

FREE

Norfolk

Your guide to care and support for adults **2026/27**



The essential guide to finding the right support for you

In association with



Norfolk County Council



NHS
Norfolk and Suffolk
Integrated Care Board



Extra Hands

Providers of Home Care in Norfolk

Celebrating over 30 years
providing multi-award
winning home care



**Affordable and
flexible expert care**
delivered in the **comfort**
of your **own home**

- ♥ Personal Care
- ♥ Dementia Care
- ♥ Meal Preparation
- ♥ Medication Management
- ♥ Social Care Trips
- ♥ Care Giver Respite
- ♥ Companionship
- ♥ Support with Shopping
- ♥ Laundry and Cleaning
- ♥ Friendly Service

Choose Extra Hands for Your Home Based Care and You'll Get:

- ✓ **Personally Matched Carers Who Are Respectful of Your Family Values** – You'll get to know your carers and build a strong relationship with the people who look after you.
- ✓ **A Consistent, Professional & Reliable Service** – So you can relax knowing everything's under control.
- ✓ **Compassion & Understanding** – All of the time, from our management, office staff and carers.
- ✓ **Fair Pricing** – No hidden costs, no VAT, no extra charges for weekends, evenings or Bank Holidays.
- ✓ **A Flexible Service that Works for You** – With visits available 7 days a week, from 15 minutes upwards, we can work closely with you and your family to find a care plan that meets your individual requirements.
- ✓ **Peace of Mind** – We pride ourselves on our reliability and the technology we use enables us to keep in contact with our staff at all times. This ensures that NO visits are ever missed.
- ✓ **Carers You Can Trust** – All our staff are fully qualified, DBS checked and trained to promote independence and respect your dignity.

CARING *Friendly*
FEEL ITS ALL ABOUT
SAFE **YOU**
COMPETENT CARERS
 *Responsive*
WE ♥ WHAT WE DO
dignity
& **respect** 

SCAN FOR
MORE INFO



To find out more about how we can help support you or your loved ones,
call us now on **Head Office 01485 570611**, or **Norwich Office 01603 898623**

 www.extrahandshomecarenorfolk.co.uk  contact@extrahands.net

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Welcome – from Norfolk County Council and the NHS in Norfolk

At the heart of life in Norfolk is community. All of us are part of it, and it's often our families, friends, neighbours and local networks who make the biggest difference when times are difficult or uncertain. This Guide has been brought together with that in mind. It's here to help you understand the support available across Norfolk, and to support you and those close to you to live well in ways that matter to you. It brings together information, advice and support so you can find the right help, at the right time.

Health and Adult Social Care in Norfolk work closely together to support people through change, challenge and uncertainty. This includes offering help early, reducing the risk of crisis or hospital admission and responding quickly when someone's needs change. Adult Social Services and the NHS are working together with a shared commitment to community-led support and working alongside people, families and communities as equal partners.

We know that the strongest support often grows from relationships. Families, friends, communities, voluntary and community organisations, faith groups and local networks all play a vital role in helping people live good lives. Alongside this, reablement and therapeutic support, including Norfolk First Support and occupational therapy, are part of our joined-up approach. These services focus on building confidence, supporting recovery and helping people work towards goals that are meaningful to them.

Unpaid carers are central to many people's lives, and their contribution is recognised and valued in Norfolk. We are committed to supporting carers and working alongside them as partners. Advice, information and specialist support are available in ways that work for carers and the people they support. More information about carer support can be found on page 54.

We also recognise that having choice and control over where and how you live is an important part of living well. That is why we continue to invest in Independent Living homes that help people stay connected to their communities, relationships and everyday life. A new scheme in Hunstanton is due to open in 2026, with another planned in Harleston in 2027. These homes offer reassurance and flexibility, with onsite support available if, and when, it is needed.

We hope this Guide helps you reflect on what matters to you, understand your options, and connect with the people, communities and organisations that can support you to live your best life, now and in the future.

Ian Wake, Executive Director of Adult Social Services, Norfolk County Council

Lisa Nobes, Executive Director of Nursing, NHS Norfolk and Suffolk Integrated Care Board

For more information about **Adult Social Services**, visit: www.norfolk.gov.uk/adultcare

For more information about health in Norfolk, visit: <https://www.norfolkandsuffolk.icb.nhs.uk>

Listings – care homes/care homes with nursing

	East Norfolk	89
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For extra free copies of this Guide, call **Norfolk County Council** on: **0344 800 8020** or email: information@norfolk.gov.uk

Alternative formats

This Guide is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.



Staying healthy and well

Norfolk Community Directory



The Norfolk Community Directory can be used to find a range of services, activities, events, groups and organisations in your local community that can help you stay independent and manage your own wellbeing. The Directory gives you greater choice and control of the services you need, allowing you to compare and shortlist helpful services and

activities in your area – whether it's for support in your own home, or to help you get out and about.

This includes meal delivery services. Whilst these are aimed at older or more vulnerable people, they are available to anyone wishing to buy meals. The cost will vary depending on which meal and provider you choose. Visit:

<https://communitydirectory.norfolk.gov.uk> and select 'Meals support'.

You can add your service to the Directory for free.

Visit: **<https://communitydirectory.norfolk.gov.uk/Information/add-your-service>**

To find out more or contact us, visit:

<https://communitydirectory.norfolk.gov.uk>

Lily



Lily helps adults of all ages in West Norfolk stay connected, confident and supported. Whether you want to meet new people, rediscover a hobby or find local services, Lily makes it easier to get involved in your community.

The Lily Community Directory is your go-to place for clear, local information. Quickly search hundreds of listings to discover activities, groups and trusted support across West Norfolk. From wellbeing advice and money guidance to transport, housing and volunteering opportunities, Lily brings everything together in one easy-to-use online directory.

With Lily, you can:

- Find things to do.
- Build friendships and confidence.
- Explore learning and work options.
- Access health, care and safety advice.
- Discover childcare and family support.

Lily is here to help you live well and feel part of your community.

Visit: **<https://asklily.org.uk>** or call: **01553 616200**.

Improving your transport options

Most people want to live independently for as long as possible, and we want to support you to do that. Transport is an important part of keeping independent and staying in your own home.

If your situation changes or as you get older, you may have to think differently about how to get around so that you can continue to do the things that are important to you.

There are many possibilities that could make access easier, save you money or even open a new route altogether. Visit the transport options webpage below or contact us by phone or email.

Tel: **0344 800 8020**

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

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

Information and advice

There are lots of useful services and organisations that can help you remain independent and well. Sometimes it can be difficult to find information to help you decide what is best for you.

The information in this Guide can help you discover what support there is to help you stay independent and what's available in your local community. As well as this Guide, there is lots more information on the Norfolk Community Directory (see page 5).

The following organisations can help you make the right choices for you.

Age UK Norfolk

An independent local charity with over 75 years' experience in providing information, advice, advocacy and community wellbeing services to older people in Norfolk. Free, impartial advice can be given on a range of topics.

Tel: **0300 500 1217** (advice line).

Email: **advice@ageuknorfolk.org.uk**

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

Age UK Norwich

An independent local charity with over 80 years' experience supporting people in later life. They provide opportunities and services that protect health, enhance physical and mental wellbeing and foster independence. Through a combination of services, advocacy and community connections they support people holistically across a wide range of needs, tackling social isolation, providing essential welfare support and acting as a trusted partner and voice for older residents. Services are available to anyone aged 50+ living in Greater Norwich.

Tel: **01603 496333**

Email: **enquiries@ageuknorwich.org.uk**

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

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Tel: **0800 008 6811** (helpline, open every day, 10.00am to 10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **https://al-anonuk.org.uk**

Alcoholics Anonymous (AA)

If alcohol is costing you more than money, or you think you have a problem with drinking, AA can help. All services are free and confidential.

Tel: **0800 917 7650**

Email: **help@aamail.org**

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

Bridge Plus+, The

Supports people from ethnic minority and/or migrant backgrounds, providing information, advice and advocacy services on a wide range of issues, including welfare benefits and housing.

Tel: **01603 617076**

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

Web: **https://bridgeplus.org.uk**

Carers Matter Norfolk (CMN)

Supports adults caring for another adult living in Norfolk. You can talk to them about your situation and work together to develop a support plan tailored to what matters to you as a carer, and the outcomes you want to achieve. This could include information about services or support you're entitled to, help with your wellbeing or access to a break from your caring role.

Tel: **0800 083 1148** (Monday to Friday, 9.00am to 5.00pm).

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

Web: **https://carersmatternorfolk.org.uk**

Caring Together Charity

Support and services for people with care needs and those caring for them. This includes care at home, helping people take part in activities in their community, befriending services and providing carers with breaks. The charity also delivers activities for young carers and is part of the Carers Matter Norfolk partnership.

Tel: **0345 241 0954**

Email: **hello@caringtogether.org**

Web: **www.caringtogether.org**

Facebook: **@CaringTogetherCharity**

Change, Grow, Live Norfolk

Provides an Alcohol and Drug Behaviour Change Service in Norfolk. This includes medical treatment for alcohol and drug use, one-to-one

and group psychosocial interventions, harm minimisation advice and an affected others service for people impacted by the substance misuse of a friend, partner or relative. The service is for any Norfolk residents aged 18+, who are registered with a Norfolk GP.

Tel: **01603 514096**

(every day, 8.00am to 8.00pm).

Email: **norfolk.info@cgl.org.uk**

Web: **www.changegrowlive.org/service/norfolk-alcohol-drug**

Deaf Connexions

Aims to raise awareness and provide a range of services to people who are D/deaf and use British Sign Language. Services are for adults, children and young people.

Tel: **01603 660889** • Text: **07932 069352**

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

Dementia Friends

Alzheimer's Society's Dementia Friends initiative is all about increasing people's understanding of dementia and inspiring everyone to make a difference for people affected by the condition in their communities.

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

Equal Lives

Provides information, advice and advocacy to disabled people to help them understand and secure their rights and entitlements. Equal Lives also offer a range of other support services and projects.

Tel: **01508 491210**

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

Hear for Norfolk (Norfolk Deaf Association)

Offers practical and emotional support and assistance to people of all ages with all degrees of hearing loss and ear related conditions. This includes routine maintenance of NHS hearing aids, ear wax removal using micro-suction, hearing assessment and issuing of NHS funded and Private hearing aids, ear otoscopy, hearing loss awareness training, emotional support (Cuppa Care Project), advice and information.

Tel: **01603 404440**

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

Web: **www.hearfornorfolk.org.uk**

Nansa

Day centre service supporting adults with learning disabilities. Promotes independence and wellbeing in an inclusive and friendly environment. Based in a fully accessible building with a purpose-built kitchen and care room with hoist. There are arts and crafts, relaxation and games rooms, plus a garden and conservatory. The service has use of a minibus for outings. Nansa supports individuals to engage in activities, be empowered and motivated with the aim of improving the individual experience of each member.

Adults Centre, 200 Bowthorpe Road,
Norwich NR2 3TZ

Tel: **01603 627662**

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

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

Norfolk and Waveney Dementia Support Service

Too many people face dementia alone, without knowing who to turn to. If you need information, advice or support, the service is here to help and support you. It is a partnership between Alzheimer's Society, Norfolk & Suffolk Foundation Trust and Dementia UK (Admiral nurses).

Tel: **01603 763556** (single point of access, open Monday to Friday, 9.00am to 5.00pm) or: **0333 150 3456** (Dementia Connect line, open Monday to Wednesday 9.00am to 8.00pm; Thursday and Friday 9.00am to 5.00pm; and Saturday and Sunday 10.00am to 4.00pm).

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

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

Norfolk and Waveney Mind

Your local Mind mental health charity, offering an extensive range of mental health services, along with associated training, advice and information.

Tel: **0300 330 5488**

Email: **rictriage@norfolkandwaveneymind.org.uk**

Web: **www.norfolkandwaveneymind.org.uk**

Norfolk Community Advice Network Directory

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

Web: **<https://ncan.co.uk/directory>**



→ **Norfolk Community Law Service**

Provides free, independent and confidential legal advice on a range of issues including welfare benefits, immigration, debt, family, employment, domestic abuse and general (civil) law matters.

Tel: **01603 496623**

Email: **info@ncls.co.uk**

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

Norfolk Integrated Domestic Abuse Service (NIDAS), The

Offers free, confidential and non-judgemental support to people, and their children, to help them escape and recover from abuse.

Tel: **0300 561 0555** or **0808 200 0247**

(helpline provided by Refuge).

Text: **07860 063464**

Email: **referrals@nidasnorfolk.co.uk**

Web: **https://nidasnorfolk.co.uk**

Opening Doors

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

Tel: **01603 631433**

Email: **admin@openingdoors.org.uk**

Web: **www.openingdoors.org.uk**

Patient Advice and Liaison Service (PALS)

Provides advice about your local health services in Norfolk.

James Paget University Hospital

Lowestoft Road, Gorleston,
Great Yarmouth NR31 6LA

Tel: **01493 453240**

Email: **pals@jpaget.nhs.uk**

Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY

Tel: **01603 289036**

Email: **palsandcomplaints@nnuh.nhs.uk**

Queen Elizabeth Hospital

Gayton Road, King's Lynn PE30 4ET

Tel: **01553 613351** or **01553 613343**

Email: **pals@qehkl.nhs.uk**

West Suffolk Hospital

Hardwick Lane, Bury St Edmunds IP33 2QZ

Tel: **01284 712555** • Email: **pals@wsh.nhs.uk**

POhWER Norfolk

Works in partnership with colleagues at Age UK Norfolk, Royal Association for Deaf People and other partners to support people in Norfolk. POhWER provides a range of advocacy services in Norfolk including Independent Mental Health Advocacy, Independent Mental Capacity Advocacy, Relevant Paid Person's Representative Service, Care Act Advocacy and NHS Complaints Advocacy. Its services are free to access, confidential and independent.

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

Web: **www.pohwer.net/norfolk**

REST

REST stands for Recover, Eat, Support and Talk, reflecting the different ways we can be more connected in our community. REST is a partnership project that brings together mental health support, local services and a place where everyone can feel welcome. The REST hubs are a walk-in service, providing one-to-one and group support to people experiencing poor mental health.

Tel: **0300 330 5488**

Web: **www.norfolkandwaveneymind.org.uk/rest**

Hub locations:

- 1 Red Lion Street, Aylsham NR11 6ER
- 56 High Street, Kings Lynn PE30 1AY
- Churchman House, 71 Bethel Street, Norwich NR2 1NR
- Breckland House, St Nicholas Street, Thetford IP24 1BT

Silver Line, The

The free service, run by Age UK, is for people aged 55+ who would benefit from a friendly chat, especially for those feeling lonely or isolated. Whether you'd like to speak to someone weekly or just want to talk when the need strikes. It's unable to offer counselling, crisis or emergency support. Tel: **0800 470 8090** (open 24/7).

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

SSAFA – the Armed Forces Charity

Lifelong support for members and ex-members of the armed forces and their families.

Tel: **02045 669129** (Monday to Friday, 9.30am to 5.00pm).

Email: **east.region@ssafa.org.uk**

Web: **www.ssafa.org.uk/norfolk**

Vision Norfolk



Supporting local people with sight loss to enjoy independent and fulfilled lives. Vision Norfolk provides practical and emotional support across

Norfolk with social and wellbeing activities for adults, children, young people and their families, daily living equipment, eye clinic support, befriending services and specialist housing.

Email: office@visionnorfolk.org.uk

Web: www.visionnorfolk.org.uk

Great Yarmouth

12 Hall Quay NR30 1HP

Tel: **01493 745973**

King's Lynn

20 Thorseby College, Queen Street PE30 1HX

Tel: **01553 660808**

Norwich

Bradbury Activity Centre, Beckham Place,

Edward Street NR3 3DZ • Tel: **01603 573000**

West Norfolk Deaf Association



Offers a range of specialist services and practical help, advice and support for

D/deaf children and their families, adults and elders and for people with acquired hearing difficulties.

Tel: **01553 773399** • Email: info@wnda.org.uk

Web: www.wnda.org.uk

Norfolk Armed Forces Covenant

Norfolk has lots of support services for Armed Forces personnel, veterans and their families.

Access support via:

- **www.gov.uk/support-for-veterans** – Lists Government and charity support, enabling veterans and their families to find help in their local area. It includes housing, employment, health, compensation, bereavement, care needs and more. You can search by location and select as many areas of support as you want.
- **www.norfolk.gov.uk/directory** – Search 'Military' and 'Veteran' for Norfolk-based support.

- Forces Connect App – A free app where you can find local support by searching 'Norfolk'.

Royal British Legion (RBL)

The RBL helpline can provide information and referral support to veterans, and their friends and family. There is also an online chat available to those in need. The helpline, online chat and email is open Monday to Sunday, 8.00am to 8.00pm.

Tel: **0808 802 8080**

Email: info@britishlegion.org.uk

Web: www.britishlegion.org.uk

Protect and improve your health and wellbeing

Healthy Ageing

Norfolk County Council's Public Health campaign for residents aged 50+ wants to encourage residents to prioritise their health so they can live healthier, more connected lives as they age.

The campaign provides information, guidance and support on how residents can improve their health and wellbeing. This includes:

- **Being active:** information on moving more, strength and balance, falls prevention and finding local groups.
- **Feeling connected:** finding clubs, groups and one-to-one support, building new connections and

practical guidance on transport and digital skills.

- **Protecting your health:** information on vaccination eligibility and booking, NHS screening appointments and NHS health checks.

For further advice and support, visit:

www.norfolk.gov.uk/HealthyAgeing

Keep your home warm

Heating your home to around 18 degrees in winter is important. For tips on keeping yourself and your home safe and warm this winter, visit: **www.nhs.uk/** For longer term solutions, including heating and insulation grants for your home, or advice on how

to reduce your heating bills, call: **01603 430103** or visit: **<https://norfolkwarmhomes.org.uk>**

It's more important than ever to take care of your health. Check you have everything you need to look after your health to prevent common illnesses from developing into more serious health issues.

If you do get ill, or are worried about your health, don't put off getting help. The following places can provide help and advice:

- **NHS website:** Has a complete guide to conditions, symptoms and treatments, including what to do and when to get help. Visit: **www.nhs.uk**
- **NHS 111:** If you're unsure about which health

service to use, NHS 111 can provide advice and direct you to the care you need. Call: **111** or visit: **<https://111.nhs.uk>**

- **Pharmacy:** Advice for a range of minor illnesses, can suggest when you need to see a doctor and arrange for your medicines to be delivered to your home.
- **Your GP surgery:** Use your GP's website, app or telephone service.
- **Other services:** Visit the walk-in centre in Norwich or the minor injuries unit in Cromer.
- **999 or Emergency Departments:** For serious and life-threatening emergencies like chest pain and breathing difficulties.

Drive safer for longer with GOLD

As we get older, changes in health, mobility or confidence can affect how we feel behind the wheel. The Guidance for Older Drivers (GOLD) programme helps older drivers stay independent by:

- Boosting and building confidence.
- Refreshing skills and knowledge.
- Addressing driving, health or mobility concerns.
- Promoting continued safe and independent driving.

GOLD offers personalised, one-hour long driver development sessions delivered by friendly, specially trained instructors. Sessions are tailored to your needs and provide practical, supportive guidance – not a driving test. You can book a single session or arrange further sessions, if you'd like more support.

For more information or to book, visit **www.norfolk.gov.uk/gold** or call **0344 800 8020**.

Norfolk Library and Information Service

Norfolk libraries are safe, welcoming spaces available to everyone – and it's free to join. You can use any Norfolk library to borrow books, including in large print.

Open Library

Access your local library's books, computers and spaces during certain hours while the building is unstaffed. For more information, visit:

www.norfolk.gov.uk/openlibrary

We offer a range of eBooks, eAudio books, eNewspapers and eMagazines that library members can download for free, with no reservation or overdue charges. For more information, visit:

www.norfolk.gov.uk/ebooks

All libraries have computers and free public Wi-Fi access. To use one of the library computers you

need to be a registered library member. You can book a computer before you visit the library by completing our online booking form. For more information, visit: **www.norfolk.gov.uk/computers**

The free Spydus Library app lets you access library services and manage your membership. For more information, visit:

www.norfolk.gov.uk/librariesapp

Mobile Libraries

Norfolk has a county-wide mobile library service which visits around 450 villages and around 960 stops on a monthly basis.

All mobile library vans have a lift for people with mobility issues and wheelchair users. For more information (including timetables), visit:

www.norfolk.gov.uk/mobilelibraries

Home Library Service

The Royal Voluntary Service and Norfolk County Council's Home Library Service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility. To find out if there is a volunteer in your area, speak to staff in your local branch library or call **0344 800 8020**.

We also provide a range of social activities, including Just a Cuppa sessions, which provide the opportunity to meet and chat with others while enjoying a hot drink. Visit: **www.norfolk.gov.uk/libraries** and select 'What's on' for more information.

Reading Well supports people to understand and manage their health and wellbeing using helpful reading. There are five Reading Well booklists:

- Reading Well for families is aimed at adults and recommends reading to support parents and carers to look after their wellbeing in pregnancy and the early years (from conception to age two).

- Reading Well for mental health (for adults), teens and children suggests books to support mental health and wellbeing, dealing with difficult feelings and experiences and understanding emotions.
- Reading Well for dementia recommends helpful reading for people living with dementia. There are also books for family, friends and carers.

For more information, visit:

www.norfolk.gov.uk/readingwell

Digital Health Hub

We can help you, or someone you care for, learn the digital skills needed to access online health services. For example, how to make an online appointment with a GP and ordering repeat prescriptions online.

We can also show you how to find reliable health information on NHS websites and NHS apps. These are one-to-one sessions in person in Norfolk Libraries, or online over Zoom. For more information, visit: **www.norfolk.gov.uk/healthylibraries**

Norfolk Employment Service (NES)

NES includes area-based employment co-ordinators and a manager. The service works with people aged 18-65 who have been assessed under the Care Act 2014, are supported by Adult

Social Services and are looking for voluntary work, work placements or education and training. For more information, visit:

www.norfolk.gov.uk/norfolkemploymentservice

Local Supported Employment

The Local Supported Employment Programme, which is part of Connect To Work, helps autistic adults, people with learning disabilities or physical disabilities, care leavers and ex-offenders.

Our team offers personalised, one-to-one support to help you find, start and stay in work. We also offer

support if you are already employed but absent from work or struggling in the workplace due to your health condition or other complex issues.

We work with Norfolk businesses to find jobs and match these positions to meet your preferences.

For more information, visit: **www.norfolk.gov.uk/lse**

Healthwatch Norfolk – make your voice count

As the county's independent consumer champion, Healthwatch Norfolk makes sure that people's views and experiences of all health and social care are listened to and acted upon.

At a time when care services are under pressure and going through significant change, Healthwatch Norfolk is a key part of the way health and social care services in Norfolk are improved.

Healthwatch Norfolk can help ensure that your voice is heard and can also help signpost you to other services or information sources.

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

Tel: **0808 168 9669**

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

Web: **<https://healthwatchnorfolk.co.uk>**

Keeping safe

Norfolk Trusted Trader Scheme



The scheme provides access to a wide range of services, such as help around the home, shopping, bathing, gardening, hot and cold meal delivery, home repairs and maintenance, painting, decorating and IT support. All traders pass a range of checks during the application process and agree to adhere to the scheme's code of practice before becoming approved by Norfolk Trading Standards.

Key to the scheme is customer feedback.

Any customer can leave a review covering all aspects of traders' work. For example, cost, timescales, communication, cleanliness and other comments. Feedback can be left on the Trusted Trader website, or a feedback form can be requested from the trader. When someone is choosing a trader, they can use this feedback to help them make a more informed, confident choice.

To search the **Norfolk Trusted Trader** directory and see members' feedback, visit:

<https://trustedtrader.team/norfolk>

Falls in Norfolk

Falls are the most frequent type of accident for people aged over 65 and can be serious. Many people are admitted to hospital with injuries caused by falling.

You may be at risk if you:

- Have a long-term health condition, like heart disease or dementia.
- Have low blood pressure which can cause dizziness.
- Have an impairment, like poor vision or muscle weakness.
- Have a condition that can affect balance.
- Take certain medication which can cause drowsiness.

