Norfolk
Your guide to care and support for adults 2019/20

The essential guide to finding the right support for you

In association with

www.carechoices.co.uk
Are you an older person looking for quality support?

Our day support groups are a great way to stay connected and can help you to keep healthy, happy and living independently for longer.

- A friendly and welcoming environment where you can meet new people and have fun in the company of others.
- Trained staff, including dementia specialists, who can provide support for your changing health and personal care needs.
- We offer creative and stimulating activities and aim to make these meaningful to individual customers, which might mean linking and re-connecting to past occupations, hobbies and passions.
- Gentle exercise and movement through activity helps our members maintain health and strength to help prevent falls and maintain independence.
- Linking to other community groups mean regular visits from children and furry friends to maintain connections which are fun and support well-being.
- On-site facilities, available at additional cost, include access to hot meals and drinks, bath/shower facilities, hairdresser and chiropodist.
- Flexible support options to help carers make time for other commitments, either on a regular or ad hoc basis.
- Covering the whole of Norfolk, we welcome private and commissioned customers. Call us today to find out more about how we can help you.

Dementia Care Day Support Respite

To find out more call us on 0300 790 0508 or visit www.independencematters.org.uk

Dementia care award winners at the Norfolk Care Awards 2019 and the Great British Care Awards 2018

Independence Matters

A social enterprise reinvesting in the people that matter.
“I cannot speak highly enough of all the care and attention received, also the friendliness and helpfulness we received as a family.”
Comment from the family of a NorseCare resident

We are Norfolk’s largest residential care provider, supporting over 1,400 people. We provide residential care, short-term respite care and specialist care for people living with dementia.

To find out more about us:

Telephone: 01603 894366  Email: info@norsecare.co.uk
Twitter: @norsecare  www.norsecare.co.uk
Welcome – from Norfolk County Council and the NHS in Norfolk

Welcome to the 2019 edition of Norfolk’s Your Guide to Care and Support for Adults. This comprehensive Guide provides useful information to help you, and anyone you know, stay independent, safe and well for as long as possible. The Guide provides details of organisations that can support you.

As part of its Promoting Independence Strategy, Adult Social Services has started using a new approach amongst its social care staff and teams. The focus is on seeing people and their families as the experts, spending more time with people and recognising what they can do, rather than what they can’t. Our priority is to support you to achieve the things that you would like to do and to stay independent, using help and support from your family, friends and/or local community. We have recruited more social workers to support this change.

With our partners in health (CCGs and local NHS Trusts) we offer early help and support to help you regain your skills and independence first, before considering ongoing long-term support. As part of this work, we have set up some new Reablement Units across Norfolk. These provide intensive person-centred accommodation-based support for a period of up to six weeks to help people regain as much independence as possible and return home. The service is provided free for up to six weeks. You may be referred to one of these units following a stay in hospital or if you live at home but need extra support to prevent you going into residential care.

We hope this Guide helps you to think about what your choices are and find the information you need to make the choices that are right for you.

There is also lots more useful information in the Norfolk Community Directory about clubs, events, groups and organisations in your local community that can help you stay independent. Please see: www.norfolk.gov.uk/directory and page 6 for more information.

James Bullion, Executive Director of Adult Social Services, Norfolk County Council

Melanie Craig, Chief Officer, Great Yarmouth and Waveney Clinical Commissioning Group

Frank Sims, Chief Officer, North and South Norfolk Clinical Commissioning Groups

Jo Smithson, Chief Officer, Norwich Clinical Commissioning Group

John Webster, Chief Officer, West Norfolk Clinical Commissioning Group

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

For more information about health in Norfolk, please see:

Great Yarmouth and Waveney
Web: www.greatyarmouthandwaveneyccg.nhs.uk

North Norfolk
Web: www.northnorfolkccg.nhs.uk

Norwich
Web: www.norwichccg.nhs.uk or www.yournorwich.org

South Norfolk
Web: www.southnorfolkccg.nhs.uk

West Norfolk
Web: www.westnorfolkccg.nhs.uk

Listings – care homes/care homes with nursing

- East Norfolk 85
- North Norfolk 88
- Norwich 95
- South Norfolk 97
- West Norfolk 103
Staying healthy and well

Norfolk Community Directory

The Norfolk Community Directory is an online Directory that can be used to find a range of services, clubs, events, groups and organisations in your local community that can help you stay independent. The Directory gives you greater choice and control of the services you need; you will find useful information and advice on a range of subjects in an easy to use Directory that lists available services and activities in your area.

We welcome submissions from relevant providers and organisations.

To find out more about the Directory, please go to: www.norfolk.gov.uk/directory

In Good Company

No-one should spend a lonely day in Norfolk if they don’t want to. Feeling lonely and isolated is a direct cause of poor health, so Norfolk County Council’s In Good Company is a campaign to help combat loneliness in the county.

The campaign promotes the wealth of events, activities and services that are available for residents of all ages, using the Norfolk Community Directory: www.norfolk.gov.uk/directory

In Good Company is also a useful resource, giving ideas to smaller groups and communities who are looking to set up initiatives locally, as well as linking people to volunteering opportunities. For more information, please go to: www.norfolk.gov.uk/ingoodcompany or call: 0344 800 8020.

Lily

Lily provides a comprehensive range of support in west Norfolk to combat loneliness and social isolation in adults of all ages. The project is linked to the In Good Company campaign and encourages residents to develop friendships and engage in their local communities.

Lily advisors work one-to-one with people:

- Providing a coaching role supporting people to develop personal plans that identify their strengths, interests and goals.
- Providing practical advice.
- Supporting people to develop coping techniques.
- Supporting people to make and maintain relationships including connecting/reconnecting with family and friends.
- Supporting people to take first steps to connecting with their community.

Lily has a strong focus on community development, by:

- Helping groups to arrange activities and encouraging volunteering.
- Providing community events and onsite information sessions.
- Providing support for employers, schools and colleges.

Accessing Lily

You can access Lily in a variety of ways:

- The Lily online directory: www.asklily.org.uk
- By telephoning: 01553 616200
- At community groups, locations and events.
- Home visits from a Lily advisor.

Why use the Lily online directory?

The Lily online directory lists organisations,
Barchester homes are more than care homes. They're family homes. Beautiful homes. Homes of comfort, personalisation, quality and choice. Places where the little things mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information on our website.
services and activities that help people to live healthy, active and independent lives. Topics include:

- Volunteering.
- What’s going on in the region.
- Clubs and activities.
- Travel and mobility.
- Money matters.
- Staying safe.
- Caring for someone.
- Services and accommodation for anyone needing higher levels of care.
- Dementia.

**Combatting loneliness and social isolation in Norfolk**

The impact of loneliness and social isolation is significant. To tackle this problem, Norfolk County Council is funding new services to help prevent and reduce loneliness and find solutions to some of the problems that lead to people being isolated.

These services will focus on building strong, resilient and connected communities as a means of supporting people who are isolated, lonely and facing risks and challenges which if not addressed will mean that they are more likely to need formal care or health services.

**Using a range of approaches to tackle loneliness and isolation in Norfolk**

Adult Social Services has selected three organisations, Community Action Norfolk, The Borough Council of King’s Lynn and West Norfolk and Voluntary Norfolk to deliver a range of services and approaches to tackle loneliness across Norfolk. This will include:

- Life-connectors and peer supporters working one-to-one with people who need a bit of help to overcome life challenges and to build personal confidence and resilience.
- Using local knowledge to run outreach projects to identify, engage with and target people who are the most lonely and isolated.
- Identifying community groups and assets, including the untapped skills and talents of isolated people.
- Addressing isolation through building the capacity of communities to develop activities, groups and projects at a local level.
- Building on existing volunteering services (where they exist) to provide positive volunteering opportunities for friendship and to help people develop a sense of purpose.
- Addressing access needs (e.g. rural) through community transport and digital solutions.

This will involve directly supporting both individuals and wider communities to build their resilience and ability to develop their own solutions. The services started in December 2018.

If you, or someone you know, could benefit from these services and live in West Norfolk, please call LILY on: 01553 616200. If you live elsewhere in Norfolk, contact the Better Together Helpline: 0300 303 3920 (freephone number open 9.00am to 5.00pm).

**Improving your transport options**

Most people prefer to live independently for as long as possible and we want to help you keep your independence. Transport is an important part of keeping independent and staying in your own home. However, you may find that, 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 lots of possibilities that could make access easier, save you money, or even open up a new route altogether.

For further information about what transport options may be available to you, visit the ‘help with transport’ page at: [www.norfolk.gov.uk/stayathome](http://www.norfolk.gov.uk/stayathome) or call: 0344 800 8020.
Information and advice

There are lots of useful services and organisations in Norfolk that can help you to stay 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 find out about 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 6). The following organisations can also give you information and advice to help you make the right choices for you.

**Age UK Norfolk**
Provides information, advice and support on a range of issues affecting older people in Norfolk.
Henderson Business Centre, 51 Ivy Road, Norwich NR5 8BF
Tel: 0300 500 1217
Web: [www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

**Age UK Norwich**
Advice, information and support for older people in Norwich.
60 London Street, Norwich NR2 1JX
Tel: 01603 496333
Web: [www.ageuk.org.uk/norwich](http://www.ageuk.org.uk/norwich)

**Al-Anon Family Groups**
Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am to 10.00pm).
Email: enquiries@al-anon.org.uk
Web: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

**Alcoholics Anonymous (AA)**
Help and support with alcohol dependency.
Helpline
Tel: 0800 917 7650
Email: help@aamail.org

**General queries**
Tel: 01904 644026 (office hours).
Email: gso@alcoholics-anonymous.org.uk
Web: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Alzheimer’s Society**
The UK’s leading care and research charity for people with dementia and their carers; offering information, practical guidance, support and local group services to anyone affected by dementia.
Norfolk Dementia Helpline: 01603 763556, Monday to Friday, 9.00am to 5.00pm.
Email: norfolk@alzheimers.org.uk
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**The Bridge Plus+**
Improves community bonds through community activities and services, with a focus on supporting Black and Minority Ethnic (BME) communities.
Provides information and advice on a range of benefits, housing and immigration related issues.
Sackville Place, 44-48 Magdalen Street, Norwich NR3 1JU
Tel: 01603 617076
Email: office@bridgeplus.org.uk
Web: [www.bridgeplus.org.uk](http://www.bridgeplus.org.uk)
Facebook: @thebridgeplus

**Carers Matter Norfolk (CMN)**
A county-wide service to support unpaid carers aged 16 and over caring for someone aged 18 or over. CMN also provides information, advice and guidance to young carers and families.
Tel: 0800 083 1148, Monday to Friday, 8.00am to 8.00pm; Saturday, 4.00pm to 8.00pm; and Sunday, 8.00am to 12.00pm.
Text: 07537 417850
Email: info@carersmatternorfolk.org.uk
Web: [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)
Facebook: @CarersMatterNfk

**Change, Grow, Live**
Change, Grow, Live provides the Norfolk Alcohol and Drug Behaviour change service. This includes treatment, recovery and building community resilience for Norfolk adults aged 18 and over who are affected by substance misuse, including alcohol, drugs, prescription medications, steroids and solvents.
→ Opening Hours: 9.00am to 5.00pm.
   Evening clinics until 8.00pm:
   Monday = Norwich
   Tuesday = Great Yarmouth
   Wednesday = Kings Lynn
   Thursday = Thetford
Tel: 01603 514096, 8.00am to 8.00pm.
Email: norfolk.info@cgl.org.uk

Norfolk Citizens Advice
Norfolk Citizens Advice is an independent, local charity and part of the Citizens Advice Network across England and Wales. It provides free, confidential and impartial advice and campaigns on big issues affecting people’s lives. The aim is to help everyone find a way forward, whatever challenges they face, including money, debt, benefit, housing or employment problems. This could either be at a time of crisis or just considering options. There are offices across the county or they can be contacted by phone or email. There is also a website with lots of useful information.
Adviceline: 03444 111444
Email: public@ncab.org.uk
Web: www.ncab.org.uk

Attleborough
Town Hall, Queens Square, Attleborough NR17 2AF
Open Wednesday and Thursday, 10.00am to 3.00pm.

Dereham
Assembly Rooms Ruthen Place,
Dereham NR19 2TX
Open Monday, Tuesday and Friday, 10.00am to 3.00pm.

Fakenham
Fakenham Library, 21 Oak Street,
Fakenham NR21 9DY
Open Monday and Thursday, 10.00am to 3.00pm.

Great Yarmouth
2 Stonecutters Way, Great Yarmouth NR30 1HF
Open Monday, Tuesday, Wednesday and Thursday, 9.30am to 12.30pm.

Holt
Kerridge Way, Holt NR25 6DN
Open Tuesday and Friday, 10.00am to 3.00pm.

King’s Lynn
Hanse House, South Quay, King’s Lynn PE30 5GN
Open Monday, Tuesday and Thursday, 10.00am to 2.00pm.

North Walsham
3 St Nicholas Court, North Walsham NR28 9HN
Open Monday to Friday, 10.00am to 3.00pm.

Norwich
The Forum (Level -1), Millennium Plain,
Norwich NR2 1TF
Open Monday to Friday, 9.30am to 4.00pm.

Wymondham
14 Middleton Street, Wymondham NR18 0AD
Open Wednesday and Thursday, 10.00am to 3.00pm.

Diss (Citizens Advice Diss, Thetford & District)
Shelfanger Road, Diss IP22 4EH
Web: www.cadat.org.uk
Open Monday, Wednesday, Thursday and Friday, 10.00am to 3.00pm.

Thetford (Citizens Advice Diss, Thetford & District)
Abbey Neighbourhood Centre, Exeter Way,
Thetford IP24 1EE
Web: www.cadat.org.uk
Open Monday, Wednesday, (Thursday exclusively for Universal Credit queries only) and Friday, 9.30am to 2.30pm.

Deaf Connexions
Aims to provide a range of services to people with varying degrees of hearing loss and raise awareness.
Tel: 01603 660889
Minicom: 01603 661113
Textphone: 07932 069352
Web: www.deafconnexions.org.uk

Dementia Friends
Alzheimer’s Society’s Dementia Friends programme is the biggest ever initiative to change people’s perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.
Tel: 0300 222 5855
Web: www.dementiafriends.org.uk
Equal Lives
Provides advice and advocacy on disability rights issues and a range of information, services and projects.
Tel: 01508 491210
Web: www.equallives.org.uk

MIND
Provides advice and information for people with mental health issues.

Great Yarmouth and Waveney
Tel: 01493 842129
Web: www.gywmind.org.uk

Norwich and Central Norfolk
Tel: 01603 432457
Web: www.norwichmind.org.uk

West Norfolk
Tel: 01553 776966
Web: www.westnorfolkmind.org.uk

Nansa
Local charity that supports, educates and helps children, youths and adults with disabilities to develop skills that give them independence, enable them to make life choices and assist them to achieve their potential.
Web: www.nansa.org.uk

Adult and Youth Services
Tel: 01603 627662
Email: enquiries@nansa.org.uk

Family Centre
Tel: 01603 414109
Email: enquiries@nansa.org.uk

Norfolk Community Advice Network Directory
A searchable directory of organisations in Norfolk that provide information and advice on community care, debt, discrimination, domestic abuse, employment, family, finances, housing, immigration and welfare benefits.
Web: www.norfolkcan.org.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 discrimination.
St Clements House, 2-16 Colegate, Norwich NR3 1BQ
Tel: 01603 496623
Email: info@ncls.co.uk
Web: www.ncls.co.uk

Norfolk Deaf Association
Offers support, advice and information to people with hearing loss and their families.
Tel/Minicom: 01603 404440 • Fax: 01603 404433
Email: nda@norfolkdeaf.org.uk
Web: www.norfolkdeaf.org.uk

Opening Doors
A user-led organisation run by people with learning disabilities to support people with learning disabilities.
Tel: 01603 631433
Web: www.openingdoors.org.uk

Patient Advice and Liaison Service (PALS)
Provides advice about your local health services in Norfolk within hospitals.

Norfolk and Norwich University Hospital
Colney Lane, Norwich NR4 7UY
Tel: 01603 289036
Email: pals@nnuh.nhs.uk

James Paget University Hospital
Lowestoft Road, Gorleston, Great Yarmouth NR31 6LA
Tel: 01493 453240 • Email: pals@jpaget.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
Provides Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity Advocacy (IMCA), including Deprivation of Liberty Safeguarding (DoLS) and Relevant Paid Person’s Representative services (RPPR).
Alongside local advocates, they also work with Equal Lives to deliver the RPPR service, and Age UK/Equal Lives and Norfolk/Rural Community Council to deliver NHS Complaints Advocacy. They also provide the Independent Social Care Advocacy (ISCA) service, which supports people regarding their rights under the Care Act.

Tel: 0300 456 2370
Email: pohwer@pohwer.net
Web: www.pohwer.net/central-and-east-of-england

Silver Line, The
A free 24-hour dedicated helpline for older people across the UK. It aims to combat loneliness in the over-55s by providing friendship, information and advice.

In addition to the helpline, it offers weekly friendship calls, a letter friendship service and group calls for people with shared interests. More details are available online.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk

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

Army Reserve Centre, 325 Aylsham Road, Norwich NR3 2AB
Tel: 01603 403322, Monday to Friday, 9.00am to 12.00pm (24-hour answerphone).
Email: norfolk@ssafa.org.uk

Norfolk Armed Forces Covenant and Veterans Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: 0808 802 1212
Web: www.norfolk.gov.uk/nafcsupport

West Norfolk Deaf Association
Gives free help, advice and support to people with hearing loss.

Tel: 01553 773399 • Fax: 01553 660483
Email: info@wnda.org.uk • Web: www.wnda.org.uk

Dementia Friendly Norfolk
A practical guide to living with dementia in Norfolk

THE GUIDE INCLUDES

• Is it dementia? Symptoms and diagnosis
• Planning for the future
• Living well with dementia
• What dementia taught me
• Care and support needs
• Planning for end of life
• Legal and financial affairs

View online at www.carechoices.co.uk/dementia
Norfolk Armed Forces Covenant and Veterans Gateway

Norfolk has lots of support services for Armed Forces personnel, veterans and their families, including the Veterans Gateway. This is the national first point of contact for veterans seeking support. It puts people in touch with the organisations best placed to help with the information, advice and support they need. From healthcare and housing to employability, finances, personal relationships, befriending and more.

For more information please go to: www.norfolk.gov.uk/nafcsupport or call Veterans Gateway on: 0808 802 1212.

Stay Well This Winter

Across Norfolk and Waveney, the NHS is encouraging people at the first signs of illness this winter to ‘Help us, help you’.

If you start to feel unwell with a winter illness, don’t wait until you feel worse, visit your pharmacist and ask them first. Even if it is just a cough or cold, speak to your pharmacist before it gets more serious. Particularly if you are elderly, frail or have a respiratory condition.

Pharmacists are fully qualified to advise you on the best course of action. This can be the best and quickest way to help you recover and get back to normal. If you can’t get to a pharmacist yourself, ask someone to go for you or call your local pharmacy.

If you are eligible, the best way to help you avoid flu is to have the flu jab, and this year the flu programme is bigger than ever. Older people across the country are being offered a more effective vaccine as part of the programme, which is providing a record 8.5 million doses, free of charge.

To find out more about how you can help the NHS help you this winter, visit: www.nhs.uk/staywell

Healthy Ageing

Norfolk and Waveney has an ageing population. While many of our residents are living well into older age, a significant number of older people have complex health and care needs such as frailty and/or dementia.

As part of our Promoting Independence Programme, Norfolk County Council has produced a Healthy Ageing toolkit to enable older people to enjoy the best possible quality of life and remain safe and well at home.

This toolkit is designed for anybody who is supporting older people in the community, including families, carers and older people themselves.

The toolkit has lots of practical information about how to:

- Proactively recognise people living with frailty and/or dementia at an early stage.
- Signpost older people to information and advice about these conditions and healthy ageing in general.
- Work together to link older people, especially those with frailty and/or dementia, into local services that can help them to enjoy the best possible quality of life and remain safe and well at home.

To view the toolkit, please visit: www.norfolk.gov.uk/healthyageingtoolkit
Drive safer for longer with GOLD
As we get older, we may become less confident in our cars or have concerns about our driving due to health or mobility. Norfolk County Council has designed the Guidance for Older Drivers (GOLD) programme to refresh skills, increase confidence and help older people continue to drive safer for longer.

GOLD is a driver development session conducted by specially trained and friendly instructors and this can be tailored to suit drivers’ individual needs.

GOLD costs £29 for a one-hour session. To find out more and book a session please visit: www.norfolk.gov.uk/gold or call Norfolk County Council on: 0344 800 8020.

Norfolk County Council library and information service

Your local library is free to join, and you can use any Norfolk library to borrow books and large print books.

We also offer a range of eBooks, eAudio books and eMagazines that library members can download free of charge, with no reservation or overdue charges.

All libraries have free public Wi-Fi and internet access.

Spydus Mobile is a free app which lets you access library services and manage your membership, any time. For more information, visit: www.norfolk.gov.uk and search ‘libraries mobile app’.

Mobile Libraries
Norfolk has a mobile library service which visits 509 villages across the county with approximately 1,337 stops on a four-weekly basis. All mobile library vans are equipped with a lift for people with mobility issues and wheelchair users.

For more information including a timetable for your village, 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.

If you would like to use this service or help as a volunteer, you can find more information on: www.royalvoluntaryservice.org.uk

We also provide a range of social activities in libraries, such as Knit and Natter, book groups, Colour me Calm colouring groups and Just a Cuppa sessions.

For full details of activities, library opening times and mobile library stopping places and times, visit: www.norfolk.gov.uk/libraries

Reading Well
Norfolk Library and Information Service provides four national Reading Well schemes:

Reading Well for mental health provides books with helpful information and support for adults managing common mental health conditions or dealing with difficult feelings and experiences. Some books also include personal stories from people who are living with or caring for someone with mental health needs.

Reading Well for long-term conditions has been developed for people with long-term health conditions and their relatives and carers. The books provide information and advice to support living well with a long-term condition.

Shelf Help Reading Well for young people recommends expert-endorsed books about mental health, providing 13- to 18-year olds with advice and information about issues like anxiety, stress and OCD and difficult experiences like bullying and exams.

Reading Well for dementia recommends books you might find useful if you have dementia, are caring for someone with dementia, or want to find out more about the condition. The books include...
information and advice, help after diagnosis, practical support for carers and personal stories.

GPs and health professionals can prescribe books from these schemes to their patients, which they can then borrow from their local library. The books are also available for everyone in the community to borrow and are free to reserve using the online library catalogue (or ask in your local library) and can be borrowed for up to six weeks.

**Reminiscence Kits and Packs**
Reminiscence Kits and Packs are also available to borrow from the library, the kits are designed for working with individuals at various stages of memory loss and those with communication difficulties.

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**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 make sure that your voice is heard and can also help signpost you to other services or sources of information.

You can share your experiences of health and social care with Healthwatch Norfolk.  
Tel: 01953 856029  
Email: enquiries@healthwatchnorfolk.co.uk  
Web: www.healthwatchnorfolk.co.uk

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**Keeping safe**

**Norfolk Trusted Trader scheme**

This is a Norfolk County Council run scheme, available to all Norfolk residents, aimed at helping older and vulnerable people remain safe and independent in their own homes. It is a directory of reliable businesses and voluntary agencies which meet the scheme’s standards. They provide a wide range of services, such as help around the home, help with shopping, bathing and gardening, hot and cold meal delivery, home repairs and maintenance, painting and decorating and IT support.

All traders on the scheme are checked by Trading Standards and must have public liability insurance. They are also required to abide by the codes of the scheme which include having a clear pricing policy, providing written receipts and making sure employees and contractors are trained appropriately. Traders must also give their customers feedback forms which are then published on the Norfolk Trusted Trader website.

For more information about Reading Well and to browse and reserve the books online, visit: [www.norfolk.gov.uk/wellbeingbooks](http://www.norfolk.gov.uk/wellbeingbooks)

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Falls in Norfolk

Falls are the most frequent type of accident for people over 65 and can be serious. Many people are admitted to hospital with injuries due to a fall.

You may be at risk of falling if you:
- Have a long-term health condition, such as heart disease or dementia.
- Have low blood pressure which can cause dizziness.
- Have an impairment, such as 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:
1. Eat a healthy diet and drink plenty of water.
2. Have a medication review.
3. Get your eyesight checked.
4. Have a hearing test.
5. If you drink alcohol, reduce the amount you drink.
6. Keep active – especially focus on strength and balance.
7. Remove trip hazards.
8. Arrange for essential repairs to be done, such as replacing a light bulb or fixing a curtain rail.
9. Be careful when bathing or showering.
10. Consider hand rails for steps, stairs or in your bathroom.
11. Check your shoes and slippers.
12. Keep walking aids at the right height and near you at all times.

Make a ‘falls emergency plan’ in case you do fall:
- Ask someone to help you write it.
- Know who you can call to help you, and how to call them.
- If you have a mobile phone, keep it with you at all times.
- 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 service that can automatically send an alert if you have had a fall.

Watch the video ‘How to get up safely after a fall’ at: www.rospa.com/homesafety/adviceandinformation/falls

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 not hurt 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, such as 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 do not need to go to hospital, ring a friend or family member or call Norfolk Swift Response on: 0344 800 8020 (choose option 1). This is a 24–hour service which provides help, support and reassurance if you have an urgent need such as a fall. It has specialist lifting equipment which avoids injury to anyone trying to help.
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 have not been hurt.

For more information and advice, go to: www.norfolk.gov.uk/falls and for information about healthy ageing, including falls prevention, go to: www.norfolk.gov.uk/healthyageingtoolkit
Fire safety at home

Statistically, older people are more at risk of a fire in the home. This risk increases without a working smoke alarm. As we get older, we are more likely to live alone, we may have reduced mobility, our sense of smell reduces and we have a reduced ability to tolerate smoke inhalation or burns. We want you to be safe, sleep soundly and reduce the risk of accidents in the home. Other lifestyle choices can also increase the risk of reactions in a fire situation; clutter, hoarding, smoking, alcohol, drugs or medications to name but a few.

Home fire safety advice:

• Fit smoke alarms in your home, not in your kitchen, but at least one per floor.

• 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 you more time to escape or get help.

• Take care with any smoking materials and don’t smoke in bed or when you are tired.

• Use electric blankets correctly and have them checked regularly.

• Don’t dry clothes on heaters or fireguards.

• Make an escape plan. Think about how you would escape the house, and make sure this pathway remains clear and exit doors can be easily opened.

• Be safe with electrical appliances; make sure the right chargers are used and plug sockets are not overloaded.

• Switch off and avoid using electrical appliances through the night, particularly tumble dryers.

• Fit a fireguard to open fires, make sure chimneys are swept regularly and take care with candles and naked flames, particularly with young children.

Norfolk County Council’s Fire and Rescue Service (NFRS) has a Community Fire Safety Team and volunteers who help older or vulnerable people remain independent and safe in their own homes by offering free home fire safety advice and risk checks.

What is a home fire risk check?
A local fire crew, community team member or an approved partner will come to your home and carry out a home safety check at a time convenient to you. They will not offer to sell you anything, and there is no charge for this service. They will offer fire safety advice, discussing actions you can take to reduce your fire risk, how to make an escape plan and install a smoke alarm(s), if not already fitted.

