Norfolk

Your guide to care and support for adults 2020/21



The essential guide to finding the right support for you

In association with















Are you an older person looking for quality support?



Independence Matters

A social enterprise reinvesting in the people that matter

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

- Activities that help to maintain and improve thinking, reasoning and remembering.
- Friendly and welcoming environment where you can meet new people and have fun in the company of others.
- Award-winning dementia specialists, our trained staff can support with changing health and personal care needs.
- On-site facilities including access to hot meals and drinks, bath/shower facilities, hairdresser and chiropodist.

Call us on **0300 790 0508** to find out more about how we can help you.





In partnership with

Norfolk County Council

www.independencematters.org.uk

Our tailored support can help you to stay in your own home

From a wellbeing check to live-in care, we offer experienced home support and care services across Suffolk and Norfolk.

Call us on Beccles **0344 800 8001** or Norwich 0344 800 8002

Or email: beccles@homesupportmatters.org.uk or norwich@homesupportmatters.org.uk



Home Support Matters

We're here because we care



In partnership with Worfolk County Council

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Compassionate, high quality care and support for your loved one

As Norfolk's largest residential care provider, we support over 1,500 people. We provide residential care, short-term respite care and specialist care for people living with dementia.

Rooms available, for more information: 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 2020 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.

Thinking about and preparing for adult life should start as early as possible. Norfolk County Council is pleased to announce two new services that will help to do this. These are the Preparing for Adult Life (PfAL) Service (page 55) and the Support into Employment Service (Page 14). These services will provide dedicated support to help people achieve their goals, for example employment, good health and independent living.

Norfolk County Council, Health and other organisations continue to work together to promote better working between Health and Social Care. We know that patients can recover much faster at home in a familiar environment as your own bed is the best bed for recovery. To support this, we have developed our 'Home First Strategy' (page 29). As part of this approach, when you are admitted to hospital, you will be assessed to confirm your health needs and your expected discharge date. Friends, family and carers will be involved in hospital discharge plans, and we will support you to regain your independence and confidence so that you can return home.

Norfolk County Council has expanded its
Accommodation Based Reablement Services. As well as Benjamin Court in Cromer, hospital patients can also be discharged to Grays Fair Court in Costessey, Norwich for a period of reablement. These units provide specialist person-centred holistic support free for up to six weeks. The aim is to help people regain as much independence as possible before returning home with realistic expectations of what they can do and a plan for support where it is needed. Norfolk County Council has also increased

its assistive technology service, which has a key role to play in supporting people to live independently for as long as possible and providing support to family carers to enable them to continue caring for as long as they are able and willing to do so.

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, Norfolk and Waveney Clinical Commissioning Group

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

For more information about health in Norfolk, please see: www.norfolkandwaveneyccg.nhs.uk

For more information about joined up working in Norfolk, please see: www.england.nhs.uk/integratedcare/stps/view-stps/norfolk-and-waveney

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

Alternative formats

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



Staying healthy and well

Norfolk Community Directory



The Norfolk Community Directory 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. If you have any questions, email: communitydirectory@norfolk.gov.uk

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

Lily



Lily provides a comprehensive range of support in West Norfolk and parts of Breckland to combat loneliness and social isolation in adults of all ages. It

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.
- Practical advice.
- Support to develop coping techniques.
- Support to make and maintain relationships including connecting/reconnecting with family and friends.
- Support 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 on-site information sessions.
- Providing support for employers, schools and colleges.

Accessing Lily:

The Lily online directory lists organisations, services and activities that help people to live healthy, active and independent lives.

- · Via the Lily online directory: www.asklily.org.uk
- By telephoning: **01553 616200** (option six).
- At community groups, locations and events.
- Home visits from a Lily advisor.

Combatting loneliness and social isolation in Norfolk

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

These services 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, may mean that they are more likely to need formal care or health services.

Community Action Norfolk, The Borough Council of King's Lynn and West Norfolk and Voluntary Norfolk deliver a range of services and approaches to



Celebrating life











Celebrating Life

Our homes are more than care homes. They're family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

> Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

Ashfields Rackheath, **NR13 6PD** 01603 294 535 **Hethersett Hall** Hethersett, NR9 3AP 01603 294 628

Ritson Lodge Hopton-on-Sea, **NR319AH** 01502 322 276

The Warren Sprowston, NR78AF 01603 294 648 **Woodside House** Norwich, **NR7 9X** 01603 294 649

- → tackle loneliness across Norfolk. This includes:
- 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.

If you, or someone you know, could benefit from these services and live in West Norfolk, please call LILY: **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 a new route altogether.

For further information about transport options, visit the 'travel and transport' page at:

www.norfolk.gov.uk/helpwithtransport 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 Advice line: **0300 500 1217**

Email: advice@ageuknorfolk.org.uk Web: www.ageuk.org.uk/norfolk

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-anonuk.org.uk

Web: www.al-anonuk.org.uk

Alcoholics Anonymous (AA)

If you think you have a problem with drinking, we're here to help. All services are confidential and free.

Tel: **0800 917 7650 •** Email: **help@aamail.org** Web: **www.alcoholics-anonymous.org.uk**

General queries

Tel: 01904 644026 (office hours).

Email: gso@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).

National Dementia Helpline: 0300 222 1122

Email: norfolk@alzheimers.org.uk
Web: www.alzheimers.org.uk

The Bridge Plus+

Improves community bonds through community-based services, with a focus on supporting Black and Minority Ethnic (BME) communities. Provides information and advice on a range of welfare benefits, housing and immigration related issues. Sackville Place, 44-48 Magdalen Street, Norwich NR3 1JU (Monday to Thursday, 10.00am to 3.00pm by appointment). • Tel: **01603 617076**

Email: office@bridgeplus.org.uk
Web: www.bridgeplus.org.uk
Facebook: @thebridgeplus

Carers Matter Norfolk (CMN)

A county-wide service to support unpaid carers of all ages 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** Facebook: **@CarersMatterNorfolk**

Twitter: @CarersMatterNfk
Instagram: carersmatternorfolk

Caring Together

Caring Together provides support and services for people with care needs in Norfolk. This includes care in their homes and enabling individuals to attend activities in the community, which also provides their carers with breaks. The organisation also delivers activities for young carers.

Tel: 0345 241 0954 • Web: www.caringtogether.org

Email: hello@caringtogether.org

Change, Grow, Live

Provides the Alcohol and Drug Behaviour Change

Service in Norfolk. This includes medical treatment, individual and group support, harm minimisation advice and an affected others service for those impacted by substance misuse. Services are available to anyone aged 18+ living in Norfolk, or registered with a Norfolk GP, who are affected by drug or alcohol misuse. Check the website below for further details.

Tel: **01603 514096** (One number for Norfolk. 8.00am to 8.00pm, seven days a week).

Email: norfolk.info@cgl.org.uk

Web: www.changegrowlive.org/get-help/content/ norfolk-alcohol-drug-behaviour-change-service

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 Citizens Advice 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 NR17 2AF (Wednesday and Thursday, 10.00am to 1.00pm).

Dereham

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

Fakenham

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

Great Yarmouth

2 Stonecutters Way NR30 1HF (Monday to Friday, 9.15am to 12.30pm).

Holt

Kerridge Way NR25 6DN (Tuesday and Friday, 10.00am to 3.00pm).

→ King's Lynn

Hanse House, South Quay PE30 5GN (Monday, Tuesday and Thursday, 10.00am to 2.00pm).

North Walsham

3 St Nicholas Court NR28 9HN (Monday to Friday, 10.00am to 3.00pm).

Norwich

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

Watton

Unit 2, Ventura House, Norwich Road IP25 6JU (Wednesdays, 10.00am to 3.00pm).

Wymondham

14 Middleton Street NR18 OAD (Wednesday and Thursday, 10.00am to 1.00pm).

Diss (Citizens Advice Diss, Thetford & District)

Shelfanger Road IP22 4EH (Monday, Wednesday, Thursday and Friday, 10.00am to 3.00pm).

Web: www.cadat.org.uk

Thetford (Citizens Advice Diss, Thetford & District)

Abbey Neighbourhood Centre, Exeter Way IP24 1EE (Monday, Wednesday, Thursday (for Universal Credit queries only) and Friday, 9.30am to 2.30pm).

Web: www.cadat.org.uk

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 and

mental health to help people understand rights and entitlements. Equal Lives offer a range of information, services and projects.

Tel: **01508 491210**

Web: www.equallives.org.uk

Norfolk and Waveney Mind

A local Mind mental health charity offering an extensive range of support, advice and information to the people, businesses and communities previously supported by Great Yarmouth & Waveney, Norwich & Central Norfolk and West Norfolk Local Mind Associations.

Web: www.norfolkandwaveneymind.org.uk

Great Yarmouth and Waveney Office

Tel: **01493 842129**

Norwich and Central Norfolk Office

Tel: **01603 432457**

West Norfolk Office

Tel: **01553 776966**

Nansa

Nansa has worked for over 60 years to improve the lives of people in Norfolk with physical, learning and sensory disabilities. Nansa is a local independent charity and believes that all people with disabilities are entitled to full inclusion in society. Its objectives are to empower people with disabilities to achieve their life aspirations. Nansa provides support, education, training and advice to almost all ages and disability levels.

Email: enquiries@nansa.org.uk or

referrals@nansa.org.uk Web: www.nansa.org.uk

Nansa Family Centre

33 Woodcock Road, Norwich NR3 3TT

Tel: **01603 414109**

Nansa Adult & Youth Centre

200 Bowthorpe Road, Norwich NR2 3TZ

Tel: **01603 627662**

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 others 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.

James Paget University Hospital

Lowestoft Road, Gorleston, Great Yarmouth NR31 6LA

Tel: 01493 453240

Email: pals@jpaget.nhs.uk

Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY

Tel: 01603 289036

Email: pals@nnuh.nhs.uk

Norfolk and Suffolk NHS Foundation Trust

PALS Office, Hellesdon Hospital, Drayton High

Road, Norwich NR6 5BE Tel: **01603 421191**

Freephone: 0800 279 7257

Email: pals@nsft.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

POhWER provides a range of advocacy services, see page 64 for further details. Alongside local advocates, POhWER also works with Equal Lives to deliver the Relevant Paid Person's Representative service, and Age UK/Equal Lives and Norfolk/Rural Community Council to deliver NHS Complaints Advocacy.

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 and group calls for people with shared interests.

Tel: 0800 470 8090

Web: www.thesilverline.org.uk

SSAFA – The Armed Forces Charity

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

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

Web: www.ssafa.org.uk/norfolk

Vision Norfolk (brand name of Norfolk and Norwich Association for the Blind)

Supporting people with sight loss to enjoy active, independent and fulfilled lives. Vision Norfolk

→ achieves this through its one to one support in the community, access to information and advice on matters relating to sight loss. This includes equipment, organising supported social and sport activities, along with supported housing and a care home for people requiring more daily care. Vision Norfolk, Magpie Road, Norwich NR3 1JH Tel: **01603 573000**

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

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 to 'Help us, help you' at the first signs of illness this winter.

Cold weather can be seriously bad for your health. That's why it's important to look after yourself, especially during the winter. 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.

Certain groups of people are at higher risk from flu, including adults aged 65 and over and those with underlying health conditions. The flu vaccine remains the best defence the NHS has against flu and protects those people who are most vulnerable. 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, 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, we have produced a Healthy Ageing toolkit to enable older people to enjoy the best possible quality of life and remain safe and well at home.

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, 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. We have 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 £34 for a one-hour session. To find out more and book a session visit:

www.norfolk.gov.uk/gold or call Norfolk County Council: 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.

