right chargers are used, plug sockets not overloaded, and cables not trailing which can also be a fall hazard.
- Fit a fireguard.

Are you safe from fire in your home? Or do you have an older or vulnerable relative, friend or neighbour whose safety would be improved with our support? NFRS offers free, personalised fire safety advice to targeted, specific risk groups, including older and vulnerable people, in the

comfort of their own home. For friendly advice and to book a visit:

Tel: **0800 9178137** Text: **07799 840800**

Minicom 01603 223833

Email: **home.safety@fire.norfolk.gov.uk**

Web: **www.norfolkfireservice.gov.uk**

Norfolk Fire and Rescue Service,
Whitegates, Hethersett, Norwich NR9 3DN

What is a home fire risk check?

A local fire crew or an approved partner will come to your home and carry out a home safety check at a time convenient to you. They will offer fire safety advice, discussing actions you can take to reduce your fire risk, how to make an escape plan and qualifying groups will have free smoke alarm(s) fitted. If you live in Norfolk they will be pleased to visit you. Please allow between 30 and 40 minutes for this check. All personnel will be in Fire Service uniform and will carry ID that should be shown to you on arrival.

Smoke alarms

We know that fires in the home can be prevented by taking more care with fire safety; indeed much advice is common sense. A vital part of home fire safety is fitting and maintaining a smoke alarm. You are more than twice as likely to die in a fire at home if you do not have one fitted. Once fitted, ensure it remains able to alert you by testing it once a week, changing the battery once a year and trying to prevent a build-up of dust by wiping or vacuuming the casing. Remember, NFRS will supply and fit a smoke alarm as part of a home fire risk check where appropriate or offer advice if you already have them.

NFRS say – buy it, fit it, test it!

Safeguarding adults

Most adults in Norfolk including older people, those with physical, mental illness, learning disability or other special needs, live their lives comfortably and safely. They do this either independently or with help from professional carers, relatives, family, friends or volunteers.

Some people may find it more difficult to protect themselves from harm (abuse). The abuser is often someone they know and it can happen anywhere. There are many types of abuse:

- Physical abuse – including assault, hitting, slapping,

pushing, misuse of medication, restraint or inappropriate physical sanctions.

- Domestic violence – including psychological, physical, sexual, financial, and emotional abuse; so called 'honour-based' violence.
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has >>

>> not consented or was pressured into consenting.

- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to inappropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Norfolk County Council has a lead role in protecting vulnerable adults from abuse where the adult:

- Has needs for care and support (whether or not the County Council is meeting any of those needs), and
- is experiencing, or at risk of, abuse or neglect, and
- as a result of these care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

The County Council works closely with the Police and other partners to identify and investigate all allegations of abuse.

Norfolk Safeguarding Adults Board

The Norfolk Safeguarding Adults Board is made up of people from a wide range of organisations, including the County Council, police, health, housing and voluntary and independent providers.



The Board works to raise awareness and promote safe practice in the care and support of vulnerable adults and protecting adults at risk of harm. Safeguarding is much broader than investigating abuse. It is also about supporting adults to live their lives and recognising their right to make decisions while taking reasonable steps to ensure that risks of harm are minimised.

If you feel you are being abused, or know a person you believe is at risk then it is important to tell someone.

If you are concerned about a child or vulnerable adult in Norfolk and want to speak to someone, call:

0344 800 8020 or visit:

www.norfolksafeguardingadultsboard.info

The 'Key to Keep You Safe'

The Norfolk Safeguarding Adults Board, Norfolk County Council, Norfolk Constabulary and local health organisations have produced key fobs with the 24-hour Norfolk County Council phone number to report Adult Social Services emergencies (**0344 800 8020**) printed on one side. On the other side, there is space for you to fill in an 'in case of emergencies' number, which could be that of a relative or friend.

The key fobs are targeted at vulnerable adults who may

have, for example, decreased mobility, poor memory or who may get easily distracted and confused. They can be attached to a key ring and if people carrying one become distressed or have a fall, the key fob will enable members of the public to quickly get in touch with both a personal contact and professionals who will be able to help.

To find out more about the scheme or to request key fobs call: **0344 800 8020** between 9am and 5pm, Monday to Friday.

Hate crime

Hate crime is bullying, harassment and victimisation towards a person because of their identity, whether they come from a different country or community, have a disability, are gay or because of their faith or belief.

Children and disabled adults are more likely to have other people personally involved in their lives. This can lead to them being more accepting of things that are not appropriate.

A hate incident is defined as being any incident which:

- May or may not be a criminal offence, and
- Is perceived by the receiving person or any other person/s as being motivated by prejudice or hate.

A 'mate crime' (as defined by the Safety Net Project) is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them.

For more information or to report an incident, visit the website **www.hatefreenorfolk.com**

Norfolk PACT

Norfolk PACT (Partners Against Crime Taskforce) is a charity dedicated to the prevention of repeat victimisation and the protection of vulnerable people. They may be able to help with things like door locks and chains or other security measures. If you have been the victim of crime they may be able to help. The charity also supply and fit the only police-approved KEYSAFE. The team are based at police headquarters and can be contacted on **01953 434727** or by email: **norfolkpact@norfolk.pnn.police.uk**

Web: **www.norfolkpact.co.uk**

Domestic abuse

What is domestic abuse?

Domestic abuse is any incident – or pattern of incidents – of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members*, regardless of gender or sexuality. This can include but is not limited to the following types of abuse:

- Psychological.
- Physical.
- Sexual.
- Financial.
- Emotional.

* Family members are defined as mother, father, sister, brother and grandparents, whether directly related, in-laws or step family.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.

Coercive behaviour is an act – or a pattern of acts – of assault, threats, humiliation and intimidation, or other abuse that is used to harm, punish or frighten the victim.

Domestic abuse happens regardless of social group, class, age, race, disability or sexuality of the individuals involved. Domestic abuse can affect both men and women, and it can occur in any relationship – heterosexual, gay, lesbian, bisexual, young or old. It is a pattern of behaviour

used by abusers designed to establish and maintain power and control over another person.

Is domestic abuse a crime?

There is no single criminal offence of 'domestic abuse' but many forms of domestic abuse are crimes – for example, harassment, assault, criminal damage, attempted murder, rape and keeping you locked up in the house. Being assaulted, sexually abused, threatened or harassed by a partner or family member is just as much a crime as abuse from a stranger, and often more dangerous.

Further support services

There are a number of agencies providing either practical or emotional support that you can contact. For further details visit: **www.norfolk.gov.uk** and search for 'domestic abuse'.

Contact the police if you know someone is suffering from abuse. You can contact the police via email: **enquiries@norfolk.pnn.police.uk** or visit: **www.norfolk.police.uk** to find out more.

Always dial **999** in an emergency.

If you think that a child, vulnerable adult or another person is at risk of domestic abuse in Norfolk and want to speak to someone contact Norfolk County Council on **0344 800 8020**.

You can also call the National Domestic Violence 24-hour helpline on **0808 2000 247**.

If you are being violent or abusive towards a current or previous partner ring the Respect phone line on **0808 802 4040**.

Carers and families

In Norfolk, thousands of people provide unpaid support to a family member or friend, either in their own home or somewhere else. Caring for someone covers lots of different things, like helping with their washing, dressing or eating, taking them to regular appointments, helping with their finances or keeping them company when they feel lonely or anxious. You do not need to be living with the person in order to care for them. If this sounds like you, you are considered a carer.

As a carer, it's important that you look after your own wellbeing, and you are able to carry on doing the things that are important to you and your family. You may want to think about:

- The kind of support you might need to continue caring.
- How to meet your own needs and have a life outside of caring.

- Whether you are willing and able to carry on caring.
- Planning for your future.

In Norfolk, there is a range of local organisations that give help and advice to carers. As well as providing useful information, there will be people to talk to who can offer practical support, befriending and help if you need to take a break.

Contacting Norfolk County Council is another way to get support for yourself. Adult Social Services will provide help and advice, an assessment of your needs and practical support if required. If you are eligible to receive services from us to support you in your caring role these will be provided free of charge. For contact details see page 5.

Carers' assessments

If the person you care for lives in Norfolk, you could ask Norfolk County Council for a carer's assessment.

Your physical and emotional wellbeing will be at the heart of your carer's assessment. It will look at the different ways caring affects your life, including what's working and consider how you can carry on doing the things that are important to you and your family. This means that you will be able to tell us how caring for someone is affecting your life and what could make things better for you and the person you look after.

It will give you the chance to talk about:

- The help you are giving.
- How caring affects things such as your health - physically, mentally and emotionally, your personal dignity and control of your day-to-day life, finances education or work, relationships and leisure.
- The needs of the person you care for and where to get advice on emergencies, taking a break, financial help and other services.

The assessment is about you and we will make sure that you are able to be involved. If you wish, then a friend or family member can help and represent you. If you don't have someone whom you can ask, and you do have a lot of difficulty doing the assessment yourself, we will find an independent advocate to help you.

You may be eligible for support, such as a direct payment to spend on the things that make caring easier, or practical support, like arranging for someone to step in when you need a short break. Or you may prefer to be put in touch with local support groups so you have people to talk to. If you are eligible to receive services to support you in your caring role these will be provided free of charge.

Even if you aren't eligible for support, we will provide you with information and advice that will help you with your caring role, and may suggest you contact the Carers Agency Partnership.

For more information about a carer's assessment, call the Norfolk County Council Customer Service Centre on **0344 800 8020** or the Carers Agency Partnership Helpline on **0808 808 9876**.



Carers Agency Partnership (CAP)

This is a partnership of eight local carers' organisations who are working together as the CAP, led by Crossroads Care East Anglia. The partners are Age UK Norfolk, Norwich and Central Norfolk MIND, Great Yarmouth and Waveney MIND, West Norfolk MIND, Norfolk Carers Support, West Norfolk Befriending and West Norfolk Carers and we work in partnership with the Carers Council for Norfolk. These organisations provide a range of services to support carers across Norfolk.

What do we mean by 'carers'?

A carer is anyone who spends a significant proportion of their life providing unpaid support to a relative, partner or friend who is ill, frail, disabled or has a mental health issue or substance misuse problem.



What services are available?

CAP is the one-stop shop for:

- Information and advice.
- Advocacy.
- One-to-one support.
- Short breaks.
- Groups.
- Befriending.
- Grants.
- Signposting.
- Emotional support and access to much more.

How is the service accessed?

You can contact the service via a one-stop free Helpline which is open 9am to 5pm Monday to Friday and 10am to 2pm on Saturdays.

You can refer directly to the service or access the service in several ways:

Helpline: **0808 808 9876**

Email: **cap@crossroadseastanglia.org.uk**

Website: **www.carersagencypartnership.org.uk**

Young carers and young adult carers

Young carers are children and young people up to the age of 18 whose lives are affected by caring. They might be caring for a parent, sibling or other family member who may have a long term illness or disability, mental health issues, learning disability or misuse alcohol and/or drugs.

Young adult carers are carers aged 16 to 24. Like young carers, young adult carers' lives are affected by caring, but are further affected by the transitions which all young people make as they become adults. These include transitions to further or higher education and employment as well as the physical and emotional transitions which occur at this age.

Many young carers and young adult carers are not recognised, or are 'hidden'. Children and young people will almost always choose and wish to take a role in caring for their loved ones, but it is important that this should be a real choice and that a child or young person's caring responsibilities do not become excessive or inappropriate.

Understandably, carrying out caring responsibilities can result in young carers becoming physically or emotionally tired. This can have a knock-on effect on their school or college work, their relationships with friends or their ability to engage in hobbies and leisure activities. Young carers

can feel isolated from other children and young people and find it difficult to balance their own needs and those of the person they're caring for.

A range of services and support exists to help families in Norfolk. Parents are encouraged to share information about the caring responsibilities carried out by children and young people. This will enable workers to look at identifying additional support for the adult which will reduce the need for excessive or inappropriate caring by their children, or to provide additional care to ensure that the needs of the young carers and young adult carers can be met.

You can find details of current services provided to young carers in Norfolk by visiting:

www.norfolkcarersinfo.org.uk/en

If you want to know more:

Norfolk Carers Helpline

Freephone: **0808 808 9876**

Textphone: **01603 413957** (9am and 5pm - Monday to Friday, 10am to 2pm - Saturday)

Calls may be monitored for training purposes.

Arranging your care

How do I access services and get help and support?

If you contact Norfolk County Council to ask for help and support you will speak first to one of our specialist advisers who can talk to you about your situation. They will be able to give you information and advice, and may be able to point you in the direction of support that you can access for yourself. If the adviser thinks that you might need support or services from us you will need to have an assessment of your needs.

An assessment can be carried out over the telephone, or in more complex cases, it will be face-to-face. However the assessment is carried out you will be asked about your personal circumstances and current situation. You will be asked to describe what care and support needs you have and how these affect your wellbeing. This will include identifying any physical needs, such as whether you need help to wash or dress, get in and out of bed or keep your home safe to live in. The assessment will also look at your mental and emotional needs and ask what is important to you in how you live your life, such as being able to carry on working or volunteering, or being able to meet your friends.

Everyone's needs and the ways they affect people's wellbeing are different. Identifying your needs and the things you want to achieve will help us to decide if we can help. Depending on what needs you have, we may give you information and advice about other kinds of support available locally that can help you, such as charities or

community groups.

For the first time, there is a national level of care and support needs that all councils will consider when we assess what help we can give you. We will assess your care and support needs with you and decide if they are at the level where you need help from us. Your needs are eligible if you are not able to do a combination of certain things that seriously affect your wellbeing. These may include washing yourself, getting dressed, getting in and out of bed or keeping your home safe to live in.

After the assessment we will write to you about our decision and give you reasons to explain what we have decided.

If you have eligible needs, we will contact you to discuss what help might be available. This will be based on the information you gave us during your assessment. If you do not have needs that are eligible, we will give you information and advice about what care and support is available to help you locally.

A needs assessment won't ask about your finances. If you are eligible for care and support from the council you may have to pay something towards the cost. To find out how much you might need to pay, we may ask you to do a financial means-test and you would then need to disclose details about your savings, assets and income. To find out more about charging visit: www.norfolk.gov.uk/adultcare For more information on paying for care, see page 52.

Your choices

If you have had an assessment from Adult Social Services and are eligible for care and support from the council, you have a choice about how this is arranged for you.

You can choose:

- To arrange one or more services yourself. In this instance, we will arrange to pay you or an agent acting on your behalf a Personal Budget in the form of Direct Payments to meet the needs we have identified in your Support Plan. This will enable you to have more control over the care that you receive, how and when you receive it.
- For Adult Social Services to arrange (on your behalf) one or more services to be provided to you, via your Personal Budget in the form of a directly-commissioned service. This means that we will make all the arrangements with one or more organisations to meet the needs we have identified in your Support Plan.



We have a Care Arranging Service which helps us to find suitable organisations to meet your needs and they will send out a copy of your Support Plan with details of the organisations we have arranged to support you.

After your Personal Budget has been arranged, someone from Adult Social Services will contact you again to ensure you are satisfied with the service you are receiving. See page 52 for more information on Personal Budgets and Direct Payments.

The Harwood Care and Support Charter

The Harwood Care and Support Charter is named in honour of the late David Harwood, the County Council Cabinet Member who championed the idea. It was produced with input from people who receive care and support services, carers and representatives from organisations providing care and support in Norfolk.

The Charter sets out principles for how care providers should work to ensure people are at the centre of their care.

Being part of the Charter demonstrates to people using services that an organisation or individual is committed to ensuring people who receive care and support services in Norfolk have the high quality services that they want.

What are the principles?

Those signing up to the Charter are committed to:

- Listening to people and responding to their needs.
- Treating people with respect, dignity and courtesy.
- Making sure people are not left unsupported.
- Telling people how much services cost and how to access financial assistance.
- Making sure staff are properly trained and Police checked.
- Reporting back to commissioners where things work well or could be developed to better meet needs.

71 organisations have signed up, including private, voluntary and statutory providers.

How a provider can sign up to the Charter?

First, a provider must confirm support of the Charter, which can be done by email. We will then add their name to the published list of organisations.

They can then use the Charter logo to let people know they have signed up and can also display a copy of the Charter.

They need to make their staff aware of the Charter and what this means for them on a day to day basis. Also make sure their staff use the Charter card with people using their services.

Last, but certainly not least, they must provide feedback to the County Council about the areas for service improvement and development which they come across through using the Charter way of working.

Find out more about the Charter at **www.norfolk.gov.uk/carecharter** or email: **carecharter@norfolk.gov.uk**



Inspection and registration of care services

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, among others.

CQC will hold and publish up to date information about the compliance of adult social care providers with essential standards of safety and quality.

Following an inspection, each care home and home care agency is given a report and rating of how it rates against national essential standards of quality and safety. Each service's report can be seen on the CQC website:

www.cqc.org.uk

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced.