Please allow between 30 and 40 minutes for this check. All personnel will be in Fire Service uniform and will carry ID that should be shown to you on arrival. For friendly advice and to book a visit, contact the team.

Tel: 0300 123 1669  
Fax: 01603 812261  
Email: hq@fire.norfolk.gov.uk  
Web: www.norfolk.gov.uk/safety/norfolk-fire-and-rescue-service

Smoke alarms
We know that fires in the home can be prevented by taking more care with fire safety. A vital part of home fire safety is fitting and maintaining a smoke alarm. You are more than twice as likely to die in a fire at home if you do not have one fitted.

Once fitted, test it once a week. Most modern smoke alarms will last 10 years before needing to be changed but some will require the battery to be changed once a year. Try to prevent a build-up of dust by wiping or vacuuming the casing.

Remember, NFRS will supply and fit a smoke alarm as part of a home fire risk check where appropriate or offer advice if you already have them.

NFRS says – buy it, fit it and test it – ensure you know what to do if it goes off.

To keep all your loved ones safe, get out, stay out and call: 999.
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.

Adult safeguarding means protecting a person’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent harm and stop it happening. At the same time, it makes sure, as far as possible, that the vulnerable person’s views, wishes, feelings and beliefs are taken into account before any actions are taken.

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: 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, 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 (such as 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, such as 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 has a lead role in protecting adults from abuse where the individual:

- Has needs for care and support (whether or not the County Council is meeting any of those needs), and

- Is experiencing, or is at risk of, abuse or neglect, and

- As a result of these care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Norfolk Safeguarding Adults Board

The Norfolk Safeguarding Adults Board (NSAB) brings together the 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.

You can see the Board’s plans at: www.norfolksafeguardingadultsboard.info/board/nsab-plans
Norfolk’s Safeguarding Adult ‘Network’
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.

What to do if you are worried about harm and abuse
If you or someone you know is at risk of, or experiencing, abuse, don’t dismiss your concerns. It is important to tell someone you trust, or call: 0344 800 8020. For more information, visit: www.norfolksafeguardingadultsboard.info

In an emergency, always dial: 999.

Hate incidents – Stop Hate in Norfolk

What is a hate incident/crime?
A hate incident is any incident that is 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 more obvious than others. Although physical violence, verbal abuse, damage to property and graffiti are more common, other forms of hate incidents are becoming common. For example:

• 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.

All hate incidents are investigated by the police to determine whether or not a crime has taken place. Even if a hate incident is not determined by the police to be a crime and therefore does not go to court, actions and interventions are frequently undertaken by the police and public agencies to work with perpetrators and victims to prevent further hate incidents happening.

Stop Hate in Norfolk (SHiN)

Norfolk Constabulary, Norfolk County Council and partners launched the Stop Hate in Norfolk Protocol in 2017. It aims to create a common standard for tackling hate incidents/crime across Norfolk. It sets out how different organisations in Norfolk – whether public, private, voluntary or community – will work together to make it easier for residents to report hate incidents and crime in a supported and safe way through local groups and organisations with the SHiN logo.

Any organisation in Norfolk can adopt the Protocol, information on how to do this is on the SHiN webpage at: www.norfolk.police.uk/stop-hate

Often, victims or witnesses of hate incidents are not confident to report hate incidents to the police, or they may not think it is important. Some people – particularly people with care and support needs – do not recognise that they have been the victim of a hate incident.

Staff and volunteers in different organisations in Norfolk are trained to report hate incidents on behalf of victims or witnesses.

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 reported incident helps the police to build intelligence profiles in an area, 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/stop-hate
Domestic abuse

Domestic abuse means any threats, violence, controlling or coercive behaviour that takes place between family members or people aged over 16 who are in a relationship with each other (or have been in the past).

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

It is a pattern of behaviour used by abusers designed to establish and maintain power and control over another person.

Domestic abuse is not always physical violence and can take different forms. This can include but is not limited to the following types of abuse:

- **Emotional abuse** – persistently putting you down, isolating you from friends and family, name calling, sulking and checking up on you.

- **Psychological abuse** – verbal abuse, blaming, mind games, criticisms, accusations, emotional abuse, jealous and obsessive behaviour, humiliation, comparisons, manipulation, complete control of a person’s life, threats to kill the person or the children, imposed social isolation and sleep deprivation.

- **Sexual abuse** – forcing you to have sex against your will, sexual assault, forced prostitution, degradation, humiliation, forced to watch or act in pornography.

- **Financial abuse** – preventing a person from getting or keeping a job, taking money, not permitting access to or withholding family income.

- **Physical abuse** – assault, punches, kicks, hitting, forced imprisonment, biting, strangulation, burning, dragging, actual bodily harm, grievous bodily harm, using weapons and throwing objects.

This includes so-called honour-based abuse, female genital mutilation and forced marriage.

Is domestic abuse a crime?

There is no single criminal offence of ‘domestic abuse’ but many forms of domestic abuse are crimes, such as harassment, assault, criminal damage, attempted murder, rape and keeping you locked up in the house. Being assaulted, sexually abused, threatened or harassed by a partner or family member is a crime just as it would be if committed by a stranger.

A domestic violence law came into effect in 2015, which recognises that abuse is often a complex and sustained pattern of behaviour intended to create fear. The coercive control offence, which carries a maximum penalty of five years’ imprisonment and a fine, can be invoked if, on at least two occasions, a victim suffers serious alarm or distress that impacts on their day-to-day activities, or they are frightened of physical violence. Visit: [www.gov.uk](http://www.gov.uk) and search ‘controlling or coercive behaviour’ to access guidance and further information.

Am I in an abusive relationship?

It’s not always easy to know if you’re being abused. Abusers may try to persuade you that what they’re doing is normal, is a sign of love or that they’re really sorry. Here are some possible signs:

- You are scared of them.

- They have hurt, 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.

One in four women and one in six men will experience domestic abuse during their lifetime.

Domestic abuse is everyone’s business. It can affect anyone, regardless of age, social group, class, race, disability or sexuality. Domestic abuse can affect both men and women, and it can occur in any relationship – heterosexual, gay, lesbian, bisexual, transgender, young or old. Older people can be victims of domestic abuse, but this may not always be picked up on.
They prevent you from continuing or starting school, college or from going to work.

They constantly check up on you or follow you – they may also track you via your mobile phone.

They wrongly accuse you of flirting or of having affairs on a regular basis.

They get extremely jealous and possessive.

They constantly humiliate you or criticise or insult you, often in front of other people.

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.

If you’re not sure whether something that has happened to you is abuse or not, it can help to imagine if you would be worried if it happened to a friend or a close relative.

The domestic abuse 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 make an application under the scheme by:

- Telephone – contact the police on 101 and speak with a call taker.
- Speaking to a member of staff at any police station.
- Speaking to a Police Officer on the street.
- Consulting the Norfolk Constabulary leaflet. You can access the leaflet by visiting: www.norfolk.police.uk and searching ‘domestic abuse’.

There are various agencies providing practical or emotional support. For further details, visit: www.norfolk.gov.uk/safety/domestic-abuse/how-to-get-help/get-help-now

Contact the police if you know someone is suffering from abuse, call: 101 or visit: www.norfolk.police.uk to find out more.

Always dial: 999 in an emergency.

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

You can also call the National Domestic Violence 24-hour helpline on: 0808 200 0247.

If you are being violent or abusive towards a current or previous partner, ring the Respect phone line on: 0808 802 4040 or visit: www.respectphoneline.org.uk

What can I do if I need urgent help?

Norfolk Swift Response is a 24-hour service that provides help, support and reassurance if you have an urgent, sudden need at home, but don’t need the emergency services. For example, if your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up and washing and dressing. Or, if you have a fall but are not injured, the team can bring special lifting equipment to assist you.

Norfolk Swift Response is a free service for people living in Norfolk over the age of 18.

To contact Norfolk Swift Response, call: 0344 800 8020 and select option 1. The service is for people who need urgent assistance and who may be unable to remain at home without immediate help.
Staying in your own home

Meals on wheels and lunch clubs

If you are looking for meals on wheels deliveries for yourself or someone you know, Norfolk County Council’s Trusted Trader website gives details of trustworthy meal suppliers who deliver hot, chilled and frozen meals.

Whilst these meal delivery services 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.

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

You might also want to check out the Norfolk Community Directory at: www.norfolk.gov.uk/directory as this provides details of meal suppliers, including meals on wheels and lunch clubs.

If you need advice about meals on wheels or lunch clubs across Norfolk call: 0344 800 8020.

Assistive technology and community alarms

Assistive technology is a term used to describe devices and systems that can help vulnerable people to live in their own homes and community with greater safety and independence.

There are different types of assistive technology depending on your needs and situation. These range from simple battery-operated items to more complex devices, such as telecare equipment that links through your telephone line to a community alarm monitoring centre so that help is available 24-hours a day, giving security and peace of mind.

Telecare sensors that are linked to a community alarm can automatically detect things such as fire and heat, low temperature in a room, carbon monoxide, a fall in the home or a vulnerable person exiting the property.

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

Assistive technology is also available for raising an alert and locating a person in their community via GPS satellite location devices, or for detecting a person’s activity within their home.

Furthermore, there is an increasing amount of mainstream mobile and internet-linked assistive technology that can contribute to the safety and wellbeing of a vulnerable person plus support carers.

Much of this can be provided free of charge if you have been assessed as eligible for help from us. Where telecare equipment is provided, there is a weekly rental charge for the community alarm service.

For more information, see: www.norfolk.gov.uk/assistivetechnology or call us on: 0344 800 8020.

Community alarms

Community alarms can give you peace of mind 24-hours a day, seven days a week and are ideal for anybody who feels vulnerable and may need an urgent response.

The alarm is worn around your neck or wrist and is connected to your home phone line. At the touch of a button, you will be able to speak to an operator.
who will help assess what support is needed, such as contacting your next-of-kin or the emergency services.

Please check which care alarm service covers your area.

<table>
<thead>
<tr>
<th>Service</th>
<th>Tel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadland – Centra Pulse</td>
<td>0300 123 3232</td>
</tr>
<tr>
<td>Great Yarmouth – Yare Care</td>
<td>01493 846654</td>
</tr>
<tr>
<td>Norwich, Breckland &amp; Countywide – Welbeing Lifeline</td>
<td>01323 644422</td>
</tr>
<tr>
<td>West Norfolk and North Norfolk – Care Line</td>
<td>01553 616200  (option 6).</td>
</tr>
<tr>
<td>South Norfolk – Contact Care</td>
<td>0800 917 4680</td>
</tr>
</tbody>
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Equipment to aid daily living

Before beginning to look for equipment, it is helpful to be clear about exactly which areas of daily living are becoming difficult. Trying to pinpoint the difficulties and the reasons behind it need to be considered.

This may seem obvious, but not all difficulties are best helped by equipment and it maybe that the situation can be resolved through other actions e.g. medical intervention, short-term rest and in some cases, a period of exercise and movement.

If the issues are likely to be a long-term concern, equipment could help and support the daily living activities. Some items of equipment can be more helpful in certain situations than in others, talking to the suppliers can help to determine the most suitable equipment and trying it will help establish whether it will support you.

**Common difficulties with daily living activities**

You may find that you have become a little stiff or less physically agile because of a medical condition or other reasons.

Generally, the following daily activities can be supported by equipment that is now extensively available in mobility shops, some pharmacist outlets and larger department stores, e.g. Argos, Makro and Boots. There are many online suppliers too:

- Getting in and/or out of the bath.
- Getting up from a low toilet.
- Getting up and out of an easy chair.
- Reaching down to put on socks, stockings or shoes.
- Turning the taps on/off.
- Generally managing in the kitchen (utensils, cutlery, non-slip mats).

There is a useful, easy-to-use online questionnaire that can help you think about the areas that you are having difficulty with and what equipment might help you to manage those activities better.

For more information, go to: [www.asksara.org.uk](http://www.asksara.org.uk) or [www.dlf.org.uk/content/full-list-factsheets](http://www.dlf.org.uk/content/full-list-factsheets)

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

The Red Cross depot based at the Norfolk Coastal Centre delivers a Mobility Aids Service. Equipment can be loaned for up to two months and include items to help with toileting, bathing, walking aids and wheelchairs.
A home delivery and collection service is available Monday, Wednesday and Friday. There is no set charge for the loan of equipment, but a donation is requested.

The Red Cross also provides short-term care and support aimed at vulnerable patients returning home from hospital. This is based at the James Paget Hospital.

Holt Mobility Centre
Tel: 01263 588777
Web: www.holtmobilitycentre.co.uk

King’s Lynn Mobility Centre Ltd
Tel: 01553 768751
Web: www.kingslynnmobilitycentre-norfolk.co.uk

Norfolk Coastal Centre for Independent Life
Woodfarm Lane, Beacon Park,
Gorleston,
Great Yarmouth NR31 9AQ
Monday to Friday, 10.00am to 4.00pm.
Tel: 01493 663626

Nottingham Rehab Supplies
Tel: 0345 121 8111
Web: www.nrshealthcare.co.uk

Sheringham Mobility
Tel: 01263 822900
Web: www.sheringhammobility.co.uk

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

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

British Red Cross Medical Loan Scheme
Provides short-term wheelchair loan.
Norwich
Tel: 01603 253403

Great Yarmouth
Tel: 01493 663626

Shopmobility
Loans manual and powered wheelchairs and scooters to people with limited mobility so they can shop and use leisure and commercial facilities.
Chapelfield, Norwich
Tel: 01603 753350

St James multi-storey car park,
ground floor,
King’s Lynn
Tel: 01553 770310

Buying a wheelchair privately is an alternative option.

If the issues cannot be resolved and it appears that the situation will require support from professionals, a referral can be made. Online, via our enquiry form: www.norfolk.gov.uk/care-support-and-health/contact-our-social-care-team or by telephone: 0344 800 8020.

Some equipment can be provided free of charge if you have been assessed as eligible for help from Norfolk County Council.
# Assistive technology checklist

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit [www.asksara.org.uk](http://www.asksara.org.uk).

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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 assistive technology 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 its wire 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?**
- **Is it portable?**

## Reliability
- **Will it need to be installed by a professional?**
- **Can the retailer provide you with training in using the equipment?**
- **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 particular piece of 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 might 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?**

## Notes

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

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.

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 so that you can turn your lights on and off using speech.

Use subtitles if you can’t hear the TV, or buy wireless headphones. Do you need a hearing aid? Request an assessment from your GP.

Do you forget to take your tablets? Try making a note of when you’ve taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can 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 handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
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 30.

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 council for information and advice. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

**Norfolk County Council**  
Email: information@norfolk.gov.uk  
Tel: 0344 800 8020
Handyperson schemes

**Broadland**
The Broadland Handyperson+ Service can carry out small household repairs and minor adaptations to qualifying residents in the Broadland district.

If you are eligible for the service, a trained team can support you to live independently. The team offer a range of household checks to ensure that you are safe and warm, provide information, advice and guidance and can refer you to other organisations that can support you with finding community activities, home care and companionship services, advocacy, benefit claims, health and legal services or financial management.

The service is available to anyone over 65 years old, or adults of any age who are registered blind, receive Incapacity Benefit or have a health condition which entitles them to PIP or DLA. This includes those with dementia of any age. Labour is free of charge for people who meet certain criteria. The householder just pays for, or provides, the materials needed for the job, irrespective of benefits received.

For more information, call: 01603 430518 or email: handy@broadland.gov.uk

**Norwich**
The Norwich Handyperson and Safe at Home schemes (including dementia adaptations) are provided by Norwich City Council to help older people manage better in their own homes.

The service carries out small repairs and odd jobs around the home, such as repairing dripping taps, putting up shelves, pictures or mirrors or easing sticking doors. The scheme is open to anyone aged 65 or over who lives in the city of Norwich. For people who receive a Council Tax Reduction, the labour is free and there is a £15 grant available for materials. There is a small charge of £15 for people with the means to pay and they must provide their own materials. Payment, where relevant, is required at the time of applying. Please call: 0344 980 3333 and select the ‘housing’ option followed by ‘other’.

The Safe at Home scheme provides grants of up to £2,500 to help people with dementia and their carers make adaptations to their homes to allow them to live independently for longer and to be able to manage the condition more easily. The grant can also be used to help vulnerable home owners with minor adaptations where a disabled facilities grant is not suitable, 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, whether they are a home owner or renting.

The district 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 safety within your home.

Make a referral:
Tel: 0344 980 3333
Email: privatesectorhousing@norwich.gov.uk
Web: www.norwich.gov.uk/healthyhomes

For inpatients, the Home Improvement Team can offer grants of £10,000 and a fast track adaptations service to enable a timely discharge. Referrals must be made by a health professional by calling Kevin Ayers on: 01603 212341.

**Great Yarmouth**
Safe at Home runs a handyperson service to assist with practical help and advice. This service is available to people who are disabled or aged over 60 and are residents of the Great Yarmouth Borough. It helps with repairs or adaptations to the home.

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

**South Norfolk**
South Norfolk Council’s Independent Living Team provides support and services to South Norfolk residents to help them live independently in their
own homes and delay the need for health and social care services or prevent the need for increased levels of support. This ranges from quick and simple jobs like installing a grab rail or smoke alarm, to housing adaptations, such as a walk-in shower.

Care and Repair services help with essential repairs and adaptations, advice and support, finding grants or loans to fund works, benefit checks and signposting to other organisations.

The Handyperson service carries out small repairs at home to support residents to live independently. This service is available to all residents at a charge. For some older and vulnerable people, the work is free, but a discounted service is also available.

For more information, visit: www.south-norfolk.gov.uk/handyperson-service

The Early Help Hub provides access to a range of community resources and support services and you can also get information on welfare rights and debt advice.

To find out more about any of the above services, call: 01508 533933 or email: earlyhelp@s-norfolk.gov.uk

South Norfolk Council also provides Care and Repair services in Broadland. If you live in Broadland, contact: Tel: 01603 430598 Email: p.s.housing@broadland.gov.uk

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

• Careline personal alarm service.
• Care and Repair service.
• Handyperson service.
• Integrated Housing Adaptations Team (IHAT).
• Lily.

Our aim is to support older people, adults and children with disabilities and those on low incomes to continue living independently for longer.

We provide information and advice, practical equipment, adaptations and repairs and have helped thousands of people to stay in their homes in a healthy, safe and secure environment.

The Careline personal alarm service provides support 24-hours a day, seven days a week, offering peace of mind for friends, neighbours and loved ones. Key safes and assistive technology are also available, providing additional reassurance within the home.

Financial help and grants are available for people living in West Norfolk, depending on their financial circumstances. The Careline and Keysafe services are offered across most parts of Norfolk and its bordering areas.

The Care and Repair service provides advice and assistance to enable people to adapt, repair or improve their homes. We 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, falls prevention and keeping people warm and safe. Preventing falls and reducing risks in and around the home is a priority when it comes to helping people maintain their independence. Funding is available to anyone living in West Norfolk with a health condition.

For more information about our services, contact: 01553 616200 and select option 6 or visit one of the following:
Web: www.careline-cs.org.uk
Web: www.careandrepair-wn.org
Web: www.asklily.org.uk
Norfolk First Support

Norfolk County Council’s Norfolk First Support service provides intensive person-centred home support for up to six weeks to help people regain as much independence as possible and/or learn new skills. The service is for people over 18 who live at home, and supports older people, people with physical health needs, people with learning disabilities and people with mental health issues. We can provide the service free for up to six weeks or until your support needs have been assessed and stabilised. If any ongoing needs are identified, we will help to arrange alternative provision for you. For further details, see page 60.

To access the service, you will need to have an assessment by a GP, community nurse, social worker and/or therapist. Other professionals such as a physiotherapist, mental health professional or health visitor might also be involved.

We will work together with you to develop an individual plan, which will help and support you to regain skills and/or learn new skills so that you can achieve maximum independence in your own home.

Contact Norfolk First Support.
Email: information@norfolk.gov.uk
Tel: 0344 800 8020

If you are a health professional (including mental health practitioners and physiotherapists), call: 0344 800 8026.

Accommodation Based Reablement

As part of our Promoting Independence programme across the county, we have developed a number of Accommodation Based Reablement beds/units. This service is designed to maximise people’s independence and reduce permanent admissions to residential care, reduce hospital admissions and support safe and timely hospital discharge.

These units are for Norfolk residents over the age of 18, with care and support needs (including those needing to regain skills and confidence) who are medically fit but unable to return to or stay in their home safely.

This can be due to physical/functional ability and concerns around night time safety, and the person could benefit from a period of short-term accommodation based reablement to then return to or remain in their own home. It is also for those people experiencing a crisis at home and who would benefit from a short stay to regain the ability to enable them to return home again.

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 independent in their home. There are various organisations in Norfolk that provide a range of services to help you to continue to live in your own home, visit: www.norfolk.gov.uk/directory

If you fund your own care or have a Direct Payment from Adult Social Services for your care and support, then you can arrange this directly with an agency. A list of agencies starts on page 35.

The sorts of services that can be provided 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 medication needs to be taken, applying creams and lotions, simple dressings and eye drops.
- Help around the home such as washing up, helping you stay warm and managing your laundry.
• Night care or night sitting services, which means a home care assistant in your home during all or part of the night to make sure you are safe and 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 on an ongoing basis.

• Help for you to become independent again by learning new skills or regaining old ones.

• Ongoing support to help delay the need for more support in the future.

• Promoting your wellbeing by helping you to get involved with things in your local community, which may mean you need 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.

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 a number of organisations in Norfolk that provide home support services for us and they will deliver an agreed package of support for you, which may include some of the things listed above.

We will make sure that the services we arrange for you:

• 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.

• 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 35 or can be accessed on: www.norfolk.gov.uk/homecare

Before you make any decisions, be sure to contact several providers and ask for a ‘Service User’s Guide’, their charges and a draft contract between you and the provider.

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

When considering a service, it’s always a good idea to check its report and rating. For more information on the CQC, see page 62.

Home care/home support charges
If you have made a private arrangement with a provider, you will pay the full cost of the service to the provider. Typical charges for this service depend on the amount of care and support and the particular skills required. If you fund your own non-residential care, you could request that we arrange this for you. We will charge an arrangement fee for this.

If we are contributing towards the cost of your service, you may be charged for the services provided, based on your financial circumstances. You will be given clear information about what you can expect to pay. See page 76 for information on paying for care.
Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Norfolk from 30 minutes per week to full-time live-in care.

Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.

Looking for care? 0808 274 2935
For more information www.helpinghands.co.uk

Believe in Good Care

Tell us what you think

○ What have you found useful?
○ What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
Home support agency checklist

Agency 1

Agency 2

Agency 3

Fees per week

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<thead>
<tr>
<th>Agency</th>
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Quality rating*

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

About the agency

How long has the agency been operating? □ □ □

How long are staff allocated per visit? □ □ □

Can you contact the agency in an emergency or outside office hours? □ □ □

Does the agency 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 agency have both male and female staff? □ □ □

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. □ □ □

Does the agency 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 agency’s contract terms? □ □ □

Can you lodge a complaint easily? □ □ □

Are complaints dealt with quickly? □ □ □

Can you see a copy of the agency’s CQC registration certificate and quality rating? □ □ □

Notes

*See page 62.

Visit www.carechoices.co.uk for further assistance with your search for care
Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

You will find our carers, support workers and housekeepers providing care at home, as well as providing cover in nursing and residential homes.

We offer adult care, including learning disability, mental health and brain injury support with a choice of day, night, sleep-in or live-in care.

We promise you reliability, consistency and continuity with 24/7 on-call, so there is always somebody at the end of the phone, whenever you may need us.

We carefully select all our staff, then continually develop, train and support them, to make sure you get excellent staff that can be proud of the work they do.

At Availl, we are all about people, about developing trust through communicating and building relationships. It’s always been the way we’ve chosen to work.

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>OP</td>
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<tr>
<td>AD</td>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
A 24 hour live-in Care Service as an alternative to residential care

At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.

Able Care can provide

- Carers that you prefer returning to you on a weekly or fortnightly basis
- Carers that can assist with personal care
- Carers to help you with your household needs
- Carers that can provide support from companionship through to palliative care

Call Able Care on 01603 624135
e: enquiries@ablecareagency.co.uk w: www.ablecareagency.co.uk
Sackville Place, 44/48 Magdalan Street, Norwich NR3 1JU

QUALITYCARE www.qualitycareathome.co.uk
Trading as: Georgina House Domiciliary Care Agency

“affordable quality home care supplied by a small home care agency”

We offer a range of ‘day-to-day’ tasks such as food preparation through to personal care such as dressing, bathing and toileting.

Head Office:
45 North Quay, Great Yarmouth, Norfolk, NR30 1JE
01493 853633 / 07805 038805

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

Search for care in your area

www.carechoices.co.uk

• 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
Carers Elite Ltd
Downham Market
Tel: 01366 380707

Carers Trust Norfolk – Turbine Way
Swaffham
Tel: 01553 750014

Carewatch (Norfolk)
Norwich
Tel: 01362 696967

Caring First Homecare Ltd (Norwich)
Swannington
Tel: 01603 920100

Clarity Homecare (Norwich)
Norwich
Tel: 01603 555220

Clark James Norwich Ltd
Norwich
Tel: 01603 300364

Compkey Healthcare Ltd
Norwich
Tel: 01603 762318

Complete Caring Ltd
Wymondham
Tel: 01953 423424

Connie’s Care Services Ltd
Wisbech
Tel: 01945 774250

Daybreak Support Services
King’s Lynn
Tel: 07880 542765

Dedicated Care East Anglia Ltd
King’s Lynn
Tel: 01553 766844

Dell Care
Wymondham
Tel: 07825 894171

Dimensions East Anglia Domiciliary Care Office
Norwich
Tel: 0300 303 9016

Doughty’s
Norwich
Tel: 01603 621857

Eagles Recruitment and Healthcare
Norwich
Tel: 01603 512297

Elite Care
Cromer
Tel: 01263 512528

Elite Care
Great Yarmouth
Tel: 07507 484742

Empathy Care East Anglia Ltd
Diss
Tel: 07930 832057

Errand Plus and Personal Services
Norwich
Tel: 01603 319998

Extra Care Home Services Ltd
North Walsham
Tel: 01692 500714

Extra Hands of Heacham Ltd
Broadland
Tel: 01603 898623

Heacham
Tel: 01485 570611

Fairway House
Dereham
Tel: 01362 695588

First Choice Home Care
Norwich
Tel: 01953 667950

First Choice Homecare
Harleston
Tel: 01379 741116

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

Visit www.carechoices.co.uk for further assistance with your search for care
Your home is where you feel the most comfortable and the happiest.

It’s the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.