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

- Eat a healthy diet and drink plenty of water.
- Have a medication review.
- Get your eyesight checked.
- Have a hearing test.
- Drink less alcohol.
- Keep active – especially focus on strength and balance.

- Remove trip hazards.
- Arrange for essential repairs to be done, like replacing a light bulb or fixing a curtain rail.
- Be careful when bathing or showering.
- Consider handrails for steps, stairs or in your bathroom.
- Check your shoes and slippers.
- Always keep walking aids at the right height and near you.

Make a 'falls emergency plan' in case you do fall:

- Ask someone to help you write it.
- Know who you can call for help, and how to call them.
- If you have a mobile phone, always keep it with you.
- Think about having a care alarm to get help 24/7 if you fall and cannot reach the telephone.
- There are also different gadgets available that can be linked to the care alarm that can automatically send an alert if you fall. See pages 22-24 for more details.

Watch the video 'How to get up safely after a fall' at: www.rosipa.com/home-safety/older-people-safety

What to do if you have a fall

1. Keep calm. Take time to think – are you injured or in pain?
2. If you are unhurt and you feel strong enough to get up, don't get up quickly. Roll onto your hands and knees and look for a stable piece of furniture, like a chair or bed. Hold onto the furniture with both hands to support yourself and, when you feel ready, slowly get up. Sit down and rest for a while.
3. If you need help, but don't need to go to hospital, ring a friend or family member or call Norfolk Swift Response (see page 42): **0344 800 8020** (option one).
4. If you are hurt or can't get up and need immediate medical help, try to call for help, bang on the wall or floor or use your care alarm button if you have one. If possible, crawl to a telephone and dial: **999** for an ambulance. Try to find a blanket or something to keep you warm. Move your leg and arm muscles regularly to produce heat.
5. Always tell your GP and someone close to you that you have had a fall, even if you were unhurt.

For more information and advice, visit:
www.norfolk.gov.uk/falls

Fire safety at home

In 2025, six people in Norfolk died due to fires within their homes. In four incidents these were primarily caused by unsafe smoking practices or the improper use of naked flames. In some cases, the presence of emollient creams contributed to fire severity by acting as an accelerant.

Statistically, older people are more at risk of a home fire. This risk of injury increases without a working smoke alarm. As we age, we are more likely to live alone, we may have reduced mobility or sense of smell and a reduced ability to tolerate smoke inhalation or burns.

We want you to be safe, sleep soundly and reduce the risk of home accidents. Other lifestyle choices can also increase the risk of injury in a fire – including clutter, hoarding, smoking, alcohol, drugs or medications.

Key home fire safety advice:

- Fit smoke alarms in your home, not in your kitchen, but at least one per floor on your escape route.
- If using portable heaters, ensure there is one metre of clear space around them, they're on a flat surface and avoid using extension leads to power them.
- All emollient creams, including those that are oat-based or naturally sourced, significantly increase clothing and bedding flammability, so take extra care when smoking or near naked flames.
- Protect yourself and reduce the risk of fire by not leaving cooking unattended.
- Keep doors closed at night. A door will slow the spread of smoke and fire, giving more time to escape or get help.
- Take care with any smoking materials. Don't smoke in bed or when tired.
- Use electric blankets correctly and have them checked regularly by a qualified electrician.
- Don't dry clothes on heaters or fireguards.
- Make an escape plan. Think about how you would escape the house, and ensure this pathway remains clear and exit doors open easily.
- Be safe with electrical appliances; ensure the right chargers are used and not charged overnight and don't overload plug sockets.
- Switch off, and avoid using, electrical appliances overnight, particularly tumble dryers, washing machines and dishwashers.
- Fit a fireguard to open fires and ensure chimneys are swept regularly. Take care with candles and naked flames, particularly with young children and pets.

Early detection, raising the alarm and getting to a place of safety is vital. It is important to consider if you could react, call for help and escape if there's a fire. If you're uncertain, we encourage installing a community alarm with linked and monitored fire detection, enabling the Fire and Rescue Service to be sent immediately where a fire is detected. ➔

Help us help

SHERMAN

Smoker

Hoarder

**Elderly
or lives
alone**

**Reduced
mobility,
hearing
or visual
impairments**

**Mental
health
issues**

**Alcohol
misuse,
drugs/
medication
dependence**

**Needs
care or
support**



People who show these characteristics could, potentially, be more at risk of a fire; so it's very important to get them the help they need.

Norfolk Fire and Rescue Service can provide free home fire safety advice and offer an in person home visit to those most at risk.

By scanning the QR code, you could help improve the safety of those most at risk.



Norfolk County Council

So if you know a
SHERMAN

GAIN THEIR PERMISSION AND REQUEST A VISIT FROM NORFOLK FIRE AND RESCUE SERVICE BY SCANNING THE QR CODE, VISITING OUR WEBSITE WWW.NORFOLK.GOV.UK/FIRE OR VIA 0300 123 1669

➔ Our Norfolk Fire and Rescue Service (NFRS) have a Prevention Team and volunteers, who help our most vulnerable residents remain independent and safe in their own homes by offering free home fire safety visits.

What is a home fire safety visit?

A trained member of Fire and Rescue staff or volunteer will visit your home and carry out a free home fire safety visit at a time convenient to you. Personnel won't offer to sell anything. They will offer home fire safety advice, discussing actions you can take to reduce your fire risk, how to make an escape plan and (if not fitted) install a smoke alarm(s). On arrival, personnel will be in Fire Service uniform and carry ID that will be shown to you.

To check how safe you are from fire in the home, scan the following QR code to use our online home fire safety check. If you qualify for a visit, you will be asked for your contact details and if you are happy for NFRS to have your details. Once these details are provided, the service will contact you to schedule a visit. The online form can be completed for yourself or someone else.



You can access the form and other safety advice online by scanning the QR code or visiting:
www.norfolk.gov.uk/fire

Safeguarding adults

We all have a right to live our lives free from harm, and most adults in Norfolk live safely and comfortably. However, some people are more at risk of harm (abuse) than others.

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Abuse can happen anywhere and can be carried out by anyone. It can happen once or repeatedly.

Abuse is anything that harms another person and might include:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication and restraint.
- **Domestic abuse** – including psychological, physical, sexual, financial and emotional abuse, controlling or coercive behaviours and so-called 'honour-based' violence.
- **Sexual abuse** – including rape, 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 to.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying and 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 (like wills, property, inheritance or financial transactions) or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – including slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory abuse** – including harassment or slurs because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice/policies within an institution or a specific care setting, like a hospital or care home or in care or support services provided in an adult's own home.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failing

to provide access to appropriate health, care and support or educational services, withholding medication, adequate nutrition and heating.

- **Self-neglect** – including behaviour such as neglecting to care for one's personal hygiene, health or surroundings or hoarding.

Norfolk County Council plays a lead role in protecting adults from abuse where someone has needs for care and support (whether or not the County Council is meeting any of those needs); is experiencing, or at risk of, abuse and 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.

Norfolk Safeguarding Adults Board (NSAB)



NSAB brings together key people from a wide range of organisations, including the

County Council, police, health, probation, housing and voluntary and independent providers to lead and promote adult safeguarding work throughout Norfolk.

The County Council, police, health, housing and voluntary and independent providers are part of our safeguarding 'network'. The strength of our community is reflected in how well we all respond to someone who is at risk of, or experiencing, abuse. You have a key role to play.

If you, or someone you know, is at risk of, or experiencing, abuse or neglect, don't dismiss your concerns.

Safeguarding is everyday business for everyone – if you see something or hear something, say something. It is important to tell someone you trust, or call: **0344 800 8020**.

For more information, visit:

www.norfolksafeguardingadultsboard.info/protecting-adults/abuse-and-neglect/

To report a safeguarding concern, visit

<https://adultsocialcare.norfolk.gov.uk/web/portal/pages/home>

In an emergency, always dial: **999**.

Hate incidents – Stop Hate in Norfolk

What is a hate incident/crime?

This is any incident motivated by hostility, prejudice or hate on the grounds of race, religion, sexual orientation, disability or transgender identity.

Hate incidents can take many forms, some are more obvious than others.

For example:

- Verbal abuse or offensive jokes.
- Non-criminal harassment or intimidation.
- Online posts or messages that are hostile but not illegal.
- Vulnerable people being befriended to be exploited, known as 'mate crime'. This can have hate and safeguarding implications for the person/s.
- Internet or cyber hate crime is becoming increasingly common, especially with younger and vulnerable people, and can include anything from hate mail and texts to posting hate material on Facebook and other social media platforms.

If police determine that a hate incident is not a crime and therefore doesn't go to court, actions and interventions are frequently undertaken by the police and public agencies to work with perpetrators and victims to prevent future hate incidents.

Information on how to report a hate crime can be found at: **www.norfolk.police.uk/ro/report**

Often, victims or witnesses of hate incidents lack confidence to report hate incidents to the police, or they may think it is unimportant. Some people – particularly people with care and support needs – do not recognise that they've been a victim.

You should always report a hate incident, even if you don't think it's serious, or if you have no information about the perpetrator, as every report helps the police to build area intelligence profiles, and to intervene in situations where a perpetrator is committing seemingly 'minor' offences.

For more information or to report a hate incident, visit: **www.norfolk.police.uk/hatecrime**

Domestic abuse

Domestic abuse does not discriminate; it can happen to anyone regardless of protected characteristics. The government defines domestic violence as any incident or pattern 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.

Domestic abuse is a pattern of behaviour that is used by abusers to establish and maintain power and control over another person. Abuse does not need to result in physical violence and can occur in a variety of different forms.

Under the Domestic Abuse Act 2021, abuse can be:

- Physical abuse.
- Sexual violence and abuse.
- Violent actions.
- Threatening behaviour.
- Controlling behaviour and patterns.
- Coercive control.
- Psychological abuse.
- Emotional trauma and abuse.
- Economic abuse.

Under the Domestic Abuse Act 2021, family members are defined as father, mother, brother, sisters, grandparents, whether directly related, in-laws or stepfamily. This is by no means an exhaustive list and can be extended to include aunts, uncles and cousins.

Is domestic abuse a crime?

Domestic abuse has no single criminal offence, but the many forms of domestic abuse can constitute a crime, for example, harassment, assault, criminal damage, attempted murder, rape and controlling behaviour.

Being assaulted, sexually abused, threatened or harassed is a crime, regardless of if the perpetrator is a family member or stranger.

While a major purpose of criminal law is to punish

an offender, civil law can also be used to protect victims/survivors of abuse.

Civil courts can support survivors of domestic abuse and prevent further abuse or keep them safe by imposing:

- Non-molestation order – Mainly used to restrict perpetrators from intimidating, persisting or harassing ex-partners and their children. If the perpetrator breaks the non-molestation order, it will constitute a criminal offence.
- Occupation order – These allow survivors to remain and reside within their family home and are often used to stop perpetrators living together.
- Prohibited steps order – Granted by the courts when a survivor with parental responsibility for a child has taken that child away from their perpetrator, attempted to take the child or refused to return the child after contact.

The Domestic Abuse Act 2021 strives to achieve three things:

- Raise the awareness and profile of domestic abuse and the devastating impact it can have.
- Increase the ability to prevent and protect survivors in abusive situations.
- Expand and improve the support for survivors, and their children, of domestic abuse across the UK.

Am I in an abusive relationship?

It is not always easy to know that you're being abused. Perpetrators may try to persuade you that you're not in an abusive situation or hide the abuse from others.

Some signs of an abusive relationship are:

- Things just don't feel right.
- You fear them.
- They have, or threatened to, hurt you or people you care about.
- They force you to do things you don't want to do, including sexually. →

- • They stop you from seeing your friends, family or people who you may go to for advice, such as a GP or social worker.
- They have threatened to take your children away or hurt them.
- They prevent you from continuing or starting school or college or from working.
- They constantly check up on you or follow you – they may also track you via your mobile phone or other technology.
- They regularly wrongly accuse you of flirting or having affairs.
- They get extremely jealous and possessive.
- They humiliate, criticise or insult you, often in front of others.
- You change your behaviour because you're afraid of what they might do or say to you.
- They deliberately destroy things that belong to you.
- They control how much money you have.
- They blame you for the abuse.
- They control your daily routine.

The Domestic Violence Disclosure Scheme (or 'Clare's Law') allows you to find out if your partner has a history of abusive behaviour towards previous partners.

You can apply to the Domestic Violence Disclosure Scheme by:

- Calling the police on: **101**.
- Speaking to staff at any police station.

- Speaking to a police officer on the street.
- Visiting: **www.norfolk.police.uk** (search 'Domestic abuse').

Staying safe

In an emergency, always call **999**.

Local councils (see pages 58 and 59) can provide advice and support to help you find safe accommodation and may be able to help you remain safely in your own home via a Sanctuary Scheme.

If you know someone is suffering from abuse, call: **101**, visit: **www.norfolk.police.uk** or call: **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** or call the **National Domestic Abuse 24-hour helpline: 0808 200 0247**.

For further details about various agencies providing practical or emotional support, or if you need to leave your home because of domestic abuse, visit: **www.norfolk.gov.uk/gethelpnow**

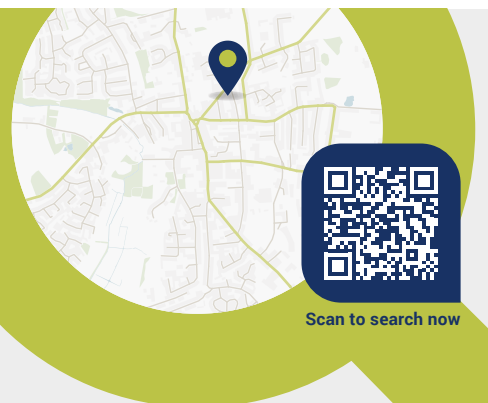
The **Norfolk Integrated Domestic Abuse Service (NIDAS)** offers free, confidential and impartial support to those affected by domestic abuse. See page 8 for contact details.

If you are being violent or abusive towards a current or previous partner, call the Respect phone line on: **0808 802 4040** or visit: **www.respect.org.uk** or: **<https://respectphoneline.org.uk>**

Search for care in your area

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Staying in your own home

Key safe initiative

A key safe is a secure box with a combination code that can be used to hold a spare key. This is useful for anyone who has multiple visitors but has difficulty getting to the door to let them in.

The council recommends the Supra C500 key safe as it is police approved. Contact your home insurance provider for further information and advice.

Private companies also offer key safes, visit: <https://trustedtrader.team/Norfolk> to find a reputable trader.

You can also register your key safe with the East of England Ambulance Services for emergency use, visit: www.eastamb.nhs.uk/form/keysafe-access-form

Technology Enabled Care and community alarms

Technology Enabled Care, previously known as Assistive Technology, is a term used to describe devices and systems that can help people to live in their own homes and community with greater safety and independence.

There are different types of Technology Enabled Care depending on your needs and situation. These range from simple battery-operated items to more complex devices, like Telecare equipment that links to a community alarm monitoring centre through your broadband or a mobile connection. This can automatically detect things such as a fire, fall or vulnerable person exiting the property. Help is available 24 hours a day, giving security and peace of mind that you'll be taken care of.

Simpler sensors, that don't need to be linked to a community alarm, can alert a family member or carer in the same house to a call for support, movement in an area or the opening of a door.

Technology Enabled Care is available for raising an alert and locating a person in their community via GPS location devices, or for detecting a person's activity within their home. Mainstream mobile and internet-linked technology can also contribute to the safety and wellbeing of a vulnerable person and support carers.

If Norfolk County Council thinks this will support you to live independently at home, much of this can be provided free of charge.

Where Telecare equipment is provided, there is a weekly community alarm service rental charge.

Tel: **0344 800 8020**

Web: www.norfolk.gov.uk/assistivetechology

Community alarms

These offer peace of mind 24/7 and are ideal for anybody who feels vulnerable and may need an urgent response. The pendant alarm is worn around your neck or wrist and connects to your alarm device. At the touch of a button, you will be able to speak to an operator who will help assess what support is needed, like contacting your next-of-kin or the Emergency Services.

Check which care alarm service covers your area from the following list and see the checklist on page 24 for a list of questions to consider about Technology Enabled Care.

Countywide – CareLine Community Service

Provided by the Borough Council of King's Lynn and West Norfolk.

Tel: **01553 616200** (option six).

Countywide – Careline365

Tel: **01603 964306**

Countywide – n-able (Norse Ltd)

Tel: **0300 373 0199**

Equipment to aid daily living

Medequip is commissioned to provide the Norfolk and Waveney Community Equipment Service. Your local service centres are in Norwich and Downham Market. Medequip provides this service on behalf of Norfolk County Council, NHS Norfolk and Suffolk Integrated Care Board and Suffolk County Council (for Waveney only).

Community Equipment Service

This provides a range of equipment to help you live independently, whether it's equipment for your home or things to help you while out and about. The service is funded by your local authority and the NHS, and Medequip provides the equipment on loan. This includes delivery and fitting, servicing, collection and recycling.

You may be eligible for specific equipment following an assessment, where health or social care prescribers, such as an occupational therapist, can work with you to find ways of managing tasks, offer advice and provide potential solutions.

To access equipment and request an assessment, you can ask your GP for a referral or, if you are being discharged from hospital, an assessment can be arranged. To enquire or request an assessment directly, contact Norfolk County Council.

Call: **0344 800 8020** or complete the self-referral form online at: **www.norfolk.gov.uk/41762**

Returning equipment

If you have equipment loaned to you that you no longer need, you can request a free collection so Medequip can reuse it and help others in need. Call: **01603 511124** or email: **norfolkcs@medequip-uk.com**

Self-care

This empowers you to live independently for longer, giving you the confidence to remain in your own home and complete everyday tasks safely.

There is a wide range of equipment to choose from and Trusted Assessor advice, available through local mobility retailers or online, to help you find equipment that is right for you. This can range

from food preparation and mobility to dressing and bathing aids.

For online advice, visit

www.manageathome.co.uk/blogs/advice-hub/
It provides practical articles, clinical insights and product guidance to help you make informed decisions and use equipment safely and effectively.

You could also visit Medequip's online retail store, Manage At Home (**www.manageathome.co.uk**), for a choice of products from leading manufacturers of daily living aids, delivered directly to your home. Order your free catalogue at: **www.manageathome.co.uk/pages/catalogue-request**

VAT relief may be available if you are disabled or have a chronic illness. To find out more, visit: **www.manageathome.co.uk/pages/vat-relief**

Other support options

There are various organisations that can provide information and advice that may help you. You can also borrow or buy equipment from them.

British Red Cross Mobility Aids Scheme

Provides short-term wheelchair loans that you can book online at: **www.redcross.org.uk/get-help/hire-a-wheelchair/** Find your nearest branch at: **www.redcross.org.uk/get-help/hire-a-wheelchair/find-your-local-wheelchair-service**

Lowestoft

Tel: **01502 441633** (Monday, Tuesday, Thursday and Friday, 10.00am to 2.00pm; and Wednesday, 10.00am to 4.00pm).

King's Lynn

Tel: **01553 766969** (Monday to Friday, 10.00am to 4.00pm).

Norwich

Tel: **01603 253403** (Monday to Friday, 10.30am to 4.00pm).

There may also be a mobility shop in your local area. If the issues remain unresolved and it appears that the situation will require professional support, an

online referral can be made via our enquiry form: **www.norfolk.gov.uk/41762** or by calling: **0344 800 8020**. Much of this can be provided free of charge if Norfolk County Council thinks that this will support you to live at home independently.

Wheelchairs

These can make it possible for you to get out and move around safely, and can also help your carer (if applicable). If you need a wheelchair for over six months and have a permanent disability, talk to your GP. They can refer you to the local wheelchair service for an assessment to find out if you fit the criteria for a long-term wheelchair loan.

If you are not eligible for an NHS wheelchair, but would like to borrow or hire one, see the previous details regarding the British Red Cross Mobility Aids Scheme or the following organisations.

Shopmobility

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

Norwich (now managed by Equal Lives)

Manual and powered wheelchairs and scooters are available from the Chantry Place shopping centre (day hire only). Open Tuesday to Friday, 9.00am to 4.00pm.

Tel: **01603 365100**

King's Lynn

Ground floor, St James multi-storey car park
Tel: **01553 770310**

Buying a wheelchair privately is an alternative option.

 Part of 

Rollators • Bath Lifts • Riser Recliner Chairs • Wheelchairs
Profiling Beds & Mattresses • Key Safes • Walking Sticks



Call us on **0800 910 1864** or visit our website to request a free catalogue

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Shop for Independent Living Products www.manageathome.co.uk



Support for families of children with additional needs -
from birth to adulthood



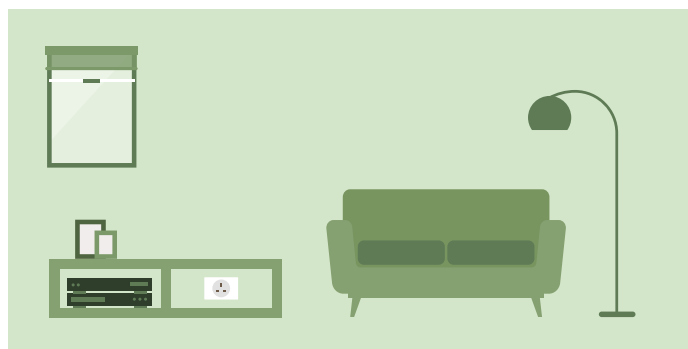
- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

 www.myfamilyourneeds.co.uk  hello@myfamilyourneeds.co.uk

 @weareMFON  @weareMFON  @wearemfon  @My-Family-Our-Needs

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit: **www.gov.uk/winter-fuel-payment**

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an NHS hearing assessment from a local provider.



Do you **forget to take your tablets**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handed cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at: www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 27.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist, or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on aids and equipment that could make your life easier, contact your local council for information and advice. You may be referred to an occupational therapist (OT) or you could contact an OT privately. Visit: <https://rcotss-ip.org.uk/find> to search for OTs near you.

Norfolk County Council • Tel: **0344 800 8020**
Complete the online support needs form at: www.norfolk.gov.uk/41762



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

It’s a good idea to consider the following questions before buying any Technology Enabled Care. If you are unsure about what technology might help meet your needs, you can contact your local council or visit: www.manageathome.co.uk/collections/telecare

You can download and print this checklist at: www.carechoices.co.uk/checklists

Suitability

- Does the equipment support your specific needs? ☐
- Are you willing to use it? ☐
- Will it fit into your everyday life and routine? ☐
- Have you tried a demo of the equipment? ☐
- Do you understand what the equipment is for? ☐
- Do you need to take it with you when you leave the house? Is it transportable? ☐
- Does the equipment have any limitations that would make it unsuitable for you? ☐
- Will it work alongside any Technology Enabled Care you already have? ☐

Usability

- Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐
- Does the equipment need a plug socket and will any wires cause a trip hazard? ☐
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐
- Are you able to use it? Are there any aspects you don’t understand? ☐

Notes

- Will it need to be installed by a professional? ☐
- Can the retailer provide you with training in using the equipment? ☐

Reliability

- Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐
- Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐
- Can you speak to someone who already uses it? ☐
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐
- Is it durable? If you drop it, is it likely to break? ☐

Cost

- Do you know how much it costs? ☐
- Will you need to pay a monthly charge? ☐
- Are there alternative solutions that might be free? ☐
- Is there a cost associated with servicing the equipment? ☐

Handyperson schemes

Broadland and South Norfolk

The Independent Living Team provides support and services to residents in both districts to help them live safely and independently at home, prevent falls and other accidents, delay the need for health and social care services or prevent the need for increased support.

This ranges from quick and simple jobs like installing a grab rail, smoke alarm or assistive technology to housing adaptations, such as a walk-in shower, stairlift, access ramp and adaptations to aid access and mobility around the home.

Care and Repair services help to initiate, arrange and project manage essential repairs and adaptations, provide advice and support with finding grants, charity funding or loans to fund works, conduct benefit checks and signpost to other organisations. For more information, visit: **www.southnorfolkandbroadland.gov.uk** (search 'Disabled Facilities Grants').

The Handyperson Service carries out small repairs, maintenance and installations to support residents to live safely and independently. For more information, visit: **www.southnorfolkandbroadland.gov.uk** (search 'Handyperson Service').