Open Library

Open Library lets you access your local library, its books, computers and spaces even while the building is unstaffed. For more information, visit: www.norfolk.gov.uk/OpenLibrary

We offer a range of eBooks, eAudio books, eNewspapers and eMagazines that library members can download free of charge, with no reservation or overdue charges. For more information, visit: www.norfolk.gov.uk/ebooks

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. Use the app to search for books, reserve items, download eBooks and eAudio books, keep track of your library account and manage the items you've got out on loan.

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

Mobile Libraries

Norfolk has a mobile library service which visits 494 villages across the county, with approximately 1,300 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 individual timetables, visit: www.norfolk.gov.uk/mobilelibraries

Home Library Service

The Royal Voluntary Service and Norfolk County Council's Home Library Service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility.

If you would like to use this service or help as a volunteer, you can find more information on: www.royalvoluntaryservice.org.uk/services/472-home+library+service

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.
- Reading Well for long-term conditions has been developed for people with long-term health conditions and their relatives and carers.

- → Shelf Help Reading Well for young people recommends expert-endorsed books about mental health, providing 13 to 18-year olds with advice and information.
- 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.

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 and can be borrowed for up to six weeks. For more information and to browse and reserve the books online, visit: www.norfolk.gov.uk/wellbeingbooks

Reminiscence Kits and Packs

These 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.



Norfolk Employment Service

We have developed the 'Norfolk Employment Service', consisting of five area-based employment coordinators and a manager, who will develop and deliver the service around Norfolk.

The service works with people who use adult services and are looking for paid/unpaid work, voluntary work, an apprenticeship, work placements, job coaching and much more.

The service works with people who have eligible

care and support needs, and have either a learning disability, mental health difficulty, physical disability and/or autism, to support them into employment.

The service also works in partnership with our Skills and Employment Team who will liaise with a diverse range of employers to promote Disability Confident, a scheme designed to help recruit and retain disabled people and people with health conditions for their skills and talent.

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



Keeping safe

Norfolk Trusted Trader scheme

This is a Norfolk County Council run scheme, available to all Norfolk residents. It aims to help 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. The scheme provides 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 the scheme, visit: www.norfolk.gov.uk/trustedtrader or call: 0344 800 8020.

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.
- Consider handrails for steps, stairs or in your bathroom.
- 11. Check your shoes and slippers.
- **12.** Always keep walking aids at the right height and near you.

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

- Ask someone to help you write it.
- Know who you can call to help you, and how to call them.
- If you have a mobile phone, always keep it with you.
- Think about having a care alarm (page 22) to get help 24/7 if you fall and cannot reach the telephone.

There are also different gadgets available that can be linked to the care alarm that can automatically send an alert if you have had a fall.

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

→ What to do if you have a fall:

- 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.
- If you need help, but do not need to go to hospital, ring a friend or family member or call Norfolk Swift Response (see page 58): 0344 800 8020 (choose option one).
- 4. If you are hurt or can't get up and need

- immediate medical help, try to call for help, bang on the wall or floor, or use your care alarm button if you have one. If possible, crawl to a telephone and dial **999** for an ambulance. Try to find a blanket or something to keep you warm. Move your leg and arm muscles regularly to produce heat.
- 5. Always tell your GP and someone close to you that you have had a fall, even if you 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.

To make a fire action plan, visit the home safety page using the below link for further details.

Tel: 0800 917 8137

Textphone: 07799 840800

Fax: 01603 812261

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

Web: www.norfolk.gov.uk/fire

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 ten 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.

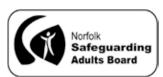
- Sexual abuse including rape, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting 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 using 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.

There is now a free eLearning course available on the Stop Hate in Norfolk webpage that anyone can take to find out more about hate incidents/ crimes, how to identify if you have been a victim or witnessed an incident and how to report it.

Staff and volunteers at several services and organisations are trained to take hate incident reports, such as libraries.

Some community groups and disability services in Norfolk are trained to take hate incident reports on behalf of victims or witnesses, look out for the SHiN logo in their window.

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 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.

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

What is 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 stepfamily. However, this is not

an exhaustive list and may also be extended to uncles, aunts and cousins, for example.

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

It 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 and economic abuse preventing a person from getting or keeping a job, taking money, not permitting access to or withholding family income. It may also include behaviours that control a person's ability to use and maintain economic resources. This may include money, food, transport and housing.
- 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 or controlling behaviour 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 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 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.
- 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 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: 0344 800 8020.

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

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

Staying in your own home

Meals on wheels and lunch clubs

If you are looking for meals on wheels deliveries for yourself or someone you know, Norfolk County Council's Trusted Trader website (see page 15) 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.

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: 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.

Broadland – Centra Pulse

Tel: 0300 123 3232

Great Yarmouth – Community Alarms

Tel: **01493 846654**

Norwich, Breckland & Countywide

- Welbeing Lifeline

Tel: 01323 644422

West Norfolk and North Norfolk - Care Line

Tel: 01553 616200 (option six).

South Norfolk - Contact Care

Tel: 0800 917 4680

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.

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: https://asksara. dlf.org.uk or 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 includes items to help with toileting, bathing, walking aids and wheelchairs. Depending on individual circumstances, there may be a small charge. Home delivery and collection is available on Monday, Wednesday and Friday.

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

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/mynorfolksocialcare 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.

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 Mobility Aids Scheme

Provides short-term wheelchair loan.

Great Yarmouth

Tel: **01493 663626** (10.00am to 4.00pm, Monday to Friday).

Norwich

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

King's Lynn

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

Shopmobility

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

Norwich

Chapelfield • Tel: 01603 753350

King's Lynn

Ground floor, St James multi-storey car park.

Tel: **01553 770310**

Buying a wheelchair privately is an alternative option.



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 https://asksara.dlf.org.uk

You can download and print this checklist at ww	vw.carechoices.co.uk/checklists
Suitability	Will it need to be installed by a professional?
Does the equipment support your specific needs?	Can the retailer provide you with training in using the equipment?
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?	Reliability Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? Have you read reviews of the 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
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?	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?
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?	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	

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.



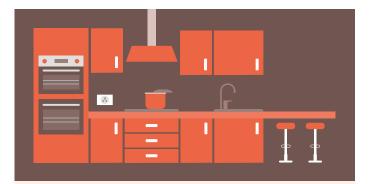
Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

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 council.



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 leverstyle taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming difficult to get dressed? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 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. Visit www.rcotss-ip.org. uk/find to search for OTs near you.

Norfolk County Council

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



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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 Personal Independence Payment (PIP) or Disability Living Allowance (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 **0344 980 3333** and asking to speak to Kevin Ayers.

Great Yarmouth

Great Yarmouth Borough Council's Independent Living Services offer a Handy Person Service which is available to people who are disabled or aged over 60. The Handy Person Service can complete small home maintenance jobs to help residents stay living safely at home for longer. Examples of the types of jobs the service can undertake include:

- Fitting a key safe the police approved Supra C500.
- · Replacing a toilet seat or syphon.
- Re-securing a carpet.
- Fitting door and window locks.
- Fitting draught proofing.
- Fitting energy efficient light bulb(s).

→ Materials will need to be purchased by the customer.

The service's hourly rate is £30 but the council offers a 50% discount for customers who are in receipt of an income-related benefit and are living permanently in the borough of Great Yarmouth. The cost to supply and fit the Supra C500 police approved key safe is £68 with the discount, or £83 for the full rate.

For further information, please contact Great Yarmouth Borough Council's Independent Living Services:

Tel: 01493 846190

Email: handyperson@great-yarmouth.gov.uk

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

handyperson

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**

King's Lynn and West Norfolk

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

- Careline Personal Alarm Service.
- Care and Repair Service.
- Handyperson Service.
- Integrated Housing Adaptations Team (IHAT).
- Lily (see page 6).

The council's aim is to support older people, adults and children with disabilities and those on low incomes to continue living independently for longer. The council provides information and advice, practical equipment, adaptations and repairs and have helped thousands of people to stay in their homes in a healthy, safe and secure environment.

Financial help and grants are available for people living in West Norfolk, depending on their financial circumstances.

The Care and Repair Service provides advice and assistance to enable people to adapt, repair or improve their homes. It can assist with finding grants, completing benefits checks and can make referrals to other organisations if other needs are identified. The IHAT works alongside existing staff to identify clients' needs and possible solutions. In some cases, equipment can be provided; in others, an adaptation such as a level access shower or ramp may be required.

The Handyperson Service can help with minor adaptations, 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 these services, contact: **01553 616200** (option six) or visit:

Web: www.careline-cs.org.uk
Web: www.careandrepair-wn.org

Home First



We know most patients will recover faster

and better in their own home, where they are in a familiar environment and can get back into their normal daily routines as quickly as possible. We also know they would rather be in their own bed than a hospital bed.

Home First is the name given to the approach adopted across health and social care in Norfolk whereby patients are helped and supported to return home from hospital after surgery or other hospital treatment, or remain at home as the first option, instead of having to go into hospital in the first place.

If you do have to go into hospital, our multidisciplinary team – including medical professionals, nurses, social care practitioners and therapists – will work with you to address your health needs during your stay and plan what needs to be in place for your discharge with you and your family or carers, if you would like them involved. This helps to make sure that you can leave hospital on your expected date of discharge and can avoid unnecessary delays.

We will give you and your family or carers access to information, advice and support to help with making your arrangements to return home, including voluntary services which can help smooth your transition to home. For example, the service can ensure your heating is turned on and that you have milk in the fridge.

If you need a bit of extra support on a temporary basis when you go home, you may benefit from Norfolk First Support's reablement service (see below).

Norfolk First Support

Our Norfolk First Support service provides personcentred 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 62.

To access the service, you will need to have an assessment by a GP, community nurse, social worker and/or therapist.

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:

Tel: 0344 800 8020

Email: information@norfolk.gov.uk

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 provides temporary support on a 24-hour basis to help you if you have come out of hospital or have had an illness and need some more support. The service can help you regain your independence and relearn skills so that you can return home.

We currently run two reablement units in Norfolk, one in Cromer and one in Costessey. There are also some beds in residential units run by other organisations.

These units/beds are for Norfolk residents over the age of 18, with care and support needs. You can stay in a reablement unit for up to six weeks, though many people are ready to return home sooner. This is a free service.

Many people will not need to stay at the unit for long. You may continue to be supported by Norfolk First Support staff for a short period of time when you first return home.

If you still need some support after your reablement has finished, or it becomes clear at any point that you will need ongoing support, then we will discuss with you other options that would help you to stay living in your home.

If you think you, or a relative, would benefit from this service, call: **0344 800 8020** or email: **information@norfolk.gov.uk** and explain what you are struggling with and they will arrange for you to have an assessment if they feel the service might be suitable.

Home care and home support

Support at home is known as many things — including home care, home support and domiciliary care. These services provide practical help for people to stay living independently 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 support at home 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 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 opportunities 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 for you.

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

There are 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 on page 30.

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 at:

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

www.norfolk.gov.uk/homecare

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

Home care/home support charges

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





Care visits at home

We care passionately

For many people the questions about care don't arise until suddenly, there is a need.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live in care, supporting you to remain aas independent as possible, living the lifestyle you choose.