Our care

✓ Home help
✓ Companionship
✓ Personal care
✓ Dementia care

Contact us for more information

Dereham 01362 357974
Holt 01263 650983
Kings Lynn 01553 387970
Norwich 01603 482116

www.homeinstead.co.uk
### Home support providers

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Information</th>
<th>User Bands</th>
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<tr>
<td><strong>Fisher Healthcare Ltd</strong></td>
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<tr>
<td><strong>FitzRoy Support at Home Norfolk</strong></td>
<td>North Walsham, Tel: 01692 668438</td>
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<tr>
<td><strong>Florence House</strong></td>
<td>Great Yarmouth, Tel: 01493 332079</td>
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<tr>
<td><strong>Fortress Care Services</strong></td>
<td>King’s Lynn, Tel: 01553 811995</td>
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<tr>
<td><strong>Fuchsia Homecare Gorleston</strong></td>
<td>Great Yarmouth, Tel: 01493 602434</td>
<td>OP D PD LDA MHSIYA</td>
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<tr>
<td><strong>Gentle Folk Community Care</strong></td>
<td>Norwich, Tel: 01953 887187</td>
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<tr>
<td><strong>Georgina House Domiciliary Care Agency</strong></td>
<td>Great Yarmouth, Tel: 01493 853633</td>
<td>Advert page 36 OP YA</td>
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<tr>
<td><strong>Great Hospital Domiciliary Service, The</strong></td>
<td>Norwich, Tel: 01603 622022</td>
<td>OP</td>
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<tr>
<td><strong>Guild Care</strong></td>
<td>Norwich, Tel: 01493 751869</td>
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<tr>
<td><strong>Hales Group Ltd – Norwich</strong></td>
<td>Norwich, Tel: 01842 780000</td>
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<tr>
<td><strong>Hales Group Ltd – Thetford</strong></td>
<td>Thetford, Tel: 01842 780000</td>
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<tr>
<td><strong>Harp Care</strong></td>
<td>Norwich, Tel: 07881 227496</td>
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<td><strong>Heart to Heart Home Care Agency</strong></td>
<td>Norwich, Tel: 01603 871903</td>
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<tr>
<td><strong>Helping Hands North Norfolk</strong></td>
<td>Fakenham, Tel: 0808 274 2935</td>
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<td><strong>Helping Hands Norwich</strong></td>
<td>Norwich, Tel: 0808 274 2935</td>
<td>Advert page 32 OP D PD LDA MH YA AD</td>
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<tr>
<td><strong>Heritage Care Ltd – East Anglia</strong></td>
<td>Norwich, Tel: 01603 568266</td>
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<tr>
<td><strong>Hive, The</strong></td>
<td>Norwich, Tel: 01603 722349</td>
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</tr>
<tr>
<td><strong>Home Instead Senior Care</strong></td>
<td>Dereham, Tel: 01362 357974</td>
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<td><strong>Independence Matters C.I.C.</strong></td>
<td>Great Yarmouth, Tel: 01493 650504</td>
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<td><strong>Independence Matters C.I.C.</strong></td>
<td>Norwich, Tel: 01603 222866</td>
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**Visit www.carechoices.co.uk for further assistance with your search for care**
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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
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<tr>
<th>NCC First Support – Southern, Northern &amp; Norwich</th>
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<td>NCC First Support – Western</td>
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<td>Newcross Healthcare Solutions Ltd (Norwich)</td>
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<tr>
<td>Nightingale Homecare Norfolk</td>
<td>Tel: 01508 500176</td>
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<td>Norfolk Swift Response</td>
<td>Tel: 01603 729100</td>
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<td>Norvic Healthcare Anglia</td>
<td>Tel: 01603 865665</td>
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<tr>
<td>Nouveau Care</td>
<td>Tel: 07903 380633</td>
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<tr>
<td>NR Care Head Office</td>
<td>Tel: 01603 407976</td>
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<tr>
<td>Oak Lodge Business Centre</td>
<td>Tel: 0330 133 0009</td>
</tr>
<tr>
<td>Old Maltings, The</td>
<td>Tel: 01760 721398</td>
</tr>
<tr>
<td>Patina’s Homecare Services</td>
<td>Tel: 01493 657658</td>
</tr>
<tr>
<td>PCT Care Services Ltd Head Office</td>
<td>Tel: 01953 602299</td>
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<tr>
<td>Phoenix Homecare (Norfolk) Ltd</td>
<td>Tel: 01760 720335</td>
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</table>

| Premier Homecare | Thetford | Tel: 01842 824415 |
| Prestbury Care Providers | King’s Lynn | Tel: 01553 615600 |
| Prestige Nursing | Norwich | Tel: 01603 666643 |
| Progress House | Gorleston-on-Sea | Tel: 01493 656266 |
| Progress Pathways | Thetford |

**Home support providers continued**

See page 40 for the Service User Bands key

Advertisers are highlighted

NR Care is an innovative care provider who takes a fresh approach to care. We support adults with basic and more complex needs throughout Norfolk and further afield for Live In Care. Being local and independent means we can focus on the most important thing: the people who need us.

Our person centred approach means that we treat all of our service users as individuals, building a bespoke care plan tailored to their unique needs and providing continuity of care wherever possible.

**Services we offer:**
- Home Care “Pop in visits”
- Respite care for family carers
- Live in Care
- Discharge from hospital
- Waking night service

You can contact us by telephone 01603 407976 or email us on admin@nrcare.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Providing care for you in your own home

You can stay in the comfort and familiar surroundings of your own home with confidence knowing you have support from one of Purely Care’s fully trained care workers.

Family owned and locally run Purely Care provides excellent care for a wide range of clients in East England. We are passionate about enabling our clients to retain their independence and remain safely and securely in their own homes. Whether you require a few days help on discharge from hospital or permanent specialised care please call us for an informal discussion about how we can help.

We specialise with the following client groups:

- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with dementia
- People living with MS or other debilitating illnesses
- People with Dementia
- People living with Parkinson’s
- Teminally ill people

Care Home or your Home?

The usual assumption is that when someone’s care needs reach a certain point, the only course of action is to move into a residential home. This can mean couples are split up when one of them needs care. Purely Care have an alternative solution. Their live-in carers are successfully keeping couples together at home.

Margaret and Don had been married for 61 years, but found life was getting difficult. Margaret had been an excellent cook, ran the home efficiently and continued to look glamorous. When she became forgetful Don stepped in to do the cooking and housework, but poor sight and a heart condition meant he became exhausted dealing with Margaret’s refusal to wash or change her clothes.

A live-in carer has eased the pressures. Margaret now has a wash every day and keeps active by helping the carer to prepare vegetables and fold the laundry. Don can enjoy quality time with Margaret, relieved of daily chores.

Both Margaret and Don receive a direct payment for their care from the local authority. This is combined to pay for the live-in carer to attend to both their needs.

Tel: 01603 407707
www.purelycare.co.uk
<table>
<thead>
<tr>
<th>Purely Care</th>
<th>Support Me at Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norwich</td>
<td>North Walsham</td>
</tr>
<tr>
<td>Tel: 01603 407707</td>
<td>Tel: 01692 531241</td>
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<tr>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<th>Red House Residential Home</th>
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<tr>
<td>Thetford</td>
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</tr>
<tr>
<td>Tel: 01842 753122</td>
<td>Tel: 01603 285205</td>
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<td>Besthorpe</td>
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<tr>
<td>Tel: 01953 797130</td>
<td>Tel: 01328 863611</td>
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<tr>
<td>Norwich</td>
<td>Downham Market</td>
</tr>
<tr>
<td>Tel: 01692 650707</td>
<td>Tel: 07516 425166</td>
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<th>S &amp; M Healthcare</th>
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<td>Watton</td>
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<tr>
<td>Tel: 01953 665880</td>
<td>Tel: 01603 617770</td>
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<td>OP D PD LDA MH SI YA AD</td>
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<th>Saxon House</th>
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<tr>
<td>Norwich</td>
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<tr>
<td>Tel: 01508 528971</td>
<td>Tel: 01603 628397</td>
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<th>Voyage (DCA) Norfolk</th>
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<td>Dereham</td>
<td>Dereham</td>
</tr>
<tr>
<td>Tel: 01362 289167</td>
<td>Tel: 07793 616726</td>
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<td>OP D PD YA</td>
<td>OP D PD LDA MH SI YA</td>
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<table>
<thead>
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<th>Smart Homecare (Aylsham)</th>
<th>Wensum Way</th>
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<tr>
<td>Norwich</td>
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<tr>
<td>Tel: 01603 278287</td>
<td>Tel: 01328 863440</td>
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<tr>
<td>OP D PD SI</td>
<td>PD LDA SIYA</td>
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<tr>
<th>South Norfolk Carers Ltd</th>
<th>Westminster Homecare Ltd (Norwich)</th>
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<td>Norwich</td>
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<tr>
<td>Tel: 01508 558218</td>
<td>Tel: 01603 466801</td>
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<tr>
<td>OP D PD SIYA</td>
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<th>Squirrels</th>
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<td>Aylsham</td>
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<tr>
<td>Tel: 01263 734938</td>
<td>Tel: 01362 698762</td>
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<th>Sunrise Healthcare Ltd</th>
<th>Your Care and Support Norfolk</th>
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<td>Diss</td>
<td>Norwich</td>
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<tr>
<td>Tel: 01379 641250</td>
<td>Tel: 07584 906053</td>
</tr>
<tr>
<td>OP PD LDA MH SI YA AD</td>
<td>OP D MH SI YA</td>
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<tr>
<th>Support at Home Service in Great Yarmouth and Waveney</th>
<th>Your Life (Norwich)</th>
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<tr>
<td>Great Yarmouth</td>
<td>Norwich</td>
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<tr>
<td>Tel: 07595 279311</td>
<td>Tel: 01202 362303</td>
</tr>
<tr>
<td>OP YA</td>
<td>OP D PD SI</td>
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</table>

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 and day centres

Day services and day centres are available in various locations, ranging from care homes and care homes with nursing, to different community venues across Norfolk. These services help people live as independently as possible and can provide valuable support and a break for carers who are looking after someone. They provide a wide range of different opportunities and activities. 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 are not eligible for support from us, you can access many of these services directly.

See the listings below for contact details of day services and day centres. The services on these pages are accredited by us, which means a number of checks have been carried out to make sure they meet certain standards. For the latest information about accredited day services and day centres, see: www.norfolk.gov.uk/daycentres

There is also information about day centres and groups on the Norfolk Community Directory – organisations on the Norfolk Community Directory are not necessarily accredited by us: www.norfolk.gov.uk/directory

If you have been assessed and you are eligible for support from us, we can help you to find activities which will help promote your independence.

This means we will have a discussion with you to agree the best way of organising your support and what services might be suitable for you, including what you might be able to access in your local community. You may be allocated a sum of money, known as a Personal Budget, to spend on meeting your eligible needs. You will be offered the chance to take this as a cash sum, known as a Direct Payment, to arrange your own support, or you can ask us to arrange the support on your behalf, or a mixture of both (see page 76 for further information).

If Adult Social Services is contributing towards the cost of your service, you may still be charged something for the services provided, based on your financial circumstances. You should be given clear information about what you can expect to pay. See page 60 for more information on assessments and eligibility and page 76 for information on paying for care.

Day services listings

EAST

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

Caister Community Hub – Independence Matters
High Street, Caister-on-Sea, Great Yarmouth NR30 5EH
Tel: 01493 722552

Centre ‘81
Tarworks Road, Great Yarmouth NR30 1QR
Tel: 01493 852573

Clarence Lodge
49/50 Clarence Road, Gorleston NR31 6DR
Tel: 01493 662486

Coach House, The
Yarmouth Road, Hemsby NR29 4NJ
Tel: 01493 730265

Ealing House
86 Repps Road, Martham NR29 4QZ
Tel: 01493 740227

Florence Outreach Community Service
29-32 St Georges Road, Great Yarmouth NR30 2JX
Tel: 01493 332079

Georgina House
45 North Quay, Great Yarmouth NR30 1JE
Tel: 01493 853633

Great Yarmouth & Waveney Mind Befriending
28-31 Dene Side, Great Yarmouth NR30 3AX
Tel: 01493 842129
Day services listings continued

Great Yarmouth Community Hub (inc Rosewood) – Independence Matters
Suffolk Road, Great Yarmouth NR31 0LJ
Tel: 01493 650504

Headway Norfolk & Waveney – Great Yarmouth
Trafalgar Road, Gorleston, Great Yarmouth NR31 6NX
Tel: 01493 442994

Huggle Farm
Highfield Farm, Heath Road, Rolesby NR29 5HJ
Tel: 07850 915830

Icenicare
8-12 Queens Road, Great Yarmouth NR30 3HT
Tel: 01493 718684

Ivydene
1 Station Road, Ormesby St Margaret NR29 3PO
Tel: 01493 731320

Lawns Community Hub, The – Independence Matters
Caister Road, Great Yarmouth NR30 4DQ
Tel: 01493 859589

Lowestoft Community Hub
Rotterdam Road, Lowestoft, Suffolk NR32 2EZ
Tel: 01502 512937

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

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

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

Personal Assistant Service East – Independence Matters
Great Yarmouth Community Hub (inc Rosewood), Suffolk Road, Great Yarmouth NR31 0LJ
Tel: 01493 650504

Royal Avenue
81-83 Royal Avenue, Lowestoft, Suffolk NR32 4HJ
Tel: 01502 572057

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

SOLD
36 Harvest Road, South Lowestoft Industrial Estate, Lowestoft, Suffolk NR33 7NJ
Tel: 01502 512617

NORTH

About with Friends
Unit 22, Holt Road NR27 9JW
Tel: 01263 515230

Acle and District Voluntary Aid
Methodist Church Hall, Acle NR13 3RA
Tel: 01603 270240

Allcare Community Support
8 Louden Road, Cromer NR27 9EF
Tel: 01263 478188

Andrew Frederick Adult Support
Heath Farm, Norwich Road, Little Plumstead, Norwich NR13 5JG
Tel: 01603 722756

Argyll Support
Strand House, 43 Church Street, Cromer NR27 9HH
Tel: 01263 515118

Ashfields House
31 Salhouse Road, Rackheath NR13 6PD
Tel: 01603 294535

Aylsham Care Trust
St Michael’s Avenue, Aylsham NR11 6YA
Tel: 01263 733385

Aylsham Manor
Norwich Road, Aylsham NR11 6BN
Tel: 01263 733253

Barrington Farm
Walcott NR12 0PF
Tel: 01692 650707

Benjamin Court Community Hub – Independence Matters
Roughton Road, Cromer NR27 0EU
Tel: 01263 510134

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brackendale House</td>
<td>1/3 St Peters Road, Sheringham NR26 8QY</td>
<td>01263 824995</td>
</tr>
<tr>
<td>Brian Clarke Room</td>
<td>Mallard Close, Chedgrave NR14 6JB</td>
<td>01502 678197</td>
</tr>
<tr>
<td>Broadacres Residential Home</td>
<td>Hall Road, Barton Turf, Norwich NR12 8AR</td>
<td>01692 630939</td>
</tr>
<tr>
<td>Broadlands Park</td>
<td>The Green, Upton NR13 6AZ</td>
<td>01493 751521</td>
</tr>
<tr>
<td>Brook Lodge</td>
<td>Walcott Road, Bacton NR12 0HB</td>
<td>01692 650383</td>
</tr>
<tr>
<td>Burlingham House</td>
<td>Dell Corner Lane, Burlingham NR13 4EQ</td>
<td>01603 270600</td>
</tr>
<tr>
<td>Camphill Communities</td>
<td>Thornage Hall, Thornage, Holt NR25 7QH</td>
<td>01263 860305</td>
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<tr>
<td>Community Hub</td>
<td>Cromer Road, Sheringham NR26 8RY</td>
<td>01603 410377</td>
</tr>
<tr>
<td>Cranmer House Community Hub – Independence Matters</td>
<td>Norwich Road, Fakenham NR21 8HR</td>
<td>01328 851376</td>
</tr>
<tr>
<td>Dalmeny House</td>
<td>2 The Boulevard, Sheringham NR26 8LH</td>
<td>01263 822355</td>
</tr>
<tr>
<td>Dormie House</td>
<td>16 Cliff Road, Sheringham NR26 8BJ</td>
<td>01263 823353</td>
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<tr>
<td>Drayton Wood</td>
<td>Drayton High Road, Hellesdon NR8 6BL</td>
<td>01603 409451</td>
</tr>
<tr>
<td>Elmwood Woodcraft Activity Centre</td>
<td>c/o Worstead Lodge, 106 Cromer Road, North Walsham NR28 0NB</td>
<td>01692 403865</td>
</tr>
<tr>
<td>Faldonside Lodge</td>
<td>25 Cliff Avenue, Cromer NR27 0AN</td>
<td>01263 512838</td>
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<tr>
<td>Field View</td>
<td>Hayes Lane, Fakenham NR21 9EP</td>
<td>01328 856037</td>
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<tr>
<td>First Focus</td>
<td>18 Cattlemarket Street, Fakenham NR21 9AW</td>
<td>01328 855083</td>
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<tr>
<td>Fitzroy Support (The Maltings)</td>
<td>Hall Staithe, Fakenham NR21 9BW</td>
<td>01328 856089</td>
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<tr>
<td>Glaven District Caring Committee</td>
<td>The Glaven Centre, Thistleton Court, Blakeney NR25 7PH</td>
<td>01263 740762</td>
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<tr>
<td>Glendon House</td>
<td>2 Carr Lane, Overstrand NR27 0PS</td>
<td>01263 578173</td>
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<tr>
<td>Halsey House</td>
<td>31 Norwich Road, Cromer NR27 0BA</td>
<td>01263 512178</td>
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<td>Heath End Farm (SHES)</td>
<td>Dyes Road, Blofield Heath, Norwich NR13 4DH</td>
<td>01603 722270</td>
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<tr>
<td>Heritage House Caring Group</td>
<td>Heritage House, Mill Road, Wells-Next-The-Sea NR23 1RF</td>
<td>01328 711333</td>
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<tr>
<td>Hickling House</td>
<td>Town Street, Hickling NR12 0AY</td>
<td>01692 598372</td>
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<td>Holly Cottage (Social Club)</td>
<td>32 The Street, Hindolveston NR20 5BU</td>
<td>01263 862552</td>
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<td>Holt Community Hub – Independence Matters</td>
<td>Charles Road, Holt NR25 6DA</td>
<td>01263 712451</td>
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<tr>
<td>Joseph House</td>
<td>1 Church Road, Reedham NR13 3TZ</td>
<td>01493 700580</td>
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</table>
Kettlestone House
Kettlestone, Fakenham NR21 0JA
Tel: 07976 233777

Kevlin House
66-68 Norwich Road, North Walsham NR28 0DX
Tel: 01692 402355

Kingsgate
25/29 North Street, Sheringham NR26 8LW
Tel: 01263 823114

LAMS Day Group
Southrepps Village Hall, Southrepps NR11 8NW
Tel: 01263 579453 or 07951 928583

Long Stratton Day Centre
Community Centre, Depwade Court,
Long Stratton NR15 2XY
Tel: 01508 530129

Mead Lodge
Crown Road, Buxton NR10 5EH
Tel: 01603 279261

Mill House
15 Mill Road, Great Ryburgh NR21 0ED
Tel: 01328 829323

New Boundaries (Horticulture) Ltd
Haveringland Road, Felthorpe NR10 4BZ
Tel: 01603 754715

North Walsham Friday Club, Griffon Area Partnership
St Benets Hall, St Nicholas Church,
North Walsham NR28 9BT
Tel: 01692 407509

Old Rectory, The
Norwich Road, Acle NR13 3BX
Tel: 01493 751322

Pathways Day Opportunities & Specialist Outreach Service
Elizabeth Lane, Coltishall,
Buxton NR10 5LQ
Tel: 01603 279938

Sheringham Day Centre
35b Cremer Street,
Sheringham NR26 8DZ
Tel: 01263 821188

Shiels Court
4 Braydeston Avenue, Brundall NR13 5JX
Tel: 01603 712029

Shipbourne House
6 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 514370

Swallows, The
40 Station Road, Salhouse NR13 6NY
Tel: 01603 721643

Taverham & District Day Centre
Scout HQ, Sandy Lane, Taverham NR8 6JR
Tel: 01603 865839

Voyager Club, Griffon Area Partnership
St Nicholas Room, St Nicholas Church,
North Walsham NR28 9BT
Tel: 01692 407509

Walsham Grange
81 Bacton Road, North Walsham NR28 0DN
Tel: 01692 405818

Wensum Centre
Highfield Lawn, Field Lane, Fakenham NR21 9QR
Tel: 07851 754536

Whitehaven
5 St Joseph’s Road, Sheringham NR26 8JA
Tel: 01263 822706

Woodstock
The Green, Gressenhall NR20 4DT
Tel: 01362 80861

Worstead Day Care Centre
The Loke Meeting Hill, North Walsham NR28 9LR
Tel: 01692 408979

Your Choice Social Centre
2 Cornish Way, North Walsham NR28 0AW
Tel: 01692 218121

NORWICH

Asperger East Anglia
The Charing Cross Centre,
17-19 St John Maddermarket, Norwich NR2 1DN
Tel: 01603 620500
Day services listings continued

→ Assist Trust
20 Colegate,
Norwich NR3 1BQ
Tel: 01603 230200

Avail (Norwich)
The Union Building, 51-59 Rose Lane,
Norwich NR1 1BY
Tel: 07825 182064

Bay Tree House
423 Unthank Road,
Norwich NR4 7QB
Tel: 01603 458503

Bowthorpe Community Trust
St Michaels Workshop, Hall Road, Bowthorpe,
Norwich NR5 9AA
Tel: 01603 746106

BUILD
Church House, Church Alley, Redwell Street,
Norwich NR2 4SN
Tel: 01603 618029

City Personal Assistant Service
– Independence Matters
120 Ipswich Road, Norwich NR4 6QS
Tel: 01603 410377

Community Action Norwich
New Hope Christian Centre, 2 Martineau Lane,
Norwich NR1 2HX
Tel: 01603 617771

Grays Fair Court
266 Dereham Road, Norwich NR5 0SN
Tel: 01603 594747

Hamlet Centre, The
The Hamlet Centre, Ella Road, Norwich NR1 4BP
Tel: 01603 616094

Headway Norfolk & Waveney – Norwich
Methodist Church, Roseberry Road, Norwich NR3 3AB
Tel: 01603 788114

Ipswich Road Community Hub & Harford Hill
– Independence Matters
120 Ipswich Road, Norwich NR4 6QS
Tel: 01603 458643

Klair House
236 Wroxham Road, Sprowston NR7 8BE
Tel: 01603 417617

Limes, The – Hellesdon
16a Drayton Wood Road, Hellesdon NR6 5BY
Tel: 01603 427424

Lingwood Care Farm
Dairy Farm, Station Road, Lingwood NR13 4AZ
Tel: 01603 716535

Marion Road Day Centre
Marion Road, Norwich NR1 4BN
Tel: 01603 667944

NANSA
200 Bowthorpe Road, Norwich NR2 3TZ
Tel: 01603 627662

Laughing with Marion
DAY CARE AND DEMENTIA CENTRE

“Like Marion very much. I miss it on the weekends – it’s my second home”

marion.org.uk
or call 01603 667944
Visit us at Marion Road, Norwich NR1 4NB

North Personal Assistant Service
– Independence Matters
Sprowston Community Hub, Alsake Close,
Norwich NR7 8ET
Tel: 01603 410377
Day services listings continued

Norwich Mind
50 Sale Road, Norwich NR7 9TP
Tel: 01603 432457

Old Vicarage, The
85 Silver Road, Norwich NR3 4TF
Tel: 01603 767578

Point House
2 Sprowston Road, Norwich NR3 4QN
Tel: 01603 427249

Reachout (Kemps Place)
89 Rackham Road, Norwich NR3 3JQ
Tel: 01603 301090

Redlands House
134 Reepham Road, Hellesdon NR6 5PD
Tel: 01603 427337

Rethink
Suite 204, Sackville Place, 44–48 Magdalen Street,
Norwich NR1 3JU
Tel: 01603 768356

Shalom
147 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0SA
Tel: 01603 432050

Special Needs Enterprises
52 Magdalen Road, Norwich NR3 4AQ
Tel: 01603 419996

Sprowston Community Hub
– Independence Matters
Aslake Close, Sprowston, Norwich NR7 8ET
Tel: 01603 410377

Sprowston Day Centre
St Cuthberts Church Centre, Wroxham Road,
Sprowston NR7 8TZ
Tel: 01603 419682

Thalia Theatre Company
St Saviours Church, Magdalen Street,
Norwich NR3 1AA
Tel: 01603 630805

Trust Day Care Ltd
Unit 3B Rouen House, Norwich NR1 1RB
Tel: 01603 672836

Twin Oaks
Hudson Way, Chapel Break, Bowthorpe NR5 9JN
Tel: 01603 743195

Vauxhall Community Hub – Independence Matters
Johnson Place, Norwich NR2 2SA
Tel: 01603 729805

Vauxhall Older People’s Services
The Sussex Room, Vauxhall Community Hub,
Johnson Place, Norwich NR2 2SA
Tel: 07767 648265

Warren, The
157a Wroxham Road, Sprowston NR7 8AF
Tel: 01603 294648

SOUTH

All Hallows Healthcare Trust
The Day Treatment and Therapy Centre,
Station Road,
Ditchingham NR35 2QL
Tel: 01986 891999

Amber Care (East Anglia) Ltd
Amber Lodge, Crown House,
Crown Street,
West Lowestoft NR32 1SG
Tel: 01502 588189

Appleseed Social Enterprise Ltd
Suton Lane,
Wymondham NR18 9JG
Tel: 07881 952416

Attleborough Community Hub
– Independence Matters
Station Road,
Attleborough NR17 2AT
Tel: 01953 450840

Attleborough Day Centre
St Mary’s Community Hall, Church Street,
Attleborough NR17 2AH
Tel: 01953 454613

Autism Anglia
Unit 24-27 Bertie Ward Way, Rashes Green,
Dereham NR19 1TE
Tel: 01362 654477

Visit www.carechoices.co.uk for further assistance with your search for care
Day services listings continued

→ Beyond The Wall
Thornham Field Centre Trust,
Thornham Walled Garden,
Thornham Magna IP23 8HA
Tel: 01379 788700

Bilney Hall
East Bilney, Dereham NR20 4AL
Tel: 01362 860246

Brambles Therapeutic Care Farm
School Road, Bedingham, Woodton,
Near Bungay NR35 2DB
Tel: 01508 482245

Branch Out
The Cottage, Blacksmith Green,
Wetheringsett IP14 5PY
Tel: 01728 860702

Brandon Day Centre (Empanda)
Warren Close, Brandon IP27 0EE
Tel: 01842 819777

Briston Day Centre
Sheltered Housing Complex, 22 All Saints Close,
Briston NR24 2LA
Tel: 01263 862408

Bungay House
8 Yarmouth Road, Broome NR35 2PE
Tel: 01986 895270

Clinks Care Farm Ltd
Clinks Farm, Church Road, Toft Monks NR34 0ET
Tel: 01502 679134

Community Workshop Ltd
Unit 7, Ailwin Road, Bury St Edmunds IP32 7DS
Tel: 01284 702937 or 07920 211209

Dereham Community Hub – Independence Matters
Rashes Green, Dereham NR19 1JG
Tel: 01362 654654

Dereham Meeting Point
Jubilee Suite, St Withburga Lane, Dereham NR19 1ED
Tel: 01362 698866