The Help Hub provides access to a range of community resources and support services, including information on welfare rights and debt advice. For more information, visit: **www.southnorfolkandbroadland.gov.uk** (search 'Help Hub'). To find out more about any of these services, use the following contact details.

Broadland District Council

Tel: **01603 430431**

Email:

hstandards.bdc@southnorfolk&broadland.gov.uk

South Norfolk Council

Tel: **01508 533933**

Email:

hstandards.snc@southnorfolk&broadland.gov.uk

Norwich City Council (home improvements)

The Norwich Safe at Home Scheme (including dementia adaptations) is provided to help people manage better at home. The Safe at Home Scheme provides grants of up to £2,500 for small works to help with everyday tasks and provide emergency repairs. This also applies to dementia adaptations that allow people to live independently for longer and be able to manage the condition more easily.

The grant can also be used to help vulnerable homeowners with minor adaptations where a disabled facilities grant is unsuitable, or for emergency repairs or investigative works. The scheme is administered through the Norwich Home Improvement Team and is open to anyone living in the Norwich district across all tenures.

The City Council also offers disabled facilities grants of up to £30,000 for home adaptations recommended by an occupational therapist. This includes improving access to, and around, the home, bedroom and bathing facilities, cooking and food preparation and home safety. Make a referral using the following details.

Tel: **0344 980 3333**

Email: **homeimprovement@norwich.gov.uk**

Web: **www.norwich.gov.uk/healthyhomes**
(online referral form).

For inpatients, the Home Improvement Team can offer grants of up to £15,000 and a fast-track adaptations service to enable timely discharge. Referrals must be made by a health professional using the online form or email above.

King's Lynn and West Norfolk

The Borough Council of King's Lynn and West Norfolk provides the following services:

- CareLine Personal Alarm Service.
- Care and Repair Service.
- Handyperson Prevention Service.
- Integrated Housing Adaptations Team (IHAT).
- Lily (see page 5).



➔ The council's aim is to support older people, adults and children with disabilities and those on low incomes to continue living independently for longer. The council provides information and advice, practical equipment, adaptations and repairs and has helped thousands of people to stay in their homes in a healthy, safe and secure environment. Financial help and grants are available for people living in West Norfolk, depending on their financial circumstances.

The Care and Repair Service provides advice and assistance to enable people to adapt their homes. It can assist with finding grants, completing benefits checks and can make referrals to other organisations if other needs are identified. The IHAT works alongside existing staff to identify clients' needs and possible solutions.

In some cases, equipment can be provided; in others, an adaptation such as a level-access shower or ramp may be required.

The Handyperson Service can help with minor adaptations, such as falls prevention, enabling people to live safely and independently at home. Preventing falls and reducing risks in and around the home is a priority when it comes to helping people maintain their independence. Funding for this service is available to anyone living in West Norfolk with a disability or health condition.

For more information, call: **01553 616200** (option one, then option two) or visit: **www.careline-cs.org.uk** or **www.careandrepair-wn.org**

Norfolk First Support (NFS)

NFS provides support and reablement in the home environment, supporting people to regain and maximise their independence after a hospital stay and/or deterioration in physical and/or mental health in the community.

You will be supported by a Multidisciplinary Team (linked to wider health and social care colleagues), working together with you to develop a comprehensive individual plan with person-centred goals. This will help and support you to regain and/or learn new skills to maximise independence in your home.

This approach supports individuals to do things for themselves. Using techniques that support retraining or regaining skills and building confidence so people can learn to manage after a period of illness or enable long-term condition self-management. Support starts once someone has been assessed as not needing medical intervention, and is either going to be discharged from hospital or remain at home. Individuals are supported for a maximum of six weeks.

If any ongoing needs are identified, we will help to arrange alternative support options. For further details, see page 62. To access the service, you will

need to be assessed by a GP, community nurse, social worker and/or therapist.

Norfolk First Support

Tel: **0344 800 8020** or **0344 800 8026** (if you're a health professional, including mental health practitioners and physiotherapists).

Web: **www.norfolk.gov.uk/41762** (online support needs form).



Home care and home support

Support at home is known as many things – including home care, home support and domiciliary care. These services provide practical help for people to stay living independently at home. There are various organisations providing a range of services to help you continue to do this.

To find out more, visit:

<https://communitydirectory.norfolk.gov.uk>

If you fund your own care or have a Direct Payment from Adult Social Services for your care and support, you can arrange support at home directly with a provider. A list of providers starts on page 33.

Services that can be provided could include:

- Personal care, such as help with getting up or bathing.
- Help with eating, menu planning, preparing and cooking food and different types of meal services.
- Looking after your health, reminding you when to take medication, applying creams and lotions, simple dressings and eye drops.
- Night care or night sitting services, which means a home care assistant in your home during all or part of the night to ensure you are safe and to provide personal care services.
- Live-in care: in some cases, it's preferable and more economical to have a care worker living in your home 24 hours a day. This can be for a short period, for example to provide respite breaks for regular carers, short-term support following hospital discharge or ongoing help.

- Help for you to become independent again by learning new skills or regaining old ones.
- Ongoing support to help delay the need for increased future support.
- Promoting your wellbeing by helping you to get involved with things in your local community, which may mean needing fewer services.

If you are eligible for support from Adult Social Services and we agree that, as part of your care and support plan, we will provide some services for you to help you stay in your own home, you can ask us to organise these for you.

One of the services we might organise is a home support service. The level of home support we will provide will vary according to your assessed needs and may be part of a package with other services and support from your own networks. For example, family and friends.

There are several Norfolk organisations providing home support services for us and they will deliver an agreed package of support for you, which may include some of the services listed earlier in this section.

We will ensure that the services we arrange:

- Help you achieve your goals and aspirations in certain areas of your life.
- Promote your wellbeing.
- Prevent, reduce or delay the need for further care and support, where possible.



Support for families of children
with additional needs -
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Norwich – 01603 385 617

Fakenham – 01328 410 028

Helping Hands



Home Care Services in Norwich

Rose Care, a trusted provider of home care services in Felixstowe and the surrounding Suffolk area for over 30 years and rated **Outstanding** by the CQC, is very excited and proud to announce that our **Norwich branch has been registered with the CQC** and has been providing **Home Care Services in Norwich, Wymondham, Eaton and surrounding areas** since late 2025!

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☎ 01603 337997

✉ norwich@rose.care

www.rose.care



- 🌹 Personal Care Support
- 🌹 Companionship
- 🌹 Household Help
- 🌹 Out & About Support
- 🌹 Dementia Support
- 🌹 End of Life Care



- • Help you to maintain and/or maximise your independence and lead a fulfilling life.

Who provides these services?

Comprehensive information about providers in Norfolk starts on page 33.

We commission a range of organisations to support the people of Norfolk to lead independent and dignified lives at home. All home care/home support providers are regulated and inspected by the Care Quality Commission (CQC) which issues quality ratings and publishes inspection reports on its website: www.cqc.org.uk/ For more information on the CQC, see page 64.

Home care/home support charges

If you have capital or assets over £23,250, you can make private arrangements with a provider and pay the full cost of the service to the provider.

Alternatively, you can ask Norfolk County Council to arrange this for you. Typical charges for this service depend on the amount of care and support, and any particular skills required.

If you have capital of less than £23,250, we can arrange your care and you may (subject to being assessed as having eligible care and support needs, and after a financial assessment), be required to contribute towards the cost of the services you receive. You will be given clear information about what you can expect to pay. See page 78 for information on paying for care.

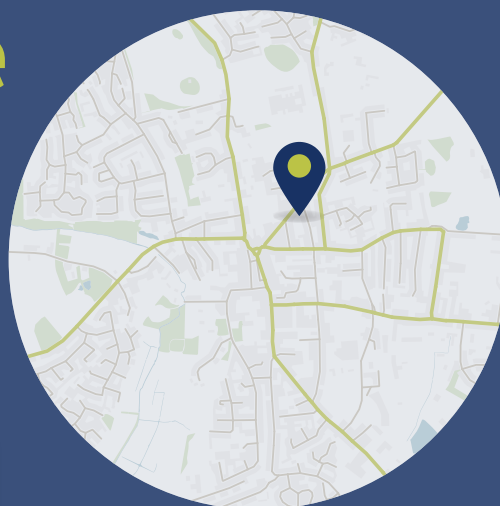
You should also refer to the booklet 'A guide to charges for home care and other non-residential care services'. A copy is available online at: www.norfolk.gov.uk/payingforcare (select 'Care charges and charging policies').



Search for care in your area

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
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*Find
out more*



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home support providers so you can make notes. You can download and print this checklist at: www.carechoices.co.uk/checklists

About the provider

- How long has the provider been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the provider in an emergency or outside office hours? ☐ ☐ ☐
- Does the provider have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the provider have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the provider accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the provider have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the provider's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the provider's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 64.



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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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Tel: 01603 821000

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Dedicated Care East Anglia Ltd

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Tel: 07825 894171

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Norwich

Tel: 0300 303 9016

OP LDA YA

Doughty's

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Tel: 01603 621857

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Gentle Folk Community Care

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Tel: 01953 887187

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PD LDA SI YA

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Norwich

Tel: 01603 871903

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Fakenham

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Helping Hands Norwich

Norwich

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OP D PD LDA YA



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 222874 **OP D PD MH YA**

Independence Matters C.I.C.

– **Norwich Supported Living**
Norwich
Tel: 07767 384316 **OP D PD LDA MH YA**

Independence Matters C.I.C.

– **Personal Assistant Services East**
Great Yarmouth
Tel: 01493 650504 **OP D PD LDA YA**

Independence Matters C.I.C.

– **Personal Assistant Services North**
Norwich
Tel: 07767 384316 **OP D PD LDA YA**

Independence Matters C.I.C.

– **Personal Assistant Service South**
Attleborough
Tel: 01953 450840 **OP D PD LDA YA**

Insignia Healthcare Group

Norwich
Tel: 01603 952626 **OP D PD LDA MH SI YA**

Kings Lynn Supported Living

King's Lynn
Tel: 01553 614908 **OP D PD LDA MH SI YA**

Kingsley Home Care Services

Norwich
Tel: 0333 230 1300 **OP D PD YA**

Kingsley Home Care Services Ltd

Diss
Tel: 01379 313112 **OP D PD MH SI YA**

Later Life Care Ltd

Sheringham
Tel: 01263 649375 **OP D PD YA**

Leaf Care Services

East and North Norfolk
Tel: 01603 618111 **OP D PD LDA MH SI YA AD**
Norwich West and South Norfolk
Tel: 01603 618111 **OP D PD LDA MH SI YA AD**

Long Stratton Supported Living

Norwich
Tel: 01508 530820 **OP D PD LDA MH SI YA**

Love to Care Home Care Norfolk

Norwich
Tel: 01603 328328 **OP PD YA**



I Care Service

— Norfolk Ltd —



We provide Person Centred Care to individuals in their own home.

We operate within a 10 mile radius of Dereham Town, tailoring the care package to your needs.

Do get in touch to see how we can help you:

01362 690533 • info@icareservice.co.uk
www.icareservice.co.uk



Greens Road,
Dereham,
NR20 3TG

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



Care that works **for you**

Our founder, Peter Shaw, was less than impressed with the care received by a number of his relatives, he believed there must be a better way.

Focusing on the quality of care, careful recruitment, high quality training and paying The Home Team's professional carers better and more fairly than other home care companies.

Above all, it's about allowing enough time to care for our clients as they would really like. On time and never rushed, our care is tailored specifically to the individual client. Which is why, according to the national review site homecare.co.uk, The Home Team is one of the top client-rated home care companies in Norfolk.

- ♥ Companionship
- 👐 Personal care
- 💊 Medication
- 🏠 Home help
- 🧠 Dementia care
- 📅 Appointments
- 🛒 Shopping & errands
- 👵 End-of-life care

Please contact us to discuss how we might be able to help:

📞 **01603 926465**

info@thehometeam.care
www.thehometeam.care



The Home Team is a **Norfolk company.**



Loved Ones Home Care Ltd

Great Yarmouth

Tel: 01502 446150

OP D PD SI YA

Luminous Domiciliary Care Ltd

Norwich

Tel: 07960 879777

OP D PD LDA MH YA

MaK Healthcare

Great Yarmouth

Tel: 01493 887466

OP PD SI YA

Manorcourt Care (Norfolk) Ltd – Norwich

Norwich

Tel: 01603 576080

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OP D PD LDA MH SI YA

Master Care

Norwich

Tel: 01603 380341

OP D PD LDA MH SI YA

Medicaps Healthcare

Norwich

Tel: 07899 714173

OP D PD SI YA

Mercylink Care Norfolk

Diss

Tel: 07365 273990

OP D PD LDA MH SI YA

Mill Lodge

Norwich

Tel: 01603 868202

OP D PD LDA MH SI YA

Mimarcare Ltd

Norwich

Tel: 01603 213830

OP D PD YA

MUTEURO Ltd

Norwich

Tel: 07944 085991

OP D PD MH SI YA

NCC First Support – Children Specialist**Intervention Team Norwich**

Norwich

Tel: 01603 306425

PD

NCC First Support – Eastern

Great Yarmouth

Tel: 0344 800 8026

OP PD YA

NCC First Support – Northern

Norwich

Tel: 01263 739000

OP PD YA

NCC First Support – Norwich

Norwich

Tel: 01603 224060

OP PD YA

NCC First Support – Southern

Dereham

Tel: 01603 365789

OP PD YA

NCC First Support – Western

King's Lynn

Tel: 01553 669300

OP PD YA

NCC Swift Response

Norwich

Tel: 0344 800 8020

Advert page 42

OP D PD YA

Ness M Norfolk

Thetford

Tel: 01553 766806

OP D PD LDA MH YA

Next Steps Healthcare Domiciliary Care (Norfolk)

Norwich

Tel: 07848 292744

OP D PD LDA MH SI YA

Nightingale Homecare (Gorleston)

Great Yarmouth

Tel: 01502 566879

OP D PD SI YA

Nightingale Homecare Norfolk (Norwich)

Norwich

Tel: 01603 516498

OP D PD SI YA

Norfolk Affinity Care Services Ltd

Norwich

Tel: 07540 778571

OP D PD LDA MH SI YA

Norvic Healthcare Anglia

Norwich

Tel: 01603 865665

OP D PD LDA MH SI YA AD

Nouveau Care

Norwich

Tel: 01603 765875

OP D PD SI YA

NR Care Head Office

Norwich

Tel: 01603 407976

OP D PD LDA SI YA AD

Nurseplus UK – Norwich

Norwich

Tel: 01603 966801

Advert page 42

OP D PD LDA MH YA

+ The care you need provided in the home you love.

When a loved one needs extra support, the idea of moving them from their home can be daunting. At NursePlus, we understand the value of comfort and familiarity.

That's why we offer exceptional home care services, providing quality, flexibility, and personalised attention to meet not only your needs but those of your loved one.

Ways we can help:

- + Personal Care
- + Overnight Care
- + Mobility Assistance
- + Medication Administration
- + Dementia Care
- + Companionship
- + Domestic Care
- + Complex Care
- + Respite Care



Completely bespoke
Visiting Care



Round-the-clock support
Live-in care

Choose NursePlus, where home meets care.

★ Trustpilot

+nursepluscareathome.com

+careathome@nurseplusuk.com



Nursing Care Personnel Ltd (Norwich)

Norwich

Tel: 07946 618367

OP D PD YA

One to One Home Care Agency Ltd

Great Yarmouth

Tel: 01493 656266

OP D PD MH SI YA

Ontime Response Healthcare Ltd Norfolk

King's Lynn

Tel: 0333 577 0844

OP D PD SI YA

Orchard Healthcare (Norfolk) Ltd

King's Lynn

Tel: 01553 386108

OP D PD LDA SI YA

Outreach Care and Staffing – Norfolk

Norwich

Tel: 07590 672923

OP D LDA MH YA

PCT Care Services Ltd Head Office

Wymondham

Tel: 01953 602299

OP D PD LDA MH SI YA

Phoenix Homecare (Norfolk) Ltd

Swaffham

Tel: 01760 720335

OP D PD LDA MH SI YA

Pilea Homecare Norfolk

Dereham

Tel: 07873 163091

OP D PD SI YA

Premier Homecare

Thetford

Tel: 01842 824415

Advert page 90

OP D PD MH YA

Prestige Nursing Norwich

Norwich

Tel: 01603 666643

OP D PD LDA MH SI YA AD

Prevail Healthcare

Norwich

Tel: 01603 393515

OP D PD LDA MH SI YA

Pride Home Care Attleborough Branch

Attleborough

Tel: 01953 303288

OP PD SI YA

Pride Home Care Watton Branch

Thetford

Tel: 01953 303200

OP D PD SI YA

Professionals Care For You Ltd

King's Lynn

Tel: 07306 562222

OP PD YA

Provider Services HQ

Norwich

Tel: 01603 693624

OP D PD LDA MH SI YA AD

Pulms Ltd

Norwich

Tel: 01603 512774

OP PD SI YA

Pure Heart Homecare Ltd

Wisbech

Tel: 01945 773861

OP D PD LDA MH SI YA

Purely Care

Norwich

Tel: 01603 407707

OP D PD LDA MH SI YA

QCM Healthcare Kings Lynn

King's Lynn

Tel: 01553 432532

OP D PD LDA MH YA

RCMIK Health Care Ltd

Norwich

Tel: 07831 534127

OP PD

Rest Assured**Homecare (UK) Ltd**

King's Lynn

Tel: 01945 669779

OP D PD MH YA

Restore Empathy**Healthcare Ltd**

Norwich

Tel: 07720 259999

OP D PD MH YA

Riseup Healthcare Ltd

Attleborough

Tel: 01953 797130

OP D PD LDA SI YA

Rose Care Norfolk

Norwich

Tel: 01603 337997

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OP D PD MH SI YA

Roster Home Care Ltd

Norwich

Tel: 01603 323653

OP D PD SI YA

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

Norfolk Swift Response Service

0344 800 8020 – Option 1

Free service | 24 hours a day | 7 days a week



- Support if you have urgent unplanned needs
- Assisting people who have fallen but are uninjured
- Welfare checks
- Personal care



Norfolk
County Council

Royal Mencap Society – Norfolk Domiciliary Care Agency
Thetford
Tel: 01842 766444

OP LDA YA

Semy Care Ltd

Norwich
Tel: 07852 725591

Advert below
OP D PD MH YA

South Norfolk and Suffolk Domiciliary Care Agency
Thetford
Tel: 01842 766444

OP LDA YA

South Norfolk Carers Ltd

Norwich
Tel: 01508 558218

Advert page 90
OP D PD SI YA

Squirrels

Aylsham
Tel: 01260 734938

PD LDA MH SI

SuAnne Home

Care Services Ltd

Norwich
Tel: 01603 380333

OP D PD YA

Sunrise Healthcare Ltd

Diss
Tel: 01379 641250

OP D PD LDA MH SI YA AD

Support Me at Home

North Walsham
Tel: 01692 531241

OP D PD MH SI YA

Swallowtail Place

Norwich
Tel: 01493 923149

Advert page 88
OP YA

Swanton Community Services Norfolk

Norwich
Tel: 01603 285205

OP LDA MH YA

TAMA75

Norwich
Tel: 07735 033072

OP D PD LDA MH SI YA

Taylor Care Norfolk

Fakenham
Tel: 01328 863611

OP D PD MH SI YA

TCOU at Home Ltd

Norwich
Tel: 07368 378612

OP D PD SI YA

TCOU At Home Norwich

Norwich
Tel: 01603 652632

OP D PD SI YA

Temple Healthcare Ltd

Norwich
Tel: 01603 213922

OP D PD MH YA

Thornage Hall

Independent Living

Holt
Tel: 01263 860305

OP LDA YA

Torche Point Care Ltd

Norwich
Tel: 07578 212414

OP D PD SI YA

Live independently in your home with high standard of care.

Semy Care provides reliable and affordable home care services to people in the Norfolk area.

Whether you need daily health related attention or you are looking for appointment based care – you name it, we do it! Our team will assess and manage a personalised care plan based on your needs and the high standards of care will be provided by our care support workers in the way that's most convenient for you.

Services provided for:

- Adults aged 18-65+
- Adults aged 65+
- People with mental health problems
- People with physical disabilities
- People with dementia
- End of life care

- ✓ Personal Care
- ✓ Medication Management
- ✓ Companionship
- ✓ Household tasks
- ✓ Social Activities
- ✓ Day and Night Sits

Semy Care has a **homecare.co.uk** review score of **9.7**

Tel: 07852 725591 / 07448 934291
Email: norwich@semycare.co.uk
Visit: www.semycare.co.uk

Inspected and rated **Good** by Care Quality Commission

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

Total Care Norfolk
Downham Market
Tel: 01366 858070

OP D

Trust Care Agency
Norwich
Tel: 01603 617770

OP D PD LDA MH YA

UNIQUE DOMCARE Ltd
Norwich
Tel: 07359 222121

OP D PD SI YA

Ur Choice Care Ltd
Norwich
Tel: 01603 628397

Advert below

OP D PD LDA MH SI YA

Utopia Care Ltd
Thetford
Tel: 01603 319430

OP D PD LDA YA

Verity Healthcare – Norfolk
Norwich
Tel: 0203 643 5295

OP D PD SI YA

Voyage (DCA) Norfolk
Dereham
Tel: 01362 696139

OP PD LDA MH SI YA

Wellness Home Care Services Ltd Norfolk
King's Lynn
Tel: 07587 288222

OP D PD MH SI YA

Wensum Way
Fakenham
Tel: 01328 863440

OP PD LDA SI YA

Willow Close
Norwich
Tel: 07565 470874

OP D PD YA

Woodgate Park
Dereham
Tel: 01362 637555

OP D PD SI YA

Woodspring Care at Home
Fakenham
Tel: 01328 863753

OP D PD YA

WSB Care Ltd
Great Yarmouth
Tel: 01493 719010

OP D PD SI YA

Your Priority Healthcare Ltd
Norwich
Tel: 07846 410347

OP D PD MH SI YA

Yourlife (Hunstanton)
Hunstanton
Tel: 01485 532420

OP D PD SI YA

Your Life (Norwich)
Norwich
Tel: 01603 456328

OP D PD SI YA

Zara Healthcare
Norwich
Tel: 07942 468046

OP D PD LDA MH SI YA

Zera Healthcare Ltd
Norwich
Tel: 01603 579797

OP D PD LDA MH SI YA





At Ur Choice Care, we care for and support people within their own homes. We can provide visits to suit your needs, starting from 60 minutes. We are also able to provide Live In, Night Sits or 24/7 Care.

We provide Personal Care, support with household duties such as cleaning, pet care, re-ablement/rehabilitation, support with Independent Living Skills, accessing community amenities and much more.

We are able to care for and support our clients on a long term and ongoing basis, and we are also able to provide short notice, short term or crisis support.

Our new CarelineLive software allows our clients' friends and family to easily access up-to-date information about their loved ones through our Friends and Family Portal.

T: 01603 628397
E: mail@urchoicecare.co.uk
W: www.urchoicecare.co.uk




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

Day services

These are available in various locations, ranging from community venues across Norfolk, to care homes and care homes with nursing. This includes outreach provision options. These services help people live as independently as possible by providing a wide range of meaningful activities and opportunities. Some of the services provide specialist care and support. For example, for people with dementia or learning disabilities.

If you fund your own care, or aren't eligible for services, you may be able to access these services directly. Where you are eligible for services, but are unable to make arrangements directly, you can ask Norfolk County Council to do this for you.

See the following listings for contact details of day services and day centres. The services on these pages are accredited by us, which means several checks have been carried out to ensure they meet

certain standards. Please contact and discuss with a provider to confirm if they can meet a specific individual's needs.

There is also information about day centres and groups on the Norfolk Community Directory – organisations listed here are not necessarily accredited by us:

<https://communitydirectory.norfolk.gov.uk>

If you have been assessed and you are eligible for support from us, we can help you find activities which will help promote your independence. See page 62 for more information on assessments and eligibility and page 78 for information on paying for care.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Guide. For the latest information, contact providers directly.