For any enquiries or to register a concern or a complaint, call CQC on **03000 616161** or email: **enquiries@cqc.org.uk**

The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Norfolk Independent Care (NIC)

The voice of independent care providers, NIC represents and advocates for independent and voluntary providers who deliver services across social care. All care providers in Norfolk are members and receive the benefits of membership. NIC's board consists of sector experts providing strategic direction to develop a vibrant and sustainable social care market. Experts represent home

care agencies, care homes with/without nursing, providers of care to those with mental health needs, learning difficulties and day care.

NIC works closely with Norfolk County Council, Clinical Commissioning Groups and Health Trusts to represent care providers' views and promote the interests of



>> members and influence the decision-making that shapes the future of the county's care services. By working with key partners to deliver the practical support care providers need to remain sustainable, NIC aims to deliver the care services required by the people of Norfolk.

We take pride in:

- Delivering strategic solutions to key challenges for care providers.
- Working with key partners to deliver the practical support care. Providers need to remain sustainable and deliver the services required by the people of Norfolk.
- Developing collaborative partnership and establishing relationships built on trust.
- Supporting the development of a clear commissioning process that works for Norfolk.

- Developing real and meaningful engagement with care providers to shape and support market development.

NIC organise and bring together providers, commissioners and key stakeholders at the Norfolk Care Conference, the best attended county care event in England and celebrate the sector's excellence and innovation through the Norfolk Care Awards.

Tel: **01603 712250**

Email: **enquiries@norfolkindependentcare.com**

Web: **www.norfolkindependentcare.com**

Progress House, Plantation Park, Blofield,
Norwich NR13 4PL

Advocacy

POhWER Norfolk has been delivering advocacy in Norfolk since 2003 and provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguarding (DoLS) and relevant paid person's representative services (RPPR).

POhWER work in partnership with other organisations, regardless of issue/s, to ensure consistency and seamless support. Alongside local advocates, they also work with Equal Lives to deliver the paid representative service and Age UK/Equal Lives and Norfolk /Rural Community Council to deliver NHS Complaints Advocacy.

All of these services can be accessed via a direct independent advice and signposting service from 8am to 8pm Monday to Friday.

Tel: **0300 456 2370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/in-your-area/where-you-live/norfolk** for self-help tool kits, referral forms and further information including case studies and volunteering opportunities.

Leaving hospital

First steps

When leaving hospital, you may need the help of Adult Social Services. With your consent, hospital staff will contact the Hospital Social Work Department who will arrange for someone to discuss your needs and options with you, involving your family, carer and representative if you wish.

The assessment will consider how best to help you return home to live independently, with support services such as home care or specialist equipment if necessary.

We aim for your stay in hospital to be only as long as is clinically necessary. A plan will be put in place as soon as possible to avoid you staying in once you are well enough to return home or to other accommodation.

It may take some time for your care, equipment or adaptation of your home to be arranged. It will not always be possible to wait in hospital until these services have

been arranged, so you may have to move to alternative accommodation while you wait – usually a nursing or residential home.

If it is the case that you need time to adjust and recover after an illness, a temporary stay in accommodation with 24-hour care can be arranged until you are able to return home or you make a decision on what care you need.

Any charges for care will be worked out and explained to you by the Finance Visiting Officer from Norfolk County Council. If you are waiting for a service, for example a package of home care, then this would be financially assessed under the non-residential care charging policy. If you are waiting for a place in residential care, then this would be financially assessed under the residential care charging policy.

British Red Cross

The British Red Cross provides short-term care and support in the home for people after an accident or illness, giving them the confidence to continue their daily lives. The service helps thousands of people every year following a short stay in hospital. Similarly they are there to prevent unnecessary hospital admissions by providing

extra support and care at home.

The contact details are:

Queen Elizabeth Hospital Tel: **01553 613613** ext 2721

James Paget Hospital Tel: **01493 452080**

Norfolk and Norwich Hospital Tel: **01603 288320**

Norfolk First Support

This service provides intensive support in your own home for up to six weeks. If, for example, you have been in hospital and need support when you return home, Norfolk First Support is there to help you regain as much independence as possible.

After an initial assessment of your needs, the Norfolk First Support team will work with you to develop a personalised plan designed to help you regain the skills and confidence to remain independent in your home.

Who can get assistance from Norfolk First Support?

- Older people.

- People with physical illness or disabilities.
- People with learning difficulties.
- Their carers.

How much does it cost?

We will discuss with you how much Norfolk First Support care you need and if you are assessed as eligible for this reablement service, then it is provided free for up to six weeks. Our aim is to help you remain independent in your own home avoiding costly, long-term support. Call: **0344 800 8020** for more information.

NHS Continuing Healthcare

NHS Continuing Healthcare, also known as NHS Continuing Care, is provided solely by the NHS if you have extensive healthcare needs. You will require an assessment of your needs to ensure you are eligible for this service. This service

is free of charge to eligible patients, wherever it is delivered. It can be provided in any setting, for example, in your own home or a care home. For more information and a leaflet please visit **www.nhs.uk**

Moving to a care or nursing home

While we always strive to help people return home, this is not always possible. If long-term decisions have to be made about moving to a care home, we will ensure that we talk to you, your family, and your carer or representative.

We will make sure that:

- Clear advice and guidance is offered to help you make the right decision about the home of your choice.
- You understand the charging implications and arrange a financial assessment for you.
- If there is no vacancy in your preferred home, we will find

a suitable home for you until a place becomes available (an extended stay in hospital is not possible as other patients need urgent medical care).

- If you are placed in an interim home, your care needs will be reviewed and you will be given more time to consider your future.
- A social worker will help you in moving to your first choice home as soon as possible.

For more information on care homes, please see page 46.

Moving from an acute hospital to a community hospital

When leaving an acute hospital – such as Queen Elizabeth, James Paget or Norfolk and Norwich University Hospitals – you may need a period of rehabilitation in a community hospital or NHS-funded nursing home bed.

In this case, you will be given the first available bed in

an appropriate unit, although this will not necessarily be closest to your home.

When you are fit to leave, we will help you return home with support to live safely and independently.

Other help, advice and services

Hospital ward staff and social workers are here to help you, so you can ask them about any extra support, advice or services that you think you may need. Patients over 50 years old can speak to Age UK Norfolk, which provides free, confidential information, advice and advocacy on a number of issues. This includes health and social care, and moving into a care home.

You can contact the organisation on **0300 500 1217** (Monday to Friday, 10am to 4pm). If you need to explore the options open to you, a member of the advocacy team will be able to visit you in hospital.

Age UK Norfolk and Age UK Norwich are currently offering advice in the Norfolk and Norwich Hospital on Tuesday, Wednesday and Thursday afternoons. They visit a

number of wards from 2pm until 4pm and are then in the restaurant from 4pm until 5pm. Patients can also request this service by calling extension 4694.

You can also contact the County Council:

- For social care information and advice.
- To find out about the support we can offer.
- To access services.
- For leaflets in different formats or languages.
- If you need urgent help.

Tel: **0844 800 8020**

Email: **information@norfolk.gov.uk**

Housing choices

Housing with care

Housing with care is for people who are no longer able to live at home. You should have a care and a housing need to be eligible for the scheme. Housing with care schemes are run as a partnership between district councils, housing associations and the County Council, and a tenancy is offered to people through an allocation process which all agencies are involved in.

Each scheme is different, but all schemes offer self-contained flats, with some flats which have been designed for couples and there are also some flats within certain schemes that are suitable for people with dementia.

There are lots of communal areas and fully accessible gardens. There are restaurants on site which can provide three meals a day if required but the emphasis is on choice and people can decide whether they want to use this facility.

There is always a responsible member of staff on duty 24-hours a day to provide care and support. Every tenant has a care plan, which is written along with their involvement and if they wish, their families. The care plan explains what they need help and support with.

Tenants are encouraged to get involved in activities and all aspects of life within their housing with care scheme, as are their families. But people can choose how much time they

want to spend in their flat and which activities they want to join in with.

Schemes can be found at Aylsham, Costessey, Cromer, Diss, Downham Market, Gorleston, Great Yarmouth, Holt, King's Lynn, Lakenham, Loddon, Sprowston, Swaffham, Thetford and Wymondham.

It is likely that you may be charged for the care element of Housing with Care based on your financial circumstances. You should be given clear information about what you can expect to pay. In addition to the care costs you will have to pay your housing costs including rent, council tax, any Supporting People Charge and everyday living costs including food, heating and lighting etc. The housing provider will normally discuss your tenancy and assist you in making any claim for housing benefit/ council tax reduction which you may be entitled to.



Sheltered housing

Sheltered housing is adapted accommodation for older people which is generally linked into an alarm system. Low level help and support is provided. Units are generally unfurnished and there are over 6000 sheltered housing

units to rent throughout Norfolk.

For more information contact your local district council (listed on page 45) or look on the Norfolk County Council website: **www.norfolk.gov.uk**

There is a range of options available to provide accommodation and support for people to live in their own home. Some of these include:

Help to stay in your current home

You might choose to carry on living with family. There is a range of practical support to help you stay in your current home including:

- A wide range of equipment to make it easier to get around and use your home safely and independently like: bath seats, trolleys, beds are available via Adult Social Services and health professionals from the community equipment provider called NRS. British Red Cross makes short term loans of equipment to aid mobility through their depots in Norfolk. There's also a range of aids and equipment for people to buy through shops and online.
- There is a wide range of adaptations to your home to make it easier for you to use including things like wider doorways; a downstairs toilet; a level access shower; electronic bath seat; kitchen adaptations including lower working surfaces; lower level light switches; easy-to-use controls for heating; a stair-lift; security intercom at the front door and ramp access to the garden. Major adaptations can be funded by a disabled facilities grant if the applicant meets the criteria. Contact your local district council (listed on page 45) for more information.
- Home Improvement Agencies (also called Care and Repair) can help people to make changes at home to live as independently as possible and to make the home environment warm, safe and secure. Services may include advice, support to apply for grants and help with the process of adapting, repairing and improving your home. Please look at the contacts on page 60 for details of the Home Improvement Agency that operates in your local area.
- A range of support, care and personal assistance can help you to be supported in your own home.

Moving into supported living

There are a number of supported living properties across Norfolk-shared properties or clusters of individual units where support is provided onsite as part of the accommodation. Access is usually via Adult Social Services so if you have had an assessment of your care needs and are eligible for services then talk to your care manager about the options that are available.

It is likely that you may be charged for the care element of Supported Living based on your financial circumstances.

You should be given clear information about what you can expect to pay. In addition to the care costs you will have to pay your supported living costs including rent, council tax, any Supporting People Charge and everyday living costs including food, heating and lighting etc. The housing provider will normally discuss your tenancy and assist you in making any claim for housing benefit/council tax reduction which you may be entitled to.

Housing options

The main routes to finding a new home are:

- Renting from a social landlord (a housing association, a council or a voluntary sector organisation). You can apply for social housing through your local district council in Norfolk. Social housing includes sheltered and housing with care for older people and short term accommodation if you are homeless or in need of supported housing e.g. supported housing for young people or domestic violence refuges for women.
- Renting from a private landlord. Lots of information online about homes to rent privately in your local area via search engines and so on or letting agencies will advertise and/or manage properties (remember there may be agency fees) or look in the local paper etc. You may be eligible for Housing Benefit and/or Council Tax Benefit towards the cost of the rent/Council Tax. Contact your local district council (listed on page 45) for more details on how to claim.
- Buying your own home including part buying/part renting options ('shared ownership') offered by some housing providers. Visit www.helptobuy.org.uk for information about the government's Help to Buy options.

Accessible homes

Newer homes have to comply with building regulations about accessibility. Some landlords (including social landlords) rent out mobility or wheelchair standard properties. You can choose housing that is already adapted to meet the needs of people who use wheelchairs. There are organisations that specialise in accessible properties: it is worth looking online for more information about accessible homes in your area including sites like the Accessible Property Register www.accessible-property.org.uk Tel: **07749 119385**.

Or talk to the housing team at your local district council (listed on page 45) for advice and information about your particular property requirements.

Homelessness

If you are homeless, at risk of homelessness, worried about your ability to pay for the home you are living in or about to

be evicted you can speak to the housing team at your local council for advice.

District Councils in Norfolk

The District Councils have a lot of information available online or from their housing teams about all aspects of housing including: housing options, applying for social housing, homelessness,

benefits, tenancy and landlord issues, private sector repair, mortgage difficulties, home adaptations, environmental health issues, being safe and warm at home and more.

Breckland District Council

Housing advice: **01362 656870**

Email: contactus@breckland.gov.uk

Web: www.breckland.gov.uk

Broadland District Council

Tel: **01603 430641**

Email: housingoptions@broadland.gov.uk

Web: www.broadland.gov.uk

Great Yarmouth Borough Council

Housing advice: **01493 846140**

Email: enquiries@great-yarmouth.gov.uk

Web: www.great-yarmouth.gov.uk

King's Lynn and West Norfolk Borough Council

Housing advice and homelessness:

01553 616675

Email: contact@west.norfolk.gov.uk

Web: www.west-norfolk.gov.uk

North Norfolk District Council

Tel: **01263 516375**

Email: housing@northnorfolk.gov.uk

Web: www.north-norfolk.gov.uk

Norwich City Council

Tel: **0344 980 3333**

Email: info@norwich.gov.uk

Web: www.norwich.gov.uk

South Norfolk Council

Tel: **01508 533633**

Freephone housing advice:

0808 168 2222

Email: reception@s-norfolk.gov.uk

Web: www.south-norfolk.gov.uk

Care homes

Residential care

There are two types of residential home:

• Care homes (personal care only)

If you are finding it increasingly difficult to manage at home or in the community and need greater security and care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving but if your capital and savings are more than £23,250 you will need to pay the home directly.

• Care homes with nursing

If you think you have particular health needs which can only be met by a nurse, then you may need nursing care in a home. You will need to be visited by a worker from the social work team or a registered nurse to determine what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution

for you, the person carrying out your assessment will give you information to help you find a home which meets your care requirements. If appropriate, a specially trained nurse will assess your nursing needs to determine what level of nursing care the NHS may fund. The cost of the nursing care part of your fees is paid by the NHS to the home. It is important that you get your nursing determination done before you go into the care home.

Although the NHS may fund the nursing element, you will still need to make a contribution towards the other care costs. If your savings and capital are more than £23,250, you will need to pay the home directly for the full cost of the care less the part funded by the NHS.

For information on how to contact the nurse case management teams for your area, please contact your local Patient Advice and Liaison Service, details of which are on page 60.

Alternatively, for further information and help, call this Directory's independent helpline: **0800 389 2077**. For more information on paying for care, please see page 52.

Out of county care options

Did you know you can choose a care home or supported living accommodation outside your home county? You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If your care home place is council-funded, your home county local authority is still responsible for your care fees subject to your financial assessment, even if you choose a care home in another region.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

Home 1 £ p/w

Home 2 £ p/w

Home 3 £ p/w

First impressions**1 2 3**

- Are staff warm, friendly, polite and respectful? ☐ ☐ ☐
- Do the residents seem happy, active and sociable? ☐ ☐ ☐
- Does the home feel homely and welcoming? ☐ ☐ ☐
- Is the home fresh, clean and comfortably furnished? ☐ ☐ ☐

Accommodation**1 2 3**

- Are bedrooms single or shared? Is there a choice? ☐ ☐ ☐
- Can you decorate and arrange your own room? ☐ ☐ ☐
- Can you bring your own furniture and TV? ☐ ☐ ☐
- Is there a call system for emergencies? ☐ ☐ ☐
- Can you control the heating in your room? ☐ ☐ ☐
- Can you lock your room/secure place for valuables? ☐ ☐ ☐
- Is there a separate dining room? Bar? ☐ ☐ ☐
- Are there both adapted showers and baths? ☐ ☐ ☐
- Does the home have the right adaptations and equipment to meet your needs? ☐ ☐ ☐
- Are all areas safe and accessible (eg for wheelchair users)? ☐ ☐ ☐
- Is there adequate provision for sight or hearing difficulties? ☐ ☐ ☐
- Are the grounds/gardens attractive and/or quiet? ☐ ☐ ☐

Life within the home**1 2 3**

- Are there any rules and restrictions (eg going out, returning)? ☐ ☐ ☐
- Can you choose when to get up and retire every day? ☐ ☐ ☐
- Are residents involved in decisions on life in the home? ☐ ☐ ☐
- Can you make and take calls in privacy and comfort? ☐ ☐ ☐
- Is alcohol served or permitted? ☐ ☐ ☐
- Are there smoking and non-smoking areas? ☐ ☐ ☐
- What arrangements are there for religious observance (eg are places of worship nearby/is there a prayer room)? ☐ ☐ ☐
- Can you handle your own money? ☐ ☐ ☐

- Does a hairdresser/chiroprapist visit? ☐ ☐ ☐
- Does the home provide its own transport? ☐ ☐ ☐
- Do staff have appropriate language skills/knowledge? ☐ ☐ ☐
- Are the staff formally trained? ☐ ☐ ☐
- Is there an adequate number of staff on day and night? ☐ ☐ ☐
- Are visitors welcome at all times? Can they stay overnight? ☐ ☐ ☐
- May your visitors join you at meals? ☐ ☐ ☐
- How much choice do you get about meals? ☐ ☐ ☐
- Is the food varied and interesting? ☐ ☐ ☐
- Can the home cater for your dietary needs (eg Black and Minority Ethnic diets)? ☐ ☐ ☐
- Can you have snacks or drinks at any time? In your room? ☐ ☐ ☐
- Can you continue to pursue your hobbies? ☐ ☐ ☐
- What activities and entertainment are organised? ☐ ☐ ☐
- Are outings and holidays arranged? ☐ ☐ ☐
- At what costs? £..... £..... £.....