Dorthington House (Dereham)
28 Quebec Road, Dereham NR19 2DR
Tel: 01362 693070

Dorthington House (Watton)
73 Norwich Road, Watton IP25 6DH
Tel: 01953 883882

Eckling Grange
Norwich Road, Dereham NR20 3BE
Tel: 01362 692520

Edith Cavell Day Centre
Lakenham Hewett Rugby Club, Main Road,
Swardeston NR14 8DU
Tel: 01508 578826

Genesis – Orwell Mencap
6 Wright Road, Ipswich IP3 9JG
Tel: 01473 723888

Gressenhall Farm & Workhouse
Gressenhall, Dereham NR20 4DR
Tel: 01362 869251

Hassingham House
Hardingham Road, Hingham NR9 4LY
Tel: 01953 851890

Headway – West Suffolk
St George’s House, Olding Road,
Bury St Edmunds, Suffolk IP33 3TA
Tel: 01284 702535

Heywoods Grange
Burston Road, Diss IP22 5SY
Tel: 01379 652265

High Oaks
Rectory Road, Gissing IP22 3UU
Tel: 01379 674456

Hill Barn Care Home
Church Lane, Sparham NR9 5AQ
Tel: 01362 688702

Independent Lives (Norfolk) Ltd
Units 1, 4 and 6, Lodge Farm Barns,
Bawburgh NR9 3LZ
Tel: 01603 744025

JDT Music Academy
20 Charles Wood Road,
Rashes Industrial Estate,
Dereham NR19 1SX
Tel: 01362 694817

Search for care at www.carechoices.co.uk to find support in your area
### Laburnum Grove Community Hub
- **Independence Matters**
- **Laburnum Grove, Thetford IP24 3HS**
  - Tel: **01842 763669**

### Lancaster House
- 2 Portal Avenue, Watton IP25 6HP
  - Tel: **01953 883501**

### Lincoln House
- Woodgate Lane, Swanton Morley NR20 4LT
  - Tel: **01362 637598**

### Melton House
- 47 Melton Road, Wymondham NR18 0DB
  - Tel: **01953 606645**

### Mid Suffolk Axis
- Settles House, Kerrison Thorndon,
  Eye IP23 7JG
  - Tel: **01379 678703**

### Oak Manor
- Scarning NR19 2PG
  - Tel: **01362 694978**

### Onward Enterprises (Harleston)
- 18a Carver Way, Industrial Estate,
  Harleston IP20 9EA
  - Tel: **01379 854234**

### Onwards Enterprises (Thetford)
- 1 Telford Way, Thetford IP24 1HU
  - Tel: **01842 766055**

### Quebec Hall
- Quebec Road, Dereham NR19 2QY
  - Tel: **01362 692504**

### Red House
- Kilverstone Road, Thetford IP24 2RF
  - Tel: **01842 753122**

### Sense East (Aldeby Resource Centre)
- Unit 18, Aldeby Business Park, Common Road,
  Aldeby, Beccles NR34 OBL
  - Tel: **01502 679916**

### Sense East (Dereham Resource Centre)
- 32 Bertie Ward Way, Rashers Green Estate,
  Dereham NR19 1TE
  - Tel: **01362 854153**

### Shipdham Manor
- Chapel Street, Shipdham IP25 7LB
  - Tel: **01362 820939**

### South Personal Assistant Service
- **Independence Matters**
  - Attleborough Community Hub, Station Road,
    Attleborough NR17 2AT
  - Tel: **0300 790 0508**

### St Leonards Court
- Mundford IP26 5HG
  - Tel: **01842 878225**

### Street Forge Workshops
- The Street, Thornham Magna IP23 8HB
  - Tel: **01379 678543**

### Sunrise Healthcare Ltd
- DC3, Diss Christian Community Church,
  Vinces Road, Diss IP22 4HG
  - Tel: **01379 641250**

### Sunset Barn Care Farm
- 125 Undley Hall, Lakenheath IP27 9BY
  - Tel: **01842 860376**

### Waveney Enterprises
- 13 Small Gate, Beccles NR34 9AB
  - Tel: **01502 716065**

### Wymondham Day Care Centre
- The Methodist Church Town Green,
  Wymondham NR18 0PW
  - Tel: **01953 604306**

### WEST

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### Ashville House
- Fairfield Road,
  Downham Market PE38 9ET
  - Tel: **01366 383428**

### Aspires
- Chapel Farm, Downham Road,
  Fincham PE33 9HF
  - Tel: **01366 347721**

### Branching Out
- 27 Grange Lane, Littleport CB6 1HW
  - Tel: **01353 863221**

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Day services listings continued

Close, The
53 Lynn Road, Snettisham PE31 7PT
Tel: 01485 540041

Crossroads Community Hub
– Independence Matters
Grimston Road, South Wootton,
King’s Lynn PE30 3HU
Tel: 01553 614908 or 01553 614947

Crown Rest Home
Station Road, Little Dunham PE32 2DJ
Tel: 01760 722039

Darwin Nurseries
5 Quy Waters, Newmarket Road,
Teversham CB1 5AT
Tel: 01223 293911

Delph House
Wisbech Road, Wisbech PE14 9RQ
Tel: 01354 610300

Diamond House
Bennett Street, Downham Market PE38 9EE
Tel: 01366 385100

Dove Court Care Home
Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746

Downham Grange
Clackclose Road, Downham Market PE33 9PA
Tel: 01366 387054

Emmerich Court (ex-Crossroads)
Kirby Street, King’s Lynn PE30 1RF
Tel: 01760 721398

Engage Norfolk Ltd
47a Bergen Way, North Lynn Industrial Estate,
King’s Lynn PE30 2JG
Tel: 01553 768299

Forward Day Centre
St Margarets, School House, Millfleet,
King’s Lynn PE30 5EG
Tel: 01553 776910

Gables, The
22 Post Office Road, Dersingham PE13 6HS
Tel: 01485 540528

Gorselands
25 Sandringham Road, Hunstanton PE36 5DP
Tel: 01485 532580

Headway & Waveney – King’s Lynn
South Lynn, Community Centre,
10 St Michael’s Road, King’s Lynn PE30 5HE
Tel: 07798 702515

Hickathrift House
217 Smeeth Road, Marshland St James PE14 8JB
Tel: 01945 430636

Holmwood House
40 Whitecross Road, Swaffham PE37 7QT
Tel: 01760 724404

Iceni House
Jack Boddy Way, Swaffham PE37 7HJ
Tel: 01760 720330

Involve
1b Tower Place, King’s Lynn PE30 5DF
Tel: 01553 769850

John Chapman Day Centre
The Old Maltings, Cley Road,
Swaffham PE37 7JW
Tel: 01760 721398

King’s Lynn Hub Services – Independence Matters
Crossroads Community Hub, Grimston Road,
South Wootton, King’s Lynn PE30 3HU
Tel: 01553 672753

Mallards, The, One Six One
Wootton Road, King’s Lynn PE30 4DW
Tel: 01553 676004

Meadow House
Norwich Road, Swaffham PE37 8DD
Tel: 01760 725146

Merle Boddy Centre
Fakenham Road, Swaffham PE37 7JE
Tel: 01760 724527

National Autistic Society
Diamond Business Centre, Attley Way,
Nene Park, Irthlingborough,
Northamptonshire NN9 5GF
Tel: 01933 653200
Day services listings continued

New Beginnings (Wisbech) Ltd
Unit 3, Evergreen Venture Park, Barton Road, Wisbech PE13 4TP
Tel: **01945 411807**

Opportunities Without Limits
Sawston Village College, New Road, Sawston CB22 3BP
Tel: **01223 835329**

Orbit Club (Downham Market & District)
Freebridge House, Prince Henry Place, off Howdale Rise, Downham Market PE38 9BL
Tel: **01553 810053**

Phobbies (King’s Lynn)
Freebridge Community Housing, Community Centre, Providence Street, King’s Lynn PE30 5ET
Tel: **01553 827036**

Prospectus Trust, The
Snakehall Farm, Swaffham Road, Reach CB25 0HZ
Tel: **01638 741551**

Rose Lodge Care Home
Walton Road, Wisbech PE13 3EP
Tel: **01945 474449**

Rosebank Centre
Harecroft Road, Wisbech PE13 1RL
Tel: **01945 588731**

Rowan Humberstone
38-40 Humberstone Road, Cambridge CB2 4BP
Tel: **01223 566027**

Silverdale Day Centre
Jubilee Community Centre, Howdale, Downham Market PE38 9AH
Tel: **01366 383337**

Tennyson Lodge
3 Gordon Avenue, March PE15 8AJ
Tel: **01354 750202**

Terrington Lodge
2 Lynn Road, Terrington St Clement PE34 4JX
Tel: **01553 829605**

Victoria Lodge
18 Larksfield, Wisbech PE13 2UW
Tel: **01354 750335**

Volunteering Matters
33a Lynn Road, Downham Market PE38 9NJ
Tel: **01366 385839**

West Norfolk Befriending Service
12 Thoresby College, Queens Road, King’s Lynn PE30 1HX
Tel: **01553 763500**

West Norfolk Mind (Downham Market Service)
St Edmunds Church, Church Road, Downham Market PE38 9LF
Tel: **01553 772952**

West Norfolk Mind (Heacham Service)
4 Poplar Avenue, Heacham PE31 7EA
Tel: **01485 572707**

West Norfolk Mind (King’s Lynn Service)
Saunders Yard, King’s Lynn PE30 1PH
Tel: **01553 772952**

William Day Centre – Independence Matters
Magdalen Road, Tilney St Lawrence, King’s Lynn PE34 4RF
Tel: **01945 880161**

Winchley Home
Rectory Lane, West Winch PE33 0NR
Tel: **01553 841582**

Wyndham House
Manor Road, North Wootton PE30 3PZ
Tel: **01553 631386**
What do we mean by ‘carers’?

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

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

As a carer, it’s important that you look after your own wellbeing, and can carry on doing the things that are important to you and your family.

You may want to think about:

• The kind of support you might need to continue caring.
• How to meet your own needs and have a life outside of caring.
• Whether you are willing and able to carry on caring.
• Planning for your future.

Support for carers

**Carers Matter Norfolk**

Carers Matter Norfolk is a county-wide service to support unpaid carers with information, advice, tools and support. It is delivered via a group of organisations, who have a range of skills, support and services available but are all connected through putting carers at the heart of the service.

The services include:

• Carers Matter Advice Line – information, advice and listening support.

• Community Support – face-to-face support.

• Education and Training – self-care etc.

• Counselling – emotional support.

• Carers Voice and Membership – get involved in Carers Matter Norfolk or other services.

• The POD – online community for carers providing access to peer support, and access to health professionals at specific times.

• Grants for Carer Peer Support Groups – supporting community enterprises that provide carer support.

Tel: **0800 083 1148** (freephone)

Text only: **07537 417850**

Email: info@carersmatternorfolk.org.uk

Web: [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

Facebook: [@CarersMatterNorfolk](https://www.facebook.com/CarersMatterNorfolk)

Twitter: [@CarersMatterNfk](https://twitter.com/CarersMatterNfk)

Instagram: [carersmatternorfolk](https://www.instagram.com/carersmatternorfolk)

Monday to Friday, 8.00am to 8.00pm; Saturday, 4.00pm to 8.00pm; and Sunday, 8.00am to 12.00pm.

**Other resources**

Norfolk County Council has also teamed up with Carers UK to provide carers in Norfolk with access to a wide range of digital tools and resources. If you are looking for information and support, this website includes a range of tools and resources including:

• ‘About Me’ eLearning Course – an online course to help you find resources, technology and support to help you continue caring.

• ‘Jointly’ Care co-ordination app – a central place to store and share important information about the person you are caring for. Set up...
appointments, allocate tasks, save files and notes, manage medication and lots more.

• Carers UK Guides – free publications for carers, including: Upfront guide to caring; Looking after someone – Carers Rights Guide; and Being heard: A self-advocacy guide for carers.

• Links to local resources – access links to further resources and sources of information and support for people who are looking after a loved one.

Visit: www.carersdigital.org

Your free access code is: DGTL7862. Use this code to get access to all the services listed above.

Further information is available at: www.norfolk.gov.uk/care-support-and-health/looking-after-someone/carers-uk-norfolk

Carers’ assessments

Local authorities are responsible for assessing a carer’s need for support if the carer appears to have eligible care and support needs. Under the Care Act, all local authorities must consider the care and support needs of carers in their own right when assessing what support they can provide to carers.

Local authorities also have a general duty to promote a carer’s wellbeing. Wellbeing can relate to:

• Personal dignity (including treating someone with respect).

• Physical and mental health and emotional wellbeing.

• Protection from abuse and neglect.

• Control by the individual over day-to-day life (including over care and support).

• Participation in work, education, training or recreation.

• Social and economic wellbeing.

• Domestic, family and personal relationships.

• Suitability of living accommodation.

• The individual’s contribution to society.

Local authorities have to consider the impact of a person’s role as a carer on their wellbeing.

The assessment gives carers the opportunity to consider the things they want to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially.

If both the carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

If you have arranged to have a carers’ assessment, give yourself plenty of time to think about your role as a carer and note down your thoughts. You might consider:

• Whether you want to continue being a carer and, if you are prepared to continue, what changes would make your life easier.

• Whether there is any risk that you will not be able to continue caring without support.

Resource for those supporting children with additional needs

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit: www.myfamilyournneeds.co.uk

A list of useful contacts can be found on page 9 of this Guide.
• Whether you have any physical or mental health issues, including stress or depression, which make your role as a carer more difficult.
• Whether being a carer affects your relationships with other people, including family and friends.
• If you are in paid work, whether being a carer causes problems at your work (such as often being late).
• Whether you would like more time to yourself so that you can have a rest or enjoy some leisure activity.
• If you would like to do some training, voluntary work or paid work.

The assessment is about you, and we will make sure that you can be involved. If you wish, a friend or family member can help and represent you. If you don’t have someone you can ask, and you have a lot of difficulty with being involved in the assessment process, we may find an independent advocate to help you.

We will assess your support needs with you and decide if they are at the level where you are eligible for help from us. To be eligible for support, you need to be unable to do one or more things that have, or are likely to have, a significant impact on your wellbeing.

You may be eligible for support such as a Direct Payment to spend on the things that make caring easier, for example access to support to reduce carer stress, or practical support, like arranging for someone to step in when you need a short break.

You may prefer to be put in touch with local support groups or online forums, so you have people to talk to.

If you are eligible for support, we will agree a support plan with you which will detail the support agreed. Even if you aren’t eligible for support, we will provide you with information and advice that will help you with your caring role and may suggest you contact Carers Matter Norfolk.

Regardless of the eligibility decision, you will be provided with a copy of your assessment.

For more information about a carers’ assessment, email: info@carersmatternorfolk.org.uk, call: 0800 083 1148 or 07537 417850 (text only).

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 caring. They might be caring for a parent, sibling, other family member or friend who has a long-term physical or mental illness or disability, learning disability or they might misuse alcohol and/or drugs. The care the child or young person provides is relied on by the cared for person, or others in the family, for their safety or wellbeing.

Norfolk County Council has a legal duty to ensure children and young people are protected from 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.

Young adult carers are aged from 16 up to 24.

Norfolk County Council has a legal duty to ensure that young adult carers make a successful transition to adulthood, promoting their wellbeing and wishes in terms of future caring, education and employment.

Carrying out caring responsibilities can result in young carers becoming physically or emotionally tired. This can have a knock-on effect on their school or college work, their relationships with friends or their ability to engage in social and leisure activities. Parents of young carers may also feel isolated and not know how to get support for themselves and their family.

Norfolk County Council provides an information and support service to young carers, their parents and family members through Carers Matter Norfolk. If you are a carer of any age needing support, or
you think your child, relative or friend might be a young carer or young adult carer in need of support, contact:

**Carers Matter Norfolk**
Web: [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)
Tel: 0800 083 1148 • Text: 07537 417850

A young carer, or their parent, can also ask Norfolk County Council for a needs assessment which will consider the help and support needs of the young carer and everyone in the family.

To ask for a young carer needs assessment, or support for a disabled or ill parent, ring your local Early Help Family Focus Team:

- **Breckland**
  Tel: 01362 654515
- **Broadland**
  Tel: 01603 217612
- **Great Yarmouth**
  Tel: 01493 448188
- **North Norfolk**
  Tel: 01603 217612
- **Norwich**
  Tel: 01603 224101
- **South**
  Tel: 01508 533933
- **West Norfolk and King’s Lynn**
  Tel: 01553 669276

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**Housing choices**

**Housing options**

The main routes to finding a new home are:

**Renting from a social housing provider (a housing association, a council or a voluntary sector organisation)**
You can apply for social housing through your local district council in Norfolk. As well as general housing, social housing includes sheltered housing and Housing with Care for older people and short-term accommodation if you are homeless or in need of supported housing, for example supported housing for young people or refuges for people fleeing domestic abuse.

**Renting from a private landlord**
Information about rental properties in your local area can be found online, in local newspapers and via letting agencies – remember there may be upfront costs such as a deposit, rent in advance and fees.

If you rent a property either from a private landlord or from a 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 (listed on page 58) 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.helptobuy.org.uk](http://www.helptobuy.org.uk) for information about the Government’s Help to Buy options.

**Accessible homes**
Newer homes have to comply with building regulations regarding accessibility. Some landlords (including social housing providers) rent out mobility- or wheelchair-standard properties.

Contact the housing team at your local district council (listed on page 58) for advice and information about your property requirements.
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 visiting support in your home, equipment to help with day-to-day tasks, assistive technology (community alarms and other technology) and home care.

Homelessness
If you are homeless, at risk of homelessness, worried about your ability to pay for the home you are living in, or about to be evicted, you can speak to the housing team at your local council for advice.

District councils in Norfolk
District councils have a lot of information available online or from their housing teams about all aspects of housing, including: housing options, applying for social housing, homelessness, benefits, tenancy and landlord issues, private sector repair, mortgage difficulties, home adaptations, environmental health issues, being safe and warm at home and more.

Borough Council of King’s Lynn & West Norfolk
Tel: 01553 616675
Email: housingoptions@west-norfolk.gov.uk
Web: www.west-norfolk.gov.uk

Breckland District Council
Housing advice
Tel: 01362 656870 (option 4)
Email: contactus@breckland.gov.uk
Web: www.breckland.gov.uk

Broadland District Council
Tel: 01603 430641
Email: housing.options@broadland.gov.uk
Web: www.broadland.gov.uk

Great Yarmouth Borough Council
Housing advice • Tel: 01493 846140
Email: housingoptions@great-yarmouth.gov.uk
Web: www.great-yarmouth.gov.uk

North Norfolk District Council
Housing advice • Tel: 01263 516375
Email: housing@north-norfolk.gov.uk
Web: www.north-norfolk.gov.uk

Norwich City Council
Tel: 0344 980 3333 • Online enquiry form: www.norwich.gov.uk/contactus
Web: www.norwich.gov.uk

South Norfolk Council
Housing Options team • Tel: 01508 533751
Housing advice: 0808 168 2222
Email: housingadvice@s-norfolk.gov.uk
Web: www.south-norfolk.gov.uk

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 not be able 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 also provide communal areas that are used for activities and promote community involvement. There are over 6,000 sheltered housing properties to rent throughout Norfolk.

For more information, contact your local district council (see above) or visit: www.norfolk.gov.uk/localcouncils
Housing with Care

Housing with Care provides an additional level of support to that of sheltered housing schemes. It offers a supportive environment, allowing you to live an independent life within your own modern self-contained flat, with the reassurance of care and support from a team of care staff who are on site 24-hours a day. There are 17 schemes across the county, most of which are for older people.

Schemes are run as a partnership between district councils, housing associations, Norfolk County Council and the care provider. A tenancy is offered to people through an allocation process. To be eligible for Housing with Care, you need to have a housing need as well as care needs.

Each scheme is different, but all schemes offer self-contained flats with communal areas, a restaurant and gardens. Some schemes can offer accommodation to couples and some can offer specialist accommodation for people living with dementia.

There is always a member of care staff on duty 24-hours a day to provide care and support when required. Every tenant has a support plan, which is written with their involvement and, if they wish, their family’s. The support plan explains the help and support they need.

Tenants are encouraged to get involved in activities and all aspects of life within their scheme, as are their families, but people can choose how involved they want to be and how they spend their time.

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

For further information, see: www.norfolk.gov.uk/housingwithcare

Housing and support for younger adults

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

Help to stay in your current home
There is a range of practical support to help you stay in your current home and/or carry on living with your family, including:

• A wide range of equipment to make it easier to get around and use your home safely and independently. See page 23.

• Handyperson schemes and Home Improvement Agencies to help you make changes at home. The services may give advice, support to apply for grants, and help with the process of adapting, repairing or improving your home. See page 28 for more information.

• A range of support, care and personal assistance to support you in your own home.

Moving into supported living
There are several supported living properties across Norfolk. Supported living is the term for shared properties or clusters of individual homes, where support is provided to people who are tenants in their own homes. Access is usually via Adult Social Services so, if your assessment shows you are eligible for support, talk to the person carrying out your assessment about the options that are available.

It is likely that you may be charged for the care element of supported living, depending on your financial circumstances. You should be given clear information about what you can expect to pay. In addition to the care costs, you will have to pay your accommodation costs including rent, Council Tax, and everyday living costs including food, heating and lighting. The housing provider will normally discuss your tenancy and assist you in making any claim for housing benefit/Council Tax reduction which you may be entitled to.
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:

- Put you in touch with organisations in your local community that may be able to help you.
- Give you good information and advice about care and support, and signpost you to other sources of information.
- Offer early help and support to help you stay independent or regain your skills and independence first before considering ongoing support.
- Help you to identify if care and support will help you with changes you want to make in your life and the best way of making these changes.
- 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 care and support assessment.

An assessment can be carried out over the telephone or, in more complex cases, we may be able to arrange to visit you at home. Wherever your assessment takes place, we will ask about your personal circumstances and current situation. You will be asked to describe what care and support needs you have, what you can do for yourself and how your wellbeing is affected. This will include identifying what is important to you in how you live your life.

Everyone’s situation and wellbeing is different. Identifying your needs and the things you want to achieve will help us to decide if we can help. Depending on what needs you have, we may give you information and advice about a range of support available to you locally, such as other statutory agencies, voluntary organisations or community groups.

There is a national level of care and support needs that all councils must consider when assessing what help we can give you. We will assess your care and support needs with you and decide if they are at the level where you need help from us. Your needs will only be eligible if you are not able to do a combination of certain things that seriously affect your wellbeing. Even if this is not the case, we will provide you with information and advice about help and support available in your local community.

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

If you have eligible needs, we will 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 that you can do the things that are important to you. We will try to do this through the support of your friends and family or services in your local community wherever possible and will give you advice about other kinds of support available locally that can help you, such as community groups and voluntary organisations.

If we conclude that we should 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 may ask you to complete a financial assessment and you would then need to disclose details about your savings, assets and income. If you don’t wish to disclose this information to us, you will be charged the full cost of the service we provide to you.

To find out more about charging, visit: www.norfolk.gov.uk/adultcare and for more information on paying for care, see page 76.
Your choices

If you have had an assessment from Adult Social Services and the result is that we will provide you with a service, you have a choice about how this is arranged.

You can 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. This means your Personal Budget (see page 76) will be paid to you in the form of a Direct Payment to meet the needs we have identified in your care and support plan (see page 60). This will enable you to have more control over the care that you receive, and how and when you receive it. We won’t do this if you are assessed as not being eligible for council funding.

Adult Social Services can arrange (on your behalf) for one or more services to be provided to you, via your Personal Budget (see page 76). 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 are assessed as not being eligible for council funding, you can ask us to arrange services for you, but we may charge you an administration fee.

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.

However you receive your support, we have a responsibility to make sure the services and/or Direct Payments are meeting your eligible needs in the most cost-effective way. We will re-assess how you are getting along at regular intervals.

After your Personal Budget has been arranged, we will contact you to make sure that you are satisfied with the service you are receiving and to check your eligible needs are being met appropriately. We will also re-assess your needs at least annually to make sure that this is still the case and make changes to your care and support plan accordingly.

If you are able to achieve greater independence, or you no longer have eligible needs, we will either reduce the package of support or end the service.

Our aim is to promote your independence in the community, not to make you dependent on services. See page 76 for more information on Personal Budgets and Direct Payments.

Advocacy

POhWER Norfolk provides Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity Advocacy (IMCA), including Deprivation of Liberty Safeguarding (DoLS) and Relevant Paid Person’s Representative services (RPPR). It also provides Independent Social Care Advocacy, supporting individuals with regards to their rights under the Care Act.

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

POhWER also provides the Independent Social Care Advocacy service for people deemed to have substantial difficulty engaging with the local authority regarding their care. This includes supporting individuals through the needs assessment process, creation or review of care and support plans, carers’ assessments, young carers’ assessments and safeguarding processes. Advocates will support clients to participate in decisions relating to their care. Access to this service is only through referral from Norfolk County Council’s Adult Social Services.

These services can be accessed from 8.00am to 6.00pm, Monday to Friday.

Tel: 0300 456 2370 • Email: pohwer@pohwer.net
Web: www.pohwer.net/in-your-area/where-you-live/norfolk for self-help toolkits, referral forms and further information including case studies and volunteering opportunities.
Inspection and registration of care services

The Care Quality Commission (CQC) monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and 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 rates against 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 an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced, and all ask the same five questions of all the services they inspect:

**Are they safe?**
Safe: you are protected from abuse and avoidable harm.

**Are they effective?**
Effective: your care, treatment and support achieve good outcomes, help you to maintain quality of life and are based on the best available evidence.

**Are they caring?**
Caring: staff involve and treat you with compassion, kindness, dignity and respect.

**Are they responsive to people’s needs?**
Responsive: services are organised so that they meet your needs.

**Are they well-led?**
Well-led: the leadership, management and governance of the organisation make sure it’s providing high-quality care that’s based around your individual needs, that it encourages learning and innovation and that it promotes an open and fair culture.

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

The Harwood Care and Support Charter

The Harwood Care and Support Charter is named in honour of the late David Harwood, the County Council Cabinet Member who championed the idea.

It was produced with input from people who receive care and support services, carers and representatives from organisations providing care and support in Norfolk.

The Charter sets out principles for how care providers should work to ensure people are at the centre of their care. Being part of the Charter demonstrates to people using services that an organisation or individual is committed to ensuring people who receive care and support services in Norfolk have the high-quality services that they want.

**What are the principles?**
Those signing up to the Charter are committed to:

- Listening to people and responding to their needs.
- Treating people with respect, dignity and courtesy.
- Making sure people are not left unsupported.
- Telling people how much services cost and how to access financial assistance.
• Making sure staff are properly trained and police-checked.

• Reporting back to commissioners where things work well or could be developed to better meet needs.

Organisations that have signed up include private, voluntary and statutory providers.

Visit: www.norfolk.gov.uk/harwoodcarecharter for more information.

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Norfolk Independent Care (NIC)

The voice of independent care providers, NIC represents and advocates for independent and voluntary providers who deliver services across social care. All care providers in Norfolk are members and receive the benefits of membership.

NIC’s board consists of sector experts providing strategic direction to develop a vibrant and sustainable social care market.

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

NIC works closely with Norfolk County Council, Clinical Commissioning Groups and Health Trusts to represent care providers’ views and promote the interests of members and influence the decision-making that shapes the future of the county’s care services.