Day services listings

OP Older people
D Dementia
PD Physical disabilities
LD Learning disability
MH Mental health
SI Sight impaired
YA Younger adults

BA Bathing service
LAU Laundry service
TR Transport service offered
MD Meal delivery service
C Carers
SE Support for employment
DA Drug and alcohol misuse

East

Avery Lodge

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

Centre '81

Yare House,
Morton Peto Road, Great Yarmouth NR31 0LT
Tel: 01493 852573 **OP PD LD SI MH BA**
<https://centre81.co.uk>

Ealing House

86 Repps Road, Martham NR29 4QZ
Tel: 01493 740227 **OP D**
<https://365carehomes.co.uk/ealing-house>

East Personal Assistant Service (Independence Matters)

OP Suffolk Road, Gorleston, Great Yarmouth NR31 0LJ
Tel: 01493 650504 **OP YA**
www.independencematters.org.uk

Florence Outreach Community Service

29-32 St Georges Road, Great Yarmouth NR30 2JX
Tel: 01493 332079 **OP D LD MH C**

Great Yarmouth Community Hub – Independence Matters

OP D Suffolk Road, Great Yarmouth NR31 0LJ
Tel: 01493 650504 **LD**
www.independencematters.org.uk

Headway Suffolk and Norfolk

The King's Centre,
30 Queen Anne's Road,
Great Yarmouth NR31 0LE
Tel: 01493 442994
<https://headwaysuffolkandnorfolk.org.uk>

PD

Huggle Farm

Highfield Farm, Heath Road,
Rollesby NR29 5HJ
Tel: 07850 915830
[www.facebook.com/hugglefarmuk/
?locale=en_GB](https://www.facebook.com/hugglefarmuk/?locale=en_GB)

OP PD LD MH

Involve Centre, The

5 Pinbush Close,
Lowestoft, NR33 7NN
Tel: 01502 501542
www.involve-active.co.uk

LD

Lowestoft day centre

Rotterdam Road, Lowestoft NR32 2EZ
Tel: 01502 512930
<https://leadinglives.org.uk/lowestoft>

LD

Oliver Court Ltd

Bath Hill Terrace, Great Yarmouth NR30 2LF
Tel: 01493 332552
<https://olivercourtnorfolk.co.uk>

LD MH

Pathways Care Farm

Leonard Drive, Lowestoft NR31 4WB
Tel: 01502 219064
www.pathwayscf.org

OP D PD LD MH C

Seabreeze Day Service

48 Wellesley Road, Great Yarmouth NR30 1EX
Tel: 01493 844203
www.alexandavis.co.uk/seabreeze

PD LD MH SE

North

About with Friends

Unit 22D, Holt Road NR27 9JW
Tel: 01263 515230
<https://aboutwithfriends.co.uk>

OP PD LD

Acle and District Voluntary Aid

Bridewell Lane, Acle NR13 3RA
Tel: 01603 270240

OP D BA

Allcare Community Support (Honeysuckle Lodge)

Honeysuckle Lodge, Stonehouse Road,
Salhouse, Norwich NR13 6EZ
Tel: 01263 478188
[www.facebook.com/allcarecommunitysupport/?lo-
cale=en_GB](https://www.facebook.com/allcarecommunitysupport/?locale=en_GB)

PD LD MH

Andrew Frederick Adult Support

Heath Farm, Norwich Road, Little Plumstead,
Norwich NR13 5JG
Tel: 01603 722756
www.norfolkdaycare.co.uk

LD MH

Argyll Support

Strand House, 43 Church Street, Cromer NR27 9HH
Tel: 01263 515118
www.kthealth.org

MH DA

Aylsham Care Trust

St Michaels Avenue, Aylsham NR11 6YA
Tel: 01263 733395
www.aylshamcaretrust.co.uk

OP D PD LD MH SI BA C SE DA

Barrington Farm

Walcott NR12 0PF
Tel: 01692 650707
[www.facebook.com/people/Barrington-Farm-Day-
Service-in-Walcott/100064821935389](https://www.facebook.com/people/Barrington-Farm-Day-Service-in-Walcott/100064821935389)

OP D PD LD MH

Brackendale House

1/3 St Peters Road, Sheringham NR26 8QY
Tel: 01263 824995
[www.prime-life.co.uk/property/bracken-
dale-house/](http://www.prime-life.co.uk/property/bracken-
dale-house/)

MH

Burlingham House

Dell Corner Lane, Burlingham NR13 4EQ
Tel: 01603 270600
www.burlinghamhouse.co.uk

OP D MH

Dalmeny House

2 The Boulevard, Sheringham NR26 8LH
Tel: 01263 822355
[www.carehome.co.uk/carehome.cfm/searchaz-
ref/10001510DALA](http://www.carehome.co.uk/carehome.cfm/searchaz-
ref/10001510DALA)

MH

Fitzroy Support (The Maltings)

Hall Staithe, Fakenham NR21 9BW

Tel: 01328 856089

<https://fitzroy.org/service/fitzroy-norfolk-the-maltings>

LD

Glaven Caring CIO

The Glaven Centre, Thistleton Court,
Blakeney NR25 7PH

Tel: 01263 740762

OP D PD MH SI BA TR

www.glavencaring.co.uk

Halsey House

31 Norwich Road, Cromer NR27 0BA

Tel: 01263 512178

OP D PD BA

www.britishlegion.org.uk/get-support/how-we-help/our-care-homes/halsey-house

Heath End Farm (SHES)

Dyes Road, Blofield Heath, Norwich NR13 4DH

Tel: 01603 722270

PD LD MH

Heritage House Day Care

Heritage House, Mill Road,
Wells-Next-The-Sea NR23 1RF

Tel: 01328 711333

OP D PD SI BA TR MD

www.heritagehousecare.org.uk

Hickling House

Town Street, Hickling NR12 0AY

Tel: 01692 598372

OP D SI

<https://www.carehome.co.uk/carehome.cfm/searchazref/10001510JENA>

Holt Community Hub – Independence Matters

Charles Road, Holt NR25 6DA

Tel: 01263 712451

LD

www.independencematters.org.uk

LAMS Day Group

Southrepps Village Hall, Southrepps NR11 8NW

Tel: 07951 928583

PD

www.mssociety.org.uk/support-and-community/near-me/north-norfolk-group/lams-life-and-ms-day-group

Nurture Project (The)

Kettleston House, Kettlestone, Fakenham NR21 0JA

Tel: 07976 233777

D MH

www.thenurtureproject.co.uk

Sheringham Day Services

35b Cremer Street, Sheringham NR26 8DZ

Tel: 01263 821188

OP D PD BA LAU MD

www.sheringhamdayservices.co.uk/contact

Taverham and District Day Centre

Scout HQ, Sandy Lane, Taverham NR8 6JR

Tel: 07543 882928

www.taverhamdaycentre.org.uk

Thera

Willowdene Market Street, Tunstead NR12 8EL

Tel: 0300 303 1280

<https://www.thera.co.uk/about/where-we-work/east-anglia-region/>

Thornage Hall

Thornage, Holt NR25 7QH

Tel: 01263 860305

LD

www.thornagehall.co.uk

Woodspring House

43 Bridge Street, Fakenham NR21 9AX

Tel: 01328 863753

OP D

www.woodspringhouse.co.uk/our-care

Your Choice Social Centre

2 Cornish Way, North Walsham NR28 0AW

Tel: 01692 218121

OP PD LD MH

www.yourchoicesocialcentre.org.uk



Norwich

Asperger East Anglia

The Charing Cross Centre,
17-19 St John Maddermarket, Norwich NR2 1DN
Tel: 01603 620500 **LD MH**
www.asperger.org.uk/how-we-can-help/social-groups-2

Assist Trust

20 Colegate NR3 1BQ
Tel: 01603 230200 **LD**
www.assist-trust.co.uk

Assist Trust (Lazar House)

219 Sprowston Road, Norwich NR3 4HX
Tel: 01603 230200 **LD**
www.assist-trust.co.uk

BUILD

Church House, Church Alley,
Redwell Street NR2 4SN
Tel: 01603 618029 **PD LD**
www.buildcharity.co.uk

City Personal Assistance Service (Independence Matters)

120 Ipswich Rd, Norwich NR4 6QS
Tel: 0300 790 0508 **OP YA**
www.independencematters.org.uk

Community Action Norwich (Lakenham Day Centre)

New Hope Christian Centre, 2 Martineau Lane NR1 2HX
Tel: 01603 617771 **D PD LD MH SI**
<https://communityactionnorwich.co.uk/norwich-day-centre-for-elderly>

Complex Community Support Service (Age UK Norwich Ltd)

69-75 Thorpe Road, Norwich NR1 1UA
Tel: 01603 496333 **OP PD**
www.ageuk.org.uk/norwich/our-services

Floating Support City (Independence Matters)

95 Oak Street, Norwich NR3 3BP
Tel: 01603 222874 **OP YA**
www.independencematters.org.uk

Hamlet Centre,

The Marion Road, Norwich NR1 4BN
Tel: 01603 616094 **PD LD**
<https://thehamletcharity.org.uk>

Headway Suffolk and Norfolk

Methodist Church,
Bowthorpe Road NR5 8AB
Tel: 07780 439060 **PD**
<https://headwaysuffolkandnorfolk.org.uk>

Klair House

236 Wroxham Road,
Sprowston NR7 8BE
Tel: 01603 417617 **MH**
www.klairhousecare.co.uk

Lingwood Care Farm

Dairy Farm, Station Road,
Lingwood NR13 4AZ
Tel: 01603 716535 **PD LD MH**
<https://lingwoodcarefarm.com>

NANSA

200 Bowthorpe Road NR2 3TZ
Tel: 01603 627662 **PD LD SI**
www.nansa.org.uk

North Personal Assistant Service (Independence Matters)

Sprowston Community Hub, Aslake Close,
Sprowston, Norwich NR7 8ET
Tel: 01603 410377 **OP YA**
www.independencematters.org.uk

Norwich Dementia Community Hub

Grays Fair Court NR5 0SN
Tel: 01603 453668 **OP**
www.independencematters.org.uk

Stepping Stone Project

Heartsease Lane, Norwich NR7 9NR
Tel: 01603 419996 **LD**
www.steppingstonesproject.com

Sprowston Community Hub

Aslake Close, Sprowston,
Norwich NR7 8ET
Tel: 01603 410377 **LD**
www.independencematters.org.uk

St Martins Independent Living Programme

120 Thorpe Road NR1 1RT
Tel: 01603 699150 **OP D LD DA**
<https://stmartinshousing.org.uk>

South

Attleborough Community Hub

– Independence Matters

Station Road, Attleborough NR17 2AT

Tel: 01953 450840

www.independencematters.org.uk

LD

Attleborough Day Care Centre

St Mary's Community Hall, Church Street,

Attleborough NR17 2AH

Tel: 01953 454613

www.attleboroughdaycentre.co.uk

OP D LD MH SI BA LAU

Autism Anglia

Unit 24-27 Bertie Ward Way, Rashes Green,
Dereham NR19 1TE

Tel: 01362 654477

www.autism-anglia.org.uk/our-services/connect-centres

LD SI

Berry Farm

Clarkes Lane, Ilketshall St. Andrew, Beccles NR34 8HR

Tel: 07790 264904

www.growingtogethercarefarm.org.uk

LD

Beyond The Wall

Thornham Field Centre Trust, Thornham Walled
Garden, Thornham Magna IP23 8HA

Tel: 01379 788700

www.beyondthewall.org.uk

PD LD MH

Brambles Therapeutic Care Farm

School Road, Bedingham, Woodton,
Near Bungay NR35 2DB

Tel: 01508 483846

<https://sites.google.com/site/bramblescurefarm/home>

OP D PD LD MH C DA

Brandon Day Centre

Warren Close, Brandon IP27 0EE

Tel: 01842 819777

www.facebook.com/brandondaycentre

OP D PD LD BA

Breakforth Mental Health Support Services Ltd

25 Market Place, Halesworth IP19 8AY

Tel: 01986 875777

<https://breakforth.co.uk>

MH

Bury Community Hub

Bury Resource Centre, Hollow Road,

Bury St Edmunds IP32 7AY

Tel: 01284 719373

LD

Centre, The (Bury St Edmunds) Ltd

30 Eastern Way, Bury St Edmunds IP32 7AB

Tel: 01284 702195

<https://thecentreuk.com>

Clinks Care Farm Ltd

Clinks Farm, Church Road, Toft Monks NR34 0ET

Tel: 01502 679134

<https://clinkscarefarm.org.uk>

OP D PD LD MH C DA

Community Workshop Ltd

Unit 7, Ailwin Road, Bury St Edmunds IP32 7DS

Tel: 01284 702937

<https://inworkshop.org>

PD LD MH

Dereham Community Hub – Independence Matters

Rashes Green, Dereham NR19 1JG

Tel: 01362 654654

www.independencematters.org.uk

LD

Dereham Meeting Point

Jubilee Suite, St Withburga Lane, Dereham NR19 1ED

Tel: 01362 698866

<https://derehammeetingpoint.co.uk>

OP D PD LD

Genesis – Orwell Mencap

6 Wright Road, Ipswich IP3 9JG

Tel: 01473 723888

www.orwellmencap.co.uk

PD LD

Green Light Trust

The Foundry, Bury Road, Lawshall,
Bury St Edmunds IP29 4PJ

Tel: 01284 830829

www.greenlighttrust.org

LD

Gressenhall Farm and Workhouse

Gressenhall, Dereham NR20 4DR

Tel: 01362 869251

PD LD MH

Headway Suffolk and Norfolk

Meeting Point, Jubilee Suite, St Withburga Lane,
Dereham NR19 1ED

Tel: 07886 119590

<https://headwaysuffolkandnorfolk.org.uk>

PD

Headway Suffolk and Norfolk

Town Council Pavillion, Manor Road Playing Fields,
Manor Road, Long Stratton NR15 2XR

Tel: 07780 439060

<https://headwaysuffolkandnorfolk.org.uk>

PD

Headway Suffolk and Norfolk

St George's House, Olding Road, Bury St Edmunds,
Suffolk IP33 3TA

Tel: 01284 702535

<https://headwaysuffolkandnorfolk.org.uk>

PD

Heywoods Grange (DissCovery)

Burston Road, Diss IP22 5SX

Tel: 01379 652265

LD PD

High Oaks

Rectory Road, Gissing IP22 3UU

Tel: 01379 674456

<http://high-oaks.co.uk>

LD

JDT Music Academy

20 Charles Wood Road, Rashes Industrial Estate,
Dereham NR19 1SX

Tel: 01362 694817

www.jdtmusic.co.uk

LD PD

Loddon and District Day Centre

Brian Clarke Room, Mallard Close, Chedgrave NR14 6JB

Tel: 01502 678197

OP D

Mid Norfolk Mencap

Tavern Lane, Dereham NR19 1PX

Tel: 01362 693013

<https://midnorfolkmenap.org>

LD

Onwards Enterprises

18a Carver Way Industrial Estate, Harleston IP20 9LT

Tel: 01379 854234

www.onwardenterprisescic.co.uk

LD

Onwards Enterprises (Thetford)

1 Telford Way, Thetford IP24 1HU

Tel: 01842 766055

www.onwardenterprisescic.co.uk

LD

Redgate House

Green Lane, Thetford IP24 2EZ

Tel: 01842 800400

www.randalecare.co.uk/day-care-thetford

D

Sense East

(Aldeby Resource Centre) Unit 18,
Aldeby Business Park, Common Road,
Aldeby, Beccles NR34 0BL

Tel: 01362 854153

www.sense.org.uk/our-services/centres/aldeby-suffolk

PD LD SI

Sense East (Dereham Resource Centre)

32 Bertie Ward Way, Rashes Green Estate,
Dereham NR19 1TE

Tel: 01362 854153

www.sense.org.uk/our-services/centres/dereham-norfolk

LD

Shipdham Manor

Chapel Street, Shipdham IP25 7LB

Tel: 01362 820939

OP D

South Personal Assistant Service (Independence Matters)

Attleborough Community Hub, Station Road,
Attleborough NR17 2AT

Tel: 01953 450840

www.independencematters.org.uk

OP PD YA

Street Forge Workshops

The Street, Thornham Magna IP23 8HB

Tel: 01379 678543

<https://streetforgeworkshop.uk>

D PD LD MH

Sudbury Community Hub

Chilton Industrial Estate,
Sudbury CO10 2XQ

Tel: 01787 464380

<https://leadinglives.org.uk>

LD

Sunset Barn Care Farm and Care Café

125 Undley Hall, Lakenheath IP27 9BY

Tel: 01842 860376

www.farmgarden.org.uk/org/public-profile/65557

OP D PD LD MH SI C DA

Swardeston Day Centre

93 Gurney Road, Norwich NR5 0HL

Tel: 01508 578826

OP D PD LD MH SI

Thera East Anglia

Oaklands, Burgate Lane, Alington,
Norwich, NR14 7NP

Tel: 0300 303 1280

www.thera.co.uk

LD



South continued

Utopia Care

1-07 Keystone Innovation Centre, Croxton Road,
Thetford IP24 1JD
Tel: 01603 319430
<https://utopiacare.co.uk/thetford-branch>

LD

Waveney Enterprises

13 Smallgate, Beccles NR34 9AB
Tel: 01502 716065
www.waveneyenterprises.org.uk

LD

Realise Futures CIC

24-26 Middleton Street, Wymondham NR18 0AD
Tel: 01953 439020
www.realisefutures.org

LD



West

Aspires

Chapel Farm, Downham Road, Fincham PE33 9HF
Tel: 01366 347721

LD

Aspires Ltd

23 Horsley Fields, Kings Lynn PE30 5DD
Tel: 01553 929453
<https://aspirdaycentre.co.uk>

LD

Crossroads Community Hub – Independence Matters

Grimston Road, South Wootton,
King's Lynn PE30 3HU
Tel: 01553 614947
www.independencematters.org.uk

OP

Darwin Nurseries

5 Quay Waters, Newmarket Road, Teversham CB1 9AT
Tel: 01223 293911
www.cpft.nhs.uk/darwinnurseries

LD

Engage Norfolk

47 Bergen Way, North Lynn Industrial Estate,
Kings Lynn PE30 2JG
Tel: 01553 401200
<https://engagecaresupport.co.uk>

OP D PD LD MH SI C DA

Fenland Area Community Trust (FACET)

Marwick Centre, Marwick Road, March PE15 8PH
Tel: 01354 655080
www.facet.org.uk

LD

Forward Day Centre

St Margarets School House, Millfleet,
King's Lynn PE30 5EG
Tel: 01553 776910
www.forwarddc.org.uk

LD BA

Headway Suffolk and Norfolk

South Lynn, Community Centre, 10 St Michael's
Road PE30 5HE
Tel: 07798 702515
<https://headwaysuffolkandnorfolk.org.uk>

PD

Involve

Campbells Business Park, Kings Lynn PE30 4YR
Tel: 01553 769850
<https://norfolkinvolve.co.uk>

PD LD MH

John Chapman Day Centre

The Old Maltings, Cley Road,
Swaffham PE37 7JW
Tel: 01760 721398

OP D PD SI BA

King's Lynn Hub Services – Independence Matters

Crossroads Community Hub,
Grimston Road, South Wootton,
King's Lynn PE30 3HU
Tel: 01553 672753
www.independencematters.org.uk

LD

Meadow House Nursing Home

Norwich Road, Swaffham PE37 8DD
Tel: 01760 725146

PD

Merle Boddy Centre

Fakenham Road, Swaffham PE37 7JE
Tel: 01760 724527
www.sdmha.org.uk

OP D PD LD MH

Connections, New Beginnings

Unit 3 Evergreen Venture Park,
Barton Road, Wisbech PE13 4TP
Tel: 01945 411807

LD

Opportunities Without Limits

Sawston Village College, New Road,
Sawston CB22 3BP
Tel: 01223 835329

Prospects Trust

The Snakehall Farm, Swaffham Road,
Reach CB25 0HZ
Tel: 01638 741551
<https://prospectstrust.org.uk>

Rosebank Centre

Harecroft Road, Wisbech PE13 1RL
Tel: 01945 588731

Rowan Humberstone

40 Humberstone Road,
Cambridge CB4 1JG
Tel: 01223 566027
www.rowanhumberstone.org.uk

Tennyson Lodge

3 Gordon Avenue, March PE15 8AJ
Tel: 01354 750202
www.facebook.com/tennysonlodgedaycentremarch

Victoria Lodge

18 Larksfield, Wisbech PE13 2UW
Tel: 01354 750335

LD <https://info.cambridgeshire.gov.uk>
(search 'Victoria Lodge').

Volunteering Matters (CSV)

14 Tuesday Market Place, King's Lynn PE30 1JN
Tel: 01366 385839

PD LD MH

West Norfolk Mind (Heacham Service)

Neville Court Community Room, Neville Court,
Neville Road, Heacham PE31 7SP

OP D Tel: 0300 330 5488

www.norfolkandwaveneymind.org.uk

OP D

OP D

Wisbech Community Farm

Lynn Road, Wisbech, Cambridgeshire, PE14 7AP
Tel: 07541 402354

LD

www.peopleandanimals.org.uk

LD



OP LD

Looking after someone

What do we mean by being a 'carer'?

A carer is anyone who helps and supports somebody who due to an illness, disability or mental health difficulty cannot manage without your help and support. You might be helping them with their washing, dressing or eating, taking them to appointments or keeping them company when they feel lonely or anxious. You may also provide other forms of support and could be caring for more than one person.

Many people are carers without knowing it. Once you recognise that you're a carer providing unpaid care or support to someone, you can get free help, advice and information to support you.

This could include practical, emotional or financial support. As a carer, it's important that you look after your own wellbeing, and can carry on doing the things that are important to you and your family.

You may want to consider:

- 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.

Support available for carers

Carers Matter Norfolk (CMN), see page 6 for contact details, delivers personalised services to unpaid carers on our behalf, including:

- Carers' assessments.
- Information, support and advice.
- Advice line open Monday to Friday.
- One-on-one community support.

CMN can talk to you about your individual circumstances. It will offer you relevant information and advice as well as practical and emotional support. This is called a carers' assessment.

What is a carers' assessment?

Carers' assessments are available for anyone aged 18+ providing unpaid care for another adult. It is a conversation about you, your caring role and what you want to achieve. It is not a test of your ability as a carer and is a non-judgemental and supportive conversation. The conversation will include:

- How caring affects your work, finances, leisure, education, wider family and relationships.
- What support you have and what helps.
- Your physical, mental and emotional wellbeing.
- If you want to continue long term, and if so, what would help to make caring manageable.
- What you'd like to achieve.

A good first step is for us to understand what is most important to you and what would make things easier in your day-to-day life. From there, we can offer clear information, practical advice and links to local services or community groups that may be able to help quickly.

Carers Matter Norfolk provide carers' assessments on our behalf. They also offer an advice line for questions, share information and have lots of useful information on their website. Their friendly and supportive practitioners will be happy to help. You can ask them to contact you at <https://carersmatternorfolk.org.uk> or call: **0800 083 1148**.

You can find lots of information at:

<https://carersmatternorfolk.org.uk/> Details of what a carers' assessment provides is below.

Other resources

Ask CORA! is a digital assistant for carers designed to answer any questions you may have, from what support is out there to help with planning. Cora is there for you 24/7 and is easy to use. Just save **07457 404034** on your phone and message Cora on WhatsApp.

Emergency plan – Plan for what happens in an emergency, details on page 58.

Norfolk County Council can also provide support or assessment for you as a carer, or you can have a joint assessment with the person you look after. You can contact us at <https://adultsocialcare.norfolk.gov.uk>

What happens next?

You and a practitioner will agree some actions that help you meet your goals and needs. Each person is different, so there are no prescribed actions; however, some examples of what can be done to help are:

- Putting you in touch with local support groups so you have people to talk to.
- Practical support, like the short break service which could allow you a break.
- Supporting your mental health through counselling.
- Showing you where to access specific information you may need – for example condition specific information, technology that could help or specialist advice.
- If you are eligible, you may be able to get a health and wellbeing grant to spend on the things that make caring easier.
- Helping you to link with housing services or get benefits advice.
- Helping you to plan for the long term. →

- • Helping you connect with things you enjoy and planning ways to have breaks.