Fees and contract terms**1 2 3**

- How much are the fees? Do they cover all the services available? ☐ ☐ ☐
- Under what circumstances will the fees alter? ☐ ☐ ☐
- Can you retain your own room if away? ☐ ☐ ☐
- Can you have a short-stay or trial period? ☐ ☐ ☐
- Will you be given a statement of terms on admission? ☐ ☐ ☐
- Are all procedures clearly spelt-out? ☐ ☐ ☐

Notes

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Specialist care

Learning disability

The Norfolk Learning Disability Service is a partnership between Norfolk County Council Community Services and NHS Norfolk Community Health and Care. They provide support and advice for people with a learning disability in Norfolk. Their philosophy is based around the belief that people with a learning disability should have the same opportunities as anyone else to lead full and normal lives.

The service works with individuals aged over 18 years providing assessment, support with arranging services and information about support, facilities and opportunities people can use in the community. Access to health aspects of the service should be the same as other NHS services.

They work to:

- Ensure people with learning disabilities receive the healthcare they need and the support they want to live healthy lives.

- Support more people, including those with more complex needs, into paid work.
- Ensure people have the choice to form relationships, become parents and continue to be parents.
- Give people opportunities to study and enjoy leisure and social activities.

A significant change affecting people with learning disabilities is the use of Personal Budgets. This puts them and their carers at the centre of how they choose their support. Personal Budgets are explained further on page 52.

For further information about the activities of the Partnership Board, visit

www.norfolklearningdisability.info

Dementia care

If you or someone you support has dementia, the initial point of contact to access services is your GP or for support to live at home or finding out more about moving to a care home you can contact Norfolk County Council on **0344 800 8020**.

There are also many voluntary sector organisations providing information and support for people concerned about dementia, and those diagnosed with dementia and their carers. More information is available from the website: **www.alzheimers.org.uk**. For local information, advice and advocacy and to discuss any dementia issues, Alzheimer's Society Dementia Support staff are available Monday to Friday, 9am to 5pm, on **01603 763556**.

Your GP, as well as discussing your concerns, will be able

to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible.

Some dementia-like symptoms (cognitive impairment) can be caused by a range of emotional, physiological and physical ailments. It is important that reversible dementia-like symptoms are investigated before seeking a diagnosis of dementia. To obtain a diagnosis of dementia, your GP may refer you to a specialist, such as a Consultant in Old Age Psychiatry, a Community Psychiatric Nurse or an Occupational Therapist with a special interest in dementia care.

Dementia care: support in the community

A range of community care services is available to support people at home. The County Council, for example, can

Healthcare Resource Management



Specialist in staffing solutions for learning difficulties and mental health settings. Also a bespoke service for setting up person centred services for clients with learning difficulties, mental health issues and general disabilities, who are using personal budgets. Covering all of East Anglia.

01603 626265 | www.quartzhealthcare.co.uk
Drayton Old Lodge, 146 Drayton High Road, Drayton, Norwich NR8 6AN



Two Acres
Care Home with
Nursing

212-216 Fakenham Road,
Taverham,
Norwich NR8 6QN

Tel: 01603 867600
Email: admin@twoacres.co.uk

Two Acres is set in large landscaped gardens in Taverham, Norwich. The home specialises in dementia care, providing nursing and continuing care for older people with dementia.



The home provides proactive, quality care and has its own training centre on site. It has also held I.L.P award for the past fifteen years.

provide access to a range of services to support people at home and to access their local community if you are eligible for support. You can ask the County Council for an assessment of your needs to help find out what support may be available to you and whether or not you will need to contribute to the cost of your support. (See page 52 for information about paying for your care.) If you are paying for your own care then Adult Social Services can still help with an assessment of your needs and can advise or assist you in organising services.

For information about the Dementia Friends initiative, see page 58 in 'Useful contacts'.

Dementia care: care homes

If the time comes when remaining at home is no longer viable, the benefits of residential or nursing care may be

considered. There are many homes which specialise in providing care for people living with dementia.

When you visit a home ask if they are registered to care for people living with dementia. Ask to have a look around and use the checklist below to help you ask questions about the type of care provided. A good care home will be comfortable, clean and well-lit. There will be easy to understand signs to help people to find different rooms and space for walking around and things to do. Staff will treat people as individuals and help them with choices, so look at how staff interact with people. Ask about meal choices and whether activities are organised to suit what people like to do. Many organisations such as the Alzheimer's Society and Age UK have information and factsheets with advice for people choosing a care home. See pages 58 and 60 for contact details.

Residential dementia care checklist

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Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 47.

Residents

The best indication of a good home is that the residents appear happy and responsive.

- Are there rummage boxes around the home to stimulate residents?
- Is there good interaction between residents and staff?

Access

If the person with dementia needs or is likely to need equipment or adaptations you may want to check:

- There is adequate signage and cues for different parts of the home such as dining room and bathroom.
- The home's policy about locking external doors.
- Is there a safe garden area available?

Bedrooms

You may want to find out whether the person with dementia can have a single room and whether:

- Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.

Activities

Residents should be stimulated without feeling stressed.

- Are reminiscence activities available?
- Are residents able to compile memory boxes?
- Do staff compile life story books including photographs and mementoes?

Meals

Meal times can play an important part of the day.

- Do meal times appear to be a relaxed and enjoyable experience?
- Do staff approach support at meal times in a flexible manner?
- Is there a variety of food available throughout the day (eg finger food)?

Staff

It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.

- Do they have any training and experience in dementia care?
- Will the person with dementia have a member of staff particularly responsible for their care?
- Is there a member of staff you can talk to about your own worries about the person with dementia?
- Do staff follow an individual and person centred approach to providing care?

Manager/head of home

A manager who is caring as well as efficient can make all the difference to a home.

- Does the manager have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
- Is there a full assessment at home before a resident is admitted?

Mental health

Mental health issues affect one in four of the UK population at some point in their lives. There are many activities and different kinds of support that can help with these issues which can be provided in the community, in addition to any medication that may be needed.

Services such as the Norfolk Wellbeing Service - sometimes known as Improving Access to Psychological Therapies (IAPT) - is a community-based primary care mental health service that is designed to improve the mental wellbeing of the population of Norfolk. To access this service you can self-refer over the phone or through the website below. In addition, you can speak to your GP who will then refer you into the service.

Further information can be found at:

www.readytochange.org.uk

You can also make a request to Norfolk County Council's mental health social work service for a care assessment of your social care needs. You will receive

information, advice and signposting and in some instances support to meet your social care needs such as help to access your community or manage your home. For more information call: **0344 800 8020**.

Serious mental illness affects one in six of the UK population at any one time. Your GP should be your first point of contact if you have mental health issues. He or she will consider whether they can provide the help and treatment you need from staff who work in the primary care setting, or whether you should be referred to the specialist mental health services.

The local NHS mental health service provider is the Norfolk and Suffolk Foundation Trust. Your needs will be assessed under the Care Programme Approach and a care plan will be devised to meet your needs.

Information on mental health and local services can be found on the websites: **www.nmhft.nhs.uk** or **www.heron.nhs.uk**

Palliative and end of life care

What is palliative care?

Palliative care refers to the services provided for people affected by a life-limiting illness when there is no cure, to try to make the end of a person's life as comfortable as possible. This will include relieving pain and other symptoms whilst providing psychological, social and sometimes spiritual support to the person who is ill and to their carers and family.

Patients can receive palliative care in their own home or a preferred place of care (such as a hospice, nursing home or hospital). Patients and their carers should talk to their GP, district nurse or hospital doctor about their needs.

What is end of life care?

End of life care is an important part of palliative care and usually refers to the care of a person during the last year of their life. Some people who are nearing the end of their life will be eligible for funded healthcare called Continuing Healthcare, also known as NHS Continuing Care, and there is a fast-track assessment process to provide a quick response to assessing these care needs. See page 43 for further details.

Our plan to help people with palliative and end of life care needs

Norfolk's plan for how to care for people affected by life-limiting illnesses aims to improve care for someone nearing the end of their life and for people to be able to

have: 'The care they want, where they want and when they want, during their life and after death for themselves and their family/carer(s), delivered by a competent, confident workforce.'

Services will be changed and developed to ensure that:

- Palliative and end of life care needs are identified and assessed,
- Care and support services for people are co-ordinated well,
- Everyone has the opportunity to complete a 'Thinking Ahead' advance care plan. This plan is designed to help people prepare for the future and gives them an opportunity to think about, talk about and write down their preferences and priorities for care at the end of life,
- Those near the end of their life are able to choose where they would like to be cared for; and for their carers to be supported.

Talking about death and dying

There is a website designed to raise awareness of end of life issues and break down taboos about death while encouraging people to plan for their future. The 'Be Ready For It' website, (**www.bereadyforit.org.uk**), has been created by the Norfolk and Suffolk Palliative Care Academy. It encourages people to plan for their future (whatever their age) by talking to their friends, family or carers about their wishes at the end of their lives.

By discussing the options at an early stage, the aim is

to help people make the right choices about their care, place of death and funeral. As well as helpful checklists which make it easier for people to plan for their own or someone else's death, the site also brings together a host of information to help when somebody has died, such as guidance about legal requirements and how to register a death. People can also share their stories, create a bucket list of things they wish to do before they die and access support from a range of charities.

The Norfolk and Suffolk Palliative Care Academy is a group of individuals and organisations committed to improving the quality of care for everyone at the end of their lives through better care, a better educated workforce and better palliative care research. Visit: **www.academycare.org.uk** for further information.

Information about local services

There are links to lots of information about local supportive services for people with palliative care needs in Norfolk and Waveney via the Academy's Be Ready For It website: **www.bereadyforit.org.uk**

Macmillan Cancer Care

Macmillan know how a cancer diagnosis can affect everything and are here to support you through. From help with money worries and advice about work, to someone who'll listen if you just want to talk, they'll be there.

Tel: **020 7840 7840**

Web: **www.macmillan.org.uk**

Marie Curie

Marie Curie nurses provide care to terminally ill patients in their own homes or in Marie Curie hospices, while offering support to their families.

Tel: **0800 716146**

Web: **www.mariecurie.org.uk**

The initial point of contact for services and support is either through your GP or by calling Norfolk County Council on **0344 800 8020**.

Norfolk County Council's Sensory Support Unit

Norfolk's sensory support unit currently works with people of all ages who communicate in sign language or have a visual impairment or a dual sensory loss. Changes under the Care Act mean that there are additional responsibilities that the sensory support unit can help people with. These include specialist assessments and services.

The sensory support unit provides assessments and practical support such as access to low vision and hearing support equipment, rehabilitation and mobility training. It can also provide advice around managing sensory loss as well as providing access to six specialist sensory charities that provide social and technical support, advocacy and

recreational activities.

Sign language users who require an assessment for social care needs should be referred to sensory support for a face to face assessment in British Sign Language without the need for an interpreter.

For more information call the

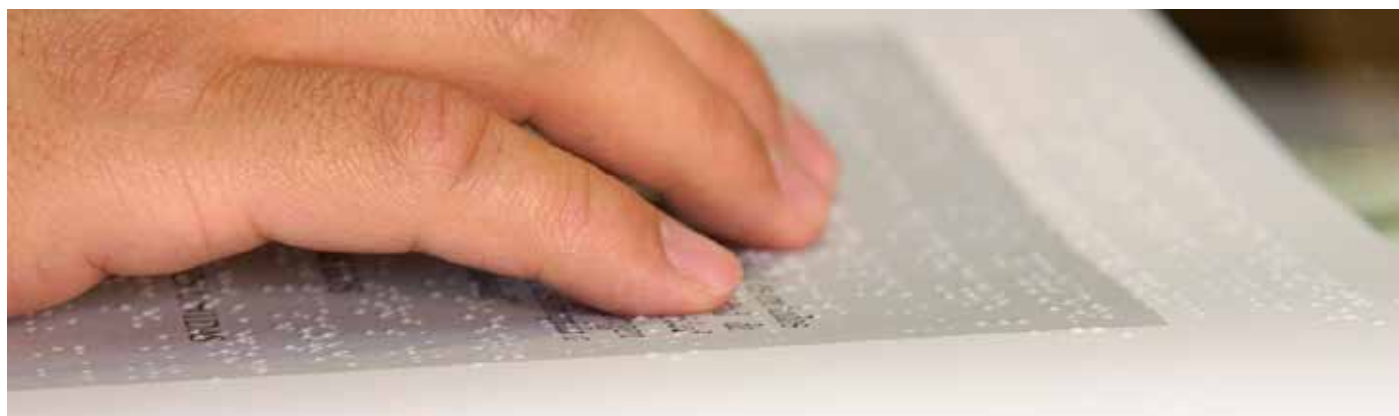
Customer Service Centre

Tel: **0344 800 8020**

Textphone: **0344 800 8011**

Text message **0776 764 7670**

Web: **www.norfolk.gov.uk/adultcare**



Paying for care

Your Personal Budget

From April 2015, care and support in England is changing for the better. Whether you are receiving support at home or living in a care home, the new national changes are designed to put you in control.

For the first time, all councils in England will consider the same national level of care and support needs when we assess what help we can give to you. The council will assess your care and support needs with you. If you have eligible needs we will contact you to discuss what help might be available and work with you to put together a care and support plan, tailored to your needs.

Your plan will work out how you can do the things that are important to you and your family, with the right level of care and support. You will also know how much it will cost to meet your needs and how much the council will contribute towards the cost. This is your Personal Budget.



There is no obligation for you to manage your Personal Budget yourself, and there is choice about how care and support is arranged. In some cases you may ask the council to arrange services on your behalf, or you could request a Direct Payment.

Norfolk County Council will be able to explain what this means for you personally.

Direct Payments

A person can choose to take some, or all, of their Personal Budget as a Direct Payment. A Direct Payment is a cash payment paid into a person's bank account that can be used to pay for care.

Direct Payments can be made to:

- People aged 16 or over who are in need of social care services.
- People with parental responsibility for disabled children.

Carers aged 16 or over may have a Direct Payment for a specific carer's service following a carer's assessment even if the person for whom they care declines an assessment or service.

What is the point of Direct Payments?

The aim of a Direct Payment is to give more flexibility in how services are provided. People have greater choice and control over their lives and are able to make their own decisions about how their care is delivered. Following an assessment, or reassessment, you can choose whether to have services arranged by the council or to have a Direct Payment.

What am I allowed to spend the money on?

You can use the money to employ a personal assistant or you can use an agency to provide staff for you. Or you can 'mix and match' and have some of your support arranged by

the council and take some as a Direct Payment. You can also use this money to pay for long-term residential care as long as this has been agreed with the worker from social services who is working with you to agree your care and support plan. However you choose to use this money, it must reflect what was agreed in your support plan to meet your social care assessed needs.

You cannot use this money for anything that is illegal, anything that could bring the council into disrepute, anything that could be provided by a health professional or to pay for your day-to-day living expenses (e.g. food or rent).

What else do I need to know?

You will need to open a separate bank account to have the money paid into and send Norfolk County Council a monthly bank statement from this account.

There are some organisations that can help you manage your Direct Payments.

Direct Payments are not a social security benefit. They do not affect any means-tested benefits you are entitled to and are not taxable.

What happens if my circumstances change?

Norfolk County Council will review your care and support needs annually. This will provide you with a regular check on how well your arrangements are meeting your needs. If your needs change and you feel like you need more or different care and support, you can ask for a new assessment.

What will you have to pay for your care?

If you are eligible for care and support from Norfolk County Council, you may have to pay something towards this cost. To find out how much you might need to pay we will carry out a financial means-test and you would need to disclose details about your savings, assets and income to enable us to calculate the amount you have to pay.

Do you have more than £23,250 in capital and savings?

What is 'capital'?

The value of your home is included in the assessment of your capital unless one of the following still lives there:

- Your partner (that is, your husband, wife or civil partner, or someone you live with as if they were your husband, wife or civil partner); or
- A relative who is over 60 or disabled; or
- A child under 16 who you, or a former partner, are responsible for.

The value of any land or property that you own but do not live in may also be included as capital in your financial assessment.