Working with key partners to deliver the practical support to care providers to support high quality sustainable services, NIC aims to deliver the care services required by the people of Norfolk.

It takes pride in:

• Delivering strategic solutions to key challenges for care providers.

• Working with key partners to deliver the practical support care providers need to remain sustainable and deliver the services required by the people of Norfolk.

• Developing collaborative partnership and establishing relationships built on trust.

• Supporting the development of a clear commissioning process that works for Norfolk.

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

NIC is part of a new Executive Steering Group, including representatives from:

• Association Representing Mental Health Care.

• Community Action Norfolk.

• Norfolk and Suffolk Care Support Ltd.

• Norfolk County Council.

• Norfolk Community Health & Care NHS Trust.

• Norfolk Continuing Care Partnership.

• Norfolk Independent Care.

• Norfolk Older People’s Strategic Partnership.

• Voluntary Norfolk.

The Steering Group are working towards creating a new independent Care Association for Norfolk.

The Executive Steering Group is working to ensure that an independent Norfolk Care Association delivers on the priorities identified by Norfolk employers for Norfolk residents.

A project has been commissioned led by Dr Fiona Denny, in partnership with the University of East Anglia and the University of Suffolk, to consult with all social care providers in Norfolk.

Tel: 01603 712250
Email: enquiries@norfolkindependentcare.com
Web: www.norfolkindependentcare.com
Progress House,
Plantation Park,
Blofield,
Norwich NR13 4PL
Leaving hospital

First steps

When leaving hospital, you may need our help. With your consent, hospital staff will contact the Integrated Discharge Team, which will arrange for someone to discuss your care and support needs and, with your agreement, will speak with your family, carer or representative to clarify your options.

The assessment will consider how best to help you return home to live independently. This could be with your family’s, friends’ or carer’s support, or support services, such as home care or specialist equipment, if necessary.

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

It may take some time for your care, equipment or adaptation of your home to be arranged. It is not possible for you remain in hospital until these services have been arranged, so you may have to move to alternative accommodation on a temporary basis.

If you need time to adjust and recover after an illness, a short stay in accommodation with 24-hour care may be arranged until you are able to return home, or a decision is made about your long-term care and support needs.

Any charges for care will be worked out and explained to you by the Finance Assessment Officer from Norfolk County Council. If you are waiting for a service, for example a package of home care, then you will be financially assessed under the non-residential care charging policy. If you are waiting for a place in residential care, then you will be financially assessed under the residential care charging policy. See page 76 for more information on paying for care.

Benjamin Court Reablement Unit

Benjamin Court is an 18-bed Reablement Unit in Cromer funded and run by Norfolk County Council as part of the Norfolk First Support Service. Benjamin Court provides intensive, person-centred and accommodation-based support for a period of up to six weeks to help people regain as much independence as possible and return home. The service is provided free for up to six weeks.

There are a variety of professionals at Benjamin Court to support people to become more independent. This team works with people to develop an individual plan, enabling them to regain skills and achieve maximum independence for when they return home.

The service is centred around personal needs and wellbeing, focusing on enhancing the person’s quality of life. The team will work with people to become confident, able to manage tasks and support them to be an active part of the community on their return home.

We can help you regain some of your daily living skills following a period of hospitalisation or change in circumstances.

If you think you, or a relative, would benefit from this service, telephone: 0344 800 8026 or email: information@norfolk.gov.uk and explain to one of the Adult Social Services staff what you are struggling with and they will contact Norfolk First Support if they feel the service is suitable.
British Red Cross

The British Red Cross provides short-term support in the home, giving people confidence to continue their daily lives. The service helps hundreds of people every year following a short stay in hospital. It also helps many people to avoid unnecessary hospital admission by providing extra support and care at home.

The service can ease the process of settling back in to a normal routine and support people to regain their confidence and independence. Friendly, well-trained staff and volunteers provide companionship; help with everyday tasks, such as shopping and collecting prescriptions; signposting to long-term services for new or changing support needs; and welfare monitoring calls or visits.

Queen Elizabeth Hospital
Tel: 01553 613613 (ext 2721).

James Paget Hospital
Tel: 01493 452080

Norfolk and Norwich University Hospital
Tel: 01603 288320

Moving from an acute hospital to a community hospital

When leaving an acute hospital – such as Queen Elizabeth, James Paget or Norfolk and Norwich University Hospitals – you may need a period of rehabilitation in a community hospital or NHS-funded nursing home bed. In this case, you will be given the first available bed in an appropriate unit, although this will not necessarily be closest to your home.

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

Moving from hospital to a care home or care home with nursing

Whilst we strive to help people return home, this is not always possible. However, making a long-term decision to move into a care home or care home with nursing on a permanent basis is not an appropriate decision to make whilst you are in hospital, so any discharge to a care home or care home with nursing made by us is an interim arrangement until the point of review. This is normally four weeks after discharge.

We will ensure that all decisions that must be made regarding a move to a care home will be discussed with you and your carer or representative.

We will make sure that, at the right stage:

- You understand the charging implications of moving to a care home or care home with nursing and that we will arrange a financial assessment for you.
- Clear advice and guidance is offered to help you make the right decision about the home of your choice.

- If there is no vacancy in your preferred home, we will find a suitable home for the short-term (an extended stay in hospital is not possible as other patients need urgent medical care). However, at review, if you are assessed as requiring a long-term arrangement, your home of choice will be revisited. A social worker will advise you on your move.

For more information on care homes, see page 67.
NHS Continuing Healthcare (CHC)

NHS Continuing Healthcare (CHC) 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 CHC.

NHS-funded Nursing Care (FNC)

If your health deteriorates to such an extent that you need to enter a nursing home, it should be checked to see if you need to be assessed for CHC. As part of this process, your nursing needs should also be assessed as you may be eligible for NHS-funded nursing care. This is a set amount of money from the government each week which is paid to the nursing home to contribute to the costs of providing nursing care. It is important to note that Norfolk County Council cannot legally financially support you in a nursing home unless you receive NHS-funded nursing care.

Information and advice

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

Age UK Norfolk is currently offering advice in the Norfolk and Norwich University Hospital on Tuesday and Thursday afternoons for those over 50. They visit various wards from 2.00pm until 4.00pm. Patients can also request this service by calling extension 4694 from their hospital bed telephone.

Age UK Norfolk also offers a drop-in service in the Queen Elizabeth Hospital on the last Wednesday of the month from 10.00am until 1.00pm.

There are also other organisations that can provide you with information and advice, visit: www.norfolk.gov.uk/helpfromotherorganisations

You can also contact Norfolk County Council for social care information and advice and if you need urgent help.

Email: information@norfolk.gov.uk
Tel: 0344 800 8020

Search for care in your area

www.carechoices.co.uk

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

Search for care at www.carechoices.co.uk to find support in your area
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, or in hospital if you've been ill or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the person carrying out your assessment will give you information to help you find a home which meets your care requirements. If appropriate, a specially-trained nurse will assess your nursing needs to determine what level of nursing care the NHS may fund. The cost of the nursing care part of your fees is paid by the NHS to the home.

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. It is important that you get your nursing determination done before you go into the care home.

For information on how to contact the nurse case management teams for your area, contact your local Patient Advice and Liaison Service, see page 11.

Alternatively, for help finding a care home or care home with nursing in your area, visit this Guide’s independent website: www.carechoices.co.uk and for more information on paying for care, see page 76.

Care homes that accept pets
Some care homes allow you to take your pet with you when you move. The Cinnamon Trust 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 authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.
CARE
for a place to call home?

Looking for exceptional care that’s as individual as you are, transparent pricing and 25 years’ experience to give you peace of mind now and in the future?

Call to find out about our inclusive care packages and current availability in Norfolk.

0808 223 5356
www.caringhomes.org/norfolk

Residential | Nursing | Dementia | Permanent | Convalescence | Short Stay Care

Ivy Court Nursing Home, Norwich, NR5 8BF

Brooklyn House Nursing Home, Attleborough, NR17 2AG

Sanford House Nursing Home, East Dereham, NR19 2SD

Oak Manor Nursing Home, Dereham, NR19 2PG

Ivy Court Nursing Home, Norwich, NR5 8BF

Sanford House Nursing Home, East Dereham, NR19 2SD
### Care homes checklist

**Home 1**  
Fees per week: £  
Quality rating:  

**Home 2**  
Fees per week: £  
Quality rating:  

**Home 3**  
Fees per week: £  
Quality rating:  

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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](http://www.carechoices.co.uk/checklists)

### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td></td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td></td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td></td>
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<tr>
<td>Are the staff engaging with residents?</td>
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</tbody>
</table>

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### Activities

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td></td>
</tr>
<tr>
<td>Is there an activities co-ordinator?</td>
<td></td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td></td>
</tr>
<tr>
<td>Are residents escorted to appointments?</td>
<td></td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
<td></td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
<td></td>
</tr>
</tbody>
</table>

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### Life in the home

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td></td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td></td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td></td>
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<tr>
<td>Is there public transport nearby?</td>
<td></td>
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<tr>
<td>Does the home provide any transport?</td>
<td></td>
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<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
</tr>
<tr>
<td>Does the home allow pets?</td>
<td></td>
</tr>
<tr>
<td>Does the home use Digital Care Planning accessible to families?</td>
<td></td>
</tr>
</tbody>
</table>

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### Personal preferences

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
<td></td>
</tr>
<tr>
<td>Is the décor to your tastes?</td>
<td></td>
</tr>
<tr>
<td>Are there restricted visiting hours?</td>
<td></td>
</tr>
<tr>
<td>Is there somewhere you can go to be alone?</td>
<td></td>
</tr>
<tr>
<td>Does the home feel welcoming?</td>
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</tr>
</tbody>
</table>

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### Catering

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
<td></td>
</tr>
<tr>
<td>Does the menu change regularly?</td>
<td></td>
</tr>
<tr>
<td>Can you eat when you like, even at night?</td>
<td></td>
</tr>
<tr>
<td>Can you have food in your room?</td>
<td></td>
</tr>
<tr>
<td>Is there a choice of food at mealtimes?</td>
<td></td>
</tr>
<tr>
<td>Is alcohol available/allowed if you want it?</td>
<td></td>
</tr>
<tr>
<td>Can visitors join you for meals?</td>
<td></td>
</tr>
</tbody>
</table>

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### Fees

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
</tr>
<tr>
<td>Are fees likely to change regularly?</td>
<td></td>
</tr>
<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
<td></td>
</tr>
<tr>
<td>Could you have a trial period?</td>
<td></td>
</tr>
<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td></td>
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</tbody>
</table>

*See page 62.
Learning disability

We work in partnership with NHS Norfolk Community Health and Care to provide support and advice for people with a learning disability in Norfolk. We believe that people with a learning disability should have the ambition, choice and opportunity to be equal members of their community.

We work to make sure that we deliver the priorities that are set out in the co-produced Learning Disability Strategy for 2018-2022: My Life, My Ambition, My Future in Norfolk. The priorities are set out in these nine key themes:

• Safety, fairness and equality.
• Health.
• Home and housing.
• Relationships, family and friends.
• Transport.
• What people do in the daytime.
• Staffing, care and support.
• Personal budgets and money.
• Respite and holidays.

The service works with people aged over 18, providing assessments, support with arranging services and information about support, facilities and opportunities in the community.

We also work with people who are in the process of moving from children’s services into adult services to ensure that this transition is as seamless as possible.

We work to make sure that:

• People with learning disabilities access the healthcare they need and the support they want to live healthy lives.
• We support more people into employment, training or voluntary opportunities.
• People with learning disabilities have the choice to form friendships and relationships.
• People with learning disabilities can live as independently as possible and achieve their potential.

The Learning Disability Partnership will support the delivery of the five-year Learning Disability Strategy.

The Partnership brings together a variety of stakeholders to deliver the priority areas.

For further information about the activities of the Partnership, visit: www.norfolklearningdisability.info

For useful local contacts, see page 9.
Dementia care

If you or someone you support has dementia, your initial point of contact to access services is your GP. Some dementia-like symptoms (cognitive impairment) can be caused by a range of emotional, physiological and physical ailments. It is important to ask your GP to check out any unusual symptoms before seeking a diagnosis of dementia. To obtain a diagnosis of dementia, your GP may refer you to a specialist, such as a consultant in old age psychiatry or a community psychiatric nurse.

There are also many voluntary sector organisations providing information and support for people concerned about dementia and those diagnosed with dementia and their carers. More information is available from: www.alzheimers.org.uk

For local information and advice and to discuss any dementia issues with a trained professional, Alzheimer’s Society dementia support staff are available Monday to Friday, 9.00am to 5.00pm, on: 01603 763556. For telephone support at the weekend, the national Alzheimer’s Society Helpline is open from 10.00am to 4.00pm on Saturday and Sunday on: 0300 222 1122.

Dementia is not a natural part of ageing. There are steps everyone can take to reduce their risk of dementia and live healthier and more independently as they get older. If you are worried about your chances of developing dementia, learn more about your own risk factors and take action where you can; visit: www.alzheimers.org.uk/riskfactors

You can also call: 01223 207770 for a copy of the Dementia Friendly Norfolk Guide, which has information on symptoms and diagnosis, planning for the future and legal and financial affairs. Alternatively, visit: www.carechoices.co.uk/dementia to read the Guide online. For information about the Dementia Friends initiative, see page 10.

You can ask us for an assessment to help find out what help and support may be available to you and whether you will need to contribute to the cost of your support. See page 76 for information about paying for your care. If you are paying for your own care, we can still help with an assessment of your needs and can advise or assist you in organising services.

A range of services is available to support people at home. For more information, contact Norfolk County Council:
Email: information@norfolk.gov.uk
Tel: 0344 800 8020
Web: www.norfolk.gov.uk/stayathome

Dementia care: care homes

If the time comes when remaining at home is no longer viable, the benefits of residential or nursing care may be considered. There are many homes which specialise in providing care for people living with dementia.

When you visit a home, ask if they are registered to care for people living with dementia. Ask to have a look around and use the checklist on page 72 to ask questions about the type of care provided.

A good care home will be comfortable, clean and well-lit. There will be easy-to-understand signs to help people find different rooms; space for walking around; and things to do. Staff will treat people as individuals and help them with choices, so look at how they interact with people. Ask about meal choices and whether activities are organised to suit what people like to do.

Further information about how to find a care home can also be found at: www.norfolk.gov.uk/care-support-and-health/housing/care-homes-and-nursing-homes/care-homes and many organisations, such as Alzheimer’s Society and Age UK have information and factsheets with advice for people choosing a care home. See page 9 for contact details.

The useful contacts section of this Guide can be found on page 9.
Residential dementia care checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that 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](http://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 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 62.
Mental health

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

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, you can self-refer over the phone or at: www.wellbeingnandw.co.uk where you can also find more information on local mental health support services. Alternatively, you can speak to your GP who may refer you to the service.

You can also make a request to our Mental Health Social Work service for an assessment of your social care needs. You will receive information, advice and signposting and, in some instances, support to meet your social care needs, such as help to access your community or manage your home.

For more information, email: information@norfolk.gov.uk or call: 0344 800 8020.

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

You can find more information on mental health at: www.nhs.uk/livewell/mentalhealth

The local NHS mental health service provider is the Norfolk and Suffolk Foundation Trust. They can provide information, advice and signposting, as well as an assessment of your needs and a plan for how these will be met.

Information on mental health and local services can be found at: www.nsft.nhs.uk or: www.heron.nhs.uk or see the useful contacts section of this Guide on page 9.

Preventing Suicide

Everyone can help prevent suicide – if you know someone who may be thinking of ending their life and needs some support, or are looking for help yourself, you can find information at: www.norfolk.gov.uk/iamokay

There is a range of information including a ‘safety plan diary’ and ‘keeping safe guide’, which are based on the advice and experiences of survivors of suicide and their families. The website offers practical help for individuals and professionals as well as friends and relatives, for example how to recognise the signs that somebody may be at risk of taking their own life as well as some 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 thinking of the things that are good in your life – the things you enjoy doing, the people in your life that make you feel good.

More advice that can help when you need it most, can be found at: www.norfolk.gov.uk/iamokay or by downloading the Stay Alive App for free. The App is a pocket suicide prevention resource packed full of useful information and tools to help you stay safe in a crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

Try talking to someone

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

Campaign Against Living Miserably (CALM)
Aims to prevent male suicide.
Tel: 0800 585 858

Childline
Tel: 0800 1111
Palliative and end of life care

What is palliative and end of life care?
The World Health Organisation’s definition is:

An approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

Palliative care:

- Provides relief from pain and other distressing symptoms.
- Affirms life and regards dying as a normal process.
- Intends neither to hasten or postpone death.
- Integrates the psychological and spiritual aspects of patient care.
- Offers a support system to help patients live as actively as possible until death.
- Offers a support system to help the family cope during the patient’s illness and in their own bereavement.
- Uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated.
- Will enhance quality of life and may also positively influence the course of illness.
- Is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.

The ‘Commissioning Guidance for Specialist Palliative Care: Helping to deliver commissioning objectives’, provides a useful breakdown:

General(ist) palliative care
Services in all sectors providing day-to-day care to patients with advanced disease and their carers, designed to alleviate symptoms and concerns, but not expected to cure the disease.

Adapted from: Improving Supportive and Palliative Care for Adults with Cancer, 2004.

Specialist palliative care
Specialist palliative care is the active, total care of patients with progressive, advanced disease and their families.

Care is provided by a multi-professional team who have undergone recognised specialist palliative care training. The aim of the care is to provide physical, psychological, social and spiritual support.

Source: Tebbit, National Council for Palliative Care, 1999.

It is clear from these definitions that a wide variety of professionals in NHS primary, community, mental health and acute services, as well as social care, independent hospices, the nursing and care home sector, voluntary services and spiritual/religious leaders need to be involved and that commissioning good palliative care services is not necessarily a straightforward matter.
Defining end of life care

The General Medical Council (2010) has defined End of Life in the manner described below, and the National Institute for Health and Care Excellence adopted the same definition in their Quality Standard for End of Life Care for Adults which was published in 2013.

1. Advanced, progressive, incurable conditions.
2. General frailty and co-existing conditions that mean they are expected to die within 12 months.
3. Existing conditions if they are at risk of dying from a sudden acute crisis in their condition.
4. Life-threatening acute conditions caused by sudden catastrophic events.

This includes people who are likely to die within 12 months. However, as a result of the complexities associated with identifying when individuals enter the end of life phase, many patients will require access to End of Life services for a period of time that is greater than a year. This includes support for families and carers plus care provided by health and social care staff in all settings.

Identifying patients who may be in the last year of life allows for planning on how to support patients and those important to them. One tool used to identify these patients is the Gold Standards Framework ‘surprise’ question “Would you be surprised if this patient died within the next 12 months?”

Information about local services

The Heron website has links to information on local support services for people with palliative care needs in Norfolk and Waveney. Visit: [www.heron.nhs.uk](http://www.heron.nhs.uk) and search for ‘end of life’ or ‘palliative care services’.

Macmillan Cancer Care

Macmillan knows how a cancer diagnosis can affect lives and can help to support you through it. From help with money worries and advice about work, to someone who’ll listen if you just want to talk, they’ll be there. • Tel: 0207 840 7840
Web: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Marie Curie

Marie Curie nurses provide care to terminally ill patients in their own homes or in Marie Curie hospices, while offering support to their families. Tel: 0800 090 2309
Web: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

The initial point of contact for services and support is either through your GP or by emailing [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk) or calling: 0344 800 8020.

Sensory impairments

If you or someone you care for has a sensory impairment, Norfolk County Council’s Sensory Support Unit can carry out a range of assessments and provide services and early support to help you, or the person you care for, stay independent for as long as possible.

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.
- Assessment and provision for people with dual sensory loss.

All assessments required by sign language users should be referred to the Sensory Support Unit.

If any additional specialist assistance is required, we will carry out joint assessments with the relevant specialist.

Technical support and environmental aids

The Sensory Support Unit provides assessments for people where their hearing is causing barriers to communication and daily living needs. It may be able to provide some short-term support or advise you 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
Rehabilitation is an early intervention for which you should not need an assessment of eligibility. It is a form of reablement for people who have a visual impairment to help them live independently.

The team provides mobility training and helps with communication skills and support to manage your domestic needs, such as cooking, cleaning and safety. The rehabilitation team can also provide specific interventions around emotional support and assist you to pursue hobbies and social interaction.

Dual sensory loss
People with little or no sight and hearing find it extremely difficult to communicate and might lack confidence to engage in activities. Risk of depression and muscle wastage is seven times greater for people who experience dual sensory loss.

The Sensory Support Unit carries out assessments and provides short-term interventions using communicator guides, where appropriate, to build confidence and help people to become active and motivated again.

Useful contacts can be found on page 9 of this Guide.

For more information on the Sensory Support Unit, contact the Customer Service Centre:
Email: information@norfolk.gov.uk
Tel: 0344 800 8020
Minicom: 0344 800 8011
Text: 07767 647670
Web: www.norfolk.gov.uk/adultcare

Paying for care

Your Personal Budget
If you have eligible care and support needs (see page 60), 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 the council will contribute towards the cost.

This is your Personal Budget.

There is no obligation for you to manage your Personal Budget yourself, and you have choice over how care and support is arranged. You can ask us to arrange services on your behalf, or you could 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 carer’s 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 the council or to have a Direct Payment.

**What am I allowed to spend the money on?**
You can use the money to employ a personal assistant or you can use an agency to provide staff to support you. Alternatively, you can ‘mix and match’ and have some of your support arranged by the council and take some as a Direct Payment. You can also use this money to pay for long-term residential care, as long as this has been agreed with the worker from 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, anything that could bring the council into disrepute, anything that could be provided by a health professional or to pay for your day-to-day living expenses (e.g. food or rent).

**What else do I need to know?**
Norfolk County Council 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 have the account managed by the Direct Payment Client Service Team who will make payments from the account on your behalf.

Whichever option you choose, Norfolk County Council’s Direct Payment Support Service Teams will help you manage your Direct Payments.

If you would like to know more about the support available, please contact the Direct Payment Client Service Team on: 01603 223392 or email: DPCST@norfolk.gov.uk

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

**What happens if my circumstances change?**
We will re-assess 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?**

1. If you move into long-term residential care, or supported 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 husband, wife, or civil partner or someone you live with as if they were your husband, wife or civil partner).
   - A relative who is over 60 or disabled.
   - A child under 16 who you or a former partner are responsible for.

2. 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.

3. 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**
Norfolk County Council 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. Norfolk County Council will pay the balance.

If you have capital between £14,250 and £23,250 you will pay £1 a week for every £250, or part of 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 the County Council’s 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. Please refer to the section ‘Third party payments for care home fees’ on page 81.

If you do have more than £23,250 in capital and savings
You will need to fund the full cost of your care.

If you are going into a care home and have savings or investments of less than £23,250 (not including the value of your home), Adult Social Services could help with your care costs for the first 12 weeks. After this time, you may be eligible to enter into a Deferred Payments Agreement until your property is sold, explained on page 80.

For further information please refer to the booklet ‘Thinking about Residential and Nursing Home Care Money Matters’. A copy is available from: www.norfolk.gov.uk/moneymatters

Whatever your circumstances
Remember:

• It is just your own financial circumstances that are assessed, not your partner’s.

• Your assessment will be made up of two elements: a care 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:

• Income Support (if you are currently receiving Severe Disablement Allowance (SDA) and/or Incapacity Benefit or Carers Allowance). Income Support is an income-related benefit for some people who are on a low income. You will not be awarded Income Support if your capital is above £16,000. Claim by telephoning: 0800 055 6688.

• Employment and Support Allowance (ESA). ESA is a benefit for people who are unable to work due to illness or disability. ESA has two types: Income Related ESA and Contribution Based ESA. Income Related ESA is means-tested and cannot be awarded if your capital is above £16,000. Contribution Based ESA is based on your national insurance contributions. Claim by telephoning: 0800 055 6688.

• Universal Credit (UC) (if you live in an area that has introduced payment of this benefit). 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/ If you need support applying online call: 0800 328 5644.

• Pension Guarantee Credit. 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 99 1234.

• Savings Credit. Savings Credit is payable if you were 65 before 06 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 £58.70 or £87.65 a week depending on your care and support needs. AA is claimed when 65 or over. 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 £58.70 a week or £87.65. This is paid if you are aged over 16 and under 65. 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 £23.20 or £61.20, if you are aged under 65 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 (Daily Living and Mobility) replaces Disability Living Allowance (Care and Mobility) and is paid to new claimants only.

For people receiving Disability Living Allowance (DLA) aged between 16 and 64 on 8th April 2013, an invitation 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. Please note, however, that if an award is made at a lower rate, a claimant cannot choose to have their DLA instead. Claimants should seek independent advice before choosing to claim PIP instead of DLA.

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 £158.16 a week, depending on your assessed care and support needs.

A registered nurse assessor employed by Norfolk’s Clinical Commissioning Groups (CCGs) 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 Norfolk County Council on behalf of the CCGs.

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

If you have made your own arrangements for residential care in a care home with nursing (self-funding), or have had arrangements made for you by the council, but we have worked out that you will pay the full cost of your care, the amount you pay will be reduced by the NHS FNC contribution shown above, i.e. £158.16 per week.

If you are being financially supported by the council, 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.

Norfolk County Council also has a team of financial assessment staff and a Welfare Rights Unit who are happy to assist with advice on benefits and the charging policy.

For more information about what Norfolk County Council will pay towards care costs, email: information@norfolk.gov.uk or call: 0344 800 8020.

Some of the figures mentioned here may change in April 2019. Check with us after this date 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 will need to pay the full cost of your care, either in your own home or in a care home, and will arrange this yourself, you do not need to be assessed by the council. You can still contact us at any point for advice and guidance, or to request a care and support assessment if you would like one.

Anyone funding their own non-residential care can request that the council arranges this for them. Norfolk County Council charges an arrangement fee for this.

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

Twelve-week property disregard
This applies if your:

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

Norfolk County Council will help with the cost during the first 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 Norfolk County Council that will enable you to use the value of your home to help pay care home costs. If you are eligible, we will help to pay your care home bills on your behalf. You can delay repaying us until you choose to sell your home, or until after your death.

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

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold, a review will take place to determine whether it is appropriate for you to make private arrangements to pay the home direct. If this is the case, you will be advised of the date you should start to pay the home from.

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

Deferred Payments are now also offered to some people moving into supported living or Housing with Care as long as they meet the eligibility criteria outlined above.

Norfolk County Council charges interest on the amount being deferred. This is compound interest and is applied on a four-weekly basis.

Norfolk County Council also charges 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.

**Attendance Allowance**
This is a non-means-tested, non-taxable benefit from the DWP. It’s paid at the lower rate of £58.70 a week if you need care by day or night, and at the higher rate of £87.65 a week if you need care during the day and night. Everyone who needs care over the age of 65 can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to claim Attendance Allowance.

**NHS Nursing Care Contribution**
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled, following an assessment, to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently a standard weekly amount of £158.16 and is paid directly to the home.

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

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

The general rule is that you cannot use your own money to fund a third party payment. However, in certain circumstances you may make a third party payment from your own funds. These are:
- When you are eligible for the twelve-week property disregard (see page 80), or
- Where Norfolk County Council has agreed to a Deferred Payment until your home is sold.