Call and talk to one of our friendly professionals today





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norwich@bluebirdcare.co.uk bluebirdcare.co.uk /norwich-north-norfolk



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www.firstchoicehomecare.co.uk II @ y



Agency 1			Fees per week	Quality rating*	
Agency 2			£		
Agency 3			£		
We suggest that you have paper with You can download and print this check	•	•	•	can make notes.	
About the agency		Accommodat	ing your needs		
How long has the agency been operating?		needs if they inc	y accommodate your ncrease? Ask about the		
How long are staff allocated per visit?		process for this.			
Can you contact the agency in an emergency or outside office hours?		Does the agency scheme in place?			
Does the agency have experience		Are all staff train	ed to a certain leve	el?	
with your specific needs?		Are staff able to administering me	help with edication if require	ed?	
Staff Are you likely to be visited by different staff each day?		with each other a	r staff to communi about the support ey visit you? How?		
Are all staff checked with the Disclosure and Barring Service?		Regulation			
Will you be notified in advance if your care worker is on holiday or sick?		Will your support regular intervals	port plan be reviewed at vals?	at	
Are staff matched to you specifically, based on your needs and preferences?			agency's contract to complaint easily?	erms?	
Can you meet your care worker(s) before they start?		•	dealt with quickly?		
Does the agency have both male and female staff?		Can you see a co CQC registration quality rating?	py of the agency's a certificate and		
Notes					
				<u>.</u>	

^{*}See page 64.

Availl We Do Home Care, We Do Reliability, We Do Respect, We Do Making A Difference, We Do Independence, We Do Trust, We Do 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.

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WINNER

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Tel: 01603 300364

OP D PD LDA MH SI YA AD

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

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





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- ✓ 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



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Tel: 01553 766844 OP D PD LDA SI YA

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

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



Every morning when the third stair creaks, it reminds me of Margaret. She'd always told me all her life to fix it. I'm just glad I never did. Because I realise that's home.

Having Home Instead Senior Care help me around the house means I don't have to go anywhere.

Stanlay

- Stanley T.

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Kare Plus Norwich

Norwich

OP D PD LDA MH SI YA Tel: 01603 340044

Keys Hill Park

Norwich

Tel: 01603 784203 **OP LDA MH YA**

Lambert House

Norwich

Tel: 01603 749845 LDA SI YA

Leaf Care Services

Norwich

OP D PD LDA MH SI YA AD Tel: 01603 618111

Leaf Care Services

Great Yarmouth

Tel: 01493 331475 OP D PD LDA MH SI YA AD

MaK Healthcare

Great Yarmouth

OP PD SI YA Tel: 01493 887466

Manorcourt Care (Norfolk) Ltd – Norwich

Norwich Advert page 91

OP D PD LDA MH SI YA Tel: 01953 451541

Manorcourt Care (Norfolk) Ltd - Swaffham

Swaffham Advert page 91

Tel: 01760 726390 OP D PD MH SI YA AD

Manorcourt Care (Norfolk) Ltd – Watton

Watton Advert page 91

OP D PD MH SI AD Tel: 01953 880411

Mears Care – King's Lynn

Kings Lynn

OP D PD LDA MH SI YA AD Tel: 01553 816470

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

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

Norwich

Tel: 01603 309060 OP D PD LDA MH SI YA AD

Mencap – North Suffolk and Coastal Domiciliary

Care Agency

Norwich

Tel: 0808 800 1111 LDA YA

Mencap - Norwich Domiciliary Care Agency

Norwich

Tel: 01603 612223 LDA YA

Mid Norfolk Mencap

Community Support Services

Dereham

Tel: 01362 693013 OP PD LDA MH SI YA

Mill Lodge

Norwich

Tel: 01603 868202 OP D PD LDA MH SI YA

NCC First Support – Eastern

Great Yarmouth

Tel: 03448 008026 OP D PD SI YA AD

NCC First Support – Northern

Norwich

Tel: 01263 739000 OP D PD LDA MH SI YA AD

NCC First Support – Norwich

Norwich

Tel: 01603 224060 OP D PD LDA MH SI YA AD

NCC First Support – Southern

Dereham

Tel: 01362 654803 OP D PD SI YA AD

NCC First Support – Western

Kings Lynn

Tel: 01553 669300 OP D PD SI YA AD

NCC Swift Response

Norwich Advert page 57
Tel: 0344 800 8020 OP D PD SI YA AD

Newcross Healthcare Solutions Ltd (Norwich)

Norwich

Tel: 01603 859846 OP D PD LDA MH SI YA AD

Nightingale Homecare Norfolk (Brooke)

Norwich

Tel: 01508 500176 OP PD MH SI YA

Nightingale Homecare Norfolk

(Norwich)

Norwich

Tel: 01603 516498 OP D PD SI YA

Norvic Healthcare Anglia

Norwich

Tel: 01603 865665 OP D PD LDA MH SI YA AD

Nouveau Care

Norwich

Tel: 07903 380633 OP D PD SI YA

NR Care Head Office

Norwich Advert below Tel: 01603 407976 OP D PD LDA SI YA AD

nrcare caring about your care

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

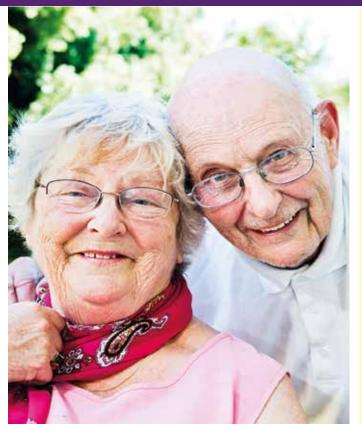
You can contact us by telephone **01603 407976** or email us on admin@nrcare.co.uk www.nrcare.co.uk

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

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

Purely Care

Providing care for you in your own home



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.

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 Anglia. 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

Tel: 01603 407707 www.purelycare.co.uk

Oak Lodge Business Centre

Norwich

OP D PD LDA MH SI YA AD Tel: 0330 133 0009

Pure Heart Homecare Ltd

Wishech

OP D PD LDA MH SI YA Tel: 01945 773861

Old Maltings, The

Swaffham

Tel: 01760 721398 OP D PD MH SI **Purely Care**

Norwich Advert page 42

OP D PD LDA MH SI YA Tel: 01603 407707

Patina's Homecare Services

Great Yarmouth

OP D PD YA Tel: 01493 657658

Red House Residential Home

Thetford

Tel: 01842 753122 OP D

PCT Care Services Ltd Head Office

Wymondham

Tel: 01953 602299 OP D PD LDA MH SI YA **Riseup Healthcare Ltd**

Besthorpe

OP D PD LDA SI YA Tel: 01953 797130

Phoenix Homecare (Norfolk) Ltd

Swaffham

Tel: 01760 720335 OP D PD LDA MH SI YA S & M Healthcare

Watton

Tel: 01953 665880 OP D PD LDA MH SI YA AD

Premier Homecare

Thetford

Tel: 01842 824415 OP D PD MH YA Saxon House

Norwich

Tel: 01508 528971 OP D PD MH SI

Prestbury Care Providers

Kings Lynn

OP D PD LDA MH SI YA Tel: 01553 615600

Smart Homecare

(Aylsham)

Norwich

OP D PD SI Tel: 01603 278287

Prestige Nursing Norwich

Norwich

Tel: 01603 666643 OP D PD LDA MH SI YA AD **South Norfolk Carers Ltd**

Norwich

Tel: 01508 558218 OP D PD SI YA

Pride Home Care

Attleborough

Tel: 01953 30288 **OP PD SI YA** **Squirrels**

Aylsham

Tel: 01263 734938 PD LDA MH SI

Progress House

Gorleston-on-Sea

Tel: 01493 656266 OP D PD YA **Sunrise Healthcare Ltd**

Diss

OP PD LDA MH SI YA AD Tel: 01379 641250

Progress Pathways

Domiciliary Care

Thetford

North Walsham

Support Me at Home

OP D PD MH SI YA Tel: 01760 441905 LDA MH YA Tel: 01692 531241

Provider Services HQ

Norwich

Tel: 01603 693624

Swanton Community Support

Norwich

OP D PD LDA MH SI YA AD Tel: 01603 285205 **OP PD LDA MH YA**

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

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

Fakenham

Tel: 01328 863611 OP D PD MH SI YA

Thornage Hall Independent Living

Holt

Tel: 01263 860305 **OP LDA YA**

Total Care Norfolk

Downham Market

Tel: 01366 858070 **OP** YA

Trust Care Agency

Norwich

Tel: 01603 617770 OP D PD LDA MH YA

Ur Choice Care Ltd

Norwich

Tel: 01603 628397 **OP**

Voyage (DCA) Norfolk

Dereham

Tel: 07793 616726 OP D PD LDA MH SI YA

Wensum Way

Fakenham

Tel: 01328 863440 OP PD LDA SI YA

Westminster Homecare Ltd (Norwich)

Norwich

Tel: 01603 466801 OP D PD LDA MH SI YA AD

Whitstone House

Dereham

Derenam

Tel: 01362 698762 LDA YA

Your Care and Support Norfolk

Norwich

Tel: 01508 447310 OP D MH SI YA

Your Life (Norwich)

Norwich

Tel: 01603 456328 OP D PD SI

Yourlife (Hunstanton)

Hunstanton

Tel: 07976 663687 OP D PD SI

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 following listings 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.

See page 62 for more information on assessments and eligibility and page 78 for information on paying for care.



Day services listings

EAST

Avery Lodge

93 Southtown Road, Great Yarmouth NR31 OJX

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**

East Personal Assistant Service

- Independence Matters

Great Yarmouth Community Hub,

Suffolk Road, Great Yarmouth NR31 OLJ

Tel: 01493 650504

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**

Great Yarmouth Community Hub

Independence Matters

Suffolk Road, Great Yarmouth NR31 OLJ

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 Day Support 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**

Pathways Care Farm

Leonard Drive, Lowestoft NR31 4WB

Tel: **01502 219064**

Rosewood Day Support Hub

- Independence Matters

Suffolk Road, Great Yarmouth, NR31 OLJ

Tel: 01493 448499

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

Hill Farm House, Thorpe Market Road, Roughton,

Norwich NR11 8TB 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 294 535

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 OPF

Tel: **01692 650707**

Benjamin Court Day Support Hub

Independence Matters

Roughton Road, Cromer NR27 0EU

Tel: 01263 510134

Brackendale House 1/3 St Peters Road, Sheringham NR26 8QY

Tel: **01263 824995**

Brian Clarke Room

Mallard Close, Chedgrave NR14 6JB

Tel: **01502 678197**

Broadacres Residential Home

Hall Road, Barton Turf, Norwich NR12 8AR

Tel: 01692 630939

Broadlands Park

The Green, Upton NR13 6AZ

Tel: **01493 751521**

Brook Lodge

Walcott Road, Bacton NR12 OHB

Tel: 01692 650383

Burlingham House

Dell Corner Lane, Burlingham NR13 4EQ

Tel: **01603 270600**

Camphill Communities

Thornage Hall, Thornage, Holt NR25 7QH

Tel: **01263 860305**

Cranmer House Day Support Hub

- Independence Matters

Norwich Road, Fakenham NR218HR

Tel: 01328 851376

Dalmeny House

2 The Boulevard, Sheringham NR26 8LH

Tel: 01263 822355

Dormie House

16 Cliff Road, Sheringham NR26 8BJ

Tel: **01263 823353**

Drayton Wood

Drayton High Road, Hellesdon NR8 6BL

Tel: **01603 409451**

Elmwood Woodcraft Activity Centre c/o Worstead Lodge, 106 Cromer Road,

North Walsham NR28 ONB

Tel: **01692 403865**

Faldonside Lodge

25 Cliff Avenue, Cromer NR27 OAN

Tel: **01263 512838**

Field View

Hayes Lane, Fakenham NR21 9EP

Tel: **01328 856037**

Tel: **01328 855083**

First Focus

18 Cattlemarket Street, Fakenham NR21 9AW

Fitzroy Support (The Maltings) Hall Staithe, Fakenham NR21 9BW

Tel: 01328 856089

Furze Hill House Resource Centre

73 Happisburgh Rd, North Walsham NR28 9HD

Tel: **01692 502100**

Glaven District Caring Committee The Glaven Centre, Thistleton Court,

Blakeney NR25 7PH Tel: **01263 740762**

Glendon House

2 Carr Lane, Overstrand NR27 OPS

Tel: **01263 578173**

Graphic Design and Print CIC Unit 7c, Bayfield Brecks, Bayfield, Holt NR25 7DZ

Tel: **01263 715566**

Halsey House

31 Norwich Road, Cromer NR27 OBA

Tel: **01263 512178**

Heath End Farm (SHES)