If you don't have more than £23,250 in capital and savings

Norfolk County Council will pay towards the cost of meeting your eligible care and support needs.

How much?

You will be asked to complete a financial assessment so we can understand your level of savings, assets and income. This will help work out how much you will have to pay towards the cost of meeting your care and support needs. Norfolk County Council will pay the balance.

If you have capital between £14,250 and £23,250 you will pay £1 a week for every £250 you have above £14,250. This will be in addition to any income you are receiving e.g. state benefits, occupational pensions etc.

Your choice of care home will be limited to those that accept the County Council's funding level. If you want to choose a more expensive home you would have to arrange for a third party - such as a family member or charity - to 'top-up' the difference. Please refer to the section 'Running out of money whilst in care' and the section 'Third party payments for care home fees' on page 56.

If you do have more than £23,250 in capital and savings

You will need to fund the full cost of your care.

If you are going into a care home and have savings or

investments of less than £23,250 (not including the value of your home), Adult Social Services could help with your care costs for the first 12 weeks. After this time you may be eligible to enter into a Deferred Payments Agreement until your property is sold, explained on page 54.

Please refer to the information below about Deferred Payment Agreements or for further information please refer to the booklet 'Thinking about Residential and Nursing Home Care Money Matters'. A copy is available from:

www.norfolk.gov.uk/moneymatters

Whatever your circumstances

Remember:

- It is just your own financial circumstances that are assessed, not your partner's.
- Your assessment will be made up of two elements; a care needs assessment and a financial one.
- A nursing home will generally be more expensive than a residential home.

Consider claiming:

- Income Support (if you are currently receiving Severe Disablement Allowance (SDA) and/or Incapacity Benefit).
- Employment and Support Allowance (ESA).
- Pension Credit.
- Savings Credit (if you are over 65).

Definitely claim:

- Attendance Allowance, worth either £55.10 or £82.30 a week depending on your care needs (as long as your capital is more than £23,250 and you are paying the full cost of your care).
- Personal Independence Payment (Daily Living*, worth either £55.10 a week or £82.30. This is paid if you are aged under 65 and your capital is more than £23,250 and you are paying the full cost of your care).
- Personal Independence Payment (Mobility)*, worth either £21.80 or £57.45 - if you are aged under 65 and regardless of your level of capital. Please note this allowance is totally disregarded in your financial assessment.

*Personal Independence Payments (Daily Living and Mobility) replaces Disability Living Allowance (Care and Mobility) and is paid to new claimants only.

For people receiving Disability Living Allowance (DLA) aged between 16 and 64 years on 8th April 2013, an invitation to claim Personal Independence Payment (PIP) instead of DLA will be issued if:

- They report a change in their care or mobility needs, or >>

- >> A child on DLA is turning 16 (unless they are classed as terminally ill), or
- An existing DLA award is due to end.

It is important to remember that there is no automatic transfer to PIP, it must be claimed.

DLA claimants can choose to claim PIP if they believe that they may receive a higher award under PIP rules. Please note, however, that if an award is made at a lower rate, a claimant cannot choose to have their DLA instead. Claimants should seek independent advice before choosing to claim PIP instead of DLA.

The Government's plan is that all existing DLA claimants aged between 16 and 64 years on 8 April 2013 will have been transferred to PIP by October 2017.

When you are selected for transfer you will be contacted and told that you must make a claim for PIP or your benefit will stop. You will have 28 days from the date on the notification letter in which to make your initial claim by telephone, and a further 28 days to complete your paper claim form and return it to the DWP.

Moving into a nursing home?

- You may be eligible for the NHS Nursing Care Contribution of £110.89 a week depending on your assessed care needs.

NHS Funded Nursing Care Contributions will be made by a Norfolk Clinical Commissioning Group (CCG) in respect of Registered Nursing Care Costs for all eligible and qualifying residents in care homes with nursing. This rate is currently £110.89 per week and is subject to review each year.

A registered nurse assessor employed by Norfolk Clinical

Commissioning Groups (CCGs) will determine if your care needs include registered nursing. A contribution will then be made to your care home provider towards the cost of your care by Norfolk County Council on behalf of all Norfolk CCGs.

Please note that you will still have to make a financially assessed contribution towards other care costs, because the amount the CCG is responsible for will cover the registered nursing care element only.

If you have made your own arrangements for residential care in a care home with nursing (self-funding), or have had arrangements made for you by the Council, but we have worked out that you will pay the full cost of your care, the amount you pay will be reduced by the NHS Funded Nursing Care Contribution shown above ie £110.89 per week.

If you are being financially supported by the Council your Registered Nursing Care Contribution will not be taken into account in the financial assessment.

Always seek advice:

- If you are paying the full cost of your care and have savings, then you should seek independent financial advice to maximise any investment returns.
- Norfolk County Council also has a team of Financial Assessment staff and a Welfare Rights Unit who are happy to assist with advice on benefits and the charging policy.

For more information about what Norfolk County Council will pay towards care costs, call: **0344 800 8020**.

Some of the figures mentioned here may change in April 2015. Check with Norfolk County Council after this date for up-to-date information.

Advice if you're self-funding

Paying the full cost of care yourself - being a 'self-funder'

If you know that you will need to pay the full cost of your care, either in your own home or in a care home, and will arrange this yourself, you do not need to be assessed by the council. You can still contact Norfolk County Council at any point for advice and guidance, or to request an assessment of your needs if you would like one.

From April 2015, anyone funding their own non-residential care can request that the council arranges this for them. Norfolk County Council charges an arrangement fee for this. This amount will be published nearer to April.

If you are moving into residential care, you may be entitled to some of the following financial assistance and support:

Twelve-week property disregard

This applies if your:

- Former home is included in your financial assessment.
- Other capital is less than £23,250.
- Income is not enough to meet your care home fees.

Norfolk County Council will help with the cost during the first twelve weeks of permanent residential care, provided their assessment has shown that this is the kind of care you need. This is called the 'property disregard' period.

Deferred payment agreements

A deferred payment agreement is an arrangement with Norfolk County Council that will enable people to use the value of their homes to help pay care home costs. If you are eligible we will help to pay your care home bills on your behalf. You can delay repaying us until you choose to sell

your home, or until after your death.

Please refer to the booklet 'Thinking about Residential and Nursing Home Care Money Matters'. A copy is available from: **www.norfolk.gov.uk/moneymatters**

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold a review will take place to determine whether or not it is appropriate for you to make private arrangements to pay the home direct. If this is the case, you will be advised of the date you should start to pay the home from.

It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

There are some changes to Norfolk County Council's Deferred Payments Scheme which will come into effect from April 2015:

- Deferred Payments will also be offered to some people moving into Supported Living or Housing with Care as long as they meet the eligibility criteria outlined above.
- Norfolk County Council will charge interest on the amount being deferred. This will be compound interest and will be applied on a four weekly basis.
- Norfolk County Council will also charge an administration charge in relation to Deferred Payment Agreements. This charge will include a set-up fee and any costs incurred during and at the end of the Deferred Payment Agreement including any costs associated with revaluing the property, the cost of providing statements and any charges incurred in removing the legal charge from the property.

Anyone with an existing Deferred Payment Agreement will not be affected by these changes.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP. It's paid at the lower rate of £55.10 a week if you need care by day or night, and at the higher rate of £82.30 a week if you need care during the day and night. Everyone who needs care over the age of 65 can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to claim Attendance Allowance.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled, following an assessment, to NHS Nursing Care

Contribution towards the cost. It is not means-tested and is currently a weekly amount of £110.89 (with effect from 7th April 2014) for the standard rate and is paid directly to the home.

Third party payments for care home fees

Some care homes and care homes with nursing charge fees that are higher than the maximum amount Norfolk County Council can contribute. If Norfolk County Council is contributing towards your care home fees and you choose to move into a home which charges a higher fee, the difference between the two amounts must be paid for by a third party, usually a relative or a charity. Third party payments are sometimes referred to as 'top-up' payments. Please note, this amount will be charged in addition to your assessed contribution.

As the name suggests, this payment must be made by someone other than yourself or Norfolk County Council.

The general rule is that you cannot use your own money to fund a third party payment. However in certain specific circumstances you may make a third party payment from your own funds. These are:

- When you are eligible for the 12-week property disregard (see page 54), or
- Where Norfolk County Council has agreed to a deferred payment until your home is sold.

If you top-up your care home fees after the first 12 weeks of permanent care you can also defer payment of the top-up fees until your home is sold.

We recommend that you seek independent financial and legal advice if you are considering these options. If you need further advice about how a top-up to your care home fees might be arranged, please discuss this with your care manager.

If you move to a care home where a third party payment is required, the person who will make the payment on your behalf must sign a contract with Norfolk County Council. They must not pay the home directly. In signing the contract with Norfolk County Council, they must also confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within the local authority's funding levels.

If a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then a third party payment can become due. >>

>> Equally you may move to a smaller room which no longer requires a top-up or a lesser amount to be paid, this would result in the top-up being cancelled or reviewed.

Running out of money while in care

If your capital is likely to reduce to £23,250 as a result of paying for care, you must tell Norfolk County Council well in advance of this happening. We will then be able to help with your care fees (provided your care needs assessment has shown that you need residential care). We will carry out a financial assessment to confirm the date from which your

funds fell below £23,250, and the amount we, and you, will pay towards your care.

If the home fees are more than what Norfolk County Council will pay and you cannot find someone to help you meet the extra cost, you may have to move to a home within the County Council's funding levels.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice about the various options you may have before committing yourself.

NB

The figures quoted here may change during the life of this Directory. After April 2015, please check with Adult Social Services for up-to-date information.

Before you sign any contract the home should give you written details of all the charges it intends to make in its

'Statement of Purpose' document. If there is anything that is not clear or which you do not understand, you should ask for advice.

Please note that if Norfolk County Council is funding your care, you must not sign a contract with the home.

Independent Financial Advice

Norfolk County Council has a team of financial assessment staff, visiting officers and a Welfare Rights Unit who are happy to assist with advice on benefits and the charging policy. However, it is also a good idea to take some independent financial advice to help you understand what your choices are and how any decisions you make may affect your finances.

Many advice agencies and voluntary organisations in Norfolk provide free advice to help you manage your money and make informed decisions about your care and support. You can also access specialist care fees advice from a qualified Independent Financial Adviser (IFA) either when

your care need arises or to help plan for the future. This type of advice is fee-based and the IFA will explain their fees to you. If you are paying for the full cost of your care and have capital over £23,250 then independent financial advice will help you to maximise your investments to cover care costs for as long as possible.

For more information please see:

www.moneyadvice.service.org.uk

www.societyoflaterlifeadvisers.co.uk

www.norfolk.gov.uk

Essential information

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether they are compliments or complaints. Feel free to tell them what you think and your comments can be used constructively to improve the service.

If you do need to make a complaint you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about

the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under the essential standards of quality and safety to have a simple and easy to use complaints procedure that they will be happy to give you.

If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

- You should initially contact the registered owners of the service. They have a duty to respond to any complaints made.
- If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission, see page 41 for contact details.
- If Norfolk County Council has arranged and funded your care, another option is to complain to your social worker/care manager or the complaints officer:

Compliments and Complaints Manager

FREEPOST IH 2076, Norwich NR1 2BR

Tel: **0344 800 8020**

Email: **complimentsandcomplaints@norfolk.gov.uk**

- You can also visit in person or the website:
County Hall, Martineau Lane, Norwich NR1 2DH
Web: **www.norfolk.gov.uk/complaints**
- If the NHS has funded your care, you can contact:

Customer Services Department

Lakeside 400, Old Chapel Way, Norwich NR7 0WG

Tel: **01603 595857**

Email: **angliacsu.customerservices@nhs.net**

This Guide's helpline

This Guide's free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you providing details of all home care providers, care homes or care homes with nursing that meet your criteria.

One call to the freephone number **0800 389 2077** will enable the service to build a profile of exactly what type of care you're looking for, while taking into account your personal needs and interests.

The website: **www.carechoices.co.uk** allows you to

search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Browsealoud' function.

Whatever your care needs, this guide, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.

Useful contacts

Norfolk County Council is not the only provider of social care services. In fact, more and more of the services we provide to people are arranged or commissioned via organisations in the private or voluntary sector.

Our Community Services Directory is a good source of information about the different types of services and support available to people in Norfolk.

Many different organisations can also give you advice and information about social care and other related issues. Some of these also provide advocacy. Advocacy is helping you to say what you want to, supporting your rights or acting on your behalf. We are improving our Norfolk Directory on the internet, so please do consult this too: **www.norfolk.gov.uk**

Advocacy

Equal Lives

Equal Lives provides advice and advocacy on disability rights issues.

Tel: **01508 491210** Web: **www.equallives.org.uk**

POhWER Norfolk

POhWER Norfolk has provides Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguarding (DoLS) and Relevant Paid Person's Representative services (RPPR).

All services can be accessed via a direct independent advice and signposting service from 8am to 8pm Monday to Friday.

Tel: **0300 456 2370** Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/in-your-area/where-you-live/norfolk**

>>

Carers

>> Carers Agency Partnership

One stop shop for carers to get information and advice, one-to-one support, information on breaks and groups, befriending, grants and much more.

Helpline: **0808 808 9876**

Freephone: 9am-5pm Monday-Fri, Sat 10am-2pm

Web: **www.carersagencypartnership.org.uk**

Crossroads Care

Crossroads Care is a provider of support for carers and the people they care for. They work with over 450,000 individuals and their families, helping carers to make a life of their own outside caring. Crossroads provides a tailor-made service to meet carers and client needs. For carers they can offer regular breaks. They can also provide a service to people living alone, giving reassurance and peace of mind to family members. They offer consistent well-trained, caring carer support workers so that you can get to know and trust them. Reliable, flexible and continuity - they know how important this is.

Tel: **01603 424098**

Web: **www.crossroadseastanglia.org.uk**

Dementia

Alzheimer's Society

Care and research charity for people with dementia, their families and carers.

Alzheimer's Society provides a range of support services for people with dementia, their families and their carers in Norfolk.

Information and advice

Dementia support workers can speak with you over the phone, make a home visit, or meet you in a community venue to provide information and advice around dementia itself, coping strategies, legal concerns, benefits and entitlements.

Peer support groups

The Alzheimer's Society facilitates a variety of monthly support groups across Norfolk to help you access information, advice and support from staff and people in a similar situation, all in a safe and welcoming environment.

Advocacy service

Trained advocates help people with dementia and their carers to express their views, to access information and services and to secure their rights.

Dementia cafes

Alzheimer's Society run several dementia cafes across the county, providing a place for people with dementia and their carers to share information and experiences.

Carer information course

Alzheimer's Society regularly run a series of workshops for carers, to help you better understand all aspects of dementia and the caring role.

Dementia advisers

Dementia advisers offer information, advice and signposting services to people with dementia – they are accessed through the Community Mental Health team (explained on page 48), and can guide you throughout your dementia journey.

For local information, advice and advocacy and to discuss any dementia issues contact:

National Dementia Helpline: **0300 222 1122**.

(Monday to Friday 9am to 5pm, Saturday and Sunday 10 am to 4 pm)

Alzheimer's Society Dementia Support

Tel: **01603 763556** (Monday to Friday, 9am to 5pm)

Email: **norfolk@alzheimers.org.uk**

Web: **www.alzheimers.org.uk**

Dementia Friends

Dementia Friends is about giving more people an understanding of dementia and the small things that could make a difference to people living in their community.

A Dementia Friend learns a little bit more about what it is like to live with dementia and then turns that understanding into action – anyone of any age can be a Dementia Friend.

Dementia Friends Champions are volunteers who talk to people about being a Dementia Friend in their communities, after attending a training course and receiving ongoing support.

Web: **www.dementiafriends.org.uk**

Tel: **020 7423 3500** and ask for Dementia Friends.

Disabilities

Deaf Connexions

Aim to provide a range of services to people with varying degrees of hearing loss and raise awareness.

Tel: **01603 660889**

Minicom: **01603 661113**

Textphone: **07932 069352**

Web: **www.deafconnexions.org.uk**

Equal Lives

Provides advice and advocacy on disability rights issues.

Tel: **01508 491210**

Email: **info@equallives.org.uk**

Web: **www.equallives.org.uk**

NANSA (Norfolk and Norwich Scope Association)

Local charity that supports, educates and helps people with disabilities in Norfolk to develop skills that will give individuals independence and life choices to achieve their potential. From small babies, through transition to adulthood and beyond, the NANSA team are there every step of the way creating exciting new initiatives, opportunities and support to enable those with disabilities and their families full inclusion in society. Celebrating 60 years of supporting people.

Adult Centre

Tel: **01603 627662**

Email: **adultcentre@nansa.org.uk**

Family Centre

Tel: **01603 414109**

Email: **familycentre@nansa.org.uk**

Web: **www.nansa.org.uk**

Norfolk and Norwich Association for the Blind

Provides support for all people with poor sight in Norfolk and Norwich.