You can choose to be assessed on your own, or you can have someone there to support you. If you find it difficult to get your views across, you can have an advocate which we can help you arrange.

We recognise that your needs are closely linked to the person you look after and sometimes, to help you, support must be provided directly to the person you look after.

If they agree, the person you care for can also have a conversation with us about meeting their needs. The support they will be offered is individual to each person, however, examples may mean installing technology enabled care in their home or exploring community groups or day services they may wish to attend. It could also be providing paid care or respite to allow you a break. If support is needed for the person directly, a Care Act assessment for the person you look after can be offered by Norfolk County Council to speak to them about the best way to meet their needs.

Carers supported by Norfolk County Council may be offered a Direct Payment if it meets their needs. This can give them control over how their support is provided. Both this, and the health and wellbeing support that Carers Matter Norfolk may offer, are designed to provide opportunity to engage in an area of life that supports your wellbeing, whether this be a break, funds towards a hobby or equipment that helps you in your caring role.

Will I have to pay for services?

No financial assessment is required for services provided directly to carers. There is no charge for a carers' assessment or support plan.

Paid services, such as home care for the person receiving the care, are chargeable, and a financial assessment will be completed with them to work out how much they will pay, and how much Norfolk County Council will pay.

If you would like a carers' assessment, visit:

<https://carersmatternorfolk.org.uk> or call:

0800 083 1148.

Preparing for Adult Life (PfAL)

Preparation for adult life should begin early. It's never too soon for young people to start thinking about what they might want and need once they become an adult.

There is lots of information available on the Norfolk Special Educational Needs and Disabilities (SEND) Local Offer website to help young people and their families plan and prepare for the future.

Visit: **www.norfolk.gov.uk/article/53230**

The PfAL Service is responsible for the transition of young people into Adult Social Services, including carrying out Care Act assessments.

Some helpful guides written for parents/carers and young people are also now available on the topics of being healthy, being independent and being part of your community. Visit: **www.norfolk.gov.uk/article/40899**

Referrals can be made if:

- The young person is aged 14-17. They can be referred at age 13, if the referral follows an Education, Health and Care (EHC) plan review in Year 9 of school.
- The young person has a disability. For example, a learning disability, mental health needs, autism or physical disability.
- The young person is likely to need support from Adult Social Services (under the Care Act), to achieve their Care Act outcomes.

To make a referral, ask the allocated children's social worker/family practitioner to do this.

Alternatively, you can refer by calling **0344 800 8020**. Please clearly ask to refer to PfAL. You will be transferred to the Community and Partnerships teams who will progress the referral.

Young carers, young adult carers and families

Young carers are children and young people up to the age of 18 whose lives are affected by a caring responsibility. Young adult carers are defined as a person aged from 18 years usually to age 25.

They might be caring for a parent, sibling, other family member or a friend who has a long-term physical, mental illness or disability, or they might have an alcohol and/or drug dependency. The support the child or young person provides is relied on by the cared-for person, and others in their family.

We have a legal duty of care to ensure children and young people are protected from undertaking inappropriate and excessive caring. Young carers are children and young people first. Caring for others should not be harmful to a child or young person's health, education, wellbeing or overall development.

We also have a legal duty to ensure that young carers make a successful transition to adulthood (18+ years), this involves promoting their wellbeing and their wishes in terms of future caring, education, training and employment choices.

Caring for others who are ill or disabled can result in young carers becoming physically or emotionally tired, or unwell. This can have an impact on their health, wellbeing, school or college work, their relationships with friends and their social life. Parents of young carers may also feel isolated and not know how to get support for themselves and their family.

All carers living in Norfolk have a right to an assessment of their help and support needs from us. To request help and support, call: **0344 800 8020**. We provide an information and support service to young carers, family members and professionals through the young carers and families service, visit: **www.youngcarersmatternorfolk.org/advice-for-young-carers/** You can also get advice from the Family Hubs at: **www.norfolk.gov.uk/40406**

For carers of any age needing information or support, or if you think a child or young person might be a young carer in need of support, visit: **www.youngcarersmatternorfolk.org** or **<https://carersmatternorfolk.org.uk>**

Planning and emergencies

What can I do if I need urgent help?

Norfolk Swift Response (page 42) provides a 24-hour, 365-day-a-year service which offers help, support and reassurance if a person has an urgent, unexpected need at home but doesn't need one of the emergency services.

For example, if a person falls and needs help (but isn't injured or needing an ambulance) or unexpectedly needs assistance with personal care.

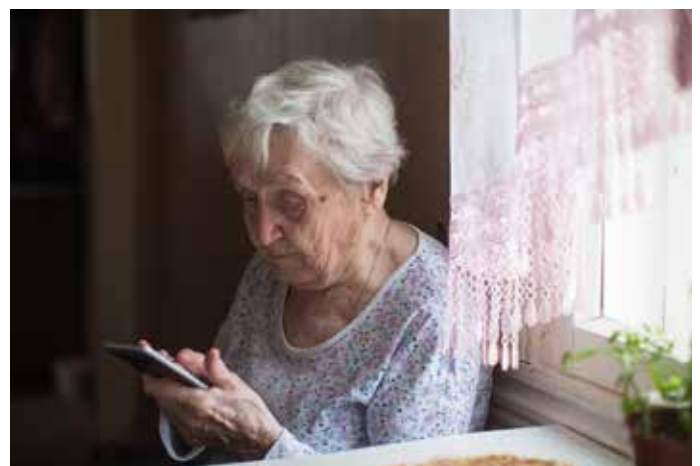
With your consent, the Swift Response team can make referrals to other professionals to ensure that you have the ongoing support you need.

The service is free for individuals living in Norfolk, aged 18 and above.

To contact Norfolk Swift Response, call: **0344 800 8020** (choose option one, followed by option one).

Urgent out-of-hours help

The Norfolk Emergency Duty Team deals with social work emergencies outside working hours (at night, weekends and public holidays). An emergency is something that cannot safely wait to be dealt with until the next working day. Call: **0344 800 8020**.



Carer's emergency card

If you care for someone, it can be worrying not knowing what would happen in an emergency. Having an emergency plan in place can provide reassurance if something unexpected occurs.

Creating an emergency plan helps set out what should happen and who should be contacted if you become unwell or are unable to provide care. This can help ensure the right people are informed and appropriate support is put in place.

Visit: www.norfolk.gov.uk/carersemergencyplan to create a plan and complete the online form.

This includes:

- Details about the person you care for and anything important about their needs.
- The things you do to help them.
- Emergency contact name/s and any actions that need to be taken.

If you are unable to fill in the online form, call Carers Matter Norfolk on: **0800 083 1148**. They will send you a carer's emergency card, which you should always carry with you. The card clearly states that you are a carer and that someone relies on you to keep them safe and well. It includes your emergency plan number and the emergency helpline number.

What happens in an emergency?

You, or someone on your behalf, should call Norfolk County Council on: **0344 800 8020** and give your emergency plan number. We will then carry out the actions given on your plan to ensure the person you look after is safe.

If we cannot reach your named contact/s or you don't have anyone who can help, we will help to support you until we can plan what will need to happen next. The emergency services know what to do if they see your carer's emergency card.

Housing choices

Housing options

The main routes to finding a new home are as follows.

Homelessness

If you are homeless, at risk of homelessness, worried about your ability to afford the home you live in or are about to be evicted, you can contact your local council's Housing Team for advice.

If you are at risk and/or are fleeing domestic abuse, councils and support providers can also give advice and assistance to find alternative accommodation or, where possible, help you to remain safely in your own home if the perpetrator has left. Further information is provided on page 60. In an emergency, always call: **999**.

Renting from a social housing provider (housing association, council or voluntary sector organisation)

You can apply for social housing through your local district council in Norfolk. Social housing includes

options such as general needs housing, sheltered housing, Housing with Care and Independent Living for older people. It can also provide short-term accommodation if you are homeless or need supported housing, for example supported housing for young people or refuges for those fleeing domestic abuse.

District councils in Norfolk

There is lots of information online or from your local district council housing team 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.

Borough Council of King's Lynn and West Norfolk

Tel: **01553 616200** (follow options to housing).

Email: housingoptions@west-norfolk.gov.uk

Web: www.west-norfolk.gov.uk

Breckland District Council

Housing advice.

Tel: **01362 656870** (option three).

Email: housing.advice@breckland.gov.uk

Web: www.breckland.gov.uk

Great Yarmouth Borough Council

Housing Option Team. • Tel: **01493 846140**

Email: homelessness@great-yarmouth.gov.uk

Web: www.great-yarmouth.gov.uk/welcome

North Norfolk District Council

Housing advice. • Tel: **01263 513811**

Email: housing@north-norfolk.gov.uk

Web: www.north-norfolk.gov.uk

Norwich City Council

Tel: **0344 980 3333** • Web: www.norwich.gov.uk

or [www.norwich.gov.uk/customer-services/](http://www.norwich.gov.uk/customer-services/contact-us)

[contact-us](http://www.norwich.gov.uk/customer-services/contact-us) (online enquiry form).

South Norfolk and Broadland District Councils

Tel: **0808 168 2222** • Email: [housing.advice@](mailto:housing.advice@southnorfolkandbroadland.gov.uk)

[southnorfolkandbroadland.gov.uk](mailto:housing.advice@southnorfolkandbroadland.gov.uk)

Web: www.southnorfolkandbroadland.gov.uk

Renting from a private landlord

Information about rental properties in your area can be found online, in local newspapers and via letting agencies – remember there may be upfront costs like a deposit, rent in advance and fees.

If you rent a property either from a private landlord or social housing provider, 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 for more details on how to claim.

Buying your own home

This could include part buying/part renting options ('shared ownership') offered by some social housing providers. Visit: www.gov.uk/affordable-home-ownership-schemes for information about the Government's home buying options.

Support options

You may need some support to live in your home. Any support you need should be flexible to meet your individual needs. This could include things like equipment to help with day-to-day tasks, technology enabled care (community alarms and other technology, see page 19) and home care.

Accessible homes

Newer homes must comply with building regulations regarding accessibility. Some landlords (including social housing providers) rent out mobility or wheelchair-standard properties. Contact your local district council's housing team for advice and information about your property requirements.

For those who are eligible, Adult Social Services can provide additional help, which may include the following options.

Shared Lives scheme

Shared Lives is when a young person lives with another family in their home and the family provides support. The young person may be charged for the care element of the Shared Lives scheme, depending on their financial circumstances.

Supported living

This is the term for shared properties or clusters of individual homes, where support is provided to people who are tenants in their own homes. There is a range of supported living properties across Norfolk.

Some supported living is for longer term living, and some is shorter term, to give people a stepping stone to help them live more independently.

This shorter-term supported living is called 'enablement'. Access for any supported living is usually via Adult Social Services. If an assessment shows you are eligible for support, talk to the person carrying out your assessment about available options. You may be charged for the care element of supported living, depending on your financial circumstances.

Advice and support for young people

An important part of independence for most people is moving on from the home they have lived in as a child. Some feel ready to do this at 18 years old. Others may be older. For young people with a special educational need or disability (SEND) who are approaching a change in their circumstances, whether that is moving home, from an educational setting or something else, there is lots of information at:

www.norfolk.gov.uk/transitionineducation



→ Advice and support for people experiencing domestic abuse

Your local council can provide advice and support to help you find safe accommodation or remain safely in your home. You can also contact support organisations directly. If you need to leave your home because of domestic abuse, the following organisations can provide you with the advice and support you need. Always call: **999** in an emergency.

Leeway Domestic Violence and Abuse Services

Tel: **0300 561 0077**

Web: **www.leewaysupport.org**

ManKind Initiative

Tel: **01823 334244** or **0808 800 1170** (freephone).

Web: **<https://mankind.org.uk>**

National Domestic Abuse Helpline

Tel: **0808 200 0247**

National LGBT+ Domestic Abuse Helpline

Tel: **0800 999 5428**

Norfolk Integrated Domestic Abuse Service (NIDAS)

Tel: **0300 561 0555** (Monday to Friday, 9.00am to 6.30pm; and Saturday to Sunday, 9.00am to 3.00pm) or **0808 200 0247** (Refuge National helpline, out of hours). • Text: **07860 063464**
Web: **<https://nidasnorfolk.co.uk>**

Orwell Housing

Tel: **0345 601 0030**

Web: **www.orwell-housing.co.uk** (search 'Supporting people in or leaving abusive relationships').

Pandora Project

Offers a confidential live chat Monday to Friday, 1.00pm to 3.00pm.

Web: **www.pandoraproject.org.uk**

Women's Aid

Web:

<https://womensaid.org.uk/information-support>

See page 17 for more information about domestic abuse.

Sheltered housing

Sheltered housing is specially designed to assist (mostly) older people whose current home is no longer suitable for their needs and wellbeing. For example, they may be unable to manage the stairs or may feel safer and less isolated with more people close by to offer support and company.

Sheltered accommodation can be self-contained flats or bungalows and could include a 24-hour alarm system. Sheltered housing also offers low-level support that enables people to remain as independent as possible.

As well as individual flats or bungalows, the schemes may also provide communal areas that are used for activities and promote community involvement. Many sheltered housing schemes also have laundry facilities, lifts, door entry systems and specially adapted facilities. There are sheltered properties available across Norfolk to rent or buy.

For more information, contact your local district council (see pages 58 and 59) or visit: **www.norfolk.gov.uk/contactlocalcouncil**

Independent Living and Housing with Care

Choice is important when it comes to deciding where to live. If you're getting older and feel it's time for a change, but still want to live independently, the friendly community you'll find in Independent Living or Housing with Care could be for you.

What's so great about Independent Living and Housing with Care?

Both housing options give you your own home, with your own front door. When you move in, you get peace of mind with on-site support and care available when you need it.

Every flat has a living area, kitchen, bedroom and bathroom and your home is yours to furnish and decorate. All schemes have communal gardens and a lounge area where you can chat with friends and enjoy social events, if you wish. Some schemes have a shop, a hairdresser, a café, a bar and mobility scooter storage.

All schemes have flats for individuals, and some have flats suitable for couples. Some schemes offer specialist accommodation for people living with dementia and can be ideal for couples where one partner is the main carer.

Friends and family can visit whenever you like, and some schemes have en-suite guest facilities where they can stay over. Pets are also welcome at some schemes. The sites are located all over Norfolk, so you can choose to live in the district you currently live in or move to be nearer to family members.

Who can move into Independent Living and Housing with Care?

Schemes are owned by housing associations and run as a partnership between them and Norfolk County Council, district councils and an on-site care provider. A tenancy is offered to people through an allocation process.

Every tenant has a support plan, which is written with their involvement and, if they wish, their family's too. To be eligible to rent your new home, you must have both a care and housing need. You might be receiving a few hours of support in your home, with someone coming in to help you get dressed, washed or perform other tasks. Perhaps you would benefit from support of this kind but aren't receiving it currently.

To make an application, you will need an up-to-date assessment of your care and support needs. This assessment looks at your independence needs, finances and current living arrangements. To request an Independent Living and Housing with Care assessment, call: **0344 800 8020** or complete the online support needs form at: **www.norfolk.gov.uk/41762**

What are the differences between Independent Living and Housing with Care?

Housing with Care flats are only available to rent. They are well-established sites, ranging in size.

With 19 sites across Norfolk, there's plenty of choice in terms of location.

Independent Living flats are available to rent or buy through shared ownership and tend to be larger than at Housing with Care sites. The first Independent Living site, Meadow Walk, opened in 2021 in Fakenham, followed in 2022 by Swallowtail Place in Acle.

New schemes are coming soon to Hunstanton, Stalham and Harleston and another scheme has now started on-site in South Wootton, with plans for more sites to be built across Norfolk in the coming years. Visit the website below for more information.

You may be charged for the care element of your chosen scheme based on your financial circumstances. You will be given clear information about what you can expect to pay when making your decision about where to live. The housing provider will discuss your tenancy and housing costs with you.

Ready to find out more?

Visit: **www.norfolk.gov.uk/independentliving**

If you don't have internet access, you can talk to someone about Housing with Care and Independent Living on: **0344 800 8020**.

Residential care

A person may have a room, or sometimes a flat, in a building shared with several other people. There is 24-hour support and meals are provided.

For more information, see page 67.

Broadland Housing Association

Independent living across Norfolk and north Suffolk

Our housing with care schemes offer self-contained flats, each with its own front door. Plus, 24-hour support is available if needed.

Flats available in your area. Contact us today!

www.broadlandgroup.org

01603 750128



Care and support

What happens if I think I need care and support?

If you contact us to ask for help and support, you will first discuss your circumstances with one of our specialist advisers.

They will be able to:

- Help you to identify your goals and aspirations and how these can be achieved.
- Offer early help and support to help you stay independent or regain your skills and independence first. This could include information and advice around equipment, technology and/or reablement.
- Give you information and advice about a range of voluntary, community and social enterprises in your local area, as well as other statutory services such as health, for example a GP or community nurse.
- Once we have explored all the above, if required, we will assess if you have any outstanding needs that require formal care and support, and advise you of any charges for services.

If you are a carer, we can put you in touch with carers' support services that can help or work with you to plan your support. If the adviser thinks you might need support or services from us, you will need to have a carers' assessment. An assessment can be carried out over the phone, or, in more complex cases, we may be able to arrange to visit you at home. This would be considered on a case-by-case basis. For more information about carers' assessments, see page 55.

Wherever you are assessed, we will ask about your personal circumstances and what your life is like now. We will discuss what is important to you, what you can manage on your own, any support you have and how this affects your daily life.

Everyone's situation is unique. Identifying your goals and aspirations and the things you want to achieve

will help us to decide if we can help. Depending on your requirements, we may give you information and advice about a range of support available locally, such as other statutory agencies, voluntary organisations or community groups.

If you have outstanding needs that cannot be met through other forms of support, we will discuss what help might be available and work with you to develop your care and support plan. This will be based on the information you gave us during your assessment. Your care and support plan will set out how you can get the right level of care and support so you can do the things that are important to you.

If we provide you with a service, you may have to pay something towards the cost. To find out how much you might need to pay, we will ask you to complete a financial assessment. You will need to disclose details about your savings, any other assets and income. If you don't want to disclose this information to us, you will be charged the full cost of the service we provide.

For more about paying for care, visit:
www.norfolk.gov.uk/payingforcare and see page 78.

Online Contribution Calculator

We realise it's important to know how much you might have to pay towards care services. The Contribution Calculator helps you to work that out. It's a free service that's confidential and easy to use.

The Calculator will tell you what you might need to contribute towards the cost of any services. We will only see the details you enter if you share them with us. Please note, the results are only an estimate, and we'd only check your details if you were going through a formal care assessment.

Visit: **<https://adultsocialcare.norfolk.gov.uk/web/portal/pages/using-the-online-calculator>**

Your choices

If you have an Adult Social Services assessment and the outcome is that you need a service from us, you

have a choice about how this is arranged. If you are not eligible for council funding, you can ask us to

arrange services for you in certain circumstances, however you will be charged an arrangement fee.

Your options are:

- **Option one:** Adult Social Services can arrange (on your behalf) for one or more services to be provided to you to meet your eligible needs. This means that we will make all the arrangements with one or more organisations to meet the needs we have identified in your care and support plan.

If you choose option one: We have a brokerage team that helps us to find suitable organisations to meet your needs. The team will send you a copy of your care and support plan with details of the organisations we have arranged to support you.

- **Option two:** You can also choose to arrange one or more services yourself. In this instance, we will arrange to pay our contribution to you, or an agent acting on your behalf, via a Direct Payment to meet the needs we have identified in your care and support plan (see page 78).

If you choose option two: This will enable you to have more control over the care that you receive,

and how and when you receive it. We will only do this if you are assessed as eligible for council funding.

- **Option three:** You can choose to have a combination of the above to meet the needs we have identified in your care and support plan.

It is important to note that regardless of how you receive your support, we have a responsibility to ensure the services and/or Direct Payments are meeting your eligible needs in the most cost-effective way.

After your service/s have been set up, we will contact you to ensure that you are satisfied with the support you are receiving and to check your eligible needs are being met appropriately. We will also review your care and support arrangements at least annually to ensure that these continue to meet your needs and, if not, make changes to your care and support plan accordingly. This would include considering alternative ways of meeting your needs, as well as reducing services.

See page 78 for more information on Personal Budgets and Direct Payments.

Statutory advocacy in Norfolk

Advocacy means supporting a person to understand information, express their needs and wishes, secure their rights and represent their interests if they might have substantial difficulty doing so themselves. The service is for people with support need(s) who don't have an advocate representative, like a family member.

The statutory (adult) advocacy provision in Norfolk is delivered by POHWER in partnership with other organisations. Alongside local advocates, they work with Age UK Norfolk and the Royal Association for Deaf people (RAD) to provide advocacy support for D/deaf people. It covers:

- Independent Health Complaints Advocacy (IHCA/NHS Complaints).
- Independent Mental Capacity Advocacy (IMCA).
- Relevant Person's Paid Representative Service for DoLS (RPPR).

- Independent Mental Health Advocacy (IMHA).
- Independent Social Care Advocacy (ISCA).

This is a free service that meets all legal requirements. POHWER covers all statutory requirements placed upon Norfolk County Council across all categories of need, including adults with learning disabilities, dementia, mental health needs, acquired brain injury, physical and sensory impairment and young people in transition to adult services.

Tel: **0300 456 2370** (Monday to Friday, 8.00am to 6.00pm).

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/norfolk** (information including self-help toolkits, referral forms, case studies, Easy Read and volunteering opportunities).

Inspection and registration of care services

The Care Quality Commission (CQC) monitors, inspects and regulates services to ensure they meet fundamental standards of quality and safety. They publish what they find, including performance ratings, to help people choose care.

Following an inspection, each care home and home care agency is given a report and rating of how it compares to national essential standards of quality and safety. Each service's report and rating can be seen on the CQC website: **www.cqc.org.uk**

The focus of the inspection is on the standards of care that people using the service receive and whether they are happy with their care. Most inspections are unannounced, and all ask the same five questions of the services they inspect.

CQC assurance – local authority assessment

Since July 2023, the CQC has used a new duty to assess the adult social care functions of local authorities across England. The CQC will visit local authorities to assess their processes and how they are making a difference to people's lives.

The CQC assessment

A key part of the CQC assessment is to measure how local authorities place people's experiences at the heart of their decisions. A local authority should expect to demonstrate how it effectively delivers its services against the following assessment themes:

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

For more information, visit

www.cqc.org.uk/local-authorities

For any enquiries or to register a concern or a complaint, contact the CQC.

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Norfolk Care Association Ltd

 **Norfolk Care Association** is the independent voice of adult social care providers across Norfolk and Waveney, championing local needs and priorities through sector-led insight and representation. Membership is open to all adult social care providers in Norfolk and Waveney, regardless of size or service type, ensuring local voices are heard.

What we do

- Advocate for adult social care providers' needs, challenges and priorities.
- Share best practice and sector intelligence to improve care quality.
- Support collaboration and problem-solving across the system.
- Disseminate key information and insights.
- Facilitate strategic conversations on complex and sensitive issues.
- Campaign for sustainable funding, fair commissioning and workforce reform.

Why Norfolk Care Association is needed

The adult social care sector faces growing pressures, from workforce challenges to increasing care needs and sustainability concerns. In this complex landscape, we play a vital role as a local, inclusive organisation that brings together all care providers. By gathering intelligence, advocating for providers and working collaboratively with system partners, we ensure the sector's voice is strong, informed and influential.

- Independent advocacy: we bridge the gap between care providers, local authorities, the NHS and the wider health and social care system, making sure providers' perspectives are heard and valued in shaping policy and practice.
- Trusted insight and guidance: we provide care providers with reliable information, practical support and evidence-informed insight to help them navigate challenges and make informed decisions.

- Collaborative solutions: by fostering constructive dialogue between providers and decision makers, we help co-create solutions that benefit the sector and the people it serves.

Norfolk Care Association

Tel: **01603 972517**

Email: **info@norfolkcareassociation.org**

Web: **www.norfolkcareassociation.org.uk**

Leaving hospital

When you are well enough, recovering at home is often best for you and helps hospitals care for other people who need hospital treatment. Ward staff will talk with you about plans for leaving hospital early in your stay. Most people return home to continue their recovery. To help you leave hospital as soon as it is safe, any care or assessment you need will continue outside hospital. This approach is called HomeFirst. It focuses on supporting you to stay at home during a health crisis and return home after a hospital stay wherever possible.