Dyes Road, Blofield Heath, Norwich NR13 4DH

Tel: **01603 722270**

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

Tel: **01328 711333**

Hickling House

Town Street, Hickling NR12 OAY

Tel: **01692 598372**

Holly Cottage (Social Club)

32 The Street, Hindolveston NR20 5BU

Tel: 01263 862552

Holt Community Hub

– Independence Matters
Charles Road, Holt NR25 6DA

Tel: 01263 712451

Joseph House

1 Church Road, Reedham NR13 3TZ

Tel: **01493 700580**

Kettlestone House

Kettlestone, Fakenham NR21 0JA

Tel: **07976 233777**

Kevlin House

66-68 Norwich Road, North Walsham NR28 ODX

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: 07745 517458

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**

Nurture Project (The)

Kettleston House, Kettlestone,

Fakenham NR21 OJA

Tel: 07976 233777

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

Sheringham Learning Hub

Cromer Road, Sheringham NR26 8RY

Tel: 01263 823826

Shiels Court

4 Braydeston Avenue, Brundall NR13 5JX

Tel: **01603 712029**

→ Shipbourne House

6 Vicarage Road, Cromer NR27 9DQ

Tel: **01263 514370**

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 ODN

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 860861**

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 OAW

Tel: **01692 218121**

NORWICH

Asperger East Anglia

The Charing Cross Centre,

17-19 St John Maddermarket,

Norwich NR2 1DN

Tel: **01603 620500**

Assist Trust

20 Colegate, Norwich NR3 1BQ

Tel: 01603 230200

Availl (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**

Community Action Norwich

New Hope Christian Centre, 2 Martineau Lane,

Norwich NR1 2HX

Tel: **01603 617771**

Grays Fair Court

266 Dereham Road, Norwich NR5 OSN

Tel: **01603 594747**

Hamlet Centre, The

The Hamlet Centre, Ella Road, Norwich NR1 4BP

Tel: 01603 616094

Harford Hill Day Support Hub

- Independence Matters

120 Ipswich Road, Norwich NR4 6QS

Tel: **01603 453668**

Headway Norfolk & Waveney – Norwich

Methodist Church, Roseberry Road,

Norwich NR3 3AB

Tel: **01603 788114**

Ipswich Road Community Hub

- 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

North Personal Assistant Service

– Independence Matters

Sprowston Community Hub, Alsake Close,

Norwich NR7 8ET

Tel: **01603 408597**

Norwich Mind

50 Sale Road, Norwich NR7 9TP

Tel: **01603 305321**

Old Vicarage, The

85 Silver Road, Norwich NR3 4TF

Tel: 01603 767578

Point House

2 Sprowston Road, Norwich NR3 4QN

Tel: 01603 427249

Redlands House

134 Reepham Road, Hellesdon NR6 5PD

Tel: 01603 427337

Broadland View Care Home

147 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA

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

St Martins Independent Living Programme Bishopbridge House, William Kett Close,

Norwich NR1 4FD Tel: **01603 667706** Thalia Theatre Company

St Saviours Church, Magdalen Street,

Norwich NR3 1AA

Tel: 01603 630805

Together Intensive Outreach (NIHCSS)

Bishopbridge House, William Kett Close,

Norwich NR1 4FD

Tel: 01603 667706

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

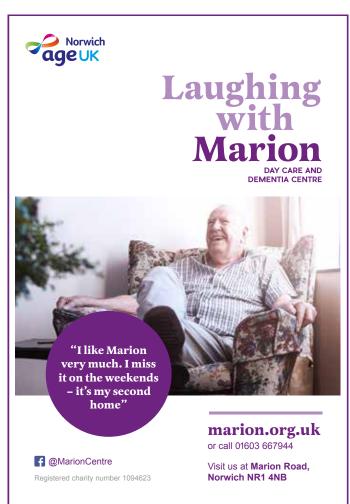
Tel: 01603 626014

Vauxhall Older People's Service

- Independence Matters

Johnson Place, Norwich NR2 2SA

Tel: **01603 626014**



→ Warren, The

157a Wroxham Road, Sprowston NR7 8AF

Tel: **01603 294 648**

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

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 OEE

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**

Bury Communuty Hub

Bury Resource Centre, Hollow Road,

Bury St Edmunds IP32 7AY

Tel: 01284 718741

Clinks Care Farm Ltd

Clinks Farm, Church Road, Toft Monks NR34 OET

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

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 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**

Laburnum Grove Day Support 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 ODB

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 (The Parlour)

5 Exchange Street, Harleston IP20 9AB Tel: **01842 766055**

Onwards Enteprises (Thetford)
1 Telford Way, Thetford IP24 1HU

Tel: 01842 766055

Quebec Hall

Quebec Road, Dereham NR19 2QY

Tel: 01362 692504

Redgate House

Green Lane, Thetford IP24 2EZ

Tel: 01842 800400

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, Rashes 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: 01953 450840

St Leonards Court Mundford IP26 5HG

Tel: **01842 878225**

→ Street Forge Workshops

The Street, Thornham Magna IP23 8HB

Tel: **01379 678543**

Sudbury Community Hub

Chilton Industrial Estate, Sudbury CO10 2XQ

Tel: 01787 464380

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 Association

Town Green Centre, Town Green,

Wymondham NR18 OPW

Tel: **01953 604306**

WEST

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**

Close, The

53 Lynn Road, Snettisham PE31 7PT

Tel: **01485 540041**

Crossroads Day Support 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

Downham Grange

Clackclose Road, Downham Market PE33 9PA

Tel: **01366 387054**

Emmerich Court (ex-Crossroads)
Kirby Street, King's Lynn PE30 1RF

Tel: **07766 007191**

Engage Norfolk Ltd

47 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**

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: 07958 345638

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**

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 OHZ

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**

Tennyson Lodge

3 Gordon Avenue, March PE15 8AJ

Tel: **01354 750202**

Terrington Lodge

2 Lynn Road, Terrington St Clement PE34 4JX

Tel: 01553 829605

Thera East Anglia

The West House, Alpha Court, Swingbridge Road,

Grantham, Lincolnshire NG317XT

Tel: 0300 303 1281

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 ONR

Tel: 01553 841582

Wyndham House

Manor Road, North Wootton PE30 3PZ

Tel: **01553 631386**

Carers

What do we mean by 'carers'?

A carer is anyone who helps and supports somebody who due to an illness, disability or mental health difficulty, cannot cope without their support.

You might be helping them with their washing, dressing or eating, taking them to appointments or keeping them company when they feel lonely or anxious.

Many people are carers without knowing it. Once you recognise you are a carer, and if you are providing unpaid care or support to someone, you can get free help, advice and information to support you. This could include practical,

emotional or financial support.

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

You may want to consider:

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

Support for carers

Carers Matter Norfolk

A county-wide organisation which supports unpaid carers aged 16+ who care for someone aged 18+ with information, advice and support. It can help you to continue caring with confidence and help prevent a crisis through a range of services, including:

- Carers Matter Advice Line providing free and confidential information and guidance.
- Community support access to the Carer Connectors Team, who can give one-to-one support.
- The Pod an online community for carers providing peer support, information and advice 24 hours a day.
- Education and training access to an eLearning portal. Includes first aid, nutrition and diet, managing behaviour and emotional wellbeing.
- Counselling telephone or online sessions for those with caring-related emotional issues.
- Group training free education and training sessions for carers' peer support groups.
- Carers Voice have your say on how Carers
 Matter Norfolk should use its time and resources to meet carers' needs.

 Grants for carers' peer support – apply for a share of a £30,000 annual Carers' Group grant, which is divided by five areas with quarterly application rounds.

Carers Matter Norfolk (see page 9 for contact details) also has produced a handbook offering advice and information for carers. It covers a range of topics, including handling emergencies, benefits and looking after yourself. It also includes a list of useful contacts.

Other resources

We have 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 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.
- Carers UK Guides free publications for carers.
- Links to local resources.

Preparing for adult life (PfAL)

Preparation for adult life should begin early. It's never too soon for young people to start thinking about what they might want and need once they become an adult. There is a lot of information available on the Special Educational Needs and Disabilities (SEND) Local Offer on our website to help young people and their families plan and prepare for the future.

We have recently launched a new Preparing for Adult Life (PfAL) service, to work with young people who need more specialist support with the transition to adult life.

Referrals can be made to the PfAL service if:

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

Act 2014), to achieve their outcomes of good health, independent living, employment, friends, relationships and community inclusion.

Referrals to the PfAL service can be made by the allocated social worker in Children's Services. Alternatively, professional referrals can be made by ringing the Children's Advice and Duty Service (CADS) Professionals Referral Line, or for members of the public, call: **0344 800 8020**.

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.myfamilyourneeds.co.uk

A list of useful contacts can be found beginning on page 8 of this Guide.

Carers' assessments

You can ask for a carer's assessment if you provide unpaid care and require support. This includes people who currently provide unpaid care or may be about to take on a caring role.

You can have an assessment in your own right, or you can choose to have a combined assessment with the person you are caring for, provided both of you agree.

You can have a carer's assessment even if the person you care for does not get any help from us, and they will not need to be assessed.

For more information about the carer's assessment and support for carers, visit:

www.carersmatternorfolk.org.uk

The assessment will cover your caring role, whether that has an impact on your life, your feelings, your physical, mental and emotional wellbeing, the sustainability of your caring role, how caring affects your work, how it affects your finances, leisure, education, wider family and relationships and what you would like to achieve.

You can talk about how caring affects your life as part of the assessment by filling in a carer's support needs form: www.norfolk.gov.uk/mynorfolksocialcare

You can choose to do this on your own or you

→ can choose to have someone else there to support you. We can also arrange support if you don't have someone.

We will talk to you about whether you need any support and whether you qualify for any help from us which might include:

- A Direct Payment to spend on the things that make caring easier.
- Practical support, like arranging for someone to step in when you need a short break.
- Being put in touch with local support groups so you have people to talk to.
- Being directed to our online Norfolk Community
 Directory for listings of care services.
- Being connected to Carers Matter Norfolk.

It may be that the best way to meet your needs is to provide care and support directly to the person that you care for. For example, by providing replacement care to enable you to take a break (see below). This is possible, provided the person needing care agrees.

Our current policy is that we provide services to carers which are not subject to charging, therefore no financial assessment is required for services provided directly to carers.

Services to the person a carer supports are chargeable, and we will conduct a financial assessment with them to work out how much we'll pay and how much they will pay.

Carers who receive a Personal Budget will be offered a Direct Payment which will give them control over how their support is provided.

Carers' breaks

Carers' breaks refer to all activities or practical support designed for you as a carer. This could include attending a craft group, swimming or even just having time for a coffee with friends.

You are entitled to a carer's assessment (www.norfolk.gov.uk/carers) to establish if you are eligible for monetary support from us or whether you will be signposted to community and voluntary services instead. Any services you receive from us to support you in your caring role will be provided free of charge.

What is short replacement care?

If you undertake a caring role, you may experience problems with stress or ill health. You and the person you care for may benefit from short replacement care. You may be entitled to short replacement care (previously known as respite care) services if you care for:

- An older person.
- Someone who has a learning disability or autism.
- Someone with a mental health problem.
- Someone with a physical disability.