Tel: **01603 629558**

Email: **office@nnab.org.uk**

Web: **www.nnab.org.uk**

Norfolk Deaf Association

Offers support, advice and information to people with hearing loss and their families.

Tel/Minicom: **01603 404440**

Fax: **01603 404433**

Email: **nda@norfolkdeaf.org.uk**

Web: **www.norfolkdeaf.org.uk**

**West Norfolk Deaf Association**

Gives free help, advice and support to people with hearing loss.

Tel: **01553 773399**

Textphone: **01553 774766**

Web: **www.wnda.org.uk**

Health**Alcoholics Anonymous**

If you think you or someone you know have a problem with alcohol call for completely confidential advice and support.

Tel: **0845 769 7555** (Calls charged at local rate).

Web: **www.alcoholics-anonymous.org.uk**

East

Offers confidential one to one and group support to anyone infected or affected by HIV/AIDS living in Norfolk. The service is designed to meet the needs of people who are HIV positive but offers help and support to their family, partners and friends, as well as those concerned with issues around HIV and AIDS.

Will Chapple or Angela Lowe, 23 Cathedral Street, Norwich NR1 1LU

Tel: **01603 667700** Email: **info@aims-east.org.uk**

Web: **www.aims-east.org.uk**

NORCAS, part of the Phoenix Futures Group

Provides support services throughout Norfolk and Suffolk for people experiencing or affected by alcohol, drugs and gambling problems.

Welfare Rights Service (Norfolk only)

Welfare rights, advocacy and benefits support for anyone who is, or has been affected by alcohol, drugs or gambling.

Email: **Welfare.rights@phoenix-futures.org.uk**

GamCare counselling and support (Norfolk and Suffolk)

One to one counselling and support for adults experiencing or affected by problematic gambling.

Email: **Gam.Care@phoenix-futures.org.uk**

Older People's Service 65+ (Norfolk and Suffolk)

Brief intervention 1:1 specialist support for individuals aged 65+ experiencing issues around alcohol, illegal substances, over the counter and prescription medication.

Email: **Older.People@phoenix-futures.org.uk**

Young People's Affected Others Service (Norwich and Great Yarmouth)

One to one support and group work for young people >>

>> aged 7 to 17 affected by parental alcohol and drug misuse. For more information about any of the free services contact the team.

Tel: **01603 660070**

Freephone: **0808 2081701**

Fax: **01603 729889**

Email: **Youth.Norfolk@phoenix-futures.org.uk**

Web: **www.phoenix-futures.org.uk/phoenix-norcass**

Norfolk Recovery Partnership (NRP)

Provides Norfolk residents with a service which provides treatment and advice for adults with drug and alcohol problems and also offers support for friends and families.

Tel: **0300 790 0227** (24-hour contact number)

Email: **recovery@norfolkrecoverypartnership.org.uk**

Web: **www.norfolkrecoverypartnership.org.uk**

Patient Advice and Liaison Service (PALS)

Provides advice about your local health services in Norfolk within hospitals.

Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY

Tel: **01603 286286**

James Paget University Hospital

Lowestoft Road, Gorleston, Great Yarmouth NR31 6LA

Tel: **01493 452452**

Queen Elizabeth Hospital

Gayton Road, King's Lynn PE30 4ET

Tel: **01553 613613**

West Suffolk Hospital

Hardwick Lane, Bury St Edmunds IP33 2QZ

Tel: **01284 713000**

Home Improvement Agencies

Care and Repair

Breckland, King's Lynn and West Norfolk Tel: **01553 616677**

Broadland Tel: **01603 430517**

North Norfolk Tel: **01263 516366**

South Norfolk Tel: **01508 533705**

Freephone **0808 168 2000**

Safe At Home

Great Yarmouth Tel: **01493 846190**

Legal advice

Norfolk Community Law Service

Provides free, independent and confidential legal advice on a range of issues including welfare benefits, debt, family,

employment, domestic abuse and discrimination.

Tel: **01603 496623** Email: **info@ncls.co.uk**

Web: **www.norfolkcan.org.uk/directory**

Web: **www.ncls.co.uk**

Mental health

Great Yarmouth and Waveney MIND

Provides advice and information for people with mental health issues.

Infoline: **0300 123 3393**

Tel: **01493 842129**

Norwich and Central Norfolk MIND

Provides support and advice to people with mental health issues.

Tel: **01603 432457**

West Norfolk MIND

Provides advice, information and advocacy for people with mental health issues.

Tel: **01553 776966**

Older people

Age UK Norfolk

Provides information, advice and support on a range of issues.

300 St Faith's Road, Old Catton, Norwich NR6 7BJ

Adviseline: **0300 500 1217**

Web: **www.ageuknorfolk.org.uk**

Age UK Norwich

Provides advice and support for older people in Norwich.

60-62 London Street, Norwich NR2 1JX

Adviseline: **01603 496333**

Web: **www.ageuk.org.uk/norwich**

The Silver Line

A free 24-hour dedicated helpline for older people across the UK has been launched by Dame Esther Rantzen. The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers. Chairwoman Dame Esther said she hoped the phone number: **0800 470 8090**, would be remembered by all older people when they needed friendship or advice. The phone line is funded by a £5million grant from the Big Lottery Fund.

The Department of Health has said that loneliness causes serious physical and mental damage. More than half of the UK's over-75s live alone. 'We will signpost them to the services in their community, and by showing them

we value them and care about them we will restore their confidence and feelings of self-worth.'

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Other advice

Citizens Advice Bureaux

Provide free information, advice and assistance on any difficulties people face in everyday life. The Citizens Advice Bureau website also provides links to sources of advice on a wide range of topics: **www.adviceguide.org.uk**

Contact details for all regions

Adviceline: **03444 111 444**

Email: **public@ncab.org.uk**

Regional offices

Attleborough

Town Hall, Queens Square, Attleborough NR17 2AF

Diss, Thetford and District

Shelfanger Road, Diss IP22 4EH

Tel: **01379 651333** (Diss)

Tel: **01842 752777** (Thetford)

Tel: **01842 764860** – Welfare Rights and Money Advice (Thetford)

Fakenham

The Old Rectory, 21 Oak Street, Fakenham, Norfolk NR21 9DX

Great Yarmouth

2 Stonecutters Way, Great Yarmouth NR30 1HF

King's Lynn Office

White's House, 26 St Nicholas Street, King's Lynn PE30 1LY

Holt

Kerridge Way, Holt NR25 6DN

Tel: **01263 713849**

Dereham

Assembly Rooms, Ruthen Place, Dereham NR19 2TX

Watton

The Cabin, Harvey Street, Watton IP25 6EB

North Walsham

The CAB Offices, New Road, North Walsham, Norfolk NR28 9DE

Norwich Office

St George's Street, St Crispin's House, Norwich NR3 1PD

Tel: **01603 660857**

Wymondham

6 Griffith Court, Wymondham NR18 0GU

Tel: **01953 713622**

Norfolk Community Advice Network Directory

A searchable directory for organisations in Norfolk that provide information and advice on community care, debt, discrimination, domestic abuse, employment, family, financial capability, housing, immigration and welfare benefits.

Norfolk Community Advice Network website hosts an online directory of organisations providing free social welfare and legal advice in Norfolk.

Web: **www.norfolkcan.org.uk/directory**

Opening Doors

A user-led organisation run by people with learning difficulties to support people with learning difficulties.

Tel: **01603 631433** Web: **www.openingdoors.org.uk**

SSAFA

Lifelong support for members and ex-members of the forces and their families. Help in your hour of need.

Army Reserve Centre

325 Aylsham Road, Norwich NR3 2AB

Tel: **01603 403322** (24-hour Answerphone)

Email: **norfolk@ssafo.org.uk**

The Bridge Plus+

The aim of The Bridge Plus+ is to improve community bonds through community activities and services, with a focus on supporting Black and Minority Ethnic (BME) communities. The organisation is supported by a team of staff and volunteers providing advocacy, information and advice on housing, health, employment, education or similar rights and services issues.

The Bridge Plus+ can arrange for translation/interpreting support from our volunteers.

The Bridge Plus+ manages a member-led race equality project, the Norfolk Council for Race Equality and Diversity (NCRED) which aims to use the existing Equality Act as a means to influence positive outcomes for BME people in Norfolk and promote and advocate for race equality and tackle discrimination through partnership working. The NCRED project objectives are achieved mainly through case work and direct intervention support provided to BME community members.

Tel: **01603 617 076** Email: **office@bridgeplus.org.uk**

Web: **www.bridgeplus.org.uk**

Facebook: **www.facebook.com/thebridgeplus**

Suite 209 Sackville Place, 44-48 Magdalen Street, Norwich, Norfolk NR3 1JU

(Open Monday to Friday 10am-3pm - by appointment)

Care home listings

East Norfolk care homes

ABBEVILLE LODGE

Acle New Road, Great Yarmouth NR30 1SE
Tel: 01493 857300

OP D YA

ABBEVILLE RESIDENTIAL CARE HOME LTD

58–60 Wellesley Road, Great Yarmouth NR30 1EX
Tel: 01493 844864

OP D

ABBEVILLE SANDS

10–11 Sandown Road, Great Yarmouth NR30 1EY
Tel: 01493 844553

OP D PD SI

AMBER HOUSE

68–70 Avondale Road, Gorleston,
Great Yarmouth NR31 6DJ
Tel: 01493 603513

OP D LDA

AVERY LODGE RESIDENTIAL HOME

93 Southtown Road, Great Yarmouth NR31 0JX
Tel: 01493 652566

OP

BROADLAND HOUSE RESIDENTIAL CARE HOME

Bridge Road, Potter Heigham, Great Yarmouth NR29 5JB
Tel: 01692 670632

OP D

BROADVIEW

King Street, Winterton-on-Sea, Great Yarmouth NR29 4AT
Tel: 01493 393653

LDA

BURGH HOUSE RESIDENTIAL CARE HOME LTD

High Road, Burgh Castle, Great Yarmouth NR31 9QL
Tel: 01493 780366

OP

CHURCH FARM RESIDENTIAL CARE HOME

Yarmouth Road, Hemsby, Great Yarmouth NR29 4NJ
Tel: 01493 730181

OP D

CLARENCE LODGE

49–50 Clarence Road, Gorleston, Great Yarmouth NR31 6DR
Tel: 01493 662486

OP D

COACH HOUSE LTD, THE

Yarmouth Road, Hemsby, Great Yarmouth NR29 4NJ
Tel: 01493 730265

OP D MH

EALING HOUSE

RESIDENTIAL CARE HOME

86 Repps Road, Martham, Great Yarmouth NR29 4QZ
Tel: 01493 740227

OP D PD MH

ELMS RESIDENTIAL CARE HOME, THE

34 Elmgrove Road, Gorleston, Great Yarmouth NR31 7PP
Tel: 01493 657069

OP

FLORENCE HOUSE

29–32 St Georges Road, Great Yarmouth NR30 2JX
Tel: 01493 332079

OP MH YA

GABLES, THE

6 Marine Parade, Gorleston, Great Yarmouth NR31 6DU
Tel: 01493 667839

OP D

GENESIS RESIDENTIAL CARE HOME LIMITED

44 Albion Road, Great Yarmouth NR30 2JD
Tel: 01493 853992

LDA



Gorleston

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

GEORGINA HOUSE CARE HOME

44 Crown Road, Great Yarmouth NR30 2JH
Tel: 01493 853633

OP PD MH
HALES LODGE

Somerton Road, Winterton-on-Sea,
Great Yarmouth NR29 4AW
Tel: 01493 393271

LDA
ICENI LODGE

34 Amhurst Gardens, Belton, Great Yarmouth NR31 9PH
Tel: 01493 718684

LDA SI YA
IVYDENE RESIDENTIAL HOME

Ivydene 1 Station Road, Ormesby St Margaret,
Great Yarmouth NR29 3PU
Tel: 01493 731320

MH
JOSEPH HOUSE

1 Church Road, Reedham, Norwich NR13 3TZ
Tel: 01493 700580

OP D PD LDA SI YA
LYDIA EVA COURT

Peterhouse Avenue, Gorleston, Great Yarmouth NR31 7PZ
Tel: 01493 666300

OP D
MARINE COURT RESIDENTIAL HOME

25 North Drive, Great Yarmouth NR30 4EW
Tel: 01493 859859

OP D PD SI
MARTHAM LODGE RESIDENTIAL CARE HOME

34 The Green, Martham, Great Yarmouth NR29 4PA
Tel: 01493 748740

OP D
NEWNHAM GREEN

67 Newnham Green, Gorleston,
Great Yarmouth NR31 7JS
Tel: 01493 651787

LDA YA
OLD RECTORY, THE

Somerton Road, Winterton-on-Sea,
Great Yarmouth NR29 4AW
Tel: 01493 393576

LDA
OLD VICARAGE, THE

Warren Road, Hopton-on-Sea, Great Yarmouth NR31 9BN
Tel: 01502 731786

OP D
OLIVER COURT

Bath Hill Terrace, Great Yarmouth NR30 2LF
Tel: 01493 332552

MH
ORCHARDS RESIDENTIAL CARE HOME, THE

Mill Lane, Bradwell, Great Yarmouth NR31 8HS
Tel: 01493 652921

OP D
PARK HOUSE

6 Alexandra Road, Great Yarmouth NR30 2HW
Tel: 01493 857365 **Advert page 74**

OP
ROSELAND LODGE

48 Wellesley Road, Great Yarmouth NR30 1EX
Tel: 01493 302767

OP SI
RUSSELL LODGE CARE CENTRE LIMITED

235 Lowestoft Road, Gorleston,
Great Yarmouth NR31 6JH
Tel: 01493 668265

OP
SALISBURY RESIDENTIAL HOME

20 Marine Crescent, Great Yarmouth NR30 4ET
Tel: 01493 843414

OP D PD MH
ST DAVID'S RESIDENTIAL CARE HOME

36-38 Nelson Road South, Great Yarmouth NR30 3JA
Tel: 01493 842088

OP D
ST EDMUND'S RESIDENTIAL HOME

3-5 Marine Parade, Gorleston, Great Yarmouth NR31 6DP
Tel: 01493 662119

OP
STEPPING OUT
(RESIDENTIAL AND OUTREACH WORK)

38 Hawthorn Road, Gorleston NR31 8ES
Tel: 01493 440235 **Advert inside front cover**

MH YA
SUNNYSIDE

12 Damgate Lane, Martham, Great Yarmouth NR29 4PZ
Tel: 01263 722208

LDA MH SI YA
SWANRISE

Station Road North, North Belton,
Great Yarmouth NR31 9NW
Tel: 01263 722208

PD LDA MH SI YA
VINERIES, THE

Winterton Road, Hemsby, Great Yarmouth NR29 4HH
Tel: 01493 732171 **Advert outside back cover**

OP D PD
WINDMILL CARE HOME, THE

Main Road, Rollesby, Great Yarmouth NR29 5ER
Tel: 01493 740301

OP D
Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

East Norfolk care homes with nursing

ALEXANDRA HOUSE NURSING AND RESIDENTIAL CARE HOME

23 Euston Road, Great Yarmouth NR30 1DZ
Tel: 01493 859641

OP D

CLAREMONT NURSING HOME

20a Yarmouth Road, Caister-on-Sea,
Great Yarmouth NR30 5AA
Tel: 01493 377041

OP D PD

DECOY FARM

Browston Lane, Browston NR31 9DP
Tel: 01502 730927

LDA MH YA

EVERSLEY NURSING HOME

95–96 Northdenes Road,
Great Yarmouth NR30 4LW
Tel: 01493 854086

OP D PD YA

GRESHAM CARE HOME

49 John Road, Gorleston, Great Yarmouth NR31 6LJ
Tel: 01493 661670

OP D

HEATHERS NURSING HOME, THE

50 Beccles Road, Bradwell, Great Yarmouth NR31 8DQ
Tel: 01493 652944 **Advert outside back cover**

OP D PD

LITTLE ACORNS

Castle Green, Gorleston, Great Yarmouth NR31 8TJ
Tel: 01493 651945

PD LDA MH SI

PINE LODGE (RESPIRE SERVICE) **Advert inside front cover**

Repps with Bastwick, Great Yarmouth NR29 5JH
Tel: 01692 670123

OP D PD LDA MH SI YA

RITSON LODGE

Lowestoft Road, Hopton-on-Sea, Great Yarmouth NR31 9AH
Tel: 01502 322276 **Advert page 7**