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

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

If you move to a care home where a third party payment is required, the person who will make the payment must sign a contract with Norfolk County Council. They must not pay the home directly. In signing the contract with Norfolk County Council, they must also confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. We may carry out a means test to ensure the amount that the third party agrees to pay is affordable. 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 Norfolk County Council’s funding levels.

If a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then a third party payment can become due. Equally, you may move to a smaller room which no longer requires a top-up, or a lesser amount to be paid; this would result in the top-up being cancelled or reviewed.
Running out of money while in care

If your capital is likely to reduce to £23,250 as a result of paying for care, you must tell Norfolk County Council well in advance of this happening. The council 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 the council, and you, will pay towards your care.

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

Understanding your rights before moving into care is essential. There are 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 that if Norfolk County Council is funding your care, you must not sign a contract with the home.

Independent financial advice

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

Many advice agencies and voluntary organisations in Norfolk provide free advice to help you manage your money and make informed decisions about your care and support. You can also access specialist care fees advice from a qualified independent financial adviser (IFA) either when your care need arises or to help plan for the future. This type of advice is fee-based, and the IFA will explain their fees to you. If you are paying for the full cost of your care and have capital over £23,250, independent financial advice may help you to maximise your investments to cover care costs for as long as possible.

For more information, please see:
Web: www.moneyadviceservice.org.uk
Web: www.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 (LPAs) allow 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. An LPA is only valid once
registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently 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.

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 liability.

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.

Is someone you love going into care?

Whether you have an elderly relative moving into a care home or needing home care, there is a lot to deal with. Cozens–Hardy is a long standing firm of solicitors based in Norwich and we are here to help you.

There are three areas we advise that you consider immediately:

- **Lasting Power of Attorney**
  Moving someone you love into a care home or arranging for their home care can be challenging. If a Lasting Power of Attorney (LPA) is already in place, this will help matters considerably.

- **Selling their home**
  Quite often when a person goes into care their home needs to be sold. Our highly experienced and compassionate residential property team works closely with all the estate agents in the area, helping you to find the most appropriate agent to market the property.

- **Make or review their Will**
  This is a key time to ensure that any existing Will is up to date and reflects the person’s wishes as well as their current circumstances. If there is no Will in place, it is important to have one drawn up as soon as possible and before capacity is lost.

For more information on how we can help you with any of these matters, please contact partner Michelle Collins and her team on 01603 724637 or email privateclient@cozens-hardy.com

Cozens-Hardy LLP, Castle Chambers, Opie Street, Norwich NR1 3DP
www.cozens-hardy.com

Norwich – 01603 724637  www.cozens-hardy.com
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 a 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 a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

You should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact the Care Quality Commission, see page 62 for contact details.

If Norfolk County Council has arranged and funded your care, another option is to complain to your social worker/care manager or the complaints officer.

Email: complimentsandcomplaints@norfolk.gov.uk
Tel: 0344 800 8014
Web: www.norfolk.gov.uk/complaints
Visit: County Hall, Martineau Lane, Norwich NR1 2DH
Write to: Compliments and Complaints Manager, FREEPOST IH 2076, Norwich NR1 2BR

If the NHS has funded your care, contact:
Customer Services Department, Lakeside 400, Old Chapel Way, Norwich NR7 0WG
Tel: 01603 595857
Email: NELCSU.AngliaComplaints@nhs.net

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 62), 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.carechoices.co.uk/publication/norfolk

Tell us what you think

Share your feedback
Take our five minute survey
© What have you found useful?
© What could we do better?

CareChoices  www.carechoices.co.uk/reader-survey
### East Norfolk care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel.</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amber House</td>
<td>68-70 Avondale Road, Gorleston,</td>
<td>01493 603513</td>
<td>OP</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Amethyst Lodge</td>
<td>Station Road North, Belton,</td>
<td>01493 581070</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Avery Lodge Residential Home</td>
<td>93 Southtoun Road, Great Yarmouth</td>
<td>01493 652566</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Broadland House Residential Care Home</td>
<td>Bridge Road, Potter Heigham,</td>
<td>01692 670632</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadview</td>
<td>King Street, Winterton-on-Sea,</td>
<td>01493 393653</td>
<td></td>
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</tr>
<tr>
<td>Burgh House Residential Care Home Ltd</td>
<td>High Road, Burgh Castle, Great Yarmouth</td>
<td>01493 780366</td>
<td>OP</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Caister Lodge</td>
<td>126 Caister Road, Great Yarmouth</td>
<td>01493 718684</td>
<td>OP</td>
<td>YA</td>
</tr>
<tr>
<td>Church Farm Residential Care Home</td>
<td>Yarmouth Road, Hemsby, Great Yarmouth</td>
<td>01493 730181</td>
<td>OP</td>
<td>D YA</td>
</tr>
<tr>
<td>Clarence Lodge</td>
<td>49-50 Clarence Road, Gorleston,</td>
<td>01493 662486</td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Coach House SBDP1 Ltd, The</td>
<td>Yarmouth Road, Hemsby, Great Yarmouth</td>
<td>01493 730265</td>
<td>OP</td>
<td>D MH</td>
</tr>
<tr>
<td>Cygnet House</td>
<td>83 Station Road North, Belton,</td>
<td>01493 781664</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diana Lodge</td>
<td>7 Diana Way, Caister-on-Sea,</td>
<td>01493 718684</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ealing House Residential Care Home</td>
<td>86 Repps Road, Martham, Martham,</td>
<td>01493 740227</td>
<td>OP</td>
<td>PD D PD MH</td>
</tr>
<tr>
<td>Elms Residential Care Home, The</td>
<td>34 Elm Grove Road, Gorleston,</td>
<td>01493 657069</td>
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<tr>
<td>Florence House</td>
<td>29-32 St Georges Road, Martham,</td>
<td>01493 332079</td>
<td>OP</td>
<td>MH YA</td>
</tr>
<tr>
<td>Gables, The</td>
<td>6 Marine Parade, Gorleston,</td>
<td></td>
<td>OP</td>
<td></td>
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<tr>
<td>Hales Lodge</td>
<td>Somerton Road, Winterton-on-Sea,</td>
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<td>OP</td>
<td></td>
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<tr>
<td>Iceni Lodge</td>
<td>34 Amhurst Gardens, Belton,</td>
<td></td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Ivydene Residential Home</td>
<td>1 Station Road, Ormesby St Margaret,</td>
<td></td>
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</tbody>
</table>

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Cromwell House, Norwich
Residential Care Home

Putting care at the heart of your decision

- Recently refurbished with a homely feel
- Spacious bedrooms with en suite bathrooms
- Compassionate, highly-trained staff who care for everyone as an individual
- Hair salon
- Landscaped gardens
- Music therapy and pet therapy
- Activities coordinators and chaplain

Find out more: www.mha.org.uk/cromwellhouse Tel: 01603 625961 cromwellhouse@mha.org.uk

Search for care in your area

www.carechoices.co.uk

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

Search for care at www.carechoices.co.uk to find support in your area
### East Norfolk care homes continued

**Joseph House**  
1 Church Road, Reedham, Norwich NR13 3TZ  
Tel: 01493 700580  
**OP D PD LDA SI YA**

**Lodge, The**  
Acle New Road, Great Yarmouth NR30 1SE  
Tel: 01493 857300  
**OP D YA**

**Lydia Eva Court**  
Peterhouse Avenue, Gorleston,  
Great Yarmouth NR31 7PZ  
Tel: 01493 666300  
**Advert page 4**

**Marine Court Residential Home**  
25 North Drive, Great Yarmouth NR30 4EW  
Tel: 01493 859859  
**OP D PD SI**

**Marrams**  
7 May Cottages, Back Road, Winterton-on-Sea,  
Great Yarmouth NR29 4BG  
Tel: 01493 394132  
**OP**

**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**

**Old Rectory, The**  
Somerton Road, Winterton-on-Sea,  
Great Yarmouth NR29 4AW  
Tel: 01493 393576  
**LDA**

**Oliver Court**  
Bath Hill Terrace, Great Yarmouth NR30 2LF  
Tel: 01493 332552  
**MH YA**

**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**

**Roseland Lodge**  
48 Wellesley Road,  
Great Yarmouth NR30 1EX  
Tel: 01493 302767  
**OP SI**

**Salisbury Residential Home**  
20 Marine Crescent,  
Great Yarmouth NR30 4ET  
Tel: 01493 843414  
**OP D PD MH**

**Sapphire House**  
56 Long Lane, Bradwell,  
Great Yarmouth NR31 8PW  
Tel: 07403 663550  
**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**

**Stepping Out**  
Advert inside front cover  
38 Hawthorn Road, Gorleston NR31 8ES  
Tel: 01493 440325  
**OP MH YA AD**

**Sunnyside**  
12 Damgate Lane, Martham,  
Great Yarmouth NR29 4PZ  
Tel: 01937 40692  
**LDA MH SI YA**

**Swanrise**  
Station Road North, North Belton,  
Great Yarmouth NR31 9NW  
Tel: 01493 781664  
**PD LDA MH SI YA**

**Vineries, The**  
Advert outside back cover  
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**

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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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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
### East Norfolk care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claremont Nursing Home</td>
<td>20a Yarmouth Road, Caister-on-Sea, Great Yarmouth NR30 5AA</td>
<td>01493 377041</td>
<td>OP D PD</td>
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</tr>
<tr>
<td>Decoy Farm</td>
<td>Browston Lane, Browston NR31 9DP</td>
<td>01502 739027</td>
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<td>LDA MH YA</td>
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<tr>
<td>Eversley Nursing Home</td>
<td>95-96 Northdenes Road, Great Yarmouth NR30 4LW</td>
<td>01493 854086</td>
<td>OP D PD</td>
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<tr>
<td>Gresham Care Home</td>
<td>49 John Road, Gorleston, Great Yarmouth NR31 6LJ</td>
<td>01493 661670</td>
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<tr>
<td>Heathers Nursing Home, The</td>
<td>50 Beccles Road, Bradwell, Great Yarmouth NR31 8DQ</td>
<td>01493 652944</td>
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<tr>
<td>Pine Lodge</td>
<td>Repps with Bastwick, High Road, Great Yarmouth NR29 5JH</td>
<td>01692 670123</td>
<td>OP D PD</td>
<td>LDA MH SI YA</td>
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<tr>
<td>Ritson Lodge</td>
<td>Lowestoft Road, Hopton-on-Sea, Great Yarmouth NR31 9AH</td>
<td>01502 322726</td>
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<tr>
<td>Seahorses Nursing Home</td>
<td>8 Park Road, Gorleston, Great Yarmouth NR31 6EJ</td>
<td>01493 440481</td>
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<td>MH</td>
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</table>

### North Norfolk care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
</tr>
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<tbody>
<tr>
<td>Abbotswood Lodge</td>
<td>Church Lane, Swanton Abbott, Norwich NR10 5DY</td>
<td>01692 538455</td>
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<td>LDA</td>
</tr>
<tr>
<td>Ailwyn Hall</td>
<td>Berrys Lane, Honingham, Norwich NR9 5AY</td>
<td>01603 880624</td>
<td></td>
<td>D</td>
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<tr>
<td>Ashfields</td>
<td>31 Salhouse Road, Rackheath, Norwich NR13 6PD</td>
<td>01603 294535</td>
<td>OP D YA</td>
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<tr>
<td>Ashwood House – Norwich</td>
<td>Church Corner, Coltishall Road, Buxton, Norwich NR10 5HD</td>
<td>01603 279851</td>
<td>PD LDA MH SI YA</td>
<td></td>
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<tr>
<td>Aylsham Manor, The</td>
<td>5-5a Norwich Road, Aylsham, Norwich NR11 6BN</td>
<td>01263 733253</td>
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<tr>
<td>Badgers Wood</td>
<td>29 School Road, Drayton, Norwich NR8 6EF</td>
<td>01603 867247</td>
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<td>OP</td>
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<tr>
<td>Boundary House</td>
<td>Haveringland Road, Felthorpe, Norwich NR10 4BZ</td>
<td>01603 754715</td>
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<td>LDA MH YA</td>
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<tr>
<td>Brackendale House</td>
<td>1-3 St Peter’s Road, Sheringham NR26 8QY</td>
<td>01263 824995</td>
<td></td>
<td>MH YA AD</td>
</tr>
<tr>
<td>Broadacres Care Home</td>
<td>Hall Road, Barton Turf, Norwich NR12 8AR</td>
<td>01692 630939</td>
<td></td>
<td>OP PD SI</td>
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<tr>
<td>Broadlands Park Residential Care Home</td>
<td>27 The Green, Upton, Norwich NR13 6BA</td>
<td>01493 751521</td>
<td></td>
<td>OP D</td>
</tr>
</tbody>
</table>

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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
North Norfolk care homes continued

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

Brundall Care Home
2-4 Blofield Road, Brundall, Norwich NR13 5NN
Tel: 01603 714703
OP D YA

Callum House
234 Wroxham Road, Sprowston, Norwich NR7 8BE
Tel: 01603 408150
LDA MH

Care Management Group – Magnolia Cottage
26 Sydney Road, Spixworth, Norwich NR10 3PG
Tel: 01603 897764
LDA

Care Management Group – New Dawn
Dog Lane, Horsford, Norwich NR10 3DH
Tel: 01603 891533
LDA

Care Management Group – Tamarisk House
26 Holt Road, Horsford, Norwich NR10 3DD
Tel: 01603 890737
LDA

Casarita
270 Fakenham Road, Taverham, Norwich NR8 6AD
Tel: 01603 866755
PD LDA SI YA

Clarence House Care Home
40 Sea View Road, Mundesley, Norwich NR11 8DJ
Tel: 01263 721490
OP PD

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

Cranmer House
Norwich Road, Fakenham NR21 8HR
Tel: 01328 862734 Advert page 4
OP

Creswick House
77-79 Norwich Road, Fakenham NR21 8HH
Tel: 01328 851537
OP D PD LDA MH SI YA

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

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

Dormie House Residential Care Home
16 Cliff Road, Sheringham NR26 8BJ
Tel: 01263 823353
OP

Dorrington House (Wells)
Westfield Avenue, Wells-next-the-Sea NR23 1BY
Tel: 01328 710861
OP D

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

Dunsland
23-25 Paston Road, Mundesley NR11 8BN
Tel: 01263 720618
LDA YA

Eastlands Care Home
Beech Avenue, Taverham, Norwich NR8 6HP
Tel: 01603 261281
OP

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

Felmingham Old Rectory
Aylsham Road, Felmingham, North Walsham NR28 0LD
Tel: 01692 405889
OP D YA

Field View
Hayes Lane, Fakenham NR21 9EP
Tel: 01328 856037
OP

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

Furze Hill House
73 Happisburgh Road, North Walsham NR28 9HD
Tel: 01692 502702
OP D

Gables, The
34 Church Road, Hoveton, Norwich NR12 8UG
Tel: 01603 784203
LDA MH YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
Glendon House
Residential home for the elderly specialising in Dementia care
* Spacious ground floor and sea view rooms
* Passenger lift * Most rooms en-suite
* Dining room, conservatory, quiet and television lounges
* Holiday and respite care * Pets by arrangement
* Full programme of activities with dedicated co-ordinator.

Glendon House, 2 Carr Lane, Overstrand, Cromer NR27 0PS
For a brochure or to arrange a visit please contact the Manager
e-mail: ghmgr@fireflyuk.net Tel: 01263 578173 Fax: 01263 579164

Redlands House
New wing providing additional bedrooms and lounge completed 2018
Specialist Dementia Care Home where residents may live as independently as possible in the knowledge that assistance is always available.
* Undergoing extensive refurbishment, providing rooms with ensuite shower facilities, completion Summer 2019
* Situated on the northern edge of Norwich
* Very close to local amenities
* Long and short term residents and respite care welcome
* Passenger lift * Sun Lounge
* Full programme of activities with dedicated co-ordinator
* Pets by arrangement

Redlands House, 134 Reepham Road, Hellesdon, Norwich NR6 5PB
For a brochure or to arrange a visit please contact the Manager
e-mail: redlands@fireflyuk.net Tel/Fax: 01603 427337

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
* Passenger lift * 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 a brochure or to arrange a visit please contact the Manager
e-mail: hickling@fireflyuk.net Tel: 01692 598372

Norfolk Care Homes
High quality Residential and Dementia care in a “home from home” environment.
www.norfolkcarehome.co.uk
North Norfolk care homes continued

**Glendon House**
2 Carr Lane, Overstrand, Cromer NR27 0PS
Tel: 01263 578173 Advert page 90

**Glenholme**
20-22 Cabbell Road, Cromer NR27 9HX
Tel: 01263 511101

**Greenacres**
64 The Street, Felthorpe, Norwich NR10 4DQ
Tel: 01603 754451

**Grenville Court Care Home**
Horsbeck Way, Horsford, Norwich NR10 3BB
Tel: 01603 893499

**Hazeldown Care Home**
21 High Street, Foulsham, Dereham NR20 5RE
Tel: 01362 683307

**Heath Farm House Care Centre**
Norwich Road, Little Plumstead, Norwich NR13 5JG
Tel: 01603 721521

**Heathers**
Pollard Street, Bacton, Norwich NR12 0AG
Tel: 01692 650575

**Hellesdon Bungalows**
27 Sutherland Avenue, Hellesdon, Norwich NR6 5LN
Tel: 01603 400418

**Heronlea Residential Home**
Mill Lane, Witton, Norwich NR13 5DS
Tel: 01603 713314

**Hickling House**
Town Street, Hickling, Norwich NR12 0AY
Tel: 01692 598372 Advert page 90

**Highfield Residential Care Home**
3 St Mary’s Road, Cromer NR27 9DJ
Tel: 01263 511421

**Holly Cottage**
32 The Street, Hindolveston, Dereham NR20 5BU
Tel: 01263 862552

**Homestead House**
281 St Faiths Road, Old Catton, Norwich NR6 7BQ
Tel: 01603 486098

**Honeysuckle Cottage**
The Street, Sutton, Norwich NR12 9RF
Tel: 01692 581070

**Ingham Old Hall Care Home**
Sea Palling Road, Ingham, Norwich NR12 0TW
Tel: 01692 580257

**Kensington Lodge**
5 Cabbell Road, Cromer NR27 9HU
Tel: 01263 514138

**Kevlin House**
66-68 Norwich Road, North Walsham NR28 0DX
Tel: 01692 402355

**Keys Hill Park**
Park Road, Wroxham, Norwich NR12 8SB
Tel: 01603 784203

**Kingsgate Residential Home**
25-29 North Street, Sheringham NR26 8LW
Tel: 01263 823114

**Klair House**
236 Wroxham Road, Sprowston, Norwich NR7 8BE
Tel: 01603 417617

**Lambert House**
36 Notridge Road, Bowthorpe, Norwich NR5 9BE
Tel: 01603 749845

**Laurels, The**
8a Sir Edward Stracey Road, Rackheath, Norwich NR13 6PP
Tel: 01603 722767

**Letheringsett Hall**
Holt Road, Holt NR25 7AR
Tel: 01263 713222

**Lilas House**
5 Cadogan Road, Cromer NR27 9HT
Tel: 01263 511210

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
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<td>OP</td>
<td>Older people (65+)</td>
<td>Mill House &amp; Cottages</td>
<td>Great Ryburgh, Fakenham NR21 0ED</td>
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<tr>
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<td>Mount Residential Home, The</td>
<td>Heydon Road, Aylsham, Norwich NR11 6QT</td>
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<td>Physical disability</td>
<td>Limes, The</td>
<td>16a Drayton Wood Road, Hellesdon, Norwich NR6 5BY</td>
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<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
<td>Lulu</td>
<td>3 Tasman Drive, Mundesley, Norwich NR11 8XH</td>
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<tr>
<td>LDA</td>
<td></td>
<td>Maltings Care Home, The</td>
<td>103 Norwich Road, Fakenham NR21 8HH</td>
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<td>Lylies House</td>
<td>7 The Street, Hindolveston, Dereham NR20 5AS</td>
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<td></td>
<td>Lulu</td>
<td>81 Norwich Road, Salhouse, Norwich NR13 6QQ</td>
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<td>LDA</td>
<td></td>
<td>Manor House</td>
<td>18 Yarmouth Road, Blofield, Norwich NR13 4JS</td>
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<td>Manor House, The</td>
<td>North Walsham Wood, North Walsham NR28 0LU</td>
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<td>Mary Chapman Court</td>
<td>Mary Chapman Close, Dussindale, Norwich NR7 0UD</td>
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<td>Mead Lodge Residential Care</td>
<td>Crown Road, Buxton, Norwich NR10 5EH</td>
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<td>Meadows, The</td>
<td>Oak Farm House, Acle Road, South Walsham, Norwich NR13 6DD</td>
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<td></td>
<td>Middleton's Lane</td>
<td>157 Middleton's Lane, Hellesdon NR6 5SF</td>
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<td>OP</td>
<td></td>
<td>Newhaven</td>
<td>19 Emerys Close, Northrepps NR27 0NE</td>
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<td></td>
<td>Old Rectory Care Home, The</td>
<td>Norwich Road, Acle, Norwich NR13 3BX</td>
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<td>Cromer Road, Hevingham, Norwich NR10 5QU</td>
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<td>Old Vicarage, The</td>
<td>Norwich Road, Ludham, Great Yarmouth NR29 5QA</td>
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<tr>
<td>LDA</td>
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<td>Pinetops</td>
<td>66 The Street, Felthorpe, Norwich NR10 4DQ</td>
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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
North Norfolk care homes continued

Prime Life Ltd – 32 South Street
32 South Street, Sheringham NR26 8LL
Tel: 01263 824040

Redlands House
134 Reepham Road, Norwich NR6 5PB
Tel: 01603 427337 Advert page 90

Rookery, The
Walcott, Norwich NR12 0PF
Tel: 01692 650707

Rose Meadow
64 Yarmouth Road, North Walsham,
Norwich NR28 9AU
Tel: 01692 402345 Advert page 4

Rosedale House
9 Howards Hill, Cromer NR27 9BL
Tel: 01263 519654

Salcasa
Coltishall Road, Buxton, Norwich NR10 5HB
Tel: 01603 278268

Scarborough House
Clubbs Lane, Wells-next-the-Sea NR23 1DP
Tel: 01328 710309

Shalimar
Beech Avenue, Taverham, Norwich NR8 6HP
Tel: 01603 869713

Shiels Court Care Home
4 Braydeston Avenue, Brundall, Norwich NR13 5JX
Tel: 01603 712029

Shipbourne House
6 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 514370

Shires, The
Baxton Road, North Walsham NR28 0RA
Tel: 01692 402875

Shulas
9 Cadogan Road, Cromer NR27 9HT
Tel: 01263 517195

Springdale
Cucumber Lane, Brundall, Norwich NR13 5QY
Tel: 01603 712194 Advert page 4

St Brannocks
7 Cromer Road, Mundesley, Norwich NR11 8BE
Tel: 01263 722469

St Mary’s Care Home
North Walsham Road, Crostwick, Norwich NR12 7BZ
Tel: 01603 898277

St Nicholas Care Home
1-3 St Nicholas Place, Sheringham NR26 8LE
Tel: 01263 823764

Strawberry Field
Mill Common Lane, Walcott, Norwich NR12 0PF
Tel: 01692 650707

Sunnycroft Care Home
113-115 Fakenham Road, Taverham,
Norwich NR8 6QB Advert outside back cover
Tel: 01603 261957

Sydney House
Brumstead Road, Stalham, Norwich NR12 9BJ
Tel: 01692 580520 Advert page 4

Treehaven Bungalows
Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 838613

Treehaven Rants
Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 837538

Two School Cottages
4 The Street, Taverham, Norwich NR8 6TD
Tel: 01603 262479

Vicarage Road
13 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 514747

Warren, The
157a Wroxham Road, Sprowston, Norwich NR7 8AF
Tel: 01603 294648 Advert page 7

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

Visit www.carechoices.co.uk for further assistance with your search for care
North Norfolk care homes continued

Wensum Way
31 Wensum Way, Fakenham NR21 8NZ
Tel: 01328 863440
OP PD LDA SI YA

Westbrook House
21 Cabbell Road, Cromer NR27 9HY
Tel: 01263 512482
PD LDA MH SI YA

Whitehaven Residential Care Home
5 St Josephs Road, Sheringham NR26 8JA
Tel: 01263 822706
OP LDA

Wessex House – Thera East Anglia
Market Street, Tunstead NR12 8EL
Tel: 01603 737896 Advert page 70
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
LDA YA

North Norfolk care homes with nursing

Brooklands Nursing & Residential Home
Costessey Lane, Drayton, Norwich NR8 6HB
Tel: 0208 879 6550
OP D PD LDA SI

Cascade (Charlton House) Ltd
331A Drayton High Road, Norwich NR6 5AA
Tel: 01603 405051
LDA MH YA

Dussindale Park
26 Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701900
OP

Elsenham House Nursing Home
49-57 Station Road, Cromer NR27 0DX
Tel: 01263 513564
LDA MH YA

Gryphon Place
36 Wroxham Road, Sprowston, Norwich NR7 8TY
Tel: 01603 406351
PD

Halsey House
Norwich Road, Cromer NR27 0BA
Tel: 01263 512178
OP D

Halvergate House
58 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 500100
OP D PD LDA YA

Heron Lodge
163 Norwich Road, Wroxham, Norwich NR12 8RZ

Overbury House Nursing and Residential Home
9 Staitheway Road, Wroxham, Norwich NR12 8TH
Tel: 01603 782985
OP D

Pet Friendly – see page 67

St David’s Nursing Home
52 Common Lane, Sheringham NR26 8PW
Tel: 01263 822671
OP PD

St Michael’s Court
St Michaels Avenue, Aylsham, Norwich NR11 6YA
Tel: 01263 734327
OP 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

Search for care at www.carechoices.co.uk to find support in your area

Wensum Way
31 Wensum Way, Fakenham NR21 8NZ
Tel: 01328 863440
OP PD LDA SI YA

Westbrook House
21 Cabbell Road, Cromer NR27 9HY
Tel: 01263 512482
PD LDA MH SI YA

Whitehaven Residential Care Home
5 St Josephs Road, Sheringham NR26 8JA
Tel: 01263 822706
OP LDA

North Norfolk care homes continued

Wessex House – Thera East Anglia
Market Street, Tunstead NR12 8EL
Tel: 01603 737896 Advert page 70
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
LDA YA

Brooklands Nursing & Residential Home
Costessey Lane, Drayton, Norwich NR8 6HB
Tel: 0208 879 6550
OP D PD LDA SI

Cascade (Charlton House) Ltd
331A Drayton High Road, Norwich NR6 5AA
Tel: 01603 405051
LDA MH YA

Dussindale Park
26 Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701900
OP

Elsenham House Nursing Home
49-57 Station Road, Cromer NR27 0DX
Tel: 01263 513564
LDA MH YA

Gryphon Place
36 Wroxham Road, Sprowston, Norwich NR7 8TY
Tel: 01603 406351
PD

Halsey House
Norwich Road, Cromer NR27 0BA
Tel: 01263 512178
OP D

Halvergate House
58 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 500100
OP D PD LDA YA

Heron Lodge
163 Norwich Road, Wroxham, Norwich NR12 8RZ

Pet Friendly – see page 67

Overbury House Nursing and Residential Home
9 Staitheway Road, Wroxham, Norwich NR12 8TH
Tel: 01603 782985
OP D

St David’s Nursing Home
52 Common Lane, Sheringham NR26 8PW
Tel: 01263 822671
OP PD

St Michael’s Court
St Michaels Avenue, Aylsham, Norwich NR11 6YA
Tel: 01263 734327
OP 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

Search for care at www.carechoices.co.uk to find support in your area
North Norfolk care homes with nursing continued

Sun Court Nursing Home
1 Morris Street, Sheringham NR26 8JX
Tel: 01263 823295

Swanton House Care Centre
Dereham Road, Swanton Novers NR24 2QT
Tel: 01263 860226

Two Acres Care Home
212-216 Fakenham Road, Taverham,
Norwich NR8 6QN
Tel: 01603 867600 Advert page 70

Walsham Grange
81 Bacton Road, North Walsham NR28 0DN
Tel: 01692 405818

Woodland Care Home
189 Woodland Road, Hellesdon,
Norwich NR6 5RQ
Tel: 01603 787821

See page 69 for a list of useful questions to ask when looking at care homes.