Short periods of replacement care, either at home

or in a day centre, can be provided to support you to do the things you want or need to do. Residential replacement care can also be provided to enable you to have a break from your caring role.

How much does it cost?

If the person you are caring for is eligible for any of these services, they may need to contribute something towards the cost. We will carry out a financial assessment and benefits check for them to determine any contribution they are required to make.

How to contact us:

Web: www.norfolk.gov.uk/adultcare

Tel: **0344 800 8020** Text: **07767 647670**

Minicom: **0344 800 8011** Fax: **0344 800 8012**



Norfolk Swift Response Service

0344 800 8020 - Option 1

Free service

24 hours a day 7 days a week



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



Planning and emergencies

What can I do if I need urgent help?

Norfolk Swift Response is a free, 24-hour service for adults 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 help make moving as safe as possible for you.

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

Urgent out-of-hours help

The Norfolk Emergency Duty Team deals with social work emergencies outside working hours (at night, weekends and public holidays).

An emergency is something that cannot safely wait to be dealt with until the next working day. Call: **0344 800 8020**.

Carer's emergency card

Caring can be rewarding but it can also be tiring, placing physical and emotional demands on you. It is important that you get a carer's emergency card.

Carer's emergency support can be put in place if you are taken ill or involved in an accident or incident and there is no-one else within your support network that could help to ensure the person you are caring for is safe.

Visit: www.norfolk.gov.uk/carersemergencycard to create an online carer's emergency plan. This information includes:

- Details about the person you care for.
- The things you do to help them.
- · Names of emergency contacts.

If you are unable to fill in the online form:

Tel: 0344 800 8020

Textphone: 0344 800 8011

You will be sent a carer's emergency card which you

should always carry with you. The card clearly states that you are a carer and that someone is relying on you to keep them safe and well. It includes your emergency plan number and the emergency helpline number.

What happens in an emergency?

You, or someone on your behalf, should call: **0344 800 8020** and give your emergency plan number.

Your named emergency contacts will be contacted by the helpline and they can then help the person you care for. The service will help even if emergency contacts cannot be reached, or you do not have any people who can help. The Emergency Services know what to do if they see your carer's emergency card.

We will provide an initial response post-emergency, to allow enough time to plan what will need to happen next. If the emergency continues for longer, we may have a conversation regarding the ongoing needs of the person being cared for.

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 a friend who has a long-term

physical or mental illness or 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 their family, for safety or wellbeing.

We have a legal duty of care 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 14 years.

We have a legal duty to ensure that young adult carers make a successful transition to adulthood, promoting their wellbeing and their wishes in terms of future caring, education, training and employment choices.

Caring for others who are ill or disabled can result

in young carers becoming physically or emotionally tired. This can have a knock-on effect on their health, wellbeing, school or college work, their relationships with friends and social life. Parents of young carers may also feel isolated and not know how to get support for themselves and their family.

All carers living in Norfolk have a right to an assessment of their help and support needs from us. To request help and support, contact us: **0344 800 8020**.

We provide an information and support service to young carers, their parents, family members, communities and professionals through Carers Matter Norfolk.

If you are a carer of any age needing information or support, or you think a child or young person might be a young carer or young adult carer in need of support, contact Carers Matter Norfolk (see page 9).

Housing choices

Housing options

The main routes to finding a new home are:

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

You can apply for social housing through your local district council in Norfolk. 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 60) 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** for information about the Government's Help to Buy options.

Accessible homes

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

Contact the housing team at your local district council (listed on page 60) 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 four).

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 families. 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

Extra care

Opening in early 2021, Meadow Walk is a new housing option for older people in Fakenham, North Norfolk. Comprising 66 one and two-bedroom apartments; 30 are available for rent and 36 are available for shared ownership. It will be run and managed by Housing 21.

Officially called 'extra care housing', it allows older people to continue living independently in their own homes, with the added peace of mind that care is available on site if needed. Like traditional housing with care, rental tenancies are allocated through an allocation process in which all partners, the district council, social care teams and the onsite care providers are involved.

Meadow Walk will contain facilities such as a cafébar, restaurant, secure gardens, hairdresser and scooter store. An office will open on site from early 2020 and if you are interested in finding out more, visit the site. Further details and updates will be available as the scheme progresses: www.norfolk.gov.uk/independentliving



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 and technology to make it easier to get around and use your home safely and independently. See page 22.
- 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 27 for more information.
- A range of support, care and personal assistance to support you in your own home.

Moving into supported living

There is a range of 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 78.



Your choices

If you have had an assessment from Adult Social Services and the outcome is that you need a service from us, 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 78) 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 62). This will enable you to have more control over the care that you receive, and how and when you receive it. We will only do this if you are assessed as eligible for council funding.

Adult Social Services can arrange (on your behalf) for one or more services to be provided to you, via your Personal Budget (see page 78). 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 not 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. Regardless of how 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 pages 78 and 79 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/whereyou-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.

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

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

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.

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.

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

Norfolk Care Association Ltd

Following the consultation on 'Shaping a Care Association for Norfolk' in 2019, an Interim Board (IB) has been meeting regularly to look at how a care association should be organised so that it can most effectively represent social care providers in the Norfolk and Waveney area.

The full consultation outcomes can be found at: www.norfolkcareassociationconsultation.com/consultation/ This bulletin provides an update on the association's work.

In January 2020, Norfolk Care Association Ltd was registered with Companies House as a private Company Limited by Guarantee. This means that the company has members rather than shareholders and that profits will be invested in furthering the aims of the company.

Board Directors are:

- Sanjay Kaushal Norfolk Independent Care (NIC).
- Michael Millage Association Representing Mental Health Care (ARMC).
- Christine Futter Norfolk and Suffolk Care

Support Ltd (N&SCS).

- Jonathan Clemo Community Action Norfolk (CAN).
- Maria Plumb Voluntary Norfolk (VN).

As the voice of social care providers, the Norfolk Care Association will meet regularly with health and social care commissioners at a Joint Consultative Forum (JCF). Discussions will include:

- the cost of care:
- the review and development of policies and guidance; and
- the standardisation of systems and procedures.

The first Joint Consultative Forum will take place in March 2020 and the intention is to meet quarterly. These meetings will be preceded by conversations with social care providers to ensure that agendas are relevant to, and informed by, the sector.

One of the association's first joint tasks is to develop a Workforce Strategy for social care. This will align with other strategies such as the Norfolk and Waveney '#WeCareTogether People Plan'

→ for health and care but will focus explicitly on the challenges facing social care. Consultation on the first draft of the strategy is expected to begin later this year.

At the time of writing, the Norfolk Care Association

is recruiting for the post of Chief Executive. The association anticipates having someone in post shortly after April 2020. In the meantime, questions and enquiries can be directed to Dr Fiona Denny, Project Officer at **fiona.denny@norfolkcareassociation.org**

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 78 for more information on paying for care.



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 into 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.

James Paget Hospital

Tel: **01493 452080**

Norfolk and Norwich University Hospital Tel: 01603 288320

Queen Elizabeth Hospital

Tel: **01553 613613** (ext. **2721**).

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 generally 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 68.

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. Care is provided to individuals aged 18 or over, to meet health and associated social care needs as a result of disability, accident or illness. Funding is not awarded based on diagnosis but on the nature,

intensity, complexity and unpredictability of an individual's presenting needs. If CHC funding is agreed, care can be delivered in a person's own home or any care setting.



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 teams of 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 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.

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.

Tel: 0344 800 8020

Email: information@norfolk.gov.uk

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 78.

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

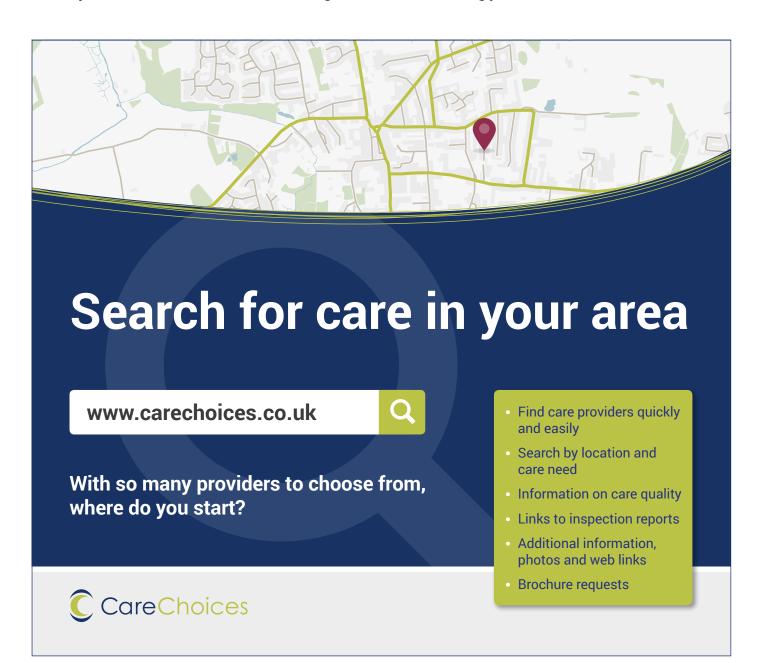
Out of county care options

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 over 26 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.

Freephone

0808 223 5356

www.caringhomes.org/norfolk











Home 1	
Home 2	<u>£</u>
Home 3	6
We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists	
Staff	Personal preferences
What is the minimum number of staff that are available at any time?	Is the home too hot/cold? Can you control the heating in your room?
Are staff respectful, friendly and polite?	Is the décor to your tastes?
Do staff have formal training?	Are there restricted visiting hours?
Are the staff engaging with residents?	Is there somewhere you can go to be alone?
Activities	Does the home feel welcoming?
Can you get involved in activities you enjoy?	Catering
Is there an activities co-ordinator?	Can the home cater for any dietary
Does the home organise any outings?	requirements you may have?
Are residents escorted to appointments?	Does the menu change regularly?
Do the residents seem entertained?	Can you eat when you like, even at night?
Does the home have a varied activities schedule?	Can you have food in your room?
	Is there a choice of food at mealtimes?
Life in the home	Is alcohol available/allowed if you want it?
Is the home adapted to suit your needs?	Can visitors join you for meals?
Can you bring your own furniture?	
Are there enough plug sockets in the rooms?	Fees
Are there restrictions on going out?	Do your fees cover all of the services and activities?
Is there public transport nearby?	Are fees likely to change regularly?
Does the home provide any transport?	Is the notice period for cancellation of
Can you make/receive calls privately?	the contract reasonable?
Can you decide when to get up and go to bed?	Could you have a trial period? Can you keep your room if you go
Does the home allow pets?	into hospital?
Does the home use Digital Care Planning accessible to families?	Can you handle your own money? *See page 64.

Specialist care

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.
- Replacement care (Respite care) 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. See page 55 for more information about our Preparing for Adult Life (PfAL) team.

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.

For further information about the activities of the **Partnership**, visit:

www.norfolklearningdisability.info

For useful local contacts, see 'Information and advice', beginning on page 8.

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 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 78 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**:

Tel: 0344 800 8020

Email: information@norfolk.gov.uk
Web: www.norfolk.gov.uk/stayathome

Online enquiry form: www.norfolk.gov.uk/what-

we-do-and-how-we-work/have-your-say/

contact-norfolk-county-council

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 74 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/carehomes 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 8 for contact details.

A list of useful contacts and information can be found beginning on page 8.