OP D PD YA

SEAHORSES NURSING HOME

8 Park Road, Gorleston, Great Yarmouth NR31 6EJ
Tel: 01493 440481

OP D PD MH

North Norfolk care homes

ABBOTTSWOOD LODGE

Church Lane, Swanton Abbott, Norwich NR10 5DY
Tel: 01692 538455

LDA

AILWYN HALL

Berry's Lane, Honingham, Norwich NR9 5AY
Tel: 01603 880624

D

AITKEN HOUSE

28 Yarmouth Road, North Walsham NR28 9AT
Tel: 01692 404502

MH

ARGYLL HOUSE

201 Holt Road, Cromer NR27 9JN
Tel: 01263 515130

MH

ASHFIELDS

31 Salhouse Road, Rackheath, Norwich NR13 6PD
Tel: 01603 294535 **Advert page 7**

OP D

ASHWOOD HOUSE

Church Corner, Coltishall Road, Buxton, Norwich NR10 5HB
Tel: 01603 279851

PD LDA MH SI YA

AYLSHAM MANOR, THE

5a Norwich Road, Aylsham, Norwich NR11 6BN
Tel: 01263 733253

OP D

BADGERS WOOD

29 School Road, Drayton, Norwich NR8 6EF
Tel: 01603 867247

OP

BOUNDARY HOUSE

Haverlingland Road, Felthorpe, Norwich NR10 4BZ
Tel: 01603 754715

LDA MH

BRACKENDALE HOUSE

1–3 St Peter's Road, Sheringham NR26 8QY
Tel: 01263 824995

MH YA AD

BROADACRES

Hall Road, Barton Turf, Norwich NR12 8AR
Tel: 01692 630939

OP

BROADLANDS PARK RESIDENTIAL CARE HOME

27 The Green, Upton, Norwich NR13 6BA
Tel: 01493 751521

OP D

BROOKLODGE

Walcott Road, Bacton, Norwich NR12 0HB
Tel: 01692 650383

OP

CALLUM HOUSE

234 Wroxham Road, Sprowston, Norwich NR7 8BE
Tel: 01603 408150

LDA MH

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

CASARITA

270 Fakenham Road, Taverham, Norwich NR8 6AD
Tel: 01603 866755

D PD LDA SI YA
CLARENCE HOUSE

40 Sea View Road, Mundesley, Norwich NR11 8DJ
Tel: 01263 721490

OP
CRANLEIGH

21 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 512478

LDA YA
CRANMER HOUSE

Norwich Road, Fakenham NR21 8HR
Tel: 01328 862734 **Advert page 4**

OP
CRESWICK HOUSE

77–79 Norwich Road, Fakenham NR21 8HH
Tel: 01328 851537

OP D PD LDA MH SI YA
CROSSWAYS

1 The Boulevard, Sheringham NR26 8LH
Tel: 01263 823164

OP
CYPRESS LODGE

Station Road, Potter Heigham NR29 5HX
Tel: 01692 670998

LDA
DALMENY HOUSE

Dalmeny House, 2 The Boulevard,
Sheringham NR26 8LH
Tel: 01263 822355

MH
DORMIE HOUSE RESIDENTIAL CARE HOME

16 Cliff Road, Sheringham NR26 8BJ
Tel: 01263 823353

OP
DORRINGTON HOUSE (WELLS)

Westfield Avenue, Wells–Next–The–Sea,
Norfolk NR23 1BY
Tel: 01328 710861

OP D
DRAYTON WOOD

189 Drayton High Road, Drayton, Norwich NR8 6BL
Tel: 01603 409451

LDA
DUNSLAND

23–25 Paston Road, Mundesley NR11 8BN
Tel: 01263 720618

LDA
EASTLANDS CARE HOME

Beech Avenue, Taverham, Norwich NR8 6HP
Tel: 01603 261281

OP
FAKENHAM ROAD, 329

Taverham, Norwich NR8 6LG
Tel: 01603 867046

LDA
FAKENHAM ROAD, 331

Taverham, Norwich NR8 6LG
Tel: 01603 868880

LDA
FALDONSLIDE LODGE

25 Cliff Avenue, Cromer NR27 0AN
Tel: 01263 512838

OP
FELMINGHAM OLD RECTORY

Aylsham Road, Felmingham,
North Walsham NR28 0LD
Tel: 01692 405889

OP D YA
FIELD VIEW

Hayes Lane, Fakenham NR21 9EP
Tel: 01328 856037

OP
FOXHILL

Bell Lane, Salhouse, Norwich NR13 6RR
Tel: 01603 721618

PD LDA
FREEMAN STREET, 43

Wells–next–the–Sea NR23 1BQ
Tel: 01328 710140

LDA YA
FURZE HILL HOUSE

73 Happisburgh Road, North Walsham NR28 9HD
Tel: 01692 502702

OP D
GABLES, THE

34 Church Road, Hoveton, Norwich NR12 8UG
Tel: 01603 784203

LDA MH YA
GLENDON HOUSE

2 Carr Lane, Overstrand, Cromer NR27 0PS
Tel: 01263 578173 **Advert page 66**

OP D
GLENHOLME

20–22 Cabbell Road, Cromer NR27 9HX
Tel: 01263 511101

OP LDA
GREENACRES

64 The Street, Felthorpe, Norwich NR10 4DQ
Tel: 01603 260171

LDA
HEATH FARM HOUSE CARE CENTRE

Norwich Road, Little Plumstead,
Norwich NR13 5JG
Tel: 01603 721521

OP LDA MH YA
Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



Glendon House

Residential home for the elderly specialising in Dementia care

- * Recently renovated to provide ground floor and sea view rooms
- * Passenger lift * Most rooms en-suite
- * Dining room, conservatory, quiet and television lounges
- * Holiday and respite care * Pets by arrangement
- * Full programme of activities with dedicated co-ordinator.

Glendon House, 2 Carr Lane, Overstrand, Cromer NR27 0PS

For a brochure or to arrange a visit please contact the Manager
e-mail: glendon@fireflyuk.net Tel: 01263 578173 Fax: 01263 579164

Hickling House

We offer quality dementia care in a cheerful friendly atmosphere.

- * Specialist Dementia Care
- * Long and short term residents, respite care welcome
- * Mostly single rooms, all with en-suite facilities
- * Passenger and stair lift
- * 2 lounges, garden room, conservatory, summer house, and dining room
- * Full programme of activities with dedicated co-ordinator * Pets by arrangement

Hickling House, Town Street, Hickling, Norfolk NR12 0AY

For a brochure or to arrange a visit please contact the Manager
e-mail: hickling@fireflyuk.net Tel/Fax: 01692 598372



Redlands House

Providing a home from home environment where residents may live as independently as possible in the knowledge that assistance is always available.

- * Situated on the northern edge of Norwich
- * Very close to local amenities
- * Long and short term residents, respite care welcome
- * Passenger lift * Conservatory * Minibus and regular outings * Secluded garden
- * Pets by arrangement

Redlands House, 134 Reepeham Road, Helleston, Norwich NR6 5PB

For a brochure or to arrange a visit please contact the Manager
e-mail: redlands@fireflyuk.net Tel/Fax: 01603 427337



Norfolk Care Homes

High quality Residential and Dementia care in a "home from home" environment.

www.norfolkcarehome.co.uk



HEATHERS

North Walsham Road, Witton, North Walsham NR28 9TP
Tel: 01692 650575

D PD LDA MH SI YA

HELLEDON BUNGALOWS

27 Sutherland Avenue, Helledon, Norwich NR6 5LN
Tel: 01603 400418

LDA

HERONLEA RESIDENTIAL HOME

Mill Lane, Witton, Norwich NR13 5DS
Tel: 01603 713314

D

HICKLING HOUSE

Town Street, Hickling, Norwich NR12 0AY
Tel: 01692 598372 **Advert page 66**

OP D

HIGHFIELD RESIDENTIAL CARE HOME

3 St Mary's Road, Cromer NR27 9DJ
Tel: 01263 511421

OP D

HOLLY COTTAGE

32 The Street, Hindolveston NR20 5BU
Tel: 01263 862552

LDA MH

HOMESTEAD HOUSE

281 St Faith's Road, Old Catton, Norwich NR6 7BQ
Tel: 01603 486098

OP D

HONEYSUCKLE COTTAGE

The Street, Sutton, Norwich NR12 9RF
Tel: 01263 722208

LDA MH SI YA

INGHAM OLD HALL CARE HOME

Sea Palling Road, Ingham, Norwich NR12 0TW
Tel: 01692 580257

OP D

JEESAL KELLING PARK

Holgate Hill, Kelling, Holt NR25 7ER
Tel: 01603 876000

PD LDA MH YA

KENSINGTON LODGE

5 Cabbell Road, Cromer NR27 9HU
Tel: 01263 514138

LDA

KEVLIN HOUSE

66–68 Norwich Road, North Walsham NR28 0DX
Tel: 01692 402355

OP D MH

KEYS HILL PARK

Park Road, Wroxham, Norwich NR12 8SB
Tel: 01603 784203

LDA MH YA

KINGSGATE RESIDENTIAL HOME

25–29 North Street, Sheringham NR26 8LW
Tel: 01263 823114

OP

KLAIR HOUSE

236 Wroxham Road, Sprowston, Norwich NR7 8BE
Tel: 01603 417617

LDA MH

LAMBERT HOUSE

36 Notridge Road, Bowthorpe, Norwich NR5 9BE
Tel: 01603 749845

LDA

LAURELS, THE

8a Sir Edward Stracey Road, Rackheath, Norwich NR13 6PP
Tel: 01603 722767

PD LDA

LEATHERINGSETT HALL

Holt Road, Holt NR25 7AR
Tel: 01263 713222

OP

LILAS HOUSE

5 Cadogan Road, Cromer NR27 9HT
Tel: 01263 511210

D PD LDA MH SI YA

LIMES, THE

16a Drayton Wood Road, Helledon, Norwich NR6 5BY
Tel: 01603 427424

OP D

LINDUM

81 Norwich Road, Salhouse, Norwich NR13 6QQ
Tel: 01603 722096

PD LDA

LLOYD ROAD, 2

Taverham, Norwich NR8 6LL
Tel: 01603 869469

LDA

LYLES HOUSE

7 The Street, Hindolveston, Dereham NR20 5AS
Tel: 01263 861812

OP

MAGNOLIA COTTAGE

26 Sydney Road, Spixworth, Norwich NR10 3PG
Tel: 01603 897764

LDA

MALTINGS CARE HOME, THE

103 Norwich Road, Fakenham NR21 8HH
Tel: 01328 856362

OP

MANOR HOUSE

18 Yarmouth Road, Blofield, Norwich NR13 4JS
Tel: 01603 713965

OP

MANOR HOUSE, THE

North Walsham Wood, North Walsham NR28 0LU
Tel: 01692 402252

OP D

MARY CHAPMAN COURT

Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701188

OP

Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
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MEAD LODGE RESIDENTIAL CARE

Crown Road, Buxton, Norwich NR10 5EH
Tel: 01603 279261

OP D
MIDDLETON'S LANE

157 Middleton's Lane, Hellesdon, Norwich NR6 5SF
Tel: 01603 407138

OP PD LDA MH SI
MILL HOUSE & COTTAGES

Great Ryburgh, Fakenham NR21 0ED
Tel: 01328 829323

OP D
MILL LODGE

156 & 158 Kingswood Avenue, Taverham, Norwich NR8 6UR
Tel: 01603 868202

YA
MOUNT RESIDENTIAL CARE HOME, THE

Heydon Road, Aylsham, Norwich NR11 6QT
Tel: 01263 734516

OP D MH YA
MUNHAVEN

Munhaven Close, Mundesley, Norwich NR11 8AR
Tel: 01263 720451 **Advert page 4**

OP D
NEW DAWN

Dog Lane, Horsford, Norwich NR10 3DH
Tel: 01603 891533

LDA
NEWHAVEN

19 Emerys Close, Northrepps NR27 0NE
Tel: 01263 519654

LDA MH SI YA
NEWTON LODGE

50 Olive Road, New Costessey, Norwich NR5 0AS
Tel: 01603 740282

LDA
NORTHGATE HOUSE

2 Links Avenue, Hellesdon, Norwich NR6 5PE
Tel: 01603 424900

OP
OAK LODGE

1 & 3 Oak Lodge, Wyndham Park, East Runton NR27 9NJ
Tel: 01692 535654

LDA
OLD RECTORY, THE

Cromer Road, Hevingham, Norwich NR10 5QU
Tel: 01603 279238

PD LDA MH YA
OLD RECTORY CARE HOME, THE

Norwich Road, Acle, Norwich NR13 3BX
Tel: 01493 751322

OP
OLD VICARAGE, THE

Norwich Road, Ludham, Great Yarmouth NR29 5QA
Tel: 01692 678346

OP
PINEHEATH

Cromer Road, High Kelling, Holt NR25 6QD
Tel: 01263 711429

OP D
PINETOPS

66 The Street, Felthorpe, Norwich NR10 4DQ
Tel: 01603 755531

LDA MH YA
PRIME LIFE LIMITED – 32 SOUTH STREET

32 South Street, Sheringham NR26 8LL
Tel: 01263 824040

MH YA AD
REDLANDS HOUSE

134 Reepham Road, Hellesdon, Norwich NR6 5PB
Tel: 01603 427337 **Advert page 66**

OP


Advertisers are highlighted

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ROOKERY, THE

Walcott, Norwich NR12 0PF
Tel: 01692 650707

OP LDA
ROSE MEADOW

64 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 402345 **Advert page 4**

OP
ROSEDALE HOUSE

9 Howards Hill, Cromer NR27 9BL
Tel: 01263 519654

LDA
SALCASA

Coltishall Road, Buxton, Norwich NR10 5HB
Tel: 01603 278268

D PD LDA MH SI YA
SCARBOROUGH HOUSE

Clubbs Lane, Wells-Next-the-Sea NR23 1DP
Tel: 01328 710309

OP
SHALIMAR

Beech Avenue, Taverham, Norwich NR8 6HP
Tel: 01603 869713

LDA
SHIELS COURT CARE HOME

4 Braydeston Avenue, Brundall, Norwich NR13 5JX
Tel: 01603 712029

OP D YA
SHIPBOURNE HOUSE LIMITED

6 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 514370

OP D
SHIRES, THE

Bacton Road, North Walsham NR28 0RA
Tel: 01692 402875

LDA YA
SHULAS

9 Cadogan Road, Cromer NR27 9HT
Tel: 01263 517195

OP D PD LDA MH SI YA
SPRINGDALE

Cucumber Lane, Brundall, Norwich NR13 5QY
Tel: 01603 712194 **Advert page 4**

OP
ST BRANNOCKS

7 Cromer Road, Mundesley, Norwich NR11 8BE
Tel: 01263 722469

LDA
ST MARY'S CARE HOME

North Walsham Road, Crostwick, Norwich NR12 7BZ
Tel: 01603 898277

OP D
STRAWBERRY FIELD

Mill Common Lane, Walcott, Norwich NR12 0PF
Tel: 01692 650707

LDA
SYDNEY HOUSE

Brumstead Road, Stalham, Norwich NR12 9BJ
Tel: 01692 580520 **Advert page 4**

OP
TAMARISK HOUSE

26 Holt Road, Horsford, Norwich NR10 3DD
Tel: 01603 890737

LDA
TREEHAVEN BUNGALOWS

Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 838613

PD LDA MH SI YA
TREEHAVEN RANTS

Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 837538

PD LDA MH SI YA
TWO SCHOOL COTTAGES

4 The Street, Taverham, Norwich NR8 6TD
Tel: 01603 262479

LDA
VICARAGE ROAD

13 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 514747

PD LDA MH YA
WARREN, THE

157a Wroxham Road, Sprowston, Norwich NR7 8AF
Tel: 01603 294648 **Advert page 7**

OP
WENSUM WAY

31 Wensum Way, Fakenham NR21 8NZ
Tel: 01328 863440

PD LDA SI
WESTBROOK HOUSE

21 Cabbell Road, Cromer NR27 9HY
Tel: 01263 512482

PD LDA MH SI YA
WHITEHAVEN RESIDENTIAL CARE HOME

5 St Joseph's Road, Sheringham NR26 8JA
Tel: 01263 822706

OP LDA
WILLOWDENE

Market Street, Tunstead NR12 8EL
Tel: 01603 737896

PD LDA MH SI YA
WISHING WELL, THE

The Street, Happisburgh, Norwich NR12 0AB
Tel: 01263 722208

PD LDA MH SI YA
WOODSPRING HOUSE

43 Bridge Street, Fakenham NR21 9AX
Tel: 01328 863753

OP D
WORSTEAD LODGE

106 Cromer Road, North Walsham NR28 0NB
Tel: 01692 403865

LDA YA
Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



Let's talk about better care.

At **Brooklands** we believe that it's through taking time to understand each individual, their likes and dislikes and their life stories that we can provide personal care with a real difference.

We not only offer the highest standards of nursing, residential and dementia care, but a vibrant community where our residents can connect and enjoy their time together. It's just one of the ways we help your loved one lead a better life.