The hospital ward staff will help make any arrangements for you to be discharged. If you need some additional support to recover at home, the hospital can arrange some equipment or ask for a settling-in service to contact you once you are home.

Some people need a further period of NHS rehabilitation in a community hospital or intermediate care bed.

If you need formal care and support when you're discharged from hospital, it will be short term and aims to aid your recovery at home. Ward staff will speak to you and seek your consent to contact the Multidisciplinary Discharge Team, called the HomeFirst Hub, who will make the arrangements.

To support your recovery, where available, Reablement services are provided free of charge for up to six weeks or until you can manage independently or a long-term care need is identified. After this time, you may be required to contribute towards the cost of your care. A social services worker will be able to advise you of any charges for care following your period of reablement.

In some instances, on discharge from hospital, you may need to stay somewhere with 24-hour care and support available for further assessment and rehabilitation. The ward staff will talk to you, and your

support network where needed, and the HomeFirst Hub will make the necessary arrangements.

You will be discharged to the most appropriate available setting to meet your needs, it may not be your first choice or the closest to your home. There may be a charge for services, and a social services worker will be able to advise you before you are discharged from hospital.

Professionals in the community will work with you to support your return home as soon as possible. You will not be asked to make a long-term decision about your care and support arrangements whilst in hospital.

You would not usually be assessed for NHS Continuing Health Care (CHC) when you're in hospital, but there are discharge pathways designed to ensure that case management and funding are appropriate to your needs. NHS CHC would then be considered when you have reached a point of recovery and stability where it is possible to make an accurate assessment. For more information on NHS CHC, see page 66.

After your discharge from hospital, community health and social services professionals will review your care and support arrangements, and where necessary, talk to you about making any longer-term arrangements. This will include talking about the options available to you in making longer-term arrangements.

Any charges for care will be worked out and explained to you by the Finance Assessment Officer from Norfolk County Council. For a package of home care, you will be financially assessed under the non-residential care charging policy. For a place in residential care, you will be financially assessed under the residential care charging policy.

For more information on care homes, see page 67.
For more information on paying for care, see page 78.

Norfolk & Waveney Community Support Service



Norfolk & Waveney
COMMUNITY SUPPORT

The Norfolk
& Waveney
Community

Support Service aims to support people practically at home, enabling safe and timely discharges from hospital or avoids an imminent hospital admission. The service focuses on providing short-term, practical support for people across Norfolk and Waveney. Its aim is to see people settle in well at home after a hospital stay, increasing their independence and confidence and avoiding escalation and potential hospital re-admittance.

The staff and volunteer model provides people with local support and links them with networks and groups, enabling them to be independent, confident, resilient and engaged with their community.

Support is typically for two to four weeks, up to six weeks according to complexity and/or need.

Tel: **01603 972374**

Email: **referral@communitysupportnw.org.uk**

Web: **www.communitysupportnw.org.uk** (for referrals, select the 'Make a referral' button).

NHS Continuing Healthcare (CHC)

This is ongoing care arranged and funded solely by the NHS where the individual has been assessed as having a 'primary health need' as set out in the 2018 National Framework for Continuing Healthcare and Funded Nursing Care.

This guidance sets out the principles and processes for deciding whether someone is eligible for NHS CHC. Care is provided to individuals aged 18 or over, to meet health and associated social care needs because of disability, accident or illness.

Funding is not awarded based on diagnosis but on the nature, intensity, complexity and unpredictability of an individual's presenting needs. If NHS CHC funding is agreed, care can be delivered in a person's home or any care setting. NHS CHC funding is not awarded for life, and eligibility is regularly reviewed.

Fast Track

Fast Track assessment and funding is completed for immediate provision of NHS CHC due to a rapidly deteriorating condition where end of life care may be needed when entering a terminal phase. The form can only be completed by an 'appropriate clinician', defined as a person who is a registered NHS nurse or a registered medical practitioner.

NHS-Funded Nursing Care (FNC)

If you are being considered for placement in a

nursing home, an assessment should be undertaken to confirm if you need to be assessed for NHS CHC.

As part of this process, your nursing needs will also be assessed to consider if you may be eligible for NHS FNC.

This is a weekly set amount of money from the NHS paid to contribute to the costs of providing nursing care. It is important to note that Norfolk County Council cannot legally financially support your contract for nursing care unless you are confirmed as eligible for NHS FNC.

Information and advice

Hospital ward staff and social care workers are there to help you, so ask them about any extra support, advice or services that you think you may need.

Beacon is a social enterprise running a free information and advice service on behalf of NHS England in support of people going through the NHS CHC assessment process.

For more information, visit:

<https://beaconchc.co.uk> or for other

organisations that can provide you with information and advice, visit:

www.norfolk.gov.uk/helpfromotherorganisations

Care homes

Types of care 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.

Care homes with nursing

If you think you have 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, in hospital if you've been ill or in a care home. You will be fully involved in planning your care needs. See page 62.

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. Depending on the level of nursing care the NHS agrees to fund, the amount you are assessed to pay towards your care may not reduce as the result of any payment by health and social care. It is important that you have a nursing assessment completed before you move to a care home with nursing.

For information on how to contact the Nurse Case Management Team for your area, contact your local Patient Advice and Liaison Service. See page 8. Alternatively, for help finding a care home or care home with nursing in your area, visit: www.carechoices.co.uk

For more information on paying for care, see page 78.

Care homes that accept pets

Some care homes allow you to take your pet with you when you move. Trusted Care has a Pet Friendly Care Home Register which lists care homes and retirement properties that are happy to accept residents with pets. Care homes and care homes with nursing that accept pets are marked in the listings section of this Guide with .

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 or family, 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 local authority. The fees that your local authority will pay may vary. It may offer you the fees you would receive if you remained

within the county, or the fees that the local authority would pay in your chosen area. You must seek further advice before making your decision.

If you are self-funding (capital or assets above £23,250, see page 79 for more information), once your capital reduces below the self-funding threshold, you will need to approach the local authority where you are living for help with funding your care.



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It's time to *feel good* about care

With award-winning non-profit
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Home for Life funding assurance.

Finally, a care decision
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01379 778 367



Broadacres

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Norwich NR12 8AR
01692 665 546

greensleeves
care

* Based on independent reviews on carehome.co.uk at time of printing

Search for care in your area

With so many providers to choose
from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now

www.carechoices.co.uk



 CareChoices

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at: www.carechoices.co.uk/checklists

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 64.



Glendon House

Residential home for the elderly specialising in Dementia care

- * Spacious ground floor and sea view rooms
- * 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 further information or to arrange a visit please contact the Manager
e-mail: **ghmgr@fireflyuk.net** • Tel: **01263 578173** • Fax: **01263 579164**

Norfolk Care Homes offers: Long stay care • Short stay care • Day care • Respite Care

Hickling House

We offer quality Dementia care in a cheerful friendly atmosphere.

- * Specialist Dementia care
- * Long and short term residents and respite care welcome
- * Mostly single rooms, all with en-suite facilities
- * Pets by arrangement
- * Full programme of activities with dedicated co-ordinator
- * 2 lounges, garden room, sun lounge, summer house, and dining room



Hickling House, Town Street, Hickling, Norfolk NR12 0AY

For further information or to arrange a visit please contact the Manager
e-mail: **hickling@fireflyuk.net** • Tel/Fax: **01692 598372**



Norfolk Care Homes

High quality Residential and Dementia care in a "home from home" environment.

www.norfolkcarehome.co.uk



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 69. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

- Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐
- Are residents encouraged to be independent? ☐ ☐ ☐
- Can residents decide what to do each day? ☐ ☐ ☐
- Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

- Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐
- Are there activities on each day? ☐ ☐ ☐
- Can residents walk around outside on their own? ☐ ☐ ☐
- Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐
- Are there rummage boxes around? ☐ ☐ ☐

Health

- Can residents get help with eating and drinking? ☐ ☐ ☐
- How often does the home review residents' medication? ☐ ☐ ☐
- Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐
- Do GPs visit the home regularly? ☐ ☐ ☐

Staff

- Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐
- Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐
- Do the staff have any dementia-specific training/experience? ☐ ☐ ☐
- Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐
- Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐
- Does the home have a specific approach to end of life care? ☐ ☐ ☐
- Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 64.



engagecare&support

hello@engagenorfolk.co.uk

www.engagecaresupport.co.uk

01553 401200

Don't just live life, ENGAGE with it!

We provide tailored packages of care & support to adults aged 18 and over with disabilities and complex needs, enabling them to take control of their lives, achieve their personal goals and aspirations, and live life their way.

Created by a parents desire to see her daughter supported to live the life she wanted, our services continue to place each person we support at the very centre of their care.

Specialising in supporting people with high or complex learning disabilities and/or autism, our person-centred approach to care planning and delivery enables us to support across a range of service types.

- Home Support
- Community Support
- Supported Living
- Domestic Support
- Day Services
- At-Home Respite



Hub Based Day Service

Based at our fully equipped Hub in King's Lynn, our Day Service provides a bespoke schedule of activities and social opportunities, tailored to the interests and hobbies of each individual. With personalised 1-to-1 support from our friendly team, you are encouraged to develop your skills, pursue your hobbies and build friendships.

Community Services



Our Community Support team assist people within their own homes and the local community to live full and rewarding lives. Each individuals care & support is tailored to their needs and can range from a few hours a week through to 24/7 support. Whether you need assistance with day-to-day tasks/routines or support to attend a community activity or club, our team is here to help.



KING'S LYNN

DOWNHAM MARKET

HUNSTANTON

WISBECH

To find out more about our service and how we could support you to live life your way, visit our website or pop in for a chat with one of our team.

hello@engagenorfolk.co.uk | 01553 401200 | engagecaresupport.co.uk

Specialist care

Learning disability

Learning disabled people should be empowered to have ambition, choice and opportunity to be equal members of their community.

Learning disabled people assist, and work in partnership with, officers from Norfolk County Council, NHS Norfolk and Suffolk Integrated Care Board (ICB) and with wider stakeholders, to achieve the objectives of the co-produced Learning Disability Plan for 2023-2028. To view the plan, visit: www.norfolklidpartnership.org.uk

Norfolk County Council works with a range of partners to meet the needs of the learning disabled population. The Preparing for Adult Life Team (PfAL) supports young people to ensure a seamless transition to adult services. See page 56 for more information about the PfAL Team.

The Norfolk Learning Disability Partnership works to ensure people with learning disabilities:

- Are a partner alongside Norfolk County Council in decisions about services that provide support to learning disabled people.
- Have support to access the healthcare they need and they are supported to live healthy lives.
- Are supported to gain access to employment, training or voluntary opportunities.
- Have the choice to form friendships and relationships.
- Can live as independently as possible and achieve their potential.

For useful local contacts, see 'Information and advice', beginning on page 6.

Dementia care

If you, or someone you support, are experiencing memory problems or other changes, your GP is the best first point of contact.

Difficulties that appear similar to dementia (cognitive impairment) can also be caused by emotional, physical or other health conditions, so it's important to speak with a GP to rule out other possible explanations. If needed, your GP may refer you to a specialist service, such as an older persons' psychiatry consultant or community psychiatric nurse, for further assessment and tailored support.

Dementia is not a natural part of ageing. Everyone can take steps to reduce their risk and stay healthier for longer. To learn more about risk factors and how to take positive action, visit: www.alzheimers.org.uk/about-dementia/managing-the-risk-of-dementia

Community support

For local information and to speak with a trained professional, Alzheimer's Society's Norfolk and Waveney Helpline is available Monday to Friday,

9.00am to 5.00pm. Referrals can be made by:

- Calling: **01603 763556**
- Emailing: norfolk@alzheimers.org.uk
- Visiting: www.alzheimers.org.uk/dementia-professionals/make-a-referral

For evening and weekend support, the Alzheimer's Society National Helpline can help. It is open Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm. Call **0333 150 3456**.

Other organisations, such as Age UK Norfolk and Age UK Norwich, can also offer advice and support.

You can also contact Norfolk County Council to explore other preventative services. The assessment process will explore what support may be available for prevention or commissioned services and whether you may need to contribute to the cost of that support. See page 78 for information about paying for care.



→ Tel: **0344 800 8020**

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

Complete the online support needs form at:
www.norfolk.gov.uk/41762

Dementia care: Care homes and home care support

Some people may need extra help but can continue to live well at home with the right support in place. This might include:

- Home care services to help with personal care, medication, meals or everyday tasks.
- Community and voluntary organisations offering dementia friendly activities, day opportunities, peer support or carer respite.
- Assistive technology, such as sensors, reminders and Telecare, to help maintain independence and safety.

If remaining at home is no longer the best or safest option, you may wish to consider residential care or a care home with nursing. A range of homes specialise in dementia care, providing environments and staff skilled in supporting people with a cognitive impairment.

When visiting a care home, ask whether they are registered and experienced in dementia care. Request a tour if possible, and refer to the checklist on page 71 for helpful questions about:

- How care is delivered.
- How staff support choice and individuality.

- How routines are adapted for people with memory loss.

A good dementia friendly care home will be:

- Comfortable, clean, pleasantly scented and well lit.
- Clearly signposted to support orientation.
- Designed with safe, accessible spaces to move around.
- Equipped with meaningful activities that reflect residents' interests and abilities.
- Staff should treat people as individuals, listen to their preferences and support them to make choices.

For more information about choosing a care home in Norfolk, visit: **www.norfolk.gov.uk/carehomes**

See page 6 for contact details and additional useful services operating in Norfolk.

 Two Acres Care Home with Nursing 212-216 Fakenham Road, Taverham, Norwich NR8 6QN Tel: 01603 867600 Email: administrator@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. Contact us for more information on how we can help.
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Mental health

Poor mental health affects one in four people within the UK at some point in life, and serious mental illness affects one in six of the UK's population at any time. There are many kinds of activities and community support that can help, alongside possible medication.

The Wellbeing Norfolk and Waveney Service is a community-based primary care mental health service, designed to improve people's mental wellbeing. To access this service and self-refer call: **0300 1231 503** or visit: **www.wellbeingnands.co.uk** where you can also find more information on local

mental health support services. Lines are open Monday to Friday (excluding Bank Holidays), 8.00am to 8.00pm. You can email the service at: **admin@wellbeingnandw.co.uk**. Alternatively, speak to your GP who may refer you.

Your GP should be the first point of contact if there is concern about yourself, or a person that is cared for, in relation to mental ill health. The GP will consider whether they can provide the help and treatment needed and/or whether you should be referred to a specialist mental health service(s). You can find more information at: **www.nhs.uk/mental-health**

Norfolk and Suffolk NHS Foundation Trust is the local mental health service provider. The Trust provides information, advice and signposting, and can assess your needs and create a plan to help meet those needs.

24/7 First Response Helpline

The Trust provides a helpline in Norfolk and Waveney – open 24 hours a day, seven days a week, offering immediate support for mental health difficulties.

Tel: **111** (select option two – mental health) or **999** (in an emergency).

Information on mental health and local services can be found at: www.nsft.nhs.uk/ Alternatively, see 'Information and advice', beginning on page 6.

You can also request an assessment of your social care needs from our Mental Health Social Work Service. 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** or complete the online support needs form at: www.norfolk.gov.uk/41762

Preventing suicide



Everyone can help prevent suicide. If you know someone who may be thinking of ending their life and needs

support, or are looking for help yourself, visit: www.norfolk.gov.uk/iamokay

There is a range of information available on the website, including a 'Safety plan template' under 'if you feel like taking your own life'. It's based on the advice and experiences of survivors of suicide attempts and their families.

The site offers practical help for individuals, plus support and resources for those affected by suicide. It includes how to recognise the signs that somebody may be at risk of taking their own life, and useful prompts to encourage individuals to open up and talk about their feelings.

Help for you

There are lots of people, support services and ideas out there to help. If you are struggling, it may feel hard for you now, but it won't always feel this way. This overwhelming feeling might pass. Consider what you could do to take your mind off things and think of the good things in your life – what you enjoy doing, and the people in your life who make you feel good.

For more advice that can help when you need it most, visit: www.norfolk.gov.uk/iamokay or download the free Stay Alive app. This suicide prevention resource is packed full of useful information and tools to help you stay safe in a crisis. You can use it if you are having suicidal thoughts or you are concerned about someone else who may be considering suicide. If you've been bereaved by suicide, visit the 'affected by suicide' section for information and support, including the Norfolk and Waveney Mind Suicide Bereavement Service.

Try talking to someone

Pick up the phone and talk to someone or try one of the following free, confidential online support services.

Campaign Against Living Miserably (CALM)

Aims to prevent suicide across the UK.
Tel: **0800 585858**

Change, Grow, Live (CGL)

Help and support for people with drug and alcohol problems. • Tel: **01603 514096**

Childline

Helps anyone under age 19 in the UK with any issue they're going through. • Tel: **0800 1111**

Cruse Bereavement Support

Support for people who are suffering from bereavement.

Tel: **0808 808 1677** (helpline).

Web: www.cruse.org.uk/postcode-lookup

Just One Norfolk

Parents, children and young people's support.
Tel: **0300 300 0123**



→ MIND

Helpline providing a mental health information and signposting service.

Tel: **0300 123 3393**

Samaritans

Here when life is difficult. 24 hours a day, 365 days a year.

Tel: **116 123** (freephone) or **0330 094 5717** (Norwich Samaritans).

Silver Line

Helpline for older people.

Tel: **0800 470 8090**

Shout

Free crisis text line.

Text: **85258** (send the word 'SHOUT').

Web: <https://giveusashout.org>

You Are Not Alone (YANA)

Support for people in farming and other rural businesses. • Tel: **0300 323 0400**

Email: helpline@yanahelp.org



Bereavement support

Norfolk County Council has a web page to help you find support if you have lost someone or if you are helping someone else cope with bereavement. Visit: www.norfolk.gov.uk/grief

Finding support

If you feel you need additional support, there are many ways to get help. Volunteer bereavement support workers, self-help groups, faith groups and community groups can all provide support. You can also seek professional counselling if you feel

like you need it. You can find these groups in the following ways:

- Search for local support groups at: <https://communitydirectory.norfolk.gov.uk>
- Ataloss has a database of support services: www.ataloss.org

Cruse Bereavement has a helpline offering support to those who have lost a loved one, call: **0800 808 1677** or visit: www.cruse.org.uk

Palliative and end of life care

You might wonder what is meant by the term 'palliative care'. The adjective 'palliative' usually describes a type of care that focuses on relieving symptoms rather than treating the underlying cause. In practice, palliative care services look after people who have an illness that is likely to shorten their lives. Many of those who benefit are close to the end of their lives, but you can be a patient of palliative care services for years and they look after people with any life-limiting illness.

The term 'end of life care', tends to refer to the last year of life. You might also hear the term, 'the gold standard framework' mentioned. This system is used locally by community health and care organisations to help them work together to identify and support everyone in what might be their final year of life.

It might be useful to know that there is a difference between general and specialist palliative care services.

- General palliative care is delivered by professionals in GP surgeries, the community (district) nursing service, social workers, pharmacists and voluntary organisations.
- Specialist palliative care treats harder to resolve symptoms, which can include pain, fatigue, breathlessness, sickness, loss of appetite and distress. It also answers questions, tries to ease worries and helps people make plans. In Norfolk, there is a community palliative care team which looks after patients through telephone calls and visits. All Norfolk's hospitals have palliative care teams too. You will need to be referred to these services by a health professional.

'Hands-on' care is provided by social services except in the terminal phase when the NHS becomes responsible.

If you are looking for information, a good place to start is with voluntary organisations, such as

Marie Curie or Hospice UK. You can also contact the **Community Palliative Care Line** on: **0330 158 8011** (option two, available 24/7). Residents in the Great Yarmouth area can call **St Elizabeth Hospice's 24/7 specialist palliative care advice line** (OneCall) on: **0800 567 0111**.

Sensory impairments – Sensory Support Unit

If you or someone you care for has a sensory impairment, our team can carry out a range of services and early support to help.

The main services are:

- Assessments carried out in sign language.
- Equipment and access needs for deaf and hard-of-hearing people.
- Rehabilitation and learning new skills for visually impaired people.
- Provision of low vision aids.
- Assessment and provision for people with dual sensory loss.
- Providing communicator guides to people with substantial communication barriers preventing them carrying out essential tasks or accessing social stimulation.

All assessments required by sign language users should be referred to the Sensory Support Unit. If additional specialist assistance is required, we will carry out joint assessments with the relevant specialist.

Technical support and environmental aids

Our team provides assessments for people where their hearing causes barriers to communication and daily living. It may be able to provide some short-term support or advise about voluntary organisations that can support you to meet any identified needs. You may be provided with environmental aids to remove or minimise the difficulties.

Rehabilitation for visually impaired people

Reablement is for people who are visually impaired and hold a Certificate of Visual Impairment that has been issued by their hospital. The reablement team can provide:

- Mobility training.
- Help with communication skills.

- Support to manage domestic needs, such as cooking, cleaning and safety.

The service also provides specific interventions around emotional support and assists you to pursue hobbies and social interaction.

Dual sensory loss assessments

People with little or no sight combined with a severe hearing loss can find communication extremely difficult and might lack confidence to engage in activities.

Our team can carry out these assessments if an individual was born with significant sight loss, holds a Certificate of Visual Impairment and significant hearing loss known to audiology or you were born profoundly Deaf (BSL) and have a Certificate of Visual Impairment.

Communicator Guide service

This service provides short-term interventions. Where appropriate, they build confidence and help people to become active and motivated. To be eligible, an individual would have been born with significant sight loss (hold a Certificate of Visual Impairment) and have significant hearing loss known to audiology, or you were born profoundly Deaf (BSL) and have a Certificate of Visual Impairment. In either case, you have no informal/formal support. If other Care Act needs are identified, you may not meet the criteria for this service.

Useful contacts can be found on page 6 of this Guide.

You can contact the **Sensory Support Unit** using the following details.

Tel: **0344 800 8020** • Text: **07810 152278**

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

Complete the online support needs form at: **www.norfolk.gov.uk/41762**

Paying for care

Your Personal Budget

If you have eligible care and support needs (see page 62), we will discuss with you 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 be told how much it will cost to meet your needs and how much we will contribute towards the cost.

This is your Personal Budget.

There is no obligation for you to manage your Personal Budget yourself, and you have a choice over how care and support is arranged. You can ask us to arrange services on your behalf, request a Direct Payment or a mixture of both. We 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 dedicated bank account that can be used to pay for their care and support.

Direct Payments can be made to:

- People aged 16 or over who have eligible care and support needs.
- People with parental responsibility for disabled children.

Carers aged 16 or over may have a Direct Payment for a specific carers' service following a carers' assessment, even if the person they care for declines an assessment or service. 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 can make their own decisions about how their care and support needs are met. Following an assessment, or reassessment, you can choose whether to have services arranged by us 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 to support you. Alternatively, you can 'mix and match' and have some of your support arranged by us 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 Adult 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 care and support plan to meet your assessed needs.

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

What else do I need to know?

We will open a dedicated bank account for your Direct Payment to be paid into. You will have the option to manage the bank account yourself and pay for the care you receive from this account. Or, you can have the account managed by the Direct Payment Support Service who will make payments from the account on your behalf.

Direct Payments are not a social security benefit. They do not affect any means-tested benefits you are entitled to and are not taxable. If you are assessed as self-funding (you have capital or assets above £23,250), you will not be eligible for a Direct Payment.



What can the Direct Payment Support Service provide?

Email dpcst@norfolk.gov.uk or call **01603 223392** and select:

- Option one for information and advice sessions for service users, operational staff and personal assistants. Also, select this option for the Payments Service using a supported or self-managed bank account.
- Option two for employment support including recruitment of personal assistants.
- Option three for payroll including processing personal assistants' pay.

The Direct Payment Welcome Team can help Norfolk residents (or those who represent service users) who are thinking about or have chosen a Direct Payment to meet their eligible care needs. Call: **01603 223392** (option four).

What happens if my circumstances change?

We will reassess 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, you can ask us to reassess them.



What will you have to pay for your care?