Home 1			uality rating*
Home 2		£ £	
Home 3			
33 3	the care homes	g care homes so that you can make not checklist on page 71. You can download	
Design		Health	
Are there clear signs throughout the home?		Can residents get help with eating and drinking?	
Has the home been designed or adapted for people with dementia?		How often does the home review residents' medication?	
Are the home and grounds secure?		Does the home offer help if a	
Are there prompts outside the		resident needs assistance taking medication?	
residents' rooms to help people identify their own?	у	Do GPs visit the home regularly?	
Is the décor familiar to your loved one?			
		Staff	
Choices		Are staff trained to identify when a	
Do residents get choice in terms of what they wear each day?		resident might be unwell? Are staff trained to spot when someo	ne
Are residents encouraged to be independent?		needs to go to the toilet? Do the staff have any dementia specif	fic
Can residents decide what to do		training/experience?	
each day?		Will your loved one have a member of staff specifically responsible for	
Can residents have a say in the décor of their room?		their care?	
Activities		Approach to care	
Are residents able to join in with		Does the home follow a specific approach to dementia therapy, for	
household tasks like folding washing?		example, validation therapy?	
Are there activities on each day?		Will the home keep you informed	
Can residents walk around outside on their own?		about changes to your loved one's car	re?
Are residents sitting in front of the TV		Does the home have a specific approach to end of life care?	
or are they active and engaged?		Does the home keep up to date with	
Are there rummage boxes around?		best practice in dementia care?	
*5			

^{*}See page 64.

Mental health

Mental health issues affect one in four of the UK's 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 by calling: 0300 123 1503 or online 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.

Serious mental illness affects one in six of the UK's 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

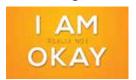
The local NHS mental health service provider is the Norfolk and Suffolk Foundation Trust. The Trust can provide information, advice and signposting, as well as an assessment of your needs and a plan for how these will be met.

Information on mental health and local services can be found at: www.nsft.nhs.uk or: www.heron.nhs. uk/ Alternatively, see the useful contacts section of this Guide, beginning on page 8.

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

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 think of the things that are good in your life – the things you enjoy doing, and 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 and over the page:

Campaign Against Living Miserably (CALM)

Aims to prevent male suicide.

Tel: **0800 585 858**

→ Change, Grow, Live (CGL)

Tel: 01603 514096

Childline

Tel: 0800 1111

MIND

Tel: 0300 123 3393

PAPYRUS

Help for young people considering suicide.

Tel: **0800 068 4141**

Samaritans

Tel: 116 123

Silver Line, The

Helpline for older people.

Tel: 0800 470 8090

Wellbeing

In Norfolk and Waveney, a partnership between MIND, NSFT and Relate.

Tel: 0300 123 1503

If you have an emergency, call 999.

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.
- 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** 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

Marie Curie (West Norfolk only)

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

The initial point of contact for services and support is either through your GP or by emailing Norfolk County Council: information@norfolk. gov.uk or calling: 0344 800 8020.

Sensory impairments

If you or someone you care for has a sensory impairment, our 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 beginning on page 8 of this Guide.

For more information on the Sensory Support Unit, contact the **Customer Service Centre**:

Tel: 0344 800 8020

Email: information@norfolk.gov.uk

Minicom: **0344 800 8011** Text: **07767 647670**

Web: www.norfolk.gov.uk/sensorysupport



Paying for care

Your Personal Budget

If you have eligible care and support needs (see page 62), we will discuss with you what help might be available and work with you to put together a care and support plan, tailored to your needs.

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

There is no obligation for you to manage your Personal Budget yourself, and you have 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 carer's 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 us or to have a Direct Payment.

What am I allowed to spend the money on?

You can use the money to employ a personal assistant or you can use an agency to provide staff to support you. Alternatively, you can 'mix and match' and have some of your support arranged by us and take some as a Direct Payment. You can also use this money to pay for long-term residential care, as long as this has been agreed with the worker from Adult Social Services who is working with you to agree your care and support plan. However you choose to use this money, it must reflect what was agreed in your care and support plan to meet your assessed needs.

You cannot use this money for anything that is illegal, anything that could bring us 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?

We will open a dedicated bank account for your Direct Payment to be paid into. You will have the

option to manage the bank account yourself and pay for the care you receive from this account or have the account managed by the Direct Payment Support Services who will make payments from the account on your behalf.

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

What can the Direct Payment Support Services provide?

- Information and advice sessions for service users, operational staff and personal assistants. Call:
 01603 223392, option one or email: DPCST@ norfolk.gov.uk
- Payments Service using a supported or selfmanaged bank account. Call: 01603 223392, option one or email: DPCST@norfolk.gov.uk
- Employment support including recruitment of personal assistants. Call: 01603 223392, option two or email: DPSSemploymentservices@ norfolk.gov.uk
- Payroll including processing personal assistants pay. Call: 01603 223392, option three or email: DPSSpayroll@norfolk.gov.uk

The Direct Payment Support Services can help Norfolk residents (or those who represent service users) who are thinking about or who have chosen a Direct Payment to meet their eligible care needs.

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?

- 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

We will pay towards the cost of meeting your eligible care and support needs.

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

If you have capital between £14,250 and £23,250 you will pay £1 a week for every £250, or part of, you have above £14,250. This will be in addition to any income you are receiving, for example state

benefits, occupational pensions, etc.

Your choice of care home will be limited to those that accept our funding level. If you want to choose a more expensive home, you will have to arrange for a third party – such as a family member or charity – to 'top-up' the difference. Please refer to the section 'Third party payments for care home fees' on page 83.

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

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

If you are going into a care home and have savings or investments of less than £23,250 (not including the value of your home), Adult Social Services could help with your care costs for up to the first 12 weeks. After this time, you may be eligible to enter into a Deferred Payment Agreement until your property is sold, explained on page 82.

For further information, please visit: 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:

 New style Employment and Support Allowance (ESA). ESA is a benefit for people who are unable to work due to illness or disability. New style ESA is based on your national insurance contributions. Claim by downloading a form from: www.gov.uk/employment-supportallowance/how-to-claim? or by telephoning the Universal Credit Helpline: 0800 328 5644, option two.

- Universal Credit (UC). 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/universal-credit/how-to-claim/ 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 £59.70 or £89.15 a week depending on your care and support needs and if you have needed. AA is claimed when you reach State Pension age. AA should stop after 28 days in residential/nursing care or hospital. You can continue to get AA as long as your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP) (Daily Living)*, worth either £59.70 a week or £89.15.
 This is paid if you are aged over 16 and under State Pension Age. PIP (Daily Living) stops after 28 days in residential/nursing care or hospital. It will continue to be paid in residential/nursing care if your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP)
 (Mobility)*, worth either £23.60 or £62.25, if you are under State Pension age and regardless of your level of capital. Please note this allowance is completely disregarded in your financial assessment. Mobility will stop after 28 days in hospital.

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 £165.56 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 us 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.

^{*}Personal Independence Payment (Daily Living and Mobility) replaces Disability Living Allowance (Care

→ If you have made your own arrangements for residential care in a care home with nursing (self-funding), or have had arrangements made for you by us, but we have worked out that you will pay the full cost of your care, the amount you pay will be reduced by the NHS FNC contribution shown on page 81, i.e. £165.56 per week.

If you are being financially supported by us, your FNC contribution should not be taken into account in the financial assessment.

Always seek advice

If you are paying the full cost of your care and have

savings, you should seek independent financial advice to maximise any investment returns.

We also have a team of financial assessment staff and a Welfare Rights Team who are happy to assist with advice on benefits and the charging policy.

For more information about what we will pay towards care costs, email: information@norfolk.gov.uk or call: 0344 800 8020.

Some of the figures mentioned here may change in April 2020. 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 us. You can still contact us at any point for advice and guidance, or to request a care and support assessment if you would like one.

If you 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.

We will help with the cost up to the first 12 weeks of permanent residential care, provided your assessment has shown that this is the kind of care you need. This is called the 'property disregard' period.

Deferred Payment Agreements

A Deferred Payment Agreement is an arrangement with us that will enable you to use the value of your home to help pay care home costs. If you 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'. A copy is available from: www.norfolk.gov.uk/carehomes

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income.

Once the property is sold, a review will take place to determine whether it is appropriate for you to make private arrangements to pay the home directly. If this is the case, you will be advised of the date you should start to pay the home from.

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

We charge interest on the amount being deferred. This is compound interest and is applied on a fourweekly basis.

We also charge an administration charge for Deferred Payment Agreements. This charge includes a set-up fee and any costs incurred during and at the end of the Deferred Payment Agreement, including any costs associated with revaluing the property, the cost of providing statements and any charges incurred in removing the legal charge from the property.

Anyone who moved into care before 1st April 2015 will have been offered a Deferred Payment Agreement under different terms and they were not affected by these changes.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP. It's paid at the lower rate of £59.70 a week if you need care by day or night, and at the higher rate of £89.15 a week if you need care during the day and night. Everyone who needs care over State Pension age 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 £165.56 and is paid directly to the home.

Third party payments for care home fees

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

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

The general rule is that you cannot use your own money to fund a third party payment. 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 82), or
- Where we have 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, and you are currently working with an adult social services worker, they will be able to advise you. If not, information relating to finance can be found on our website www.norfolk.gov.uk/moneymatters or by contacting 0344 800 8020.

If you move to a care home where a third party payment is required, the person who will make the payment must have an affordability check and sign a contract with us. They must not pay the home directly. In signing the contract with us, we must also confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. We will carry out a means test to ensure the amount that the third party agrees to pay is affordable. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within our funding levels.

If a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then a third party payment can become due. Equally, you may move to a smaller room which no longer requires a topup, or a lesser amount to be paid; this would result in the top-up being cancelled or reviewed.

Running out of money while in care

If your capital is likely to reduce to £23,250 as a result of paying for care, you must tell us well in advance of this happening. We will then be able to help with your care fees (provided that the outcome of your care and support assessment is that you

→ need residential care). Finance Client Services will carry out a financial assessment to confirm the date from which your funds fell below £23,250, and the amount we, and you, will pay towards your care.

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

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

Before you sign any contract, the home should give you written details of all the charges it intends to make in its 'Statement of Purpose' document. If there is anything that is not clear or which you do not understand, you should ask for advice.

Please note that if we are funding your care, you must not sign a contract with the home.

Money Support Service

The Money Support Service provides help with budgeting for Norfolk residents who are receiving care services. This help includes:

- Money advice.
- Support to reduce high bills.
- Support with referral to debt management agencies.
- Support with disability related expenses within financial assessments.
- Referrals to the Welfare Rights Team to help with complex benefit issues where appropriate.

Tel: **01603 223392** (option four). Email: **MSS@norfolk.gov.uk**

Independent financial advice

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

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

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

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



Supportive & Professional Legal Assistance

Rogers & Norton's knowledgeable team can help you and your family if you require care either at home or in a residential setting.

We specialise in assisting older and vulnerable clients together with their families in all situations.

We can advise in the following situations and are happy to meet in our offices, at your home, in a care home or in hospital if required.

Making/or reviewing your Will

It is sensible that everyone reviews their Wills regularly. Requiring care can be a good time to review your Will and ensure it meets your current needs. If you do not already have a Will it is important that one is put in place so your wishes are followed.

Preparing Lasting Powers of Attorney

Putting in place Lasting Powers of Attorney (LPAs) will ensure that your loved ones are able to make decisions on your behalf, such as care and treatment together with the funding of these options, if you are unable to do so in the future.

Court of Protection Assistance

If your loved one has not made LPAs and no longer has the mental capacity to give instructions, we can assist you in making an application to the Court of Protection to be appointed as Deputy so you are able to assist them with their finances. This will be key if they are needing to fund any part of their care themselves

Advising Attorneys/Deputies on how to assist their loved one

If you have been appointed as an attorney or deputy for a loved one and need some assistance, we offer appointments to discuss your role, the requirements of the Office of the Public Guardian and will take you through practical steps to assist.