Norwich care homes

Bay Tree House
423 Unthank Road, Norwich NR4 7QB
Tel: 01603 503528

Bishop Herbert House
34 Globe Place,
Norwich NR2 2SG
Tel: 01603 620710 Advert page 4

Broadland View Care Home
147 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0SA
Tel: 01603 432050

Burlingham House
Dell Corner Lane, North Burlingham,
Norwich NR13 4EQ
Tel: 01603 270600

Chiswick House
3 Christchurch Road,
Norwich NR2 2AD
Tel: 01603 507111

Corton House
City Road, Norwich NR1 3AP
Tel: 01603 620119

Cromwell House
Cecil Road, Norwich NR1 2QJ
Tel: 01603 625961 Advert page 86

Cypress Lodge
147a Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0SA
Tel: 01603 409451

Ellacombe
Ella Road, Norwich NR1 4BP
Tel: 01603 613173 Advert page 4

Grays Fair Court
266 Dereham Road, New Costessey,
Norwich NR5 0SN
Tel: 01603 594747

Harvey Lane
9 Harvey Lane, Norwich NR7 0BG
Tel: 01603 304655

Heathcote
19-23 Unthank Road, Norwich NR2 2PA
Tel: 01603 625639

Hebron House
10-12 Stanley Avenue,
Norwich NR7 OBE
Tel: 01603 439905

Highwater House
104 Westwick Street,
Norwich NR2 4SZ
Tel: 01603 766627

Pet Friendly – see page 67

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

Visit www.carechoices.co.uk for further assistance with your search for care
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<th>Norwich care homes continued</th>
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<tr>
<td><strong>Hillcrest</strong></td>
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<tr>
<td>106 Thorpe Road, Thorpe, Norwich NR1 1RT</td>
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<tr>
<td>Tel: 01603 626073</td>
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<tr>
<td><strong>Mountfield</strong></td>
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<tr>
<td>Millcroft, Norwich NR3 3LS</td>
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<tr>
<td>Tel: 01603 416201</td>
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<tr>
<td><strong>Kemps Place</strong></td>
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<tr>
<td>Rackham Road, Norwich NR3 3JQ</td>
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<tr>
<td>Tel: 01603 301090</td>
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<tr>
<td><strong>Mr &amp; Mrs M Cammack – Woodstock</strong></td>
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<tr>
<td>44 Ketts Oak, Norwich NR9 3DJ</td>
</tr>
<tr>
<td>Tel: 01603 812214</td>
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<tr>
<td><strong>Laurel Lodge Care Home</strong></td>
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<tr>
<td>19 Ipswich Road, Norwich NR2 2LN</td>
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<tr>
<td>Tel: 01603 502371</td>
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<td><strong>Old Vicarage, The</strong></td>
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<tr>
<td>85 Silver Road, Norwich NR3 4TF</td>
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<tr>
<td>Tel: 01603 767578</td>
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<tr>
<td><strong>Livability John Grooms Court</strong></td>
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<tr>
<td>215 Sprowston Road, Norwich NR3 4HX</td>
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<tr>
<td>Tel: 01603 429400</td>
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<tr>
<td><strong>Omnia</strong></td>
</tr>
<tr>
<td>50 Sale Road, Norwich NR7 9TP</td>
</tr>
<tr>
<td>Tel: 01603 432457</td>
</tr>
<tr>
<td><strong>Mayflower Court</strong></td>
</tr>
<tr>
<td>93 The Meadows, Ladysmock Way, Norwich NR5 9BF</td>
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<tr>
<td>Tel: 01603 594060</td>
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<tr>
<td><strong>Point House</strong></td>
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<tr>
<td>Sprowston Road, Norwich NR3 4QN</td>
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<td>Tel: 01603 427249</td>
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<td>YA</td>
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<tr>
<td>LDA</td>
<td>AD</td>
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**Premium Residential and Dementia Care**

Call to book a tour of this beautiful home or for further enquiries call 01603 299 000

www.castlemeadowcare.co.uk

<table>
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<th>Service</th>
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<td>PD Physical disability</td>
<td>LDA Learning disability, autism</td>
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<tr>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
</tr>
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</table>
Norwich care homes continued

St John’s House
Heigham Road, Norwich NR2 3AT
Tel: 01603 299000  Advert page 96  OP  D  PD  SI

Talbots, The
13-15 Constitution Hill, Norwich NR3 4HA
Tel: 01603 789450  OP  LDA  MH  YA

Thomas Tawell House
106 Magpie Road, Norwich NR3 1JH
Tel: 01603 767526

Whitehall Lodge Residential Home
56-112 Whitehall Road, Norwich NR2 3EW
Tel: 01603 618332  OP  YA

Norwich care homes with nursing

Cascade (Cohen House)
55 Norwich Road, Norwich NR5 0EQ
Tel: 01603 405051  LDA  MH  YA

Cavell Court
140 Dragonfly Lane, Cringleford, Norwich NR4 7SW
Tel: 0333 321 1980  OP  D  PD  MH  YA

Church Green Lodge
Aslake Close, Norwich NR7 8ET
Advert inside front cover
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 223 5356  Advert page 68  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 858980  OP  D

Twin Oaks Nursing Home
1 Hudson Way, Chapel Break, Norwich NR5 9NJ
Tel: 01603 743195  OP  PD

Woodside House
Woodside Road, Norwich NR7 9XJ
Tel: 01603 294649  Advert page 7  OP  D  PD  YA

South Norfolk care homes

Acorn Park Adult Services
Andrews Furlong, Mill Road, Banham, Norwich NR16 2HU
Tel: 01953 888656  LDA  YA

Alexander Court
Raymond Street, Thetford IP24 2EA
Tel: 01842 753466  OP  D

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 520755  Advert page 4  OP  D

Beeches, The
West Harling Road, East Harling, Norwich NR16 2NP
Tel: 01953 717584  OP  D

Bilney Hall
East Bilney, Dereham NR20 4AL
Tel: 01362 860246  OP  D

Pet Friendly – see page 67

Visit www.carechoices.co.uk for further assistance with your search for care
### South Norfolk care homes continued

<table>
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<td>D</td>
<td>Dementia</td>
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<td>Physical disability</td>
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<tr>
<td>LDA</td>
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<td>SI</td>
<td>Sensory impairment</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

#### Brooke House
Brooke Gardens, The Street, Norwich NR15 1JH
Tel: 01508 558359

#### Bungay House
8 Yarmouth Road, Broome, Bungay NR35 2PE
Tel: 01986 895270

#### Carleton House Care Home
Rectory Road, East Carleton, Norwich NR14 8HT
Tel: 01508 570451

#### Claxton House
Church Lane, Claxton, Norwich NR14 7HY
Tel: 01508 480312

#### Cresta Lodge
Bungay Road, Poringland, Norwich NR14 7NA
Tel: 01508 492775

#### Croft, The
17 Croft Lane, Diss IP22 4NA
Tel: 01379 651666

#### Culrose Residential Home
Norwich Road, Dickleburgh, Diss IP21 4NS
Tel: 01379 778250

#### De Lucy House
40 Victoria Road, Diss IP22 4HZ
Tel: 01379 671333

#### Dorrington House (Dereham)
28 Quebec Road, Dereham NR19 2DR
Tel: 01362 693070

#### Dorrington House (Watton)
73 Norwich Road, Watton IP25 6DH
Tel: 01953 883882

#### Eckling Grange
Norwich Road, Dereham NR20 3BB
Tel: 01362 692520

#### Fairland House
Station Road, Attleborough NR17 2AS
Tel: 01953 452161

#### Feltwell Lodge
Lodge Road, Feltwell IP26 4DR
Tel: 01366 728282

#### Fenners Farm House
Fersfield Road, Fersfield, Diss IP22 2AW
Tel: 01379 687269

#### Harker House
Flowerpot Lane, Long Stratton, Norwich NR15 2TS
Tel: 01508 530777

#### Harrisons Yard
5 Harrisons Yard, Diss IP22 4EL
Tel: 01379 640387

#### Hazeldown Care Home
21 High Street, Foulsham, Dereham NR20 5RE
Tel: 01362 683307

#### Hethersett Hall
Hethersett, Norwich NR9 3AP
Tel: 01603 294628

---

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Culrose Residential Care Home, Norwich Road, Dickleburgh, Norfolk IP21 4NS

---

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
Heywoods Grange  
Burston Road, Diss IP22 5SX  
Tel: 01379 652265

High Oaks  
Rectory Road (Hall Green), Gissing, Diss IP22 5UU  
Tel: 01379 674456

Hill Barn  
Church Lane, Sparham, Norwich NR9 5PP  
Tel: 01362 688702

Hill Grove  
1 Colney Lane, Cringleford, Norwich NR4 7RE  
Tel: 01603 504337

Hill House  
Station Road, Pulham St Mary, Diss IP21 4QT  
Tel: 01379 608209

Hollies and Hollies Lodge, The  
Brick Kiln Lane, Morningthorpe, Norwich NR15 2LH  
Tel: 01508 530540

Kalmia & Mallow  
Dereham Road, Watton, Thetford IP25 6HA  
Tel: 01953 884597

Kittens Lane  
5 Kittens Lane, Loddon, Norwich NR14 6JU  
Tel: 01508 528163

Lancaster House  
2 Portal Avenue, Watton, Thetford IP25 6HP  
Tel: 01953 883501

Laurels Care Home, The  
West Carr Road, Attleborough NR17 1AA  
Tel: 01953 455427

Lincoln House Care Home  
Dereham Road, Swanton Morley, Dereham NR20 4LT  
Tel: 01362 637598

Linden Court  
Church Walk, Watton IP25 6ET  
Tel: 01953 881753

Link House  
Links View, Sandy Lane East, Dereham NR19 2ED  
Tel: 01362 696888

Livability Norwich Road  
3 Norwich Road, Long Stratton, Norwich NR15 2PG  
Tel: 01508 536059

Lynfield  
22 Norwich Road, Ditchingham, Bungay NR35 2JL  
Tel: 01986 897196

Maple Tree Care Ltd  
2 Epsom Gardens, Dereham NR19 1TY  
Tel: 01362 697124

Mayfields Care Home, The  
Swan Lane, Tharston, Long Stratton, Norwich NR15 2UY  
Tel: 01508 535500

Melson House Care Home  
47 Melton Road, Wymondham NR18 0DB  
Tel: 01953 606645

Merle Boddy House  
55 Norwich Road, Dereham NR20 3AX  
Tel: 01362 694643

Moorings, The  
Church Road, Earsham, Bungay NR35 2TJ  
Tel: 01986 892269

Mr & Mrs M Cammack – 14 Churchfields  
Hethersett, Norwich NR9 3AF  
Tel: 01603 812082

Nightingale Care Home  
Church Lane, Welborne, Dereham NR20 3LQ  
Tel: 01362 850329

Northfields  
49a Northfields, West Earlham, Norwich NR4 7ES  
Tel: 01603 458865

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

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Type(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oak House</td>
<td>10a Victoria Road, Diss IP22 4HE</td>
<td>01379 644444</td>
<td>LDA SI YA</td>
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<tr>
<td>Oak Trees (Respite)</td>
<td>26 Norfolk Drive, Attleborough NR17 1QW</td>
<td>01953 457774</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Oaklands</td>
<td>Norwich Road, Scole, Diss IP21 4EE</td>
<td>01379 740646</td>
<td>OP D MH</td>
</tr>
<tr>
<td>Oaklands – Thera East Anglia</td>
<td>Burgate Lane, Alpington, Norwich NR14 7NP</td>
<td>07500 085111</td>
<td>Advert page 70 OP LDA YA</td>
</tr>
<tr>
<td>Oaks &amp; Woodcroft, The</td>
<td>2a Dereham Road, Mattishall, Dereham NR20 3AA</td>
<td>01362 858040</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Olive House</td>
<td>Olive Avenue, Newton Flotman, Norwich NR15 1PF</td>
<td>01508 471718</td>
<td>OP</td>
</tr>
</tbody>
</table>

### South Norfolk care homes continued

- **Lincoln House**
  - **Address:** Lincoln House Care Home, Dereham Rd, Swanton Morley, Dereham NR20 4LT
  - **Telephone:** 01362 637 598

- **Wyndham House**
  - **Address:** Wyndham House Care Home, Manor Road, North Wootton, King’s Lynn, PE30 3PZ
  - **Telephone:** 01553 631 386

- **The Paddocks**
  - **Address:** The Paddocks Care Home, 45 Cley Rd, Swaffham, Norfolk PE37 7NP
  - **Telephone:** 01760 722 920

- **The Mayfields**
  - **Address:** The Mayfields Care Home, Swan Lane, Long Stratton, Norfolk, NR15 2UY
  - **Telephone:** 01508 535 500

- **Quebec Hall Ltd**
  - **Address:** Quebec Road, Dereham NR19 2QY
  - **Telephone:** 01362 692504

- **Red House Residential Home**
  - **Address:** Norwich Road, Kilverstone, Thetford IP24 2RF
  - **Telephone:** 01842 753122

- **Redgate House Residential Home**
  - **Address:** Green Lane, Thetford IP24 2EZ
  - **Telephone:** 01842 656068

- **Royal Mencap Society – Fryers Walk**
  - **Address:** 53 Castle Street, Thetford IP24 2DL
  - **Telephone:** 01842 766444

- **Royal Mencap Society – Woodlands Residential Home**
  - **Address:** 51a Elm Road, Thetford IP24 3HS
  - **Telephone:** 01842 751241

- **Roydon Road**
  - **Address:** 27 Roydon Road, Diss IP22 4LN
  - **Telephone:** 01379 652673

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*Pet Friendly – see page 67 • See page 101 for the Service User Bands key*
South Norfolk care homes continued

Sense Holmlea
53a Shipdham Road, Toftwood, Dereham NR19 1JL
Tel: 01362 854165

Shipham Manor
Chapel Street, Shipdham IP25 7LB
Tel: 01362 820939

Springfield House
89 Norwich Road, Barnham Broom, Norwich NR9 4BU
Tel: 01692 407549

St Edmunds
Surrogate Street, Attleborough NR17 2AW
Tel: 01953 452011 Advert page 4

St Elmos
7 Edenside Drive, Attleborough NR17 2EL
Tel: 01953 457016

St Leonards Court
6 St Leonards Street, Mundford IP26 5HG
Tel: 01842 878225

St Mary’s Residential Care Home
Market Place, New Buckenham, Norwich NR16 2AN
Tel: 01953 860956

St Nicholas House
Littlefields, Dereham NR19 1BG
Tel: 01362 692581 Advert page 4

Taylor Road
7a Taylor Road, West Earlham, Norwich NR5 8LZ
Tel: 01603 259916

Walnut House
49 Norwich Road, Dereham NR20 3AS
Tel: 01362 698762

Westfield House
12 Westfield Road, Toftwood, Dereham NR19 1JB
Tel: 01362 697828

Westward Barns
Long Street, Great Ellingham, Attleborough NR17 1AW
Tel: 01953 453763

St Elmos
7 Edenside Drive, Attleborough NR17 2EL
Tel: 01953 457016

St Leonards Court
6 St Leonards Street, Mundford IP26 5HG
Tel: 01842 878225

St Mary’s Residential Care Home
Market Place, New Buckenham, Norwich NR16 2AN
Tel: 01953 860956

St Nicholas House
Littlefields, Dereham NR19 1BG
Tel: 01362 692581 Advert page 4

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7a Taylor Road, West Earlham, Norwich NR5 8LZ
Tel: 01603 259916

Walnut House
49 Norwich Road, Dereham NR20 3AS
Tel: 01362 698762

Westfield House
12 Westfield Road, Toftwood, Dereham NR19 1JB
Tel: 01362 697828

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Tel: 01953 453763

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Tel: 01953 457016

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Tel: 01953 860956

St Nicholas House
Littlefields, Dereham NR19 1BG
Tel: 01362 692581 Advert page 4

Taylor Road
7a Taylor Road, West Earlham, Norwich NR5 8LZ
Tel: 01603 259916

South Norfolk care homes with nursing

All Hallows Hospital
Station Road, Ditchingham, Bungay NR35 2QL
Tel: 01986 892728

Austhorpe House Nursing Home
Norwich Road, Fornectt St Peter, Norwich NR16 1LG
Tel: 01953 789215

Brooklyn House Nursing Home
Queen’s Road, Attleborough NR17 2AG
Tel: 0808 223 5356 Advert page 68

Buckingham Lodge Care Home
Buckingham Close, Carbrooke, Thetford IP25 6WL
Tel: 01953 858750

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

Visit www.carechoices.co.uk for further assistance with your search for care
Search for care at www.carechoices.co.uk to find support in your area.

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

Service User Bands

Premium long-term, respite and convalescent care in idyllic country settings

Stow Healthcare

Stowlangtoft Hall
www.stowlangtofthall.co.uk | 01359 230216

Brandon Park
www.bradonpark.co.uk | 01842 812400

Melford Court
www.melfordcourt.co.uk | 01787 880545

Ford Place
www.fordplace.co.uk | 01842 755002

www.stowhealthcare.co.uk | 01359 300470
### South Norfolk care homes with nursing continued

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<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Tel No</th>
<th>User Bands</th>
<th>Service</th>
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<tbody>
<tr>
<td><strong>Ford Place Nursing Home</strong></td>
<td>Ford Street, Thetford IP24 2EP</td>
<td>01842 755002</td>
<td><strong>OP</strong></td>
<td><strong>D</strong></td>
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<tr>
<td><strong>Grove, The – Care Home with Nursing</strong></td>
<td>Scotts Hill, East Carleton, Norwich NR14 8HP</td>
<td>01508 570279</td>
<td><strong>OP</strong></td>
<td><strong>PD</strong></td>
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<tr>
<td><strong>Hassingham House Care Centre</strong></td>
<td>Hardingham Street, Hingham NR9 4JB</td>
<td>0844 472 5173</td>
<td><strong>OP</strong></td>
<td><strong>PD</strong></td>
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<tr>
<td><strong>Lincoln House Care Home</strong></td>
<td>Dereham Road, Swanton Morley, Dereham NR20 4LT</td>
<td>01362 637598</td>
<td><strong>OP</strong></td>
<td><strong>PD</strong></td>
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<tr>
<td><strong>Oak Manor Nursing Home</strong></td>
<td>Dereham Road, Scarning, Dereham NR19 2PG</td>
<td>0808 223 5356</td>
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<td><strong>D</strong></td>
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<tr>
<td><strong>Oakwood House Care Home</strong></td>
<td>Old Watton Road, Colney, Norwich NR4 7TP</td>
<td>01603 250101</td>
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<td><strong>D</strong></td>
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<tr>
<td><strong>Pastures, The</strong></td>
<td>1-4 The Pastures, Yarmouth Road, Hales NR14 6AB</td>
<td>01508 486045</td>
<td><strong>OP</strong></td>
<td><strong>D</strong></td>
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<tr>
<td><strong>Sanford House Nursing Home</strong></td>
<td>Danesfort Drive, Swanton Road, East Dereham NR19 2SD</td>
<td>0808 223 5356</td>
<td><strong>OP</strong></td>
<td><strong>D</strong></td>
</tr>
<tr>
<td><strong>Saxlingham Hall Nursing Home</strong></td>
<td>The Green, Saxlingham Nethergate, Norwich NR15 1TH</td>
<td>01508 499225</td>
<td><strong>OP</strong></td>
<td></td>
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<tr>
<td><strong>Sutherland’s Nursing Home</strong></td>
<td>136 Norwich Road, Wymondham NR18 OSX</td>
<td>01953 600900</td>
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<tr>
<td><strong>Thorp House</strong></td>
<td>Church Road, Griston, Thetford IP25 6QA</td>
<td>01953 881786</td>
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<tr>
<td><strong>Trees Nursing Home</strong></td>
<td>12 Candlers Lane, Harleston IP20 9JA</td>
<td>01379 853919</td>
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<td><strong>P</strong></td>
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<tr>
<td><strong>Walcot Hall Nursing Home</strong></td>
<td>Walcot Green, Diss IP22 5SR</td>
<td>01379 641030</td>
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<td><strong>West Norfolk care homes</strong></td>
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<tr>
<td><strong>Adrian Lodge</strong></td>
<td>19 Gaywood Road, King’s Lynn PE30 1QT</td>
<td>01553 760347</td>
<td><strong>OP</strong></td>
<td><strong>MH</strong></td>
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<tr>
<td><strong>Anchorage, The</strong></td>
<td>78 Wootton Road, Gaywood, King’s Lynn PE30 4BS</td>
<td>07772 057000</td>
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<td><strong>D</strong></td>
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<tr>
<td><strong>Ashville House</strong></td>
<td>Fairfield Road, Downham Market PE38 9ET</td>
<td>01366 383428</td>
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<tr>
<td><strong>Beach View</strong></td>
<td>2 Lincoln Square, Hunstanton PE36 6DL</td>
<td>01485 535328</td>
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<td><strong>D</strong></td>
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<tr>
<td><strong>Brambles, The</strong></td>
<td>44 Monks Close, Bircham Newton, King’s Lynn PE31 6RD</td>
<td>01485 576062</td>
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<tr>
<td><strong>Briar House</strong></td>
<td>Losinga Road, King’s Lynn PE30 2DQ</td>
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<tr>
<td><strong>Burman House</strong></td>
<td>Mill Road, Terrington St John, Wisbech PE14 7SF</td>
<td>01945 880464</td>
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<tr>
<td><strong>Close, The</strong></td>
<td>53 Lynn Road, Snettisham, King’s Lynn PE31 7PT</td>
<td>01485 540041</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care

**Service**  **OP** Older people (65+)

**User Bands**  **MH** Mental health

**OP** Dementia

**PD** Physical disability

**LDA** Learning disability, autism

**SI** Sensory impairment

**YA** Younger adults

**AD** People who misuse alcohol or drugs
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
<td>Older people (65+)</td>
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<td>D</td>
<td>Dementia</td>
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<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
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<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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<thead>
<tr>
<th>Coopers Mill</th>
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<tbody>
<tr>
<td>Mill Road, Walpole Highway, Wisbech PE14 7QJ</td>
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<tr>
<td>Tel: 01945 881249</td>
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<th>Coralyn House</th>
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<tr>
<td>12 Glebe Avenue, Hunstanton PE36 6BS</td>
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<td>Tel: 01992 852061</td>
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<th>Crown Rest Home, The</th>
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<tbody>
<tr>
<td>Station Road, Little Dunham, King’s Lynn PE32 2DJ</td>
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<tr>
<td>Tel: 01760 722039</td>
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<th>Delph House</th>
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<td>Wisbech Road, Welney, Wisbech PE14 9RQ</td>
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<td>Tel: 01354 610300</td>
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<th>Docking House</th>
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<tbody>
<tr>
<td>Station Road, Docking, King’s Lynn PE31 8LS</td>
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<td>Tel: 01485 518243</td>
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<th>Driftwood House</th>
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<tbody>
<tr>
<td>Lynn Road, Hunstanton PE36 5HL</td>
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<td>Tel: 01485 532241</td>
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<thead>
<tr>
<th>Eastgate House</th>
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<tbody>
<tr>
<td>17 Littleport Street, King’s Lynn PE30 1PP</td>
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<tr>
<td>Tel: 01553 691054</td>
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</table>

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<thead>
<tr>
<th>Fridhem Rest Home</th>
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<tbody>
<tr>
<td>79 Station Road, Heacham, King’s Lynn PE31 7AB</td>
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<tr>
<td>Tel: 01485 571455</td>
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<thead>
<tr>
<th>Gables Residential Home, The</th>
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<tbody>
<tr>
<td>22 Post Office Road, Dersingham, King’s Lynn PE31 6HS</td>
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<tr>
<td>Tel: 01485 540528</td>
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<thead>
<tr>
<th>Gorselands Residential Home</th>
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<tbody>
<tr>
<td>25 Sandringham Road, Hunstanton PE36 5DP</td>
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<tr>
<td>Tel: 01485 532580</td>
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<thead>
<tr>
<th>Hickathrift House</th>
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<tr>
<td>217 Smeeth Road, Marshland St James, Wisbech PE14 8J</td>
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<td>Tel: 01945 430636</td>
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<tr>
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<thead>
<tr>
<th>High Haven</th>
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<tbody>
<tr>
<td>Howdale Road, Downham Market PE38 9AG</td>
</tr>
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<td>Tel: 01366 382205 Advert page 4</td>
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<tr>
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<table>
<thead>
<tr>
<th>Iceni House</th>
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<tbody>
<tr>
<td>Jack Boddy Way, Swaffham PE37 7HJ</td>
</tr>
<tr>
<td>Tel: 01760 720330</td>
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<table>
<thead>
<tr>
<th>King’s Lynn Residential Home</th>
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<tr>
<td>Kettlewell Lane, King’s Lynn PE30 1PW</td>
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<td>Tel: 01553 769098</td>
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<thead>
<tr>
<th>Mallards, The</th>
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<td>161 Wootten Road, King’s Lynn PE30 4DW</td>
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<td>Tel: 01553 676004</td>
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<thead>
<tr>
<th>Mandalay</th>
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<td>The Street, Marham PE33 9HP</td>
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<td>Tel: 01760 444175</td>
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<tr>
<th>Manton House</th>
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<td>5-7 Tennyson Avenue, King’s Lynn PE30 2QG</td>
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<th>Merrimore House</th>
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<td>Tel: 01953 880417</td>
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<td>PD LDA MH SI</td>
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<table>
<thead>
<tr>
<th>Mill House</th>
</tr>
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<tbody>
<tr>
<td>Litcham Road, Gayton, King’s Lynn PE32 1PQ</td>
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<table>
<thead>
<tr>
<th>Nightingale Lodge</th>
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</thead>
<tbody>
<tr>
<td>8 Austin Street, Hunstanton PE36 6AL</td>
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<tr>
<td>Tel: 01485 533590</td>
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<table>
<thead>
<tr>
<th>Norfolk Lodge</th>
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<tr>
<td>32 King’s Lynn Road, Hunstanton PE36 5HT</td>
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<tr>
<td>Tel: 01485 532383</td>
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<thead>
<tr>
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<table>
<thead>
<tr>
<th>Portland Street</th>
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<tbody>
<tr>
<td>12-14 Portland Street, King’s Lynn PE30 1PB</td>
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<tr>
<td>Tel: 01553 769091</td>
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<tr>
<th>Rebecca Court</th>
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<tr>
<td>9 Staithe Road, Heacham, King’s Lynn PE31 7EF</td>
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<tr>
<td>Tel: 01485 570421 Advert page 4</td>
</tr>
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</table>