If you are eligible for care and support, 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 assessment and you will 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?

If you move into long-term residential care, supported living, Independent Living or Housing with Care, the value of your home will be included in the assessment of your capital unless one of the following still lives there:

- Your partner (that is, your spouse, civil partner or someone you live with as if they were your spouse or civil partner).
- A relative who is over 60 years old or disabled.
- A child under 16 years old 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 are receiving care in your own home or attending day services, then your home will not be included as capital in the financial assessment. However, the value of any land or property that you own but do not live in may be included.

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

We will pay towards the cost of meeting your eligible care and support needs. 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. We will pay the balance.

If you have capital between £14,250 and £23,250, you will pay £1 a week for every £250, or part of, that you have above £14,250. This will be in addition to any income you are receiving, for example state benefits, occupational pensions, etc. Your choice of care home will be limited to those that accept our funding level. If you want to choose a more expensive home, you will have to arrange for a third party, such as a family member or charity, to 'top-up' the difference. Refer to the section 'Third party payments for care home fees' on page 82. ➔

→ 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 up to the first 12 weeks. After this time, you may be eligible to enter into a Deferred Payment Agreement until your property is sold, explained on page 81.

For further information, visit:

www.norfolk.gov.uk/moneymatters

Whatever your circumstances

Remember:

- It is only your own financial circumstances that are assessed, not your partner's.
- Your assessment will be made up of two elements: a care and support assessment and a financial one.
- A care home with nursing will generally be more expensive than a care home providing only personal care.

Consider claiming:

- New style Employment and Support Allowance (ESA) is a benefit for people who are unable to work due to illness or disability. New style ESA is based on your national insurance contributions. Claim by downloading a form from: **www.gov.uk** (search 'Employment and support allowance') or by calling the Universal Credit Helpline: **0800 055 6688**.
- Universal Credit (UC) is a single monthly payment for people in or out of work. You will not be awarded UC if you have capital over £16,000. Claims can only be made online at: **www.gov.uk** (search 'Universal Credit'). If you need support applying online call: **0800 328 5644**.
- Pension Guarantee Credit is an income-related benefit with no upper capital limit, although £1 will be reduced from any entitlement for every £500, or part of, you have above £10,000. You can claim by calling: **0800 991234**.
- Savings Credit is payable if you were 65 before 6th April 2016. It is paid if you have a certain amount of capital and/or income. It is assessed when you claim Pension Guarantee Credit.

Definitely claim:

- Attendance Allowance (AA), worth either £76.70 or £114.60 a week depending on your care and support needs. AA is claimed when you reach State Pension age. AA should stop after 28 days in residential/nursing care or hospital. You can continue to get AA as long as your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP) (Daily Living)*, worth either £76.70 a week or £114.60. This is paid if you are aged over 16 and under State Pension age. PIP (Daily Living) stops after 28 days in residential/nursing care or hospital. It will continue to be paid in residential/nursing care if your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP) (Mobility)*, worth either £30.30 or £80.00, if you are under State Pension age and regardless of your level of capital. Please note this allowance is completely disregarded in your financial assessment. Mobility will stop after 28 days in hospital.

*Personal Independence Payment (PIP) (Daily Living and Mobility) is replacing Disability Living Allowance (DLA) (Care and Mobility). If you receive DLA you do not need to transfer to PIP if you were born before 8th April 1948 or until the Department of Work and Pensions asks you to.

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

- You report a change in your care or mobility needs.
- A child on DLA is turning 16 (unless they are classed as terminally ill).
- 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. However, please note 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.

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 Department for Work and Pensions.

Moving into a nursing home?

You may be eligible for NHS Funded Nursing Care (FNC) contribution of £267.68 a week, depending on your assessed care and support needs. A registered nurse assessor employed by NHS Norfolk and Suffolk Integrated Care Board (ICB) will determine whether your care and support needs include registered nursing. If so, a contribution towards the cost of your care and support will be made to your care home provider by us on behalf of the ICB.

Please note that you will still have to make a financially assessed contribution towards other care and support costs, because the amount the ICB 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 us, 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 FNC contribution. If you are being financially supported by us, your FNC contribution should 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, you should seek independent financial advice to maximise any investment returns. We also have a team of financial assessment staff and a Welfare Rights Team who are happy to assist with advice on benefits and the charging policy.

For more information about what we will pay towards care costs, email: **fab@norfolk.gov.uk** or call: **01603 222133** (option two). Some of the figures mentioned here may change in April 2027. After this date, contact us for up-to-date information.

Advice if you are paying for your own care

Paying the full cost of care yourself – being a ‘self-funder’

If you know that you’ll need to pay the full cost of your care, either in your own home or a care home, and will arrange this yourself, you do not need to be assessed by us. You can still contact us at any point for advice and guidance, or to request a care and support assessment if you would like one. If you’re moving into residential care and are funding your own care, you may be entitled to some of the following financial assistance and support.

12-week property disregard

This applies if you:

- Former home is included in your financial assessment.
- Other capital is less than £23,250.

We will help with the cost up to the first 12 weeks of permanent residential care, provided your 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 us that will enable you to use the value of your home to help pay care home costs. If you’re 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.

Refer to the booklet ‘Residential care home and nursing home charges’. A copy is available under ‘Care charges and charging policies’ at: **www.norfolk.gov.uk/payingforcare**

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 it is appropriate for you to make private arrangements to pay the home directly.

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.

Deferred Payments are now also offered to some people moving into supported living, Independent Living or Housing with Care as long as they meet the eligibility criteria outlined above. We charge interest on the amount being deferred. This is compound interest and is applied on a four-weekly basis.

We also charge an administration charge for Deferred Payment Agreements.

This charge includes 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 who moved into care before 1st April 2015 will have been offered a Deferred Payment Agreement under different terms and they were not affected by these changes.

Administration fees for self-funders

For individuals that have been financially assessed as a 'self-funder', due to having capital or assets over £23,250, Norfolk County Council will charge fees for sourcing and contracting a package of care on their behalf. If the council holds the contract, a weekly ongoing fee will be applied to cover management of the contract and invoices.

From 6th April 2026, the fee rates are as follows:

- Sourcing only – £50.23 plus VAT one-off fee per service.
- Contract only – £27.28 plus VAT one-off fee per service.
- Sourcing and contract – £77.51 plus VAT one-off fee per service.
- Weekly fee – £4.94 plus VAT ongoing.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department for Work and Pensions. It's paid at the lower rate of £76.70 a week if you need care by day, and at the higher rate of £114.60 a

week if you need care during the day and night. Everyone over State Pension age who needs care 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 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 we can contribute. If we are 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 us or yourself. The general rule is that you cannot use your own money to fund a third-party payment.



First party top-up for care home fees

During the property disregard period, if the fees at the care home you have chosen are higher than the maximum we can contribute, you can pay a first party top-up for the difference in costs.

You can enter into a first party top-up:

- When you are eligible for the 12-week property disregard (see page 81).
- Where we have agreed to a Deferred Payment until your home is sold.
- When your care is provided under Section 117 of the Mental Health Act.
- If the fees at the home you have chosen are higher than the maximum we can contribute.

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, and you are currently working with an Adult Social Services worker, they will be able to advise you. If not, information relating to finance can be found at: **www.norfolk.gov.uk/moneymatters** or by calling: **0344 800 8020**.

If you move to a care home where a third-party payment is required, the person making the payment must have an affordability check and sign a contract with us. They must not pay the home directly. In signing the contract with us, we 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.

We will carry out a means test to ensure the amount that the third party agrees to pay is affordable for them. 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 our funding levels.

If a change to your arrangements is made at your request or with your agreement, for example you move to a more expensive room, then a third-party payment can become due. Equally, you may move to a cheaper 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 us well in advance of this happening. We will then be able to help with your care fees (provided that the outcome of your care and support assessment is that you need residential care). Finance Client Services 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's fees are more than what we will pay and you cannot find someone to help you meet the extra cost, you may have to move to a home within our funding levels. Understanding your rights before moving into care is essential.

There are several financial products and specialist companies which may be able to help. It is important to seek advice about the various options you may have before committing yourself.

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, if we are funding your care, you must not sign a contract with the home.

Client Hardship Team

The team can offer help with personal budgeting, benefits, money management and grant applications. It can help you connect with other organisations that could further support you.

The team can also help you gather information and apply for disability-related expenses. If you would like to speak to a member of the team, call: **01603 306131** (option one) or email: **chs@norfolk.gov.uk**.



WHAT IF FUNDING CARE DIDN'T HAVE TO COST EVERYTHING?

Most families are told the same thing when care is needed:

"Use your savings first... then the house."

And over time, everything they worked for starts to disappear.

Care costs today can exceed **£60,000 – £120,000 per year.**

Savings run down. Property is often sold under pressure. Decisions become reactive.

And once it's gone... it's gone.

Before you make irreversible decisions... understand your options, to know more - contact us on the details below:

Foresight Estate Planning & Will Writing

☎ 01603 268081

🌐 www.foresightwills.co.uk

But what if the real problem isn't the cost of care... it's how it's being funded?

At Foresight in partnership with Acer Prime Law, we help families take a different approach. Instead of funding care by spending assets, we structure them to produce income.

So care is funded — without unnecessary loss of capital.

Protected Later Life Income Plans - Supported by Later Life Income Trusts;

- Generate income to meet the care cost shortfall;
- Reduce reliance on capital depletion;
- Maintain flexibility, choice, control & level of care;
- Provide reliable structures for families.

Care should be funded with a plan — not by watching everything disappear.

1. Assets - often from property or savings - can be repositioned to generate income.
2. Income funds the care shortfall.
3. Capital & Care Levels are preserved where possible for as long as possible

We are already helping families across the UK maintain care quality, extend asset longevity, and reduce financial uncertainty. This isn't about avoiding care costs. It's about planning properly and using what you have more effectively to fund the care needed for longer, while preserving capital.

Independent financial advice

We have 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, independent financial advice may help you to maximise your investments to cover care costs for as long as possible.

Useful contacts

Web: www.moneyhelper.org.uk/en

Web: <https://societyoflaterlifeadvisers.co.uk>

Web: www.norfolk.gov.uk

Essential information

How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and power of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees. Lasting Power of Attorney (LPA) allows you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs, if you are unable to do so yourself.

An LPA is only valid once registered with the Office of the Public Guardian. If you do not have anyone to appoint as your attorney, a solicitor can act as your attorney on financial matters. You do not need to hire a solicitor in order to register an LPA.

If a person is incapable of managing their own affairs and does not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An Advance Directive allows you to communicate your wishes in respect of future medical treatment,

but it is not legally binding. You may instead wish to make a living will, properly known as an Advance Decision, setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

For more information about LPAs, Advance Decisions, Advance Statements, and other matters, such as Do Not Resuscitate orders and mental capacity, visit: <https://compassionindying.org.uk>

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax. If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved.

Many firms will make home visits, if necessary, and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit: www.citizensadvice.org.uk

Search for care in **your area**

With so many providers to choose from, where do you start?

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



Find care providers quickly and easily



Search by location and care need



Information on care quality



Links to inspection reports

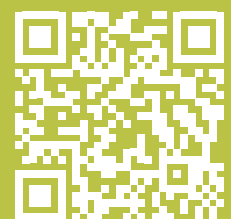


Additional information, photos and web links



Brochure requests

www.carechoices.co.uk



Scan to search now

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service, whether it is a compliment or complaint. 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 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 the Care Quality Commission. See page 64 for contact details. If Norfolk County Council has arranged and funded your care, another option is to contact Adult Social Services.

Tel: **0344 800 8020**

Web: **www.norfolk.gov.uk** (search 'Contact our adult social care team').

Write to: Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DH

If the NHS has funded your care, contact the NHS Norfolk and Suffolk Integrated Care Board (ICB).

Tel: **01603 595857**

Email: **nwicb.complaintsservice@nhs.net**

Write to: Complaints Service, County Hall, Martineau Lane, Norwich NR1 2DH

You can also contact Healthwatch Norfolk, see page 11 or contact your local Patient Liaison Service, see page 8.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Guide, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for, and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 64), indicating the quality of care

provided. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit:

www.norfolk.gov.uk/careservices





Welcoming

new residents

Self-funded and local authority-funded places available
across Norfolk. Long-term and respite care options

info-carehomes@norsecare.co.uk | 01603 894366

Care home listings

East Norfolk care homes

Advertisers are highlighted

Amethyst Lodge

Station Road North, Belton,
Great Yarmouth NR31 9NW
Tel: 01493 780796

LDA MH YA

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

Burgh House Residential Care Home Ltd

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

OP D YA

Church Farm Care Home

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

OP D

Coach House SBDP1 Ltd, The

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

OP D PD MH YA

Corner Oaks

32 Beach Drive, Scratby, Great Yarmouth NR29 3NP
Tel: 01508 570761

LDA YA

Ealing House Residential Care Home

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

OP D 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 802676

OP MH YA

Gables, The

6 Marine Parade, Gorleston,
Great Yarmouth NR31 6DU
Tel: 01493 667839 **Advert page 90**

OP D

Ivydene Residential Home

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

OP MH YA

Joseph House

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

OP D PD LDA SI YA

Lapwing Lodge

12 Lapwing Close, Bradwell,
Great Yarmouth NR31 8SF
Tel: 01493 718684

OP LDA YA

Lydia Eva Court

Peterhouse Avenue, Gorleston,
Great Yarmouth NR31 7PZ
Tel: 01493 666300 **Advert page 88**

OP D

Marine Court Residential Home

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

OP D PD SI YA

Martham Lodge Residential Care Home

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

OP D

Mill Lodge

10 Mill Road, Cobholm,
Great Yarmouth NR31 0HS
Tel: 01493 718684

LDA YA

Oliver Court

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

MH YA

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



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

OP YA

Ritson Lodge

Lowestoft Road, Hopton-on-Sea,
Great Yarmouth NR31 9AH

Tel: 0330 191 2065 **Advert page 92**

OP D PD YA

Salisbury Residential Home

20 Marine Crescent, Great Yarmouth NR30 4ET

Tel: 01493 843414

OP D SI

Sapphire House

56 Long Lane, Bradwell, Great Yarmouth NR31 8PW

Tel: 01493 296781

PD LDA MH SI YA

St Davids Residential Care Home

36-38 Nelson Road South, Great Yarmouth NR30 3JA

Tel: 01493 842088

OP D

St Edmunds Residential Home

3-5 Marine Parade,

Gorleston NR31 6DP

Tel: 01493 662119

OP D

Sunnyside

12 Damgate Lane, Martham,

Great Yarmouth NR29 4PZ

Tel: 01937 40692

LDA MH SI YA

Vineries, The

Winterton Road, Hemsby,

Great Yarmouth NR29 4HH

Tel: 01493 732171

OP D PD YA

Windmill Care Home, The

Main Road, Rollesby,

Great Yarmouth NR29 5ER

Tel: 01493 740301

OP D

Woodland Court Care Home

Guinevere Road, Beacon Park, Gorleston,

Great Yarmouth NR31 7RW

Tel: 01493 923350

OP D PD SI YA



**Caring is at the heart
of everything we do**



Our **care homes** offer the highest standards of care where dignity is respected, where talents and interests are encouraged, and where life is lived to its fullest potential. With a range of **residential**, **nursing** and **dementia care** on offer, Healthcare Homes is the ideal choice.

Our experienced **homecare** team offers personal care, support with medication, preparing meals and help around the home as well as 24hr live-in care.

**Our care homes in
and around Norfolk:**

Bury St Edmunds, Caister-on-Sea, Dereham, Diss, Great Yarmouth, Mundford, Newton Flotman, North Walsham, Norwich, Shipdham, Southwold, Swaffham and Wroxham.

**Our Norfolk homecare services
are available in and around:**

Brooke, Norwich, Swaffham, Thetford and Watton.

**Call us on 01206 646646
for a reassuring chat with
one of our advisors.**

healthcarehomes.co.uk



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

Claremont Nursing Home

20a Yarmouth Road, Caister-on-Sea,
Great Yarmouth NR30 5AA

Tel: 01493 377041 **Advert page 90**

OP D PD

Decoy Farm

Browston Lane, Browston NR31 9DP

Tel: 01502 730927

OP LDA MH YA

Eversley Lodge Nursing Home

95-96 North Denes Road, Great Yarmouth NR30 4LW

Tel: 01493 886148

OP YA

Gresham Care Home

49 John Road, Gorleston, Great Yarmouth NR31 6LJ

Tel: 01493 661670

OP D YA

Heathers Nursing Home, The

50 Beccles Road, Bradwell, Great Yarmouth NR31 8DQ

Tel: 01493 652944

OP D PD YA

Pine Lodge

Repps with Bastwick, High Road,

Great Yarmouth NR29 5JH

Tel: 01692 670123

OP D PD LDA MH SI YA

North Norfolk care homes

Abbottswood Lodge

Church Lane, Swanton Abbott, Norwich NR10 5DY

Tel: 01692 538119

LDA

Ailwyn Hall

Berrys Lane, Honingham, Norwich NR9 5AY

Tel: 01603 880624

D

Ashfields

31 Salhouse Road, Rackheath, Norwich NR13 6PD

Tel: 0330 191 2065 **Advert page 92**

OP D YA

Ashwood House – Norwich

Church Corner, Coltishall Road, Buxton,
Norwich NR10 5HB

Tel: 01603 279851

OP LDA YA

Aylsham Manor, The

5-5a Norwich Road, Aylsham, Norwich NR11 6BN

Tel: 01263 733253

OP D

Badgers Wood

29 School Road, Drayton, Norwich NR8 6EF

Tel: 01603 867247

OP D PD MH YA

Belvoir House

2-4 Blofield Road, Brundall, Norwich NR13 5NN

Tel: 01603 714703

OP D MH YA

Brackendale House

1-3 St Peter's Road, Sheringham NR26 8QY

Tel: 01263 824995

OP MH YA AD

Braydeston Court

4 Braydeston Avenue, Brundall,
Norwich NR13 5JX

Tel: 07794 199221

OP D YA

Broadacres Care Home

Advert page 68 & below

Hall Road, Barton Turf, Norwich NR12 8AR

Tel: 01692 665 546

OP PD SI



 **Broadacres**
Hall Road, Barton Turf,
Norwich NR12 8AR
01692 665 546

No.1
not-for-profit
care home
in Norwich *

*Based on independent reviews on
carehome.co.uk at time of printing

greensleeves
care

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

Where life stories inspire tailored care.



When considering care, it's important to find a place that values you for the unique person that you are, with a holistic approach to care delivered by a well-trained team.

We get to know each person's life story, passions and preferences to shape their care, support, entertainment and dining experiences – bringing joy, purpose and fulfilment to each day.

Residential Care • Nursing Care • Dementia Care • Respite Breaks

Call **0330 191 2065** to find out how we can help or visit **[Barchester.com/NorfolkCC](https://www.barchester.com/NorfolkCC)** for more information.



Ashfields Care Home
Norwich, NR13 6PD

Hethersett Hall Care Home
Norwich, NR9 3AP

Ritson Lodge Care Home
Hopton-on-Sea, NR31 9AH

The Warren Care Home
Norwich, NR7 8AF

Woodside House Care Home
Norwich, NR7 9XJ



Broadlands Lodge Care Home

Broadland Gate, Postwick,
Norwich NR13 5HB
Tel: 01603 515226

OP D PD MH SI YA

Broadlands Park Residential Care Home

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

OP D

Burrows, The

Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 838613

LDA YA

Callum House

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

LDA MH

Caradon

Shortthorn Road, Stratton Strawless,
Norwich NR10 5NU
Tel: 01603 551135

LDA YA

Casarita

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

OP LDA YA

Cascade (Armfield House)

53 Mousehold Lane, Norwich NR7 8HL
Tel: 01603 492046

LDA YA

Cascade (Bonetti House)

Beeston Lane, Rackheath, Norwich NR13 6ND
Tel: 01603 926226

LDA YA

Cascade (Charlton House)

331A Drayton High Road, Norwich NR6 5AA
Tel: 01603 405051

LDA YA

Cascade Peters House

Townhouse Road, Costessey,
Norwich NR8 5BY
Tel: 01482 620988

LDA YA

Clarence House Care Home

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

OP D PD SI YA

Cranleigh

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

LDA YA

Cranmer House

Norwich Road, Fakenham NR21 8HR
Tel: 01328 862734 **Advert page 88**

OP D

Crossways

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

OP D PD SI

Dalmeny House

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

MH YA

Dorrington House (Wells)

Westfield Avenue, Wells-next-the-Sea NR23 1BY
Tel: 01328 710861

OP D

Engelhard Lodge Care Home

Paul Engelhard Way, Cawston, Norwich NR10 4FB
Tel: 01603 380830

OP D PD MH SI

Faldonside Lodge

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

OP D PD SI YA

Field View

Hayes Lane, Fakenham NR21 9EP
Tel: 01328 856037

OP

Foxhill

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

PD MH LDA

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

OP LDA MH YA

Glendon House

2 Carr Lane, Overstrand, Cromer NR27 0PS
Tel: 01263 578173 **Advert page 70**

OP D YA

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



Grenville Court Care Home

Horsbeck Way, Horsford, Norwich NR10 3BB

Tel: 01603 893499

OP D

Hazeldown Care Home

21 High Street, Foulsham, Dereham NR20 5RT

Tel: 01362 683307

MH

Heath Lodge Care Home

Nightjar Road, Holt NR25 6GA

Tel: 01263 493116

OP D PD MH SI YA

Hellesdon Bungalows

27 Sutherland Avenue, Hellesdon, Norwich NR6 5LN

Tel: 01603 400418

LDA YA

Heronlea Residential Home

Mill Lane, Witton, Norwich NR13 5DS

Tel: 01603 713314

OP D PD

Hickling House

Town Street, Hickling, Norwich NR12 0AY

Tel: 01692 598372 **Advert page 70**

OP D YA

Holly Cottage

32 The Street, Hindolveston,

Dereham NR20 5BU

Tel: 01263 862552

OP LDA MH YA

Homestead House

281 St Faiths Road, Old Catton, Norwich NR6 7BQ

Tel: 01603 486098

OP D

Honeysuckle Cottage

The Street, Sutton, Norwich NR12 9RF

Tel: 01692 581070

OP PD LDA MH SI YA

HoneySuckle Lodge

Stonehouse Road, Salhouse, Norwich NR13 6EZ

Tel: 01263 478188

OP LDA YA

Ingham Old Hall Care Home

Sea Palling Road, Ingham, Norwich NR12 0TW

Tel: 01692 580257

OP D

Kevlin House

66-68 Norwich Road, North Walsham NR28 0DX

Tel: 01692 402355

OP D MH YA

Keys Hill Park

Park Road, Wroxham, Norwich NR12 8SB

Tel: 01603 784203

OP LDA MH YA

Klair House

236 Wroxham Road, Sprowston,

Norwich NR7 8BE

Tel: 01603 417617

LDA MH

Letheringsett Hall

Holt Road, Holt NR25 7AR

Tel: 01263 713222

OP

Lilas House

5 Cadogan Road, Cromer NR27 9HT

Tel: 01263 510803

OP LDA YA

Limes, The

16a Drayton Wood Road, Hellesdon,

Norwich NR6 5BY

Tel: 01603 427424

OP D YA

Lindum

81 Norwich Road, Salhouse,

Norwich NR13 6QQ

Tel: 01603 722096

PD LDA MH

Lulus

3 Tasman Drive, Mundesley,

Norwich NR11 8XH

Tel: 01263 478188

LDA YA

Lyles House

7 The Street, Hindolveston,

Dereham NR20 5AS

Tel: 01263 861812 **Advert below**

OP D



Residential Care Home
in Hindolveston



“Our home aims to give an individual person centred care which is tailored to achieve their maximum physical, psychological and social potential.”