House sales and legal assistance for equity release

It may be that if care needs to be funded, either equity release is considered or the house may need to be sold. Our conveyancing team is experienced in assisting those choosing to do this themselves or can act for attorneys/deputies in taking these actions for a family member.

For information on any of the above or any other legal queries regarding care needs and funding please contact Laura Rumsey, Head of Private Client Norwich and her team on 01603 675645 or email laura.rumsey@rogers-norton.co.uk.









01603 666001

The Old Chapel, 5-7 Willow Lane Norwich, NR2 1EU

01953 453774

Connaught Lodge, 10 Connaught Road Attleborough, NR17 2BN

www.rogers-norton.co.uk

→ 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.





The right decision

Wills, Trusts and Estate Planning

Writing your Will is the right decision

All too often people put off writing their Will because they find the idea a little uncomfortable. The fact is that without a Will your family could find themselves with some big problems.

It's possible they may have to accept external legal judgments on how your estate and possessions are administrated and even how your children are cared for.

Making sure that you've stated your wishes and intentions – and that there is a clear, binding set of instructions to carry them out – will give you real peace of mind. **You owe yourself that.**

Hansells will be the right choice

You will need professional guidance to make sure your intentions are properly and legally organised. There is no substitute for expert advice from a reputable solicitors' practice. Using a "Do it yourself" scheme may be tempting but it can be a false economy when you realise that you've raised more questions than answers.

At Hansells we have decades of legal experience and an impeccable reputation. Our team of highly qualified legal experts will guide you through the process with clarity and understanding.

Hansells will make sure you get things right. You owe yourself that too.

How else can Hansells help you?

Estates

- Age-related care planning
- Lasting Powers of Attorney
- Post-deaths tax planning
- Potential inheritance claims

Financial Services

- Advice at retirement
- Estate & inheritance tax planning
- Investment advice
- Long term care planning
- Personal & family protection
- Reviewing investments, pensions, savings and life assurance
- Tax planning

Residential Property

- Land registration
- Mortage & re-mortgage
- Sale & purchase

01603 615 731 info@hansells.co.uk www.hansells.co.uk

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Cozens-Hardy LLP



Helping those you love with later life matters

We are a long standing firm of solicitors based in Norwich with a friendly team waiting to help you.



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 a 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 a 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 mental capacity is lost.



Court of Protection

If a Lasting Power of Attorney isn't in place and mental capacity is lost, it's necessary to involve the 'Court of Protection' so that a 'Deputy' can be appointed to manage that person's affairs. We have broad experience of applying to the Court and supporting families in this way.

For more information on how we can help you with any of these matters, please contact partner Michelle Collins (pictured far right) and her team on 01603 724637 or email privateclient@cozens-hardy.com













Cozens-Hardy LLP

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 64 for contact details.

If Norfolk County Council has arranged and funded your care, another option is to complain to the adult social services worker you are working with or the complaints officer.

Tel: 0344 800 8014

Email: complimentsandcomplaints@norfolk.

gov.uk

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 OWG 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 64), indicating the quality of care provided.

You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit: www.carechoices.co.uk/publication/norfolk





www.carechoices.co.uk

Q

Search for care in your area

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

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





Providing nursing care







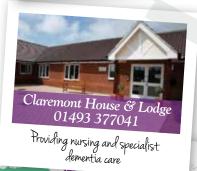
Providing residential care





Part of the Healthcare Homes Group















Healthcare Homes provides care and support appropriate to the needs of each individual, in a friendly, warm and supportive atmosphere.





f healthcarehomes healthcarehomes.co.uk



Part of the Healthcare Homes Group

Together we respect, with compassion we care, through commitment we achieve

Manorcourt Homecare provides tailored support and personal home-based care packages on either a regular or temporary basis, and enable people to continue to live independently in their own homes.

Swaffham

35A Turbine Way, Ecotech Business Park, Swaffham, Norfolk PE37 7XD

Tel: 01760 726390

Thetford

Keystone Innovation Centre, Croxton Road, Thetford, Norfolk IP24 1JD

Tel: 01842 824415

Brooke

Amelia House, Brooke Industrial Park, Brooke, Norwich, Norfolk NR15 1HJ

Tel: 01508 558218

Watton

The Old Brewery, High Street, Watton, Norfolk IP25 6AB

Tel: 01953 880411

Norwich

Unit 17, Bowthorpe Shopping Centre, Wendene, Norwich, Norfolk NR5 9HA

Tel: 01953 451541

f ManorcourtHome manorcourthomecare.co.uk



Care home listings

East Norfolk care homes

Advertisers are highlighted

Amber House

68-70 Avondale Road, Gorleston, Great Yarmouth NR31 6DI

Tel: 01493 603513

OP LDA YA

LDA MH YA

Diana Lodge

7 Diana Way, Caister-on-Sea, Great Yarmouth NR30 5TP

Tel: 01493 718684

OP PD LDA YA

Amethyst Lodge

Station Road North, Belton, Great Yarmouth NR31 9NW

Tel: 01493 581070

Ealing House Residential Care Home

86 Repps Road, Martham, Great Yarmouth NR29 4OZ

Tel: 01493 740227

OP D PD MH

Avery Lodge Residential Home

93 Southtown Road, Great Yarmouth NR31 OJX

Tel: 01493 652566

34 Elmgrove Road, Gorleston,

Great Yarmouth NR317PP

Elms Residential Care Home, The

Tel: 01493 657069

OP

Broadland House Residential Care Home

Bridge Road, Potter Heigham, Great Yarmouth NR29 5|B

Tel: 01692 670632

Florence House

29-32 St Georges Road,

Great Yarmouth NR30 2IX

Tel: 01493 332079

OP MH YA

Broadview

King Street, Winterton-on-Sea,

Great Yarmouth NR29 4AT

Tel: 01493 393653

OP D

LDA

6 Marine Parade, Gorleston, Great Yarmouth NR31 6DU

Tel: 01493 667839 Advert page 90

OP D

Burgh House Residential Care Home Ltd

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

Hales Lodge

Gables, The

Somerton Road, Winterton-on-Sea,

Great Yarmouth NR29 4AW

Tel: 01493 393271

LDA

Caister Lodge

126 Caister Road, Great Yarmouth NR30 4DP

Tel: 01493 718684

LDA YA

Iceni Lodge

34 Amhurst Gardens, Belton,

Great Yarmouth NR31 9PH Tel: 01493 718684

LDA SI YA

Church Farm Residential Care Home Yarmouth Road, Hemsby, Great Yarmouth NR29 4NJ

Tel: 01493 730181

Tel: 01493 730265

OP D YA

OP D MH

Ivydene Residential Home

1 Station Road, Ormesby St Margaret,

Great Yarmouth NR29 3PU

Tel: 01493 731320

MH

Cygnet House

83 Station Road North, Belton,

Coach House SBDP1 Ltd, The

Great Yarmouth NR31 9NW

LDA MH SI YA Tel: 01493 781664

Yarmouth Road, Hemsby, Great Yarmouth NR29 4NI

Joseph House

1 Church Road, Reedham, Norwich NR13 3TZ

Tel: 01493 700580

OP D PD LDA 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

OP D PD MH

OP

Lydia Eva Court

Peterhouse Avenue, Gorleston, Great Yarmouth NR31 7PZ

Tel: 01493 666300 **Advert page 4**

OP D

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 OHS

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

Park House

6 Alexandra Road, Great Yarmouth NR30 2HW

Tel: 01493 857365 **OP** YA

Salisbury Residential Home

20 Marine Crescent, Great Yarmouth NR30 4ET

Tel: 01493 843414

Sapphire House

56 Long Lane, Bradwell, Great Yarmouth NR31 8PW

Tel: 07403 663550 PD LDA MH SI YA

Springdale

Cucumber Lane, Brundall, Norwich NR13 5QY

Tel: 01603 712194 **Advert page 4**

St Davids Residential Care Home

36-38 Nelson Road South, Great Yarmouth NR30 3JA

Tel: 01493 842088 OP D

St Edmunds Residential Home

3-5 Marine Parade, Gorleston NR31 6DP

Tel: 01493 662119 OP D

Sunnyside

12 Damgate Lane, Martham, Great Yarmouth NR29 4PZ

Tel: 01937 40692 LDA MH SI YA

Swanrise

Station Road North, North Belton,

Great Yarmouth NR31 9NW

Tel: 01493 781664 **OP 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

East Norfolk care homes with nursing

Claremont Nursing Home

20a Yarmouth Road, Caister-on-Sea,

Great Yarmouth NR30 5AA

Tel: 01493 377041 **Advert page 90 OP D PD**

Decoy Farm

Browston Lane,

Browston NR31 9DP Tel: 01502 730927

LDA MH YA

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

OP D

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

Eversley Nursing Home

95-96 Northdenes Road, Great Yarmouth NR30 4LW

OP D PD YA Tel: 01493 854086

Gresham Care Home

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

Heathers Nursing Home, The Advert outside 50 Beccles Road, Bradwell, back cover Great Yarmouth NR31 8DO

OP D PD YA Tel: 01493 652944

Pine Lodge

Advert inside front cover

Repps with Bastwick, High Road, Great Yarmouth NR29 5JH

OP D PD LDA MH SI YA Tel: 01692 670123

Ritson Lodge

Lowestoft Road, Hopton-on-Sea, Great Yarmouth NR31 9AH

OP D PD YA Tel: 01502 322 276 Advert page 7

See page 71 for a list of useful questions to ask when looking at care homes.