To find out more information or to arrange a visit, please call **01603 557 096** or email **BrooklandsGM@carebase.org.uk**



Brooklands Care Home
Nursing, Residential & Dementia Care
Costessey Lane, Drayton,
Norwich NR8 6HB
www.brooklandscarehome.co.uk

**Brooklands**
Care Home

North Norfolk care homes with nursing

BROOKLANDS NURSING & RESIDENTIAL HOME

Costessey Lane, Drayton, Norwich NR8 6HB
Tel: 01603 557096 **Advert page 70**

OP D

BRUNDALL CARE HOME

4 Blofield Road, Brundall, Norwich NR13 5NN
Tel: 01603 714703

OP D YA

CAWSTON CARE HOME

Paul Engelhard Way, Cawston, Norwich NR10 4FB
Tel: 0208 205 1010

OP D PD YA

DUSSINDALE PARK

26 Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701900

OP

ELSENHAM HOUSE NURSING HOME

49, 53, 57 Station Road, Cromer NR27 0DX
Tel: 01263 513564

MH YA

GRENVILLE COURT CARE HOME

Horsbeck Way, Horsford, Norwich NR10 3BB
Tel: 01603 893499

OP D

GRYPHON PLACE

36 Wroxham Road, Sprowston, Norwich NR7 8TY
Tel: 01603 406351

PD

HALSEY HOUSE

Norwich Road, Cromer NR27 0BA
Tel: 01263 512178

OP D

HALVERGATE HOUSE

58 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 500100

OP D PD LDA YA

HAMILTON HOUSE & MEWS

The Street, Catfield, Near Stalham NR29 5BE
Tel: 01692 583355

MH YA AD

HERON LODGE

163 Norwich Road, Wroxham, Norwich NR12 8RZ
Tel: 01603 782194

OP D PD YA

MILL HOUSE, THE

Mill Road, Horstead, Norwich NR12 7AT
Tel: 01603 737107

OP D

OAK BUNGALOW

1 Cedar Court, Fakenham Road, Taverham, Norwich NR8 6BW
Tel: 01603 868953

PD YA

OAK COURT

321 Fakenham Road, Taverham, Norwich NR8 6LF
Tel: 01603 868953

PD SI YA

OAK FARM

276 Fakenham Road, Taverham, Norwich NR8 6AD
Tel: 01603 868953

PD

OVERBURY HOUSE NURSING AND RESIDENTIAL HOME

9 Staitheway Road, Wroxham, Norwich NR12 8TH
Tel: 01603 782985

OP D

SQUIRRELS

5 Mill Close, Aylsham NR11 6LZ
Tel: 01263 734938

PD LDA MH SI

ST DAVID'S NURSING HOME

52 Common Lane, Sheringham NR26 8PW
Tel: 01263 822671

OP PD

ST MICHAEL'S COURT

St Michael's Avenue, Aylsham, Norwich NR11 6YA
Tel: 01263 734327

OP PD SI

ST NICHOLAS NURSING HOME

1-3 St Nicholas Place, Sheringham NR26 8LE
Tel: 01263 823764

OP

SUN COURT NURSING HOME

1 Morris Street, Sheringham NR26 8JX
Tel: 01263 823295

OP PD

SUNNYCROFT CARE HOME

113-115 Fakenham Road, Taverham, Norwich NR8 6QB
Tel: 01603 261957 **Advert outside back cover**

OP D PD

SWANTON HOUSE CARE CENTRE

Dereham Road, Swanton Novers NR24 2QT
Tel: 01263 860226

LDA MH

TWO ACRES CARE HOME

212-216 Fakenham Road, Taverham, Norwich NR8 6QN
Tel: 01603 867600 **Advert page 48**

OP D

WALSHAM GRANGE

81 Bacton Road, North Walsham NR28 0DN
Tel: 01692 405818

OP D

WOODLAND CARE HOME

189 Woodland Road, Hellesdon, Norwich NR6 5RQ
Tel: 01603 787821

OP

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



BURLINGHAM HOUSE



We provide a safe and welcoming atmosphere for our guests ensuring that they are comfortable when they are staying with us away from home.

Our staff are able to provide quality personal care and ensure our residents are comfortable throughout the day.

We treat all our residents as individuals and our staff pride themselves on listening to residents' views and wishes regarding the care home.

New features include a dedicated dementia unit with its own secure sensory garden, en-suites to all the bedrooms, and new central heating systems. Other changes include the installation of two lifts, a medical room where residents can go if they feel unwell or can be seen by the dedicated doctor, a hairdresser and a new kitchen.

Burlingham House is set within 22 acres of beautiful gardens, woodland and countryside - yet is easily accessible just off the A47.

We have a 5 star EHO rating for the kitchen and have proudly kept this stature for the past 4 years.



Burlingham House provides:

- ◆ **Activities**
- ◆ **Dementia Care**
- ◆ **Day Care**
- ◆ **Services**

Burlingham House features:

- ◆ 31 Single Rooms
- ◆ 3 Dining Rooms
- ◆ 3 Sitting Rooms
- ◆ Secure garden/patio area
- ◆ Large Conservatory
- ◆ Beauty Treatment Room
- ◆ Hairdressers
- ◆ Latest Nurse-Call System
- ◆ 4 Resident WCs
- ◆ Lifts to all floors and Wheelchair Access
- ◆ Palliative Care
- ◆ Dementia Care
- ◆ Convalescent Care
- ◆ Respite Care
- ◆ Four bathrooms with assisted hoists

Burlingham House

Dell Corner Lane
Norwich, Norfolk
NR13 4EQ

Contact Us

T: 01603 270600
E: ryan@burlinghamhouse.co.uk

BAY TREE HOUSE

423 Unthank Road, Norwich NR4 7QB
Tel: 01603 503528

OP D

BISHOP HERBERT HOUSE

34 Globe Place, Norwich NR2 2SG
Tel: 01603 620710 **Advert page 4**

PD YA

BURLINGHAM HOUSE

Dell Corner Lane, North Burlingham, Norwich NR13 4EQ
Tel: 01603 270600 **Advert page 72**

OP D

CARROW HILL HOME

2-4 Carrow Hill, Norwich NR1 2AJ
Tel: 01603 632626

MH

CHISWICK HOUSE

3 Christchurch Road, Norwich NR2 2AD
Tel: 01603 507111 **Advert page 74**

OP

CORTON HOUSE

City Road, Norwich NR1 3AP
Tel: 01603 620119

OP

CROMWELL HOUSE

Cecil Road, Norwich NR1 2QJ
Tel: 01603 625961

OP

CYPRESS LODGE

147A Yarmouth Road, Thorpe St Andrew, Norwich NR7 0SA
Tel: 01603 409451

LDA

ELLACOMBE

Ella Road, Norwich NR1 4BP
Tel: 01603 613173 **Advert page 4**

OP

GRAYS FAIR COURT

266 Dereham Road, New Costessey, Norwich NR5 0SN
Tel: 01603 594747

OP

HARVEY LANE

9 Harvey Lane, Norwich NR7 0BG
Tel: 01603 304655

LDA YA

HEATH HOUSE

150-152 Thorpe Road, Norwich NR1 1RH
Tel: 01603 618653

OP

HEATHCOTE

19-23 Unthank Road, Norwich NR2 2PA
Tel: 01603 625639 **Advert page 74**

OP

HEATHFIELD

Cannell Green, Norwich NR3 1TT
Tel: 01603 612768 **Advert page 4**

OP D

HEBRON HOUSE

10-12 Stanley Avenue, Norwich NR7 0BE
Tel: 01603 439905

AD

HIGHWATER HOUSE

104 Westwick Street, Norwich NR2 4SZ
Tel: 01603 766627

MH AD

HILLCREST

106 Thorpe Road, Thorpe, Norwich NR1 1RT
Tel: 01603 626073

OP D

HOLMWOOD

11 Harvey Lane, Norwich NR7 0BW
Tel: 01603 433437

OP LDA MH

JOHN GROOMS COURT

215 Sprowston Road, Norwich NR3 4HX
Tel: 01603 429400

PD YA

KEMPS PLACE

Rackham Road, Norwich NR3 3JQ
Tel: 01603 301090

LDA MH

LAUREL LODGE CARE HOME

19 Ipswich Road, Norwich NR2 2LN
Tel: 01603 502371

OP

MOUNTFIELD

Millcroft, Norwich NR3 3LS
Tel: 01603 416201 **Advert page 4**

OP D

OLD VICARAGE, THE

85 Silver Road, Norwich NR3 4TF
Tel: 01603 767578

OP LDA MH YA

OMNIA

50 Sale Road, Norwich NR7 9TP
Tel: 01603 432457

MH

PHILADELPHIA HOUSE

Penn Grove, Norwich NR3 3JL
Tel: 01603 419175 **Advert page 4**

OP

POINT HOUSE

Sprowston Road, Norwich NR3 4QN
Tel: 01603 427249

LDA

SHALOM CARE HOME

147 Yarmouth Road, Thorpe St Andrew, Norwich NR7 0SA
Tel: 01603 432050 **Advert page 74**

OP D PD LDA

SOMERLEY

Somerleyton Street, Norwich NR2 2BT
Tel: 01603 623582 **Advert page 4**

OP

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



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Tel: 01603 507 111 **Fax:** 01603 507 111
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Heathcote

19-23 Unthank Road,
Norwich,
Norfolk
NR2 2PA

Tel: 01603 625 639 **Fax:** 01603 625 639
Email: heathcote@blackswan.co.uk



Nightingale Lodge

8 Austin Street,
Hunstanton,
Norfolk,
PE36 6AL

Tel: 01485 533 590 **Fax:** 01485 533 590
Email: nightingalelodge@blackswan.co.uk



Park House

6 Alexandra Road,
Great Yarmouth,
Norfolk,
NR30 2HW

Tel: 01493 857 365 **Fax:** 01493 857 365
Email: parkhouse@blackswan.co.uk



The Beeches

1 West Harling Road,
East Harling,
NR16 2NP

Tel: 01953 717584 **Fax:** 01953 717584
Email: thebeeches@blackswan.co.uk



York House

47 Norwich Road,
Dereham,
Norfolk,
NR20 3AS

Tel: 01362 697 134 **Fax:** 01362 697 134
Email: yorkhouse@blackswan.co.uk

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At Shalom we provide specialist care for older people with dementia within a warm, homely atmosphere.



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TALBOTS, THE

13–15 Constitution Hill, Norwich NR3 4HA
Tel: 01603 789450

OP LDA MH YA
THOMAS TAWELL HOUSE

106 Magpie Road, Norwich NR3 1JH
Tel: 01603 767526

OP SI
WHITEHALL LODGE RESIDENTIAL HOME

56/112 Whitehall Road, Norwich NR2 3EW
Tel: 01603 618332

OP
WOODSTOCK

44 Ketts Oak, Norwich NR9 3DJ
Tel: 01603 812214

LDA

Norwich care homes with nursing

CHURCH GREEN LODGE (RESPIRE SERVICE) **Advert**

Aslake Close, Norwich NR7 8ET
Tel: 01603 411855

inside front cover
OP D PD LDA MH SI YA
ST CLEMENT'S NURSING HOME

170 St Clement's Hill, Norwich NR3 4DG
Tel: 01603 427487

OP D
HAWTHORNS CARE HOME, THE

270 Unthank Road, Norwich NR2 2AJ
Tel: 01603 452302

OP PD
LARCHWOOD NURSING & RESIDENTIAL HOME

133 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0RF
Tel: 01603 437358

OP D PD YA
TWIN OAKS NURSING HOME

1 Hudson Way, Chapel Break, Norwich NR5 9NJ
Tel: 01603 743195

OP PD
WOODSIDE HOUSE

Woodside Road, Norwich NR7 9XJ
Tel: 01603 294649 **Advert page 7**

OP D PD YA

South Norfolk care homes

ACORN PARK ADULT SERVICES

Andrews Furlong, Mill Road, Banham, Norwich NR16 2HU
Tel: 01953 888656

LDA YA
ALEXANDER COURT

Raymond Street, Thetford IP24 2EA
Tel: 01842 753466

OP D
ASHCROFT

Milestone House, Wicklewood, Wymondham NR18 9QL
Tel: 01953 607340

MH YA
BEAUCHAMP HOUSE

Proctor Road, Chedgrave, Norwich NR14 6HN
Tel: 01508 520755 **Advert page 4**

OP D
BEECHES, THE

West Harling Road, East Harling, Norwich NR16 2NP
Tel: 01953 717584 **Advert page 74**

OP D
BILNEY HALL

East Bilney, Dereham NR20 4AL
Tel: 01362 860246

OP D
BROOKE HOUSE

Brooke Gardens, The Street, Norwich NR15 1JH
Tel: 01508 558359

OP D YA
BUNGAY HOUSE

8 Yarmouth Road, Broome, Bungay NR35 2PE
Tel: 01986 895270

OP D MH
CARLETON HOUSE CARE HOME

Rectory Road, East Carleton, Norwich NR4 6TZ
Tel: 01508 570451

OP
CHURCHFIELDS, 14

Hethersett, Norwich NR9 3AF
Tel: 01603 812082

LDA
CLAXTON HOUSE

Church Lane, Claxton, Norwich NR14 7HY
Tel: 01508 480312

LDA YA
CREMERS DRIFT

The Street, Claxton, Norwich NR14 7AS
Tel: 01508 480685

LDA
CRESTA LODGE

Bungay Road, Poringland, Norwich NR14 7NA
Tel: 01508 492775

OP D
CROFT, THE

17 Croft Lane, Diss IP22 4NA
Tel: 01379 651666

LDA
Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

CULROSE RESIDENTIAL HOME

Norwich Road, Dickleburgh, Diss IP21 4NS
Tel: 01379 741369

OP
DORRINGTON HOUSE (DEREHAM)

28 Quebec Road, Dereham NR19 2DR
Tel: 01362 693070

OP D
DORRINGTON HOUSE (WATTON)

73 Norwich Road, Watton, Thetford IP25 6DH
Tel: 01953 883882

OP D
ECKLING GRANGE

Norwich Road, Dereham NR20 3BB
Tel: 01362 692520

OP D SI
FAIRLAND HOUSE

Station Road, Attleborough NR17 2AS
Tel: 01953 452161

OP
FELTWELL LODGE

Lodge Road, Felthwell, Thetford IP26 4DR
Tel: 01366 728282

OP D
FENNERS FARM HOUSE

Fersfield, Diss IP22 2AW
Tel: 01379 687269

LDA YA
HARKER HOUSE

Flowerpot Lane, Long Stratton, Norwich NR15 2TS
Tel: 01508 530777 **Advert page 4**

OP D
HARRISONS YARD

5 Harrisons Yard, Diss IP22 4EL
Tel: 01379 640387

LDA
HAZELDOWN CARE HOME

21 High Street, Foulsham, Dereham NR20 5RE
Tel: 01362 683307

MH
HETHERSETT HALL

Hethersett, Norwich NR9 3AP
Tel: 01603 294628 **Advert page 7**

OP D
HEYWOODS GRANGE

Burston Road, Diss IP22 5SX
Tel: 01379 652265

LDA
HIGH OAKS

Rectory Road (Hall Green), Gissing, Diss IP22 5UU
Tel: 01379 674456

LDA MH YA
HILL BARN

Church Lane, Sparham, Norwich NR9 5PP
Tel: 01362 688702

OP
HILL GROVE

1 Colney Lane, Cringleford, Norwich NR4 7RE
Tel: 01603 504337

OP
HILL HOUSE

Station Road, Pulham St. Mary, Diss IP21 4QT
Tel: 01379 608209

LDA
HOLLIES AND HOLLIES LODGE, THE

Brick Kiln Lane, Morningthorpe, Norwich NR15 2LH
Tel: 01508 530540

YA
KALMIA & MALLOW

Dereham Road, Watton, Thetford IP25 6HA
Tel: 01953 884597

LDA YA
KITTENS LANE

5 Kittens Lane, Loddon, Norwich NR14 6JU
Tel: 01508 528163

OP LDA YA
LANCASTER HOUSE

2 Portal Avenue, Watton, Thetford IP25 6HP
Tel: 01953 883501

OP D
LAURELS CARE HOME, THE

West Carr Road, Attleborough NR17 1AA
Tel: 01953 455427

OP D PD MH
LINCOLN HOUSE CARE HOME

Dereham Road, Swanton Morley, Dereham NR20 4LT
Tel: 01362 637598 **Advert page 78**