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manager@lyleshouserresidential.co.uk

www.lyleshouserresidential.co.uk

7 The Street | Hindolveston | NR20 5AS

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

Manor House

18 Yarmouth Road, Blofield, Norwich NR13 4JS
Tel: 01603 713965

OP D

Manor House, The

North Walsham Wood, North Walsham NR28 0LU
Tel: 01692 402252 **Advert page 90**

OP D LDA YA

Mary Chapman Court

Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701188

OP D

Meadows, The

Oak Farm House, Acle Road, South Walsham,
Norwich NR13 6DD
Tel: 07487 831001

PD LDA MH SI YA

Middleton's Lane

157 Middleton's Lane, Hellesdon NR6 5SF
Tel: 01603 407138

OP LDA YA

Mill House & Cottages

Great Ryburgh, Fakenham NR21 0ED
Tel: 01328 829323

OP D MH YA

Munhaven

Munhaven Close, Mundesley,
Norwich NR11 8AR
Tel: 01263 720451 **Advert page 88**

OP D

New Boundaries Group – 329 Fakenham Road

Taverham, Norwich NR8 6LG
Tel: 01603 867046

LDA

New Boundaries Group – 331 Fakenham Road

Taverham, Norwich NR8 6LG
Tel: 01603 868880

LDA

New Dawn

Dog Lane, Horsford, Norwich NR10 3DH
Tel: 01603 891533

PD LDA YA

Newhaven

19 Emerys Close, Northrepps NR27 0NE
Tel: 01263 576873

LDA MH SI YA

Old Rectory Care Home, The

Norwich Road, Acle, Norwich NR13 3BX
Tel: 01493 751322

OP

Old Rectory, The – Hevingham

Cromer Road, Hevingham,
Norwich NR10 5QU
Tel: 01603 279238

PD LDA MH YA

Old Vicarage, The

Norwich Road, Ludham,
Great Yarmouth NR29 5QA
Tel: 01692 678346

OP D

Prime Life Ltd – 32 South Street

32 South Street, Sheringham NR26 8LL
Tel: 01263 824040

OP MH YA AD

Redlands House

134 Reepham Road, Norwich NR6 5PB
Tel: 01603 427337

OP D MH

Rookery, The

Rookery Farm Road, Walcott,
Norwich NR12 0PF
Tel: 01692 650707

LDA YA

Rose Meadow

64 Yarmouth Road, North Walsham,
Norwich NR28 9AU
Tel: 01692 660490 **Advert page 88**

OP

Rosedale House

9 Howards Hill, Cromer NR27 9BL
Tel: 01263 519654

LDA MH SI

Salcasa

Coltishall Road, Buxton,
Norwich NR10 5HB
Tel: 01603 316853

OP PD LDA 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 YA

Shires, The

Bacton Road, North Walsham NR28 0RA
Tel: 01692 402875

OP LDA YA

Service

OP

Older people (65+)

D

Dementia

PD

Physical disability

LDA

Learning disability, autism

User Bands

MH

Mental health

SI

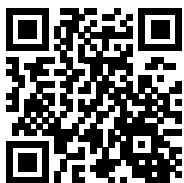
Sensory impairment

YA

Younger adults

AD

People who misuse alcohol or drugs



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Tel: 01263 517195

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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

Sterling House

150-152 Thorpe Road, Norwich NR1 1GT

Tel: 01603 573591

OP D YA

Strawberry Field

Mill Common Lane, Walcott, Norwich NR12 OPF

Tel: 01692 650707

LDA

Sunny Court

13 Vicarage Road, Cromer NR27 9DQ

Tel: 01263 687850

MH YA

Sunnycroft Care Home

113-115 Fakenham Road, Taverham, Norwich NR8 6QB

Tel: 01603 261957

OP D PD

Sydney House

Brumstead Road, Stalham, Norwich NR12 9BJ

Tel: 01692 580520 **Advert page 88**

OP

Tamar House

6 Vicarage Road, Cromer, Norfolk NR27 9DQ

Tel: 01263 514370

OP D MH YA

Taverham Grove

Beech Avenue, Taverham NR8 6HP

Tel: 01603 507596

OP D SI YA

Walsham Grange

81 Bacton Road, North Walsham, Norfolk NR28 0DN

Tel: 01692 405818

OP D PD YA

Warren, The

157a Wroxham Road, Sprowston, Norwich NR7 8AF

Tel: 0330 191 2065 **Advert page 92**

OP D

Wensum Way

31 Wensum Way, Fakenham NR21 8NZ

Tel: 01328 863440

OP PD LDA SI YA

West Wood Care Home

1 West Wood Road, Sheringham NR26 8AP

Tel: 01263 687477

OP D PD SI YA

Whitehaven Residential Care Home

5 St Josephs Road, Sheringham NR26 8JA

Tel: 01263 832270

OP

Willowdene – Thera East Anglia

Market Street, Tunstead NR12 8EL

Tel: 01603 737896

OP LDA 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

OP LDA YA

North Norfolk care homes with nursing

Brooklands Nursing & Residential Home

Costessey Lane, Drayton,

Norwich NR8 6HB

Tel: 01603 262666

Advert page 96

OP D PD LDA MH SI YA

Dussindale Park

26 Mary Chapman Close, Dussindale,

Norwich NR7 0UD

Tel: 01603 701900

OP D YA

Elsenham House Nursing Home

49-57 Station Road,

Cromer NR27 0DX

Tel: 01263 513564

OP LDA MH YA

Gryphon Place

36 Wroxham Road, Sprowston,

Norwich NR7 8TY

Tel: 01603 406351

PD LDA MH

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



At Halsey House Care Home we share something special

Set in the popular seaside resort of Cromer, on the Norfolk coast, Halsey House is a care home exclusively for the Armed Forces community. Our residents' shared experiences in the Armed Forces create a truly unique community.

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If you're interested in finding out more, we look forward to hearing from you.

Halsey House Team

Call **01263 512 178** or visit **rbl.org.uk/halseyhouse**



Halsey House Care Home

Halsey House

Norwich Road, Cromer NR27 OBA
Tel: 01263 512178 **Advert page 98**

OP D
Halvergate House

58 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 500100

OP D PD LDA YA
Heron Lodge

163 Norwich Road, Wroxham, Norwich NR12 8RZ
Tel: 01603 782194

OP D PD YA
Kings Court Care Home

Hempstead Road, Holt NR25 6DQ
Tel: 01263 493251

OP D YA
Lakeshore Nursing Home

52 Common Lane, Sheringham NR26 8PW
Tel: 01263 822671

OP PD
Mill House, The

Mill Road, Horstead, Norwich NR12 7AT
Tel: 01603 737107

OP D YA
Oak Court

321 Fakenham Road, Taverham,
Norwich NR8 6LF
Tel: 01603 860095

OP PD SI YA
Oak Farm

276 Fakenham Road, Taverham,
Norwich NR8 6AD
Tel: 01603 868953

OP PD YA
Oak Farm Bungalow

1 Cedar Court, Fakenham Road, Taverham,
Norwich NR8 6BW
Tel: 01384 217900

PD SI YA
Oakwoods Care Home

103 Norwich Road, Fakenham NR21 8HH
Tel: 01328 594010

OP D PD YA
Overbury House Nursing and Residential Home

9 Staitheaway Road, Wroxham, Norwich NR12 8TH
Tel: 01603 782985 **Advert page 90**

OP D
St Michael's Court

St Michaels Avenue, Aylsham, Norwich NR11 6YA
Tel: 01263 734327

OP D PD SI YA
Sun Court Nursing Home

1 Morris Street, Sheringham NR26 8JX
Tel: 01263 823295

OP D PD MH SI YA
Swanton House Care Centre

Dereham Road, Swanton Novers NR24 2QT
Tel: 01263 860226

OP LDA YA
Two Acres Care Home

212-216 Fakenham Road, Taverham,
Norwich NR8 6QN
Tel: 01603 867600 **Advert page 74**

OP D YA
Woodland Care Home

189 Woodland Road, Hellesdon, Norwich NR6 5RQ
Tel: 01603 787821

OP D YA

Norwich care homes

Bay Tree House

423 Unthank Road, Norwich NR4 7QB
Tel: 01603 503528

OP D
Bishop Herbert House

34 Globe Place, Norwich NR2 2SG **Advert page 88**
Tel: 01603 620710

OP D PD MH SI YA
Broadland View Care Home

147 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0SA
Tel: 01603 432050

OP D PD LDA
Burlingham House

Dell Corner Lane, North Burlingham,
Norwich NR13 4EQ
Tel: 01603 270600

OP D MH YA
Cascade (Cohen House)

55 Norwich Road, Norwich NR5 0EQ
Tel: 01603 479740

LDA MH YA
Cascade (Hurst House)

95 Grove Avenue, New Costessey, Norwich NR5 0HZ
Tel: 01603 443646

LDA YA

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



Cascade (Moore House)

55 Mousehold Lane, Norwich NR7 8HL

Tel: 01482 620988

LDA YA

Cavell Court

140 Dragonfly Lane, Cringleford,

Norwich NR4 7SW

Tel: 0333 321 1980

OP D PD MH YA

Chiswick House

3 Christchurch Road,

Norwich NR2 2AD

Tel: 01603 507111

OP

Corton House

City Road, Norwich NR1 3AP

Tel: 01603 620119 **Advert page 101**

OP D

Cromwell House

Cecil Road, Norwich NR1 2QJ

Tel: 01603 361915 **Advert below**

OP

Ellacombe

Ella Road, Norwich NR1 4BP

Tel: 01603 519730 **Advert page 88**

OP D

Emerald House

Manor Farm, Dobbs Lane, Rackheath,

Norwich NR13 6NH

Tel: 01263 478188

OP LDA YA

Harvey Lane

9 Harvey Lane, Norwich NR7 0BG

Tel: 01603 304655

OP LDA YA

Heathcote

19-23 Unthank Road, Norwich NR2 2PA

Tel: 01603 625639

OP

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

Kemps Place

Rackham Road, Norwich NR3 3JQ

Tel: 01603 301090

MH YA




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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



Moving into a care home shouldn't mean giving up the things that make you who you are.

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www.cortonhouse.co.uk

manager@cortonhouse.co.uk

Norwich care homes continued

 Pet friendly – see page 67 **Advertisers are highlighted**

Laurel Lodge Care Home

19 Ipswich Road, Norwich NR2 2LN

Tel: 01603 502371

OP YA

Mayflower Court

93 The Meadows, Ladysmock Way, Norwich NR5 9BF

Tel: 01603 594060 **Advert page 88**

OP D

Mountfield

Millcroft, Norwich NR3 3LS

Tel: 01603 576180 **Advert page 88**

OP D YA

Mousehold View Care Home

28 Mousehold Lane, Norwich NR7 8HE

Tel: 01603 550021

OP D PD SI YA

Point House

Sprowston Road, Norwich NR3 4QN

Tel: 01603 427249

LDA

Shaftesbury John Grooms Court

215 Sprowston Road, Norwich NR3 4HX

Tel: 01603 429400

PD LDA MH SI YA

St John's House

Heigham Road, Norwich NR2 3AT

Tel: 01603 299000

OP D PD SI YA

Talbot Care Services Ltd

13-15 Constitution Hill, Norwich NR3 4HA

Tel: 01603 789450

OP D MH YA

Thomas Tawell House

106 Magpie Road, Norwich NR3 1JH

Tel: 01603 767526

OP SI YA

Whitehall Lodge Residential Home

56-112 Whitehall Road, Norwich NR2 3EW

Tel: 01603 618332

OP D YA

Norwich care homes with nursing

See page 103 for the **Service User Bands** key

Church Green Lodge

Aslake Close,

Norwich NR7 8ET

Tel: 01603 411855

OP D PD LDA MH SI YA

Hawthorns Care Home, The

270 Unthank Road,

Norwich NR2 2AJ

Tel: 01603 452302

OP D PD YA

Ivy Court

Ivy Road, Norwich NR5 8BF

Tel: 0808 202 0478

OP D PD YA

Larchwood Nursing and Residential Home

133 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 0RF

Tel: 01603 437358

OP D PD YA

St Clements Nursing Home

170 St Clements Hill, Norwich NR3 4DG

Tel: 01603 427487

OP D YA

Twin Oaks Nursing Home

1 Hudson Way, Chapel Break, Norwich NR5 9NJ

Tel: 01603 743195

OP D PD YA

Woodside House

142 Woodside Road, Norwich NR7 9XJ

Tel: 0330 191 2065 **Advert page 92**

OP D PD YA





Acres, 8

Long Street, Great Ellingham,
Attleborough NR17 1AW

Tel: 01953 454637

OP PD LDA MH YA

Alexander Court

Raymond Street, Thetford IP24 2EA

Tel: 01842 753466

OP D PD SI

Ashill Lodge Care Home

Watton Road, Ashill, Thetford IP25 7AQ

Tel: 01760 440433

OP D

Beauchamp House

Proctor Road, Chedgrave, Norwich NR14 6HN

Tel: 01508 508960 **Advert page 88**

OP D

Beeches, The

West Harling Road, East Harling, Norwich NR16 2NP

Tel: 01953 717584

OP D YA

Bilney Hall

East Bilney, Dereham NR20 4AL

Tel: 01362 860246 **Advert page 90**

OP D

Brooke House

Brooke Gardens, The Street, Norwich NR15 1JH

Tel: 01508 558359

OP D MH YA

Bungay House

8 Yarmouth Road, Broome, Bungay NR35 2PE

Tel: 01986 895270

OP D MH YA

Carleton House Care Home

Rectory Road, East Carleton,
Norwich NR14 8HT

Tel: 01508 570451

OP D PD SI

Claxton House

Church Lane, Claxton, Norwich NR14 7HY

Tel: 01508 480312

LDA YA

Coronation House Care Home

38 Norwich Road,
Thetford IP24 2JE

Tel: 01842 313037

OP D PD MH SI YA

Cresta Lodge

Bungay Road, Poringland, Norwich NR14 7NA

Tel: 01508 492775

OP D

Croft, The

17 Croft Lane, Diss IP22 4NA

Tel: 01379 651666

OP LDA YA

Culrose Residential Home

Norwich Road, Dickleburgh, Diss IP21 4NS

Tel: 01379 741369

OP D YA

De Lucy House

Advert page 68 & below

40 Victoria Road, Diss IP22 4HZ

Tel: 01379 778367

OP D PD SI

Dorrington House (Dereham)

28 Quebec Road, Dereham NR19 2DR

Tel: 01362 693070

OP D

Dorrington House (Watton)

73 Norwich Road, Watton 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, Feltwell IP26 4DR

Tel: 07786 255811

OP D

See page 103 for the **Service User Bands** key



De Lucy House
40 Victoria Road, Diss,
Norfolk IP22 4HZ
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greensleeves
care

*Based on independent reviews on
carehome.co.uk at time of printing

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Flowerpot Lane, Long Stratton, Norwich NR15 2TS

Tel: 01508 530777 **Advert page 88** **OP D**
Hethersett Hall

Norwich Road, Hethersett, Norwich NR9 3AP

Tel: 0330 191 2065 **Advert page 92** **OP D YA**
Heywoods Grange

Burstons Road, Diss IP22 5SX

Tel: 01379 652265 **LDA**
High Oaks

Rectory Road (Hall Green), Gissing, Diss IP22 5UU

Tel: 01379 674456 **OP MH YA**
Hill Barn Care Home

Church Lane, Sparham, Norwich NR9 5PP

Tel: 01362 688702 **OP D**
Hill Grove

1 Colney Lane, Cringleford, Norwich NR4 7RE

Tel: 01603 457139 **OP D**
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 **LDA MH YA**
Kalmia & Mallow

Dereham Road, Watton, Thetford IP25 6HA

Tel: 01953 884597 **OP LDA YA**
Kittens Lane

5 Kittens Lane, Loddon, Norwich NR14 6JU

Tel: 01508 486786 **OP LDA YA**
Lancaster House

2 Portal Avenue, Watton, Thetford IP25 6HP

Tel: 01953 883501 **OP D MH YA**
Laurels Care Home, The

West Carr Road, Attleborough NR17 1AA

Tel: 01953 455427 **OP D PD LDA MH YA**
Lincoln House Care Home

Woodgate Lane, Swanton Morley, Dereham NR20 4LT

Tel: 01362 637598 **OP D PD MH SI YA**
Link House

Links View, Sandy Lane East, Dereham NR19 2ED

Tel: 01362 695588 **LDA YA**
Lynfield

22 Norwich Road, Ditchingham, Bungay NR35 2JL

Tel: 01986 897196 **OP LDA YA**
Maple Tree Care Ltd

2 Epsom Gardens, Dereham NR19 1TY

Tel: 01362 697124 **PD LDA SI YA**
Mayfields Care Home, The

Swan Lane, Tharston, Long Stratton,

Norwich NR15 2UY

Tel: 01508 535500 **OP D PD SI YA**
Melton House Care Home

47 Melton Road, Wymondham NR18 0DB

Tel: 01953 828190 **OP D PD YA**
Merle Boddy House

55 Norwich Road, Dereham NR20 3AX

Tel: 01362 694643 **OP LDA YA**
Millpool

4 Stockyard Close, Harleston IP20 9FG

Tel: 07824 154516 **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 YA**
Oak House

10a Victoria Road, Diss IP22 4HE

Tel: 01379 644444 **OP LDA SI YA**
Oak Trees (Respite)

26 Norfolk Drive, Attleborough NR17 1QW

Tel: 01953 457774 **OP LDA YA**
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

Oaklands

Norwich Road, Scole, Diss IP21 4EE
Tel: 01379 740646

OP D MH

Oaklands – Thera East Anglia

Burgate Lane, Alington, Norwich NR14 7NP
Tel: 07500 085103

OP LDA YA

Oaks, The

The Rosery, Mulbarton, Norwich NR14 8AL
Tel: 01508 570761

LDA YA

Oaks & Woodcroft, The

2a Dereham Road, Mattishall, Dereham NR20 3AA
Tel: 01362 858040

OP LDA YA

Olive House

Olive Avenue, Newton Flotman, Norwich NR15 1PF
Tel: 01508 471718 **Advert page 90**

OP

Quebec Hall Ltd

Quebec Road, Dereham NR19 2QY
Tel: 01362 692504

OP D

Red House Residential Home

Norwich Road, Kilverstone, Thetford IP24 2RF
Tel: 01842 753122

OP D

Redgate House Residential Home

Green Lane, Thetford IP24 2EZ
Tel: 01842 800400

OP D YA

Royal Mencap Society – 6 Lamberts (Foxglove)

6 Lamberts, Thetford IP24 2EE
Tel: 01842 766156

OP LDA YA

Royal Mencap Society

– Woodlands Residential Home

51a Elm Road, Thetford IP24 3HS
Tel: 01842 762086

LDA YA

SENSE Holmlea

53a Shipdham Road, Toftwood, Dereham NR19 1JL
Tel: 01362 854165

LDA SI

Shipdham Manor

Chapel Street, Shipdham IP25 7LB
Tel: 01362 820939 **Advert page 90**

OP D YA

Springfield House

89 Norwich Road, Barnham Broom, Norwich NR9 4BU
Tel: 01603 759270

LDA YA

St Edmunds

Surrogate Street, Attleborough NR17 2AW
Tel: 01953 661070 **Advert page 88**

OP

St Elmos

7 Edenside Drive, Attleborough NR17 2EL
Tel: 01953 457016

LDA MH YA

St Leonards Court

6 St Leonards Street, Mundford IP26 5HG
Tel: 01842 878225 **Advert page 90**

OP D YA

St Mary's Residential Care Home

Market Place, New Buckenham, Norwich NR16 2AN
Tel: 01953 860956

OP D

St Nicholas House

Littlefields, Dereham NR19 1BG
Tel: 01362 692581 **Advert page 88**

OP D YA

Walnut House

49 Norwich Road, Dereham NR20 3AS
Tel: 01362 698762

LDA

Westfield House

12 Westfield Road, Toftwood, Dereham NR19 1JB
Tel: 01362 697828

OP LDA YA

Willows, The

School Lane, Besthorpe,
Attleborough NR17 2LH
Tel: 01953 451542

LDA YA

Windmill House

Browick Road, Wymondham NR18 0QW
Tel: 01953 607651

OP D PD SI

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

OP

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

All Hallows Neuro Rehabilitation Centre

Station Road, Ditchingham, Bungay,
Suffolk NR35 2QL
Tel: 01986 899688

OP D PD SI YA

Brooklyn House Nursing Home

Queen's Road,
Attleborough NR17 2AG
Tel: 01953 455789

OP D YA

Buckingham Lodge Care Home

Buckingham Close, Carbrooke,
Thetford IP25 6WL
Tel: 01953 773114

OP D PD SI YA

Ford Place Nursing Home

Ford Street, Thetford IP24 2EP
Tel: 01842 755002

OP D 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

Woodgate Lane, Swanton Morley,
Dereham NR20 4LT
Tel: 01362 637598

OP D PD MH SI YA

Oak Manor Nursing Home

Dereham Road, Scarning, Dereham NR19 2PG
Tel: 0808 223 5528

OP D YA

Oaklands

Norwich Road, Scole, Diss IP21 4EE
Tel: 01379 740646

OP D MH

Oakwood House Care Home

Old Watton Road, Colney,
Norwich NR4 7TP
Tel: 01603 250101

OP D PD LDA SI YA

Pastures, The

1-4 The Pastures, Yarmouth Road, Hales NR14 6AB
Tel: 01508 486045

OP PD LDA SI YA

Sanford House Nursing Home

Danesfort Drive, Swanton Road,
East Dereham NR19 2SD
Tel: 01362 690790

D PD YA

Saxlingham Hall Nursing Home

The Green, Saxlingham Nethergate,
Norwich NR15 1TH
Tel: 01508 499225 Advert page 90

OP PD SI

Sutherlands Nursing Home

136 Norwich Road, Wymondham NR18 OSX
Tel: 01953 600900

OP D PD LDA YA

Thorp House

Church Road, Griston,
Thetford IP25 6QA
Tel: 01953 881786

OP D MH YA

Trees Nursing Home

12 Candles Lane, Harleston IP20 9JA
Tel: 01379 853919

OP D PD YA

Walcot Hall Nursing Home

Walcot Green, Diss IP22 5SR
Tel: 01379 641030 Advert page 90

OP PD SI

West Norfolk care homes

Ashville House

Fairfield Road, Downham Market PE38 9ET
Tel: 01366 383428

OP

Beach View

2 Lincoln Square,
Hunstanton PE36 6DL
Tel: 01485 535328

OP D PD YA

Briar House

Losinga Road, King's Lynn PE30 2DQ
Tel: 01553 760500

OP D

Carrstone House Care Home

159 Bexwell Road,
Downham Market PE38 9LJ
Tel: 01604 552950

OP D PD SI YA

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: 01485 540041

OP D**Coopers Mill**

Mill Road, Walpole Highway, Wisbech PE14 7QJ
Tel: 01945 880020

LDA SI YA**Coralyn House**

12 Glebe Avenue, Hunstanton PE36 6BS
Tel: 01485 535999

LDA**Crown Rest Home, The**

Station Road, Little Dunham, King's Lynn PE32 2DJ
Tel: 01760 722039

OP**Delph House**

Wisbech Road, Welney, Wisbech PE14 9RQ
Tel: 01354 350230

OP D PD SI YA**Diamond House**

Bennett Street, Downham Market, Norfolk PE38 9EJ
Tel: 01366 385100

OP D PD YA**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

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OP D**Gables Residential Home, The**

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Tel: 01485 540528

OP YA**Gorselands Residential Home**

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OP D**Hickathrift House**

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OP D YA**High Haven**

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OP D**Iceni House**

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OP D PD YA**Mallards, The**

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Tel: 01553 676004

LDA**Mandalay**

The Street, Marham PE33 9HP
Tel: 01760 444175

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King's Lynn PE30 2QG
Tel: 01553 766135

OP D YA**Merrimore House**

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Tel: 01953 880417

OP PD LDA MH SI YA**Mill House**

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OP D**Phoenix House**

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LDA MH**Rebecca Court**

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OP D PD

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Tel: 01485 572127

OP D

Winchley Home

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D

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OP D

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LDA YA

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OP D

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West Norfolk care homes with nursing

 Pet friendly – see page 67

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OP D PD SI YA



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
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Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

Director of Creative Operations: Lisa Werthmann.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Paul Leahy, Chris McMahon, Hannah O'Neill, Paul Thorman.

Lead Editor: Henry Thornton.

Editors: Bethany Crow, Melissa Rumbold.

Content Editor: Aislinn Thompson.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating, Rebecca Mendil.

Graphic Designers: Erin Lemon, Olive Nash.

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