Pet Friendly – see page 67
Advertisers are highlighted
### West Norfolk care homes continued

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>Sheiling, The</td>
<td>Squires Hill, Marham, King’s Lynn PE33 9JT</td>
<td>01328 701142</td>
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<tr>
<td>Somerset Villa</td>
<td>19 Austin Street, Hunstanton PE36 6AJ</td>
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<td>Summerville House</td>
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### West Norfolk care homes with nursing

<table>
<thead>
<tr>
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<td>Bennett Street, Downham Market PE38 9EJ</td>
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<td>Faro Lodge</td>
<td>Galyon Road, King’s Lynn PE30 3YE</td>
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<td>Holmwood House Care Centre</td>
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<td>Park House Hotel – Care Home with Nursing Physical Disabilities</td>
<td>Sandringham, King’s Lynn PE35 6EH</td>
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<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
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<th>LDA Learning disability, autism</th>
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<tbody>
<tr>
<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</table>
## Home support providers

### A-E

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able Care Agency Ltd</td>
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<td>About with Friends</td>
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<tr>
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</tr>
<tr>
<td>Affinity Trust – Domiciliary Care Agency – Norfolk</td>
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<tr>
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<td>35</td>
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<td>Bluebird Care (Norwich &amp; North Norfolk)</td>
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<tr>
<td>Breckland Care at Home</td>
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<td>Camphill Communities East Anglia</td>
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<tr>
<td>Care Company UK Ltd, The</td>
<td>35</td>
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<tr>
<td>Caremark Norwich</td>
<td>35</td>
</tr>
<tr>
<td>Carers Elite Ltd</td>
<td>37</td>
</tr>
<tr>
<td>Carers Trust Norfolk – Turbine Way</td>
<td>37</td>
</tr>
<tr>
<td>Carewatch (Norfolk)</td>
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<tr>
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<td>37</td>
</tr>
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<td>Clarity Homecare (Norwich)</td>
<td>37</td>
</tr>
<tr>
<td>Clark James Norwich Ltd</td>
<td>37</td>
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<tr>
<td>Compkey Healthcare Ltd</td>
<td>37</td>
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<tr>
<td>Complete Caring Ltd</td>
<td>37</td>
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<td>Daybreak Support Services</td>
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### F-J

<table>
<thead>
<tr>
<th>Company Name</th>
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<tr>
<td>Dimensions East Anglia Domiciliary Care Office</td>
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<td>Doughty’s</td>
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<tr>
<td>Eagles Recruitment and Healthcare</td>
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<td>Elite Care</td>
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<td>Errand Plus and Personal Services</td>
<td>37</td>
</tr>
<tr>
<td>Extra Care Home Services Ltd</td>
<td>37</td>
</tr>
<tr>
<td>Extra Hands of Heacham Ltd</td>
<td>37</td>
</tr>
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<td>Fairway House</td>
<td>37</td>
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<tr>
<td>First Choice Home Care</td>
<td>37</td>
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<td>37</td>
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<tr>
<td>Fisher Healthcare Ltd</td>
<td>37</td>
</tr>
<tr>
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<td>37</td>
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<td>Florence House</td>
<td>37</td>
</tr>
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<td>37</td>
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<td>37</td>
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<tr>
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<td>39</td>
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<td>Great Hospital Domiciliary Service, The</td>
<td>39</td>
</tr>
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<td>39</td>
</tr>
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<td>39</td>
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<td>39</td>
</tr>
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<td>39</td>
</tr>
<tr>
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<td>39</td>
</tr>
<tr>
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<td>39</td>
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<tr>
<td>Home Instead Senior Care I Care Service</td>
<td>39</td>
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<td>Independence Matters C.I.C. – Personal Assistant Service East</td>
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### K-O

<table>
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<th>Company Name</th>
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<td>Mill Lodge</td>
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<td>NCC First Support – Northern &amp; Norwich</td>
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</tr>
<tr>
<td>NCC First Support – Western</td>
<td>41</td>
</tr>
</tbody>
</table>
Newcross Healthcare Solutions Ltd (Norwich) 41
Nightingale Homecare Norfolk 41
Norfolk Swift Response 41
Norvic Healthcare Anglia 41
Nouveau Care 41
NR Care Head Office 41
Oak Lodge Business Centre 41
Old Maltings, The 41
P-Y
Patina’s Homecare Services 41
PCT Care Services Ltd Head Office 41
Phoenix Homecare (Norfolk) Ltd 41
Premier Homecare 41
Prestbury Care Providers 41
Prestige Nursing Norwich 41
Progress House 41
Progress Pathways 41
Domiciliary Care 41
Pure Heart Homecare Ltd 41
Purely Care 43
Red House Residential Home 43
Riseup Healthcare Ltd 43
Rookery, The 43
S & M Healthcare 43
Saxon House 43
Simply Homecare 43
Smart Homecare (Aylsham) 43
South Norfolk Carers Ltd 43
Squirrels 43
Sunrise Healthcare Ltd 43
Support at Home Service in Great Yarmouth and Waveney 43
Support Me at Home 43
Swanton Community Support 43
Taylor Care Norfolk 43
Total Care Norfolk 43
Trust Care Agency 43
Ur Choice Care Ltd 43
Voyage (DCA) Norfolk 43
Wensum Way 43
Westminster Homecare Ltd (Norwich) 43
Whitstone House 43
Your Care and Support Norfolk 43
Your Life (Norwich) 43

Care homes/care homes with nursing

A-E
Abbottswood Lodge 88
Acorn Park Adult Services 97
Adrian Lodge 103
Ailwyn Hall 88
Alexander Court 97
All Hallows Hospital 101
Amber House 85
Amberley Hall Care Home 105
Amethyst Lodge 85
Anchorage, The 103
Ashfields 88
Ashill Lodge Care Home 97
Ashville House 103
Ashwood House – Norwich 88
Austrialy House Nursing Home 101
Avery Lodge Residential Home 85
Aylsham Manor, The 88
Badgers Wood 88
Bay Tree House 95
Beauchamp House 97
Beeches, The 97
Bilney Hall 97
Bishop Herbert House 95
Boundary House 88
Brackendale House 88
Brambles, The 103
Brook House 88
Broadacres Care Home 88
Broadland House Residential Care Home 85
Broadland View Care Home 95
Broadlands Park Residential Care Home 88
Broadview 85
Brooke House 98
Brooklands Nursing & Residential Home 94
Brooklodge 89
Brooklyn House Nursing Home 101
Brundall Care Home 89
Buckingham Lodge Care Home 101
Bungay House 98
Burgh House Residential Care Home Ltd 85
Burlingham House 95
Burman House 103
Caister Lodge 85
Callum House 89
Care Management Group – Magnolia Cottage 89
Care Management Group – New Dawn 89
Care Management Group – Tamarisk House 89
Carleton House Care Home 98
Casaarita 89
Cascade (Charlton House) Ltd 94
Cascade (Cohen House) 97
Cavell Court 97
Chiswick House 95
Church Farm Residential Care Home 85
Church Green Lodge 97
Claremont Nursing Home 88
Clarence House Care Home 89
Clarence Lodge 85
Claxton House 98
Close, The 103
Coach House SBDP1 Ltd, The 85
Coopers Mill 104
Coralyn House 104
Corton House 95
Cranleigh 89
Cranmer House 89
Cresta Lodge 98
Creswick House 89
Croft, The 98
Cromwell House 95
Crossways 89
Crown Rest Home, The 104

Visit www.carechoices.co.uk for further assistance with your search for care
### Care homes/care homes with nursing continued

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culrose Residential Home</td>
<td>98</td>
</tr>
<tr>
<td>Cygnet House</td>
<td>85</td>
</tr>
<tr>
<td>Cypress Lodge</td>
<td>95</td>
</tr>
<tr>
<td>Dalmeny House</td>
<td>89</td>
</tr>
<tr>
<td>Decoy Farm</td>
<td>88</td>
</tr>
<tr>
<td>Delph House</td>
<td>104</td>
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<td>104</td>
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<td>89</td>
</tr>
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</tr>
<tr>
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<td>89</td>
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<td>104</td>
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<tr>
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<td>89</td>
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<tr>
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<td>94</td>
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<td>89</td>
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<td>98</td>
</tr>
<tr>
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<td>95</td>
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<td>85</td>
</tr>
<tr>
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<td>94</td>
</tr>
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<td>Eversley Nursing Home</td>
<td>88</td>
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<td>98</td>
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<tr>
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<td>89</td>
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<tr>
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<td>105</td>
</tr>
<tr>
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<td>89</td>
</tr>
<tr>
<td>Feltwell Lodge</td>
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<td>98</td>
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<tr>
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<td>89</td>
</tr>
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<td><strong>Ford Place Nursing Home</strong></td>
<td>103</td>
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<tr>
<td>Foxhill</td>
<td>89</td>
</tr>
<tr>
<td>Fridhem Rest Home</td>
<td>104</td>
</tr>
<tr>
<td>Furze Hill House</td>
<td>89</td>
</tr>
<tr>
<td>Gables Residential Home, The</td>
<td>104</td>
</tr>
<tr>
<td>Gables, The (East Norfolk)</td>
<td>85</td>
</tr>
<tr>
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<td>89</td>
</tr>
<tr>
<td><strong>Glenholme</strong></td>
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</tr>
<tr>
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<td>105</td>
</tr>
<tr>
<td>Goodwins Hall Care Home</td>
<td>91</td>
</tr>
<tr>
<td>Gorselands Residential Home</td>
<td>104</td>
</tr>
<tr>
<td>Grays Fair Court</td>
<td>95</td>
</tr>
<tr>
<td>Greenacres</td>
<td>91</td>
</tr>
<tr>
<td>Grenville Court Care Home</td>
<td>91</td>
</tr>
<tr>
<td>Gresham Care Home</td>
<td>88</td>
</tr>
<tr>
<td>Grove, The – Care Home with</td>
<td>103</td>
</tr>
<tr>
<td>Nursing</td>
<td>94</td>
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<tr>
<td>Physical Disabilities</td>
<td>94</td>
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<tr>
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<td>94</td>
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<td>94</td>
</tr>
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</tr>
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<td>98</td>
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<tr>
<td>Harvey Lane</td>
<td>98</td>
</tr>
<tr>
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<td>95</td>
</tr>
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<td>103</td>
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<tr>
<td>Hazeldown Care Home</td>
<td>97</td>
</tr>
<tr>
<td>Heath Farm House</td>
<td>88</td>
</tr>
<tr>
<td>Care Centre</td>
<td>91</td>
</tr>
<tr>
<td>Heathcote</td>
<td>95</td>
</tr>
<tr>
<td>Heathers</td>
<td>91</td>
</tr>
<tr>
<td>Heathers Nursing Home, The</td>
<td>104</td>
</tr>
<tr>
<td>Hebron House</td>
<td>98</td>
</tr>
<tr>
<td>Hellesdon Bungalows</td>
<td>95</td>
</tr>
<tr>
<td>Heronlea Residential Home</td>
<td>91</td>
</tr>
<tr>
<td>Heron Lodge</td>
<td>98</td>
</tr>
<tr>
<td><strong>Hethersett Hall</strong></td>
<td>103</td>
</tr>
<tr>
<td>Heywoods Grange</td>
<td>99</td>
</tr>
<tr>
<td>Hickathrift House</td>
<td>99</td>
</tr>
<tr>
<td><strong>Hickling House</strong></td>
<td>104</td>
</tr>
<tr>
<td>Highfield Residential Care Home</td>
<td>91</td>
</tr>
<tr>
<td><strong>High Haven</strong></td>
<td>98</td>
</tr>
<tr>
<td>High Oaks</td>
<td>99</td>
</tr>
<tr>
<td>Highwater House</td>
<td>99</td>
</tr>
<tr>
<td>Hill Barn</td>
<td>99</td>
</tr>
<tr>
<td>Hillcrest</td>
<td>96</td>
</tr>
<tr>
<td>Hill Grove</td>
<td>99</td>
</tr>
<tr>
<td>Hill House</td>
<td>99</td>
</tr>
<tr>
<td>Hollies and Hollies Lodge, The</td>
<td>99</td>
</tr>
<tr>
<td>Holly Cottage</td>
<td>91</td>
</tr>
<tr>
<td>Holmwood House</td>
<td>105</td>
</tr>
<tr>
<td><strong>Care Centre</strong></td>
<td>91</td>
</tr>
<tr>
<td>Homestead House</td>
<td>91</td>
</tr>
<tr>
<td>Honeysuckle Cottage</td>
<td>91</td>
</tr>
<tr>
<td><strong>Iceni House</strong></td>
<td>104</td>
</tr>
<tr>
<td><strong>Iceni Lodge</strong></td>
<td>85</td>
</tr>
<tr>
<td><strong>Ingham Old Hall Care Home</strong></td>
<td>97</td>
</tr>
<tr>
<td><strong>Ivy Court</strong></td>
<td>85</td>
</tr>
<tr>
<td><strong>Ivydene Residential Home</strong></td>
<td>87</td>
</tr>
<tr>
<td><strong>Joseph House</strong></td>
<td></td>
</tr>
<tr>
<td><strong>K-O</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Kalmia &amp; Mallow</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Kemps Place</strong></td>
<td>96</td>
</tr>
<tr>
<td><strong>Kensington Lodge</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Kevin House</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Keys Hill Park</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Kingsgate Residential Home</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>King’s Lynn Residential Home</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Kittens Lane</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Klain House</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Lambert House</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Lancaster House</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Larchwood Nursing and Residential Home</strong></td>
<td>97</td>
</tr>
<tr>
<td><strong>Laurel Lodge Care Home</strong></td>
<td>96</td>
</tr>
<tr>
<td><strong>Laurels Care Home, The</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Laurels, The</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Letheringtonsett Hall</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Lilas House</strong></td>
<td>91</td>
</tr>
<tr>
<td><strong>Limes, The</strong></td>
<td>92</td>
</tr>
<tr>
<td><strong>Lincoln House Care Home</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Linden Court</strong></td>
<td>103</td>
</tr>
<tr>
<td><strong>Lindum</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Link House</strong></td>
<td>92</td>
</tr>
<tr>
<td><strong>Livability John Grooms Court</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Livability Norwich Road</strong></td>
<td>96</td>
</tr>
<tr>
<td><strong>Lodge, The</strong></td>
<td>87</td>
</tr>
<tr>
<td>Lower Farm Care Home with Nursing</td>
<td>105</td>
</tr>
<tr>
<td><strong>Lulus</strong></td>
<td>92</td>
</tr>
<tr>
<td><strong>Lydia Eva Court</strong></td>
<td>87</td>
</tr>
<tr>
<td><strong>Lyles House</strong></td>
<td>92</td>
</tr>
<tr>
<td><strong>Lynfield</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Mallards, The</strong></td>
<td>104</td>
</tr>
<tr>
<td><strong>Maltings Care Home, The</strong></td>
<td>92</td>
</tr>
<tr>
<td><strong>Mandalay</strong></td>
<td>104</td>
</tr>
<tr>
<td>Address</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Manor House</td>
<td>92</td>
</tr>
<tr>
<td>Manor House, The</td>
<td>92</td>
</tr>
<tr>
<td>Manton House</td>
<td>104</td>
</tr>
<tr>
<td>Maple Tree Care Ltd</td>
<td>99</td>
</tr>
<tr>
<td>Marine Court Residential Home</td>
<td>87</td>
</tr>
<tr>
<td>Marrams</td>
<td>87</td>
</tr>
<tr>
<td>Martham Lodge Residential Care Home</td>
<td>87</td>
</tr>
<tr>
<td>Mary Chapman Court</td>
<td>92</td>
</tr>
<tr>
<td><strong>Mayfields Care Home, The</strong></td>
<td>99</td>
</tr>
<tr>
<td><strong>Mayflower Court</strong></td>
<td>96</td>
</tr>
<tr>
<td>Mead Lodge Residential Care</td>
<td>92</td>
</tr>
<tr>
<td>Meadow House Nursing Home</td>
<td>105</td>
</tr>
<tr>
<td>Meadows, The</td>
<td>92</td>
</tr>
<tr>
<td>Melton House Care Home</td>
<td>99</td>
</tr>
<tr>
<td>Merle Boddy House</td>
<td>99</td>
</tr>
<tr>
<td>Merrimore House</td>
<td>104</td>
</tr>
<tr>
<td>Middleton’s Lane</td>
<td>92</td>
</tr>
<tr>
<td>Millbridge Care Home</td>
<td>105</td>
</tr>
<tr>
<td>Mill House</td>
<td>104</td>
</tr>
<tr>
<td>Mill House &amp; Cottages</td>
<td>92</td>
</tr>
<tr>
<td>Mill House, The</td>
<td>94</td>
</tr>
<tr>
<td>Mill Lodge</td>
<td>87</td>
</tr>
<tr>
<td>Moorings, The</td>
<td>99</td>
</tr>
<tr>
<td><strong>Mountfield</strong></td>
<td>96</td>
</tr>
<tr>
<td>Mount Residential Home, The</td>
<td>92</td>
</tr>
<tr>
<td>Mr &amp; Mrs M Cammack – 14 Churchfields</td>
<td>99</td>
</tr>
<tr>
<td>Mr &amp; Mrs M Cammack – Woodstock</td>
<td>96</td>
</tr>
<tr>
<td><strong>Munhaven</strong></td>
<td>92</td>
</tr>
<tr>
<td>NCC First Support – Benjamin Court</td>
<td>92</td>
</tr>
<tr>
<td>New Boundaries Group – 2 Lloyd Road</td>
<td>92</td>
</tr>
<tr>
<td>New Boundaries Group – 329 Fakenham Road</td>
<td>92</td>
</tr>
<tr>
<td>New Boundaries Group – 331 Fakenham Road</td>
<td>92</td>
</tr>
<tr>
<td>Newhaven</td>
<td>92</td>
</tr>
<tr>
<td>Nightingale Care Home</td>
<td>99</td>
</tr>
<tr>
<td>Nightingale Lodge</td>
<td>104</td>
</tr>
<tr>
<td>Norfolk Lodge</td>
<td>104</td>
</tr>
<tr>
<td>Northfields</td>
<td>99</td>
</tr>
<tr>
<td>Oak Bungalow</td>
<td>94</td>
</tr>
<tr>
<td>Oak Court</td>
<td>94</td>
</tr>
<tr>
<td>Oak Farm</td>
<td>94</td>
</tr>
<tr>
<td>Oak House</td>
<td>100</td>
</tr>
<tr>
<td>Oak Manor Nursing Home</td>
<td>103</td>
</tr>
<tr>
<td>Oak Trees (Respite)</td>
<td>100</td>
</tr>
<tr>
<td>Oaklands</td>
<td>100</td>
</tr>
<tr>
<td>Oaklands – Thera East Anglia</td>
<td>100</td>
</tr>
<tr>
<td>Oaks &amp; Woodcroft, The</td>
<td>100</td>
</tr>
<tr>
<td>Oakwood House Care Home</td>
<td>103</td>
</tr>
<tr>
<td>Old Rectory Care Home</td>
<td>92</td>
</tr>
<tr>
<td>Old Rectory, The</td>
<td>87</td>
</tr>
<tr>
<td>Old Rectory, The – Hevingham</td>
<td>92</td>
</tr>
<tr>
<td>Old Vicarage, The</td>
<td>92, 96</td>
</tr>
<tr>
<td>Olive House</td>
<td>100</td>
</tr>
<tr>
<td>Oliver Court</td>
<td>87</td>
</tr>
<tr>
<td>Omnia</td>
<td>96</td>
</tr>
<tr>
<td>Orchards Residential Care Home, The</td>
<td>87</td>
</tr>
<tr>
<td>Overbury House Nursing and Residential Home</td>
<td>94</td>
</tr>
<tr>
<td><strong>P-T</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Paddocks Care Home, The</strong></td>
<td>105</td>
</tr>
<tr>
<td>Park House</td>
<td>87</td>
</tr>
<tr>
<td>Park House Hotel – Care Home with Nursing Physical Disabilities</td>
<td>105</td>
</tr>
<tr>
<td>Pastures, The</td>
<td>103</td>
</tr>
<tr>
<td>Phoenix House</td>
<td>104</td>
</tr>
<tr>
<td><strong>Pine Lodge</strong></td>
<td>88</td>
</tr>
<tr>
<td>Pinetops</td>
<td>92</td>
</tr>
<tr>
<td>Point House</td>
<td>96</td>
</tr>
<tr>
<td>Portland Street</td>
<td>104</td>
</tr>
<tr>
<td>Prime Life Ltd – 32 South Street</td>
<td>93</td>
</tr>
<tr>
<td>Quebec Hall Ltd</td>
<td>100</td>
</tr>
<tr>
<td><strong>Rebecca Court</strong></td>
<td>104</td>
</tr>
<tr>
<td>Red House Residential Home</td>
<td>100</td>
</tr>
<tr>
<td>Redgate House Residential Home</td>
<td>100</td>
</tr>
<tr>
<td><strong>Redlands House</strong></td>
<td>93</td>
</tr>
<tr>
<td><strong>Ritson Lodge</strong></td>
<td>88</td>
</tr>
<tr>
<td>Rookery, The</td>
<td>93</td>
</tr>
<tr>
<td><strong>Rose Meadow</strong></td>
<td>93</td>
</tr>
<tr>
<td>Rosedale House</td>
<td>93</td>
</tr>
<tr>
<td>Roseland Lodge</td>
<td>87</td>
</tr>
<tr>
<td>Royal Mencap Society – Fryers Walk</td>
<td>100</td>
</tr>
<tr>
<td>Royal Mencap Society – Woodlands Residential Home</td>
<td>100</td>
</tr>
<tr>
<td>Roydon Road</td>
<td>100</td>
</tr>
<tr>
<td>Salcasa</td>
<td>93</td>
</tr>
<tr>
<td>Salisbury Residential Home</td>
<td>87</td>
</tr>
<tr>
<td><strong>Sanford House Nursing Home</strong></td>
<td>103</td>
</tr>
<tr>
<td>Sapphire House</td>
<td>87</td>
</tr>
<tr>
<td>Saxlingham Hall Nursing Home</td>
<td>103</td>
</tr>
<tr>
<td>Scarborough House</td>
<td>93</td>
</tr>
<tr>
<td>Seahorses Nursing Home</td>
<td>88</td>
</tr>
<tr>
<td>Sense Holmlea</td>
<td>101</td>
</tr>
<tr>
<td>Shalimar</td>
<td>93</td>
</tr>
<tr>
<td>Sheiling, The</td>
<td>105</td>
</tr>
<tr>
<td>Shiels Court Care Home</td>
<td>93</td>
</tr>
<tr>
<td>Shipbourne House</td>
<td>93</td>
</tr>
<tr>
<td>Shipdham Manor</td>
<td>101</td>
</tr>
<tr>
<td>Shires, The</td>
<td>93</td>
</tr>
<tr>
<td>Shulas</td>
<td>93</td>
</tr>
<tr>
<td>Somerset Villa</td>
<td>105</td>
</tr>
<tr>
<td><strong>Springdale</strong></td>
<td>93</td>
</tr>
<tr>
<td>Springfield House</td>
<td>101</td>
</tr>
<tr>
<td>St Brannocks</td>
<td>93</td>
</tr>
<tr>
<td>St Clements Nursing Home</td>
<td>97</td>
</tr>
<tr>
<td>St David’s Nursing Home</td>
<td>94</td>
</tr>
<tr>
<td>St Davids Residential Care Home</td>
<td>87</td>
</tr>
<tr>
<td><strong>St Edmunds</strong></td>
<td>101</td>
</tr>
<tr>
<td>St Edmunds Residential Home</td>
<td>87</td>
</tr>
<tr>
<td>St Elmos</td>
<td>101</td>
</tr>
<tr>
<td><strong>St John’s House</strong></td>
<td>97</td>
</tr>
<tr>
<td>St Leonards Court</td>
<td>101</td>
</tr>
<tr>
<td>St Mary’s Care Home</td>
<td>93</td>
</tr>
<tr>
<td>St Mary’s Residential Care Home</td>
<td>101</td>
</tr>
<tr>
<td>St Michael’s Court</td>
<td>94</td>
</tr>
<tr>
<td>St Nicholas Care Home</td>
<td>93</td>
</tr>
<tr>
<td><strong>St Nicholas House</strong></td>
<td>101</td>
</tr>
<tr>
<td><strong>Stepping Out</strong></td>
<td>87</td>
</tr>
<tr>
<td>Strawberry Field</td>
<td>93</td>
</tr>
<tr>
<td>Summerville House</td>
<td>105</td>
</tr>
<tr>
<td>Sun Court Nursing Home</td>
<td>95</td>
</tr>
<tr>
<td><strong>Sunnycroft Care Home</strong></td>
<td>93</td>
</tr>
<tr>
<td>Sunnyside</td>
<td>87</td>
</tr>
<tr>
<td>Sutherlands Nursing Home</td>
<td>103</td>
</tr>
</tbody>
</table>
Swanrise 87
Swanton House Care Centre 95
**Sydney House** 93
Talbots, The 97
Taylor Road 101
Terrington Lodge 105
Thomas Tawell House 97
Thorp House 103
Treehaven Bungalows 93
Treehaven Rants 93
Trees Nursing Home 103
Twin Oaks Nursing Home 97
**Two Acres Care Home** 95
Two School Cottages 93
**V-Y**
Vicarage Road 93
Victoria Hall 105
**Vineries, The** 87
Walcot Hall Nursing Home 103
Walnut House 101
Walsham Grange 95
Warren, The 93
Wensum Way 94
Westbrook House 94
Westfield House 101
**Westfields** 105
Westward Barns 101
Westward Farm 101
Whitehall Lodge 97
Residential Home 94
Whitehaven Residential Care Home 94
York House 101
Whitestone House 105
Willowdene 94
– Thera East Anglia 94
Willows, The 101
Winchley House 105
Windmill Care Home, The 87
Windmill House 101
Woodland Care Home 95
**Woodlands** 105
Woodside House 97
Woodspring House 94
Woodstock Care Home Ltd 105
Wootton Road, 244 94
Worstead Lodge 94
Wyndham House Care 105

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| Age UK Norwich | 48 |
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| Caring Homes Group | 68 |
| Castlemeadow Care | 96 & 100 |
| Cozens-Hardy LLP | 83 |
| Dementia Friendly Norfolk | 12 |
| Melford Court | 102 |
| Minton Care Hotels | |
| My Family, Our Needs | 55 |
| Norfolk Care Homes | 90 |
| Norse Care | 4 |
| Oulton Park | 7 |
| Quality Care at Home | 36 |
| Stow Healthcare | 102 |
| Stowlangtoft Hall | 102 |
| Thera East Anglia | 70 |

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**Regional Team Manager:** Russell Marsh. **Sales Manager:** Paul O’Callaghan. **Regional Sales Supervisor:** Vanessa Ryder.

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