OP PD
LINDEN COURT

Church Walk, Watton IP25 6ET
Tel: 01953 881753 **Advert page 4**

OP
LODGE CARE HOME, THE

Watton Road, Ashill, Thetford IP25 7AQ
Tel: 01760 440433

OP D
LOUIES LANE

70 Louies Lane, Diss IP22 4EQ
Tel: 01379 650083

LDA
LYNFIELD

22 Norwich Road, Ditchingham, Bungay NR35 2JL
Tel: 01986 897196

LDA YA
Advertisers are highlighted

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MAPLE TREE CARE LTD

2 Epsom Gardens, Dereham NR19 1TY
Tel: 01362 697124

PD LDA SI YA

MELTON HOUSE CARE HOME

47 Melton Road, Wymondham NR18 0DB
Tel: 01953 606645

OP

MERLE BODDY HOUSE

55 Norwich Road, Dereham NR20 3AX
Tel: 01362 694643

LDA

MOORINGS, THE

Church Road, Earsham, Bungay NR35 2TJ
Tel: 01986 892269

OP D

NIGHTINGALE CARE HOME

Church Lane, Welborne, Dereham NR20 3LQ
Tel: 01362 850329

OP D

NORTHFIELDS

49a Northfields, West Earlham, Norwich NR4 7ES
Tel: 01603 458865

PD LDA SI

NORWICH ROAD, 3

Long Stratton, Norwich NR15 2PG
Tel: 01508 536059

LDA YA

OAKLANDS

Norwich Road, Scole, Diss IP21 4EE
Tel: 01379 740646

OP D

OAKRIDGE REST HOME

26 Eastgate Street, North Elmham, Dereham NR20 5HD
Tel: 01362 668842

OP

OAKS & WOODCROFT, THE

2a Dereham Road, Mattishall, Dereham NR20 3AA
Tel: 01362 858040

LDA YA

OAKTREES (RESPITE)

25-26 Norfolk Drive, Attleborough NR17 1QW
Tel: 01953 457360

LDA

OLIVE HOUSE

Olive Avenue, Newton Flotman, Norwich NR15 1PF
Tel: 01508 471718

OP

PEVERELL CARE HOME

54 Station Road, Foulsham, Dereham NR20 5RE
Tel: 01362 684260

LDA

PRIORSMEAD

Canterbury Way, Thetford IP24 1EB
Tel: 01842 752039 **Advert page 4**

OP

QUEBEC HALL LIMITED

Quebec Road, Dereham NR19 2QY
Tel: 01362 692504

OP

RED HOUSE RESIDENTIAL HOME

Norwich Road, Kilverstone, Thetford IP24 2RF
Tel: 01842 753122

OP

ROSE VERE CARE HOME

Foulsham Road, Bintree, Dereham NR20 5NB
Tel: 01603 867600

LDA

ROYAL MENCAP SOCIETY – FRYERS WALK

53 Castle Street, Thetford IP24 2DL
Tel: 01842 766444

OP PD LDA MH YA

**ROYAL MENCAP SOCIETY –
WOODLANDS RESIDENTIAL HOME**

51A Elm Road, Thetford IP24 3HS
Tel: 01842 754843

LDA YA

ROYDON ROAD

27 Roydon Road, Diss IP22 4LN
Tel: 01379 652673

LDA

SENSE HOLMLEA

53a Shipdham Road, Toftwood, Dereham NR19 1JL
Tel: 01362 854165

LDA SI

SHIPDHAM MANOR

Chapel Street, Shipdham, Thetford IP25 7LB
Tel: 01362 820939

OP D

ST EDMUND'S

Surrogate Street, Attleborough NR17 2AW
Tel: 01953 452011 **Advert page 4**

OP

ST LEONARD'S COURT

6 St Leonard's Street, Mundford, Thetford IP26 5HG
Tel: 01842 878225

OP D

ST MARY'S RESIDENTIAL CARE HOME

Market Place, New Buckenham, Norwich NR16 2AN
Tel: 01953 860956

OP

ST NICHOLAS HOUSE

Littlefields, Dereham NR19 1BG
Tel: 01362 692581 **Advert page 4**

OP D

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

The Paddocks Care Home

- Residential Care
- Nursing Care
- Dementia Care
- Respite Care and short breaks

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- Nursing Care
- Respite Care and short breaks

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Call 01362 637598

The Mayfields Care Home

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- Nursing Care
- Dementia Care
- Respite Care and short breaks

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Call 01508 535500

The Paddocks Care Home

45 Cley Road, Swaffham, Norfolk, PE37 7NP.

Lincoln House Care Home

Dereham Road, Swanton Morley, Dereham, NR20 4LT.

The Mayfields Care Home

Swan Lane, Long Stratton, Norfolk, NR15 2UY



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Look for Oakwood House Nursing Home in the listings section.

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TAYLOR ROAD

7a Taylor Road, West Earlham, Norwich NR5 8LZ
Tel: 01603 259916

PD LDA SI
WALNUT HOUSE

49 Norwich Road, Dereham NR20 3AS
Tel: 01362 698762

LDA
WESTFIELD HOUSE

12 Westfield Road, Toftwood, Dereham NR19 1JB
Tel: 01362 697828 **Advert page 74**

OP D
WESTWARD BARNES

Long Street, Great Ellingham, Attleborough NR17 1AW
Tel: 01953 453763

PD LDA MH YA
WESTWARD FARM

School Lane, Besthorpe, Attleborough NR17 2LH
Tel: 01953 451542

LDA YA
WHITSTONE HOUSE

49 Norwich Road, Dereham NR20 3AS
Tel: 01362 698762

LDA
WILLOWS, THE

Muriel Kenny Court, Hethersett NR9 3EZ
Tel: 01603 814915

LDA
WINDMILL HOUSE

Browick Road, Wymondham NR18 0QW
Tel: 01953 607651

OP D
WOODSTOCK CARE HOME LTD

The Green, Gressenhall, Dereham NR20 4DT
Tel: 01362 860861

OP D SI
YORK HOUSE

47 Norwich Road, Dereham NR20 3AS
Tel: 01362 697134 **Advert page 74**

OP

South Norfolk care homes with nursing

AUSTHORPE HOUSE NURSING HOME

Norwich Road, Fornsett St Peter, Norwich NR16 1LG
Tel: 01953 789215

OP
BROOKLYN HOUSE NURSING HOME

Queen's Road, Attleborough NR17 2AG
Tel: 01953 455789

OP
BUCKINGHAM LODGE CARE HOME

Buckingham Close, Carbrooke, Thetford IP25 6WL
Tel: 01953 858750

OP D YA
CEDAR HOUSE NURSING & RESIDENTIAL HOME

Church Road, Yelverton, Norwich NR14 7PB
Tel: 01206 224100

OP D
FORD PLACE

Ford Street, Thetford IP24 2EP
Tel: 01842 422074 **Advert page 7**

OP PD YA
GROVE, THE

Scotts Hill, East Carleton, Norwich NR14 8HP
Tel: 01508 570279

PD YA
HASSINGHAM HOUSE CARE CENTRE

Hardingham Street, Hingham NR9 4JB
Tel: 0844 472 5173

OP D PD LDA MH SI YA
LINCOLN HOUSE CARE HOME

Dereham Road, Swanton Morley, Dereham NR20 4LT
Tel: 01362 637598 **Advert page 78**

OP PD
MAYFIELDS CARE HOME, THE

Swan Lane, Tharston, Long Stratton, Norwich NR15 2UY
Tel: 01508 535500 **Advert page 78**

OP D
OAK MANOR NURSING HOME

Dereham Road, Scarning, Dereham NR19 2PG
Tel: 01362 694978

OP D
OAKWOOD HOUSE NURSING HOME

Old Watton Road, Colney, Norwich NR4 7TP
Tel: 01603 858921 **Advert page 78**

OP D PD
PASTURES, THE

1-4 The Pastures, Yarmouth Road, Hales NR14 6AB
Tel: 01508 486045

PD LDA SI
SANFORD HOUSE NURSING HOME

Danesfort Drive, Swanton Road, East Dereham NR19 2SD
Tel: 01362 690790

OP D PD
SAXLINGHAM HALL NURSING HOME

The Green, Saxlingham, Nethergate NR15 1TH
Tel: 01508 499225

OP

Advertisers are highlighted

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

SUTHERLANDS NURSING HOME

136 Norwich Road, Wymondham NR18 0SX
Tel: 01953 600900

OP D PD LDA YA

TREES NURSING HOME

12 Candles Lane, Harleston IP20 9JA
Tel: 01379 853919

OP PD

THORP HOUSE

Church Road, Griston, Thetford IP25 6QA
Tel: 01953 881786

OP D

WALCOT HALL NURSING HOME

Walcot Green, Diss IP22 5SR
Tel: 01379 641030

OP

Award winning nursing and dementia care.



De Lucy House is a brand new, purpose-built home set in an enviable position on the outskirts of the picturesque town of Diss. We are opening in July 2015.

The home is a new development from Greensleeves Homes Trust, an award-winning care charity whose mission is to deliver outstanding, high quality care to older people. Our homes provide the highest level of nursing, dementia, residential and respite care.

De Lucy House challenges perceptions of a traditional care home, with high quality and comfortable surroundings, landscaped gardens and bright attractive communal areas. Private rooms are well appointed and all have ensuite facilities. Our highly trained and caring staff will be on hand 24 hours a day.

At De Lucy House, you can be sure of one thing: the comfort and care of each and every resident is always our first concern. Come and see for yourself.

Residential care
Nursing care
Dementia care
Respite care
Private en-suite rooms
Superb menu
Activities co-ordinator
Landscaped gardens
24 hour care staff

De Lucy House

40 Victoria Road, DISS, Norfolk IP22 4HZ

Call us now for more information:

0845 463 2525

www.delucyhouse.org.uk



West Norfolk care homes

ADRIAN LODGE

19 Gaywood Road, King's Lynn PE30 1QT
Tel: 01553 760347

MH

BRAMBLES, THE

44 Monks Close, Bircham Newton PE31 6RD
Tel: 01485 576062

PD LDA SI YA

ANCHORAGE, THE

78 Wootton Road, King's Lynn PE30 4BS
Tel: 01553 765378

D LDA MH SI YA

BRIAR HOUSE

Losinga Road, King's Lynn PE30 2DQ
Tel: 01553 760500

OP D

ASHVILLE HOUSE

Fairfield Road, Downham Market PE38 9ET
Tel: 01366 383428

OP

BURMAN HOUSE

Mill Road, Terrington St John, Wisbech PE14 7SF
Tel: 01945 880464 **Advert page 4**

OP

BELGRAVE HOUSE

School Road, Terrington St John, Wisbech PE14 7SE
Tel: 01945 880087

LDA

CLOSE RESIDENTIAL HOME, THE

53 Lynn Road, Snettisham, King's Lynn PE31 7PT
Tel: 01485 540041

OP D

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

COOPERS MILL

Mill Road, Walpole Highway, Wisbech PE14 7QJ
Tel: 01945 881249

LDA SI YA

CORALYN HOUSE

12 Glebe Avenue, Hunstanton PE36 6BS
Tel: 01992 852061

LDA

CROWN REST HOME, THE

Station Road, Little Dunham, King's Lynn PE32 2DJ
Tel: 01760 722039

OP PD SI

DELPH HOUSE

Wisbech Road, Welney, Wisbech PE14 9RQ
Tel: 01354 610300

OP D

DOCKING HOUSE

Station Road, Docking, King's Lynn PE31 8LS
Tel: 01485 518243

OP D

DRIFTWOOD HOUSE

Lynn Road, Hunstanton PE36 5HL
Tel: 01485 532241

OP

EASTGATE HOUSE RESIDENTIAL HOME

17 Littleport Street, King's Lynn PE30 1PP
Tel: 01553 691054

OP

FRIDHEM REST HOME

79 Station Road, Heacham, King's Lynn PE31 7AB
Tel: 01485 571455

OP D

GABLES RESIDENTIAL HOME, THE

22 Post Office Road, Dersingham, King's Lynn PE31 6HS
Tel: 01485 540528

OP

GORSELANDS RESIDENTIAL HOME

25 Sandringham Road, Hunstanton PE36 5DP
Tel: 01485 532580

OP

HICKATHRIFT HOUSE

217 Smeeth Road, Marshland St James, Wisbech PE14 8JB
Tel: 01945 430636

OP D

HIGH HAVEN

Howdale Road, Downham Market PE38 9AG
Tel: 01366 382205 **Advert page 4**

OP D

KING'S LYNN RESIDENTIAL HOME

Austin Fields, King's Lynn PE30 1PH
Tel: 01553 769098

OP

LINCOLN LODGE RESIDENTIAL HOME FOR THE ELDERLY

2 Lincoln Square, Hunstanton PE36 6DL
Tel: 01485 535328

OP

MALLARDS, THE

161 Wootton Road, King's Lynn PE30 4DW
Tel: 01553 676004

LDA

MANDALAY

The Street, Marham PE33 9HP
Tel: 01760 444175

LDA

MANOR FARM

Hill Road, Ingoldisthorpe, King's Lynn PE31 6NZ
Tel: 01485 541977

OP PD SI

MANTON HOUSE

5-7 Tennyson Avenue, King's Lynn PE30 2QG
Tel: 01553 766135

OP

MERRIMORE HOUSE

39 Avenue Road, Hunstanton PE36 5HW
Tel: 01485 535299

PD LDA MH SI

MILL HOUSE

Litcham Road, Gayton, King's Lynn PE32 1PQ
Tel: 01553 636654

MH

NIGHTINGALE LODGE

8 Austin Street, Hunstanton PE36 6AL
Tel: 01485 533590 **Advert page 74**

OP

NORFOLK LODGE

32 King's Lynn Road, Hunstanton PE36 5HT
Tel: 01485 532383

OP D

OLD MALTINGS, THE

Cley Road, Swaffham PE37 7JW
Tel: 01760 721398

OP PD SI

PHOENIX HOUSE

6 Lynn Road, Snettisham, King's Lynn PE31 7LP
Tel: 01485 544415

LDA

PORTLAND STREET

12-14 Portland Street, King's Lynn PE30 1PB
Tel: 01553 769091

MH

REBECCA COURT

9 Staithe Road, Heacham, King's Lynn PE31 7EF
Tel: 01485 570421 **Advert page 4**

OP D

Advertisers are highlighted

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

West Norfolk care homes continued

RED THORN HOUSE

Church Lane, Terrington St John, Wisbech PE14 7SD
Tel: 01945 880877

LDA

VICTORIA HALL

New Road, Shouldham PE33 0DF
Tel: 01366 347276

OP D

SHEILING, THE

Squires Hill, Marham, King's Lynn PE33 9JT
Tel: 01328 701142

LDA YA

WESTFIELDS

Westfield Road, Swaffham PE37 7HE
Tel: 01760 721539 **Advert page 4**

OP

SOMERSET VILLA

19 Austin Street, Hunstanton PE36 6AJ
Tel: 01485 533081

OP D

WINCHLEY HOME

Rectory Lane, West Winch, King's Lynn PE33 0NR
Tel: 01553 841582

D

SUMMERVILLE HOUSE

Fenway, Heacham, King's Lynn PE31 7BH
Tel: 01485 572127

OP D

WOODLANDS

Grimston Road, South Wootton, King's Lynn PE30 3HU
Tel: 01553 672076 **Advert page 4**

OP D

TERRINGTON LODGE

2 Lynn Road, Terrington St Clements, King's Lynn PE34 4JX
Tel: 01553 829605

OP D PD SI

WYNDHAM HOUSE

Manor Road, North Wootton, King's Lynn PE30 3PZ
Tel: 01553 631386

D

West Norfolk care homes with nursing

AMBERLEY HALL CARE HOME

55 Baldock Drive, King's Lynn PE30 3DQ
Tel: 01553 670600

OP D PD YA

ICENI HOUSE

Jack Boddy Way, Swaffham, Norfolk PE37 7HJ
Tel: 01760 720330

OP D YA

COURTENAY HOUSE CARE HOME

Fakenham Road, Tittleshall, King's Lynn PE32 2PF
Tel: 01328 700646

OP D

LOWER FARM CARE HOME WITH NURSING

126 Grimston Road, South Wootton, King's Lynn PE30 3PB
Tel: 01553 671027

OP PD YA

DIAMOND HOUSE

Bennett Street, Downham Market PE38 9EJ
Tel: 01366 385100

OP D

MEADOW HOUSE NURSING HOME

Norwich Road, Swaffham PE37 8DD
Tel: 01760 725146

PD YA

DOWNHAM GRANGE

Clackclose Road, Downham Market PE38 9PA
Tel: 01366 387054

OP

MILLBRIDGE

4 Lynn Road, Heacham, Norfolk PE31 7HY
Tel: 01485 570349

OP D PD

FARO LODGE (RESPITE SERVICE)

Galyon Road, King's Lynn PE30 3YE
Tel: 01553 679233

**Advert inside
front cover**

OP D PD LDA MH SI YA

PADDOCKS CARE HOME, THE

45 Cley Road, Swaffham PE37 7NP
Tel: 01760 722920 **Advert page 78**

OP D

GOODWINS HALL CARE HOME

Goodwins Road, King's Lynn PE30 5PD
Tel: 01553 777994

OP D PD YA

PARK HOUSE HOTEL

Sandringham, King's Lynn PE35 6EH
Tel: 01485 543000 **Advert page 16**

OP PD LDA SI YA

HOLMWOOD HOUSE

40 Whitecross Road, Swaffham, Norfolk PE37 7QY
Tel: 01760 724404

OP D PD

**A countywide list of home care providers starts
on page 19.**

Advertisers are highlighted

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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

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