North Norfolk care homes

Abbottswood Lodge

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

Ailwyn Hall

Berrys Lane, Honingham, Norwich NR9 5AY Tel: 01603 880624

Ashfields

31 Salhouse Road, Rackheath, Norwich NR13 6PD

Tel: 01603 294 535 Advert page 7 OP D YA

Ashwood House – Norwich

Church Corner, Coltishall Road, Buxton. Norwich NR10 5HB

Tel: 01603 279851 PD LDA MH SI YA

Aylsham Manor, The

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

Badgers Wood

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

Boundary House

Haveringland Road, Felthorpe, Norwich NR10 4BZ

Tel: 01603 754715 LDA MH YA

Brackendale House

1-3 St Peter's Road, Sheringham NR26 8QY Tel: 01263 824995 MH YA AD

Broadacres Care Home

Hall Road, Barton Turf, Norwich NR12 8AR Tel: 01692 630939 **OP PD SI**

Broadlands Park Residential Care Home

27 The Green, Upton, Norwich NR13 6BA

OP D Tel: 01493 751521

OP

Brooklodge

LDA

Walcott Road, Bacton, Norwich NR12 OHB Tel: 01692 650383

Brundall Care Home

2-4 Blofield Road, Brundall, Norwich NR13 5NN

OP D YA Tel: 01603 714703

Callum House

234 Wroxham Road, Sprowston, Norwich NR7 8BE

LDA MH Tel: 01603 408150

Care Management Group – Magnolia Cottage

26 Sydney Road, Spixworth, Norwich NR10 3PG

LDA Tel: 01603 897764

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

OP

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

North Norfolk care homes continued Care Management Group - New Dawn **Drayton Wood** Dog Lane, Horsford, Norwich NR10 3DH 189 Drayton High Road, Drayton, LDA Tel: 01603 891533 Norwich NR8 6BL Tel: 01603 409451 LDA **Care Management Group – Tamarisk House** 26 Holt Road, Horsford, Norwich NR10 3DD Dunsland LDA Tel: 01603 890737 23-25 Paston Road, Mundesley NR11 8BN Tel: 01263 720618 **OP LDA YA** Casarita **Eastlands Care Home** 270 Fakenham Road, Taverham, Beech Avenue, Taverham, Norwich NR8 6AD Norwich NR8 6HP Tel: 01603 866755 D PD LDA SI YA **OP** Tel: 01603 261281 **Cawston Lodge** Faldonside Lodge Paul Engelhard Way, Cawston Norwich NR8 6AD Tel: 01603 870950 OP D PD SI YA 25 Cliff Avenue, Cromer NR27 OAN Tel: 01263 512838 **OP PD SI YA Clarence House Care Home Field View** 40 Sea View Road, Mundesley, Norwich NR11 8DJ **OP PD** Hayes Lane, Fakenham NR21 9EP Tel: 01263 721490 **OP** Tel: 01328 856037 Cranleigh Foxhill 21 Vicarage Road, Cromer NR27 9DQ Bell Lane, Salhouse, Norwich NR13 6RR LDA YA Tel: 01263 512478 Tel: 01603 721618 **PD LDA Cranmer House Furze Hill House** Norwich Road, Fakenham NR21 8HR 73 Happisburgh Road, OP Tel: 01328 862734 Advert page 4 North Walsham NR28 9HD **Creswick House** Tel: 01692 502702 OP D 77-79 Norwich Road, Fakenham NR21 8HH Gables, The Tel: 01328 851537 OP D PD LDA MH SI YA 34 Church Road, Hoveton, Crossways Norwich NR12 8UG 1 The Boulevard, Sheringham NR26 8LH Tel: 01603 784203 LDA MH YA Tel: 01263 823164 **OP Glendon House Dalmeny House** 2 Carr Lane, Overstrand, Cromer NR27 OPS 2 The Boulevard, Sheringham NR26 8LH **OP D** Tel: 01263 578173 Advert page 96 MH YA Tel: 01263 822355 Glenholme **Dormie House Residential Care Home** 20-22 Cabbell Road, Cromer NR27 9HX **OP LDA** 16 Cliff Road, Sheringham NR26 8BJ

OP Tel: 01263 823353

Dorrington House (Wells)

Westfield Avenue. Wells-next-the-Sea NR23 1BY Tel: 01328 710861 OP D Tel: 01263 511101

Greenacres

64 The Street, Felthorpe, Norwich NR10 4DQ

Tel: 01603 754451 LDA

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



Glendon House

Residential home for the elderly specialising in Dementia care

- * 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 OPS

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.

- * Final refurbishment due to complete Spring 2020
- * New bedrooms with ensuite shower facilities added last year
- * Situated on the northern edge of Norwich
- * Very close to local amenities with easy bus and car access
- * Long and short term residents welcome
- * 3 lounges and dining room
- * Dedicated co-ordinator providing a full programme of activities
- * Pets by arrangement * Passenger Lift

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/Fax: 01692 598372

Norfolk Care Homes

High quality Residential and Dementia care in a "home from home" environment. www.norfolkcarehome.co.uk



Grenville Court Care Home

Horsbeck Way, Horsford, Norwich NR10 3BB

Tel: 01603 893499

OP D

Hazeldown Care Home

21 High Street, Foulsham,

Dereham NR20 5RE

Tel: 01362 683307 MH

Heath Farm House Care Centre

Norwich Road, Little Plumstead,

Norwich NR13 5JG

Tel: 01603 721521 **OP LDA MH YA**

Heathers

Pollard Street, Bacton, Norwich NR12 OAG

D PD LDA MH SI YA Tel: 01692 650575

Hellesdon Bungalows

27 Sutherland Avenue, Hellesdon,

Norwich NR6 5LN

LDA Tel: 01603 400418

Heronlea Residential Home

Mill Lane. Witton. Norwich NR13 5DS

OP Tel: 01603 713314

Hickling House

Town Street, Hickling, Norwich NR12 OAY

Tel: 01692 598372 Advert page 96 OP D

Holly Cottage

32 The Street, Hindolveston, Dereham NR20 5BU

OP LDA MH YA Tel: 01263 862552

Homestead House

281 St Faiths Road, Old Catton, Norwich NR6 7BQ

OP D Tel: 01603 486098

Honeycomb

Hill Farm House, Thorpe Market, Roughton,

Norwich NR11 8TB

LDA YA Tel: 01263 478188

Honeysuckle Cottage

The Street, Sutton, Norwich NR12 9RF

Tel: 01692 581070 OP PD LDA MH SI YA

Ingham Old Hall Care Home

Sea Palling Road, Ingham, Norwich NR12 OTW

Tel: 01692 580257 OP D

Kensington Lodge

5 Cabbell Road, Cromer NR27 9HU

Tel: 01263 514138 LDA

Kevlin House

66-68 Norwich Road.

North Walsham NR28 ODX

Tel: 01692 402355 **OP D MH YA**

Keys Hill Park

Park Road, Wroxham, Norwich NR12 8SB

Tel: 01603 784203 **OP LDA MH YA**

Kingsgate Residential Home

25-29 North Street, Sheringham NR26 8LW

OP Tel: 01263 823114

Klair House

236 Wroxham Road, Sprowston,

Norwich NR78BE

Tel: 01603 417617 LDA MH

Lambert House

36 Notridge Road, Bowthorpe, Norwich NR5 9BE

LDA SI YA Tel: 01603 749845

Letheringsett Hall

Holt Road, Holt NR25 7AR

Tel: 01263 713222 **OP**

Lilas House

5 Cadogan Road, Cromer NR27 9HT

D PD LDA MH SI YA Tel: 01263 511210

Limes, The

16a Drayton Wood Road, Hellesdon,

Norwich NR6 5BY

Tel: 01603 427424 OP D

Lindum

81 Norwich Road, Salhouse,

Norwich NR13 6QQ

PD LDA Tel: 01603 722096

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

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

North Norfolk care homes continued

Pet Friendly – see page 69 Advertisers are highlighted

Lulus

3 Tasman Drive, Mundesley, Norwich NR11 8XH

Tel: 01263 478188

LDA YA

Lyles House

7 The Street, Hindolveston, Dereham NR20 5AS

Tel: 01263 861812

OP

Maltings Care Home, The

103 Norwich Road, Fakenham NR21 8HH

Tel: 01328 856362

OP

Manor House

18 Yarmouth Road, Blofield, Norwich NR13 4JS

Tel: 01603 713965

OP D

Manor House, The

North Walsham Wood,

North Walsham NR28 OLU

Tel: 01692 402252 Advert page 90

OP D

Mary Chapman Court

Mary Chapman Close, Dussindale,

Norwich NR7 OUD

Tel: 01603 701188

OP

Meadows, The

Oak Farm House, Acle Road, South Walsham,

Norwich NR13 6DD

Tel: 07961 383716

PD LDA MH SI YA

Middleton's Lane

157 Middleton's Lane,

Hellesdon NR6 5SF

Tel: 01603 407138

OP PD LDA MH SI

Mill House & Cottages

Great Ryburgh, Fakenham NR21 0ED

Tel: 01328 829323

OP D

OP D MH YA

Mount Residential Home, The

Heydon Road, Aylsham, Norwich NR11 6QT

Tel: 01263 734516

Munhaven

Munhaven Close, Mundesley, Norwich NR11 8AR

Tel: 01263 720451 Advert page 4

NCC First Support – Benjamin Court

Benjamin Court, Roughton Road, Cromer NR27 0EU

Tel: 01263 511856

OP PD SI YA

New Boundaries Group - 2 Lloyd Road

Taverham, Norwich NR8 6LL

Tel: 01603 869469

LDA

New Boundaries Group – 329 Fakenham Road

Taverham, Norwich NR8 6LG

Tel: 01603 867046

LDA

New Boundaries Group – 331 Fakenham Road

Taverham, Norwich NR8 6LG

Tel: 01603 868880

LDA

Newhaven

19 Emerys Close, Northrepps NR27 ONE

Tel: 01263 576873

LDA MH SI YA

Old Rectory Care Home, The

Norwich Road, Acle, Norwich NR13 3BX

Tel: 01493 751322

OP

Old Rectory, The - Hevingham

Cromer Road, Hevingham, Norwich NR10 5QU

Tel: 01603 279238

PD LDA MH YA

Old Vicarage, The

Norwich Road, Ludham,

Great Yarmouth NR29 50A

Tel: 01692 678346

OP D

Pinetops

66 The Street, Felthorpe, Norwich NR10 4DQ

Tel: 01603 755531

LDA MH YA

Prime Life Ltd - 32 South Street

32 South Street, Sheringham NR26 8LL

Tel: 01263 824040

MH YA AD

Redlands House

134 Reepham Road, Norwich NR6 5PB

Tel: 01603 427337 Advert page 96

OP D

Rookery, The

Rookery Farm Road, Walcott, Norwich NR12 OPF

Tel: 01692 650707

OP LDA

Service **User Bands** MH Mental health

OP Older people (65+) **D** Dementia

PD Physical disability LDA Learning disability, autism

SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Rose Meadow

64 Yarmouth Road, North Walsham,

Norwich NR28 9AU

Tel: 01692 402345 Advert page 4

Strawberry Field

Mill Common Lane, Walcott,

Norwich NR12 OPF

Tel: 01692 650707

Rosedale House

9 Howards Hill. Cromer NR27 9BL

Tel: 01263 519654

Sunnycroft Care Home

113-115 Fakenham Road, Taverham,

Norwich NR8 60B

Advert outside back cover

Tel: 01603 261957

OP D PD

LDA

Salcasa

Coltishall Road, Buxton, Norwich NR10 5HB

Tel: 01603 278268 D PD LDA MH SI YA **Sydney House**

Brumstead Road, Stalham,

Norwich NR12 9BI

OP Tel: 01692 580520 Advert page 4

Scarborough House

Clubbs Lane, Wells-next-the-Sea NR23 1DP

Tel: 01328 710309

Treehaven Bungalows

Sandy Lane, West Runton,

Sandy Lane, West Runton,

Cromer NR279LT

Tel: 01263 838613 PD LDA MH SI YA

Shalimar

Beech Avenue, Taverham, Norwich NR8 6HP

Tel: 01603 869713

Treehaven Rants

Shiels Court Care Home

4 Braydeston Avenue, Brundall, Norwich NR13 5JX

Tel: 01603 712029

Cromer NR27 9LT OP D YA Tel: 01263 837538

OP

LDA

OP

LDA MH SI

PD LDA MH SI YA

Shipbourne House

6 Vicarage Road, Cromer NR27 9DQ

Tel: 01263 514370

OP D MH YA

Two School Cottages

4 The Street, Taverham,

Norwich NR8 6TD

LDA Tel: 01603 262479

Shires, The

Bacton Road, North Walsham NR28 ORA

Tel: 01692 402875

LDA YA

LDA

Vicarage Road

13 Vicarage Road, Cromer NR27 9DO

Tel: 01263 514747

Warren, The 🤭

PD LDA MH YA

Shulas

9 Cadogan Road, Cromer NR27 9HT

Tel: 01263 517195

OP D PD LDA MH SI YA

St Brannocks

7 Cromer Road, Mundesley, Norwich NR11 8BE

Tel: 01263 722469

157a Wroxham Road, Sprowston,

Norwich NR78AF

Tel: 01603 294 648 Advert page 7

OP D

St Mary's Care Home

North Walsham Road, Crostwick, Norwich NR12 7BZ

Tel: 01603 898277 OP D **Wensum Way**

31 Wensum Way, Fakenham NR21 8NZ

Tel: 01328 863440

Westbrook House

OP PD LDA SI YA

St Nicholas Care Home

1-3 St Nicholas Place, Sheringham NR26 8LE

Tel: 01263 823764

OP

21 Cabbell Road, Cromer NR27 9HY

Tel: 01263 512482

PD LDA MH SI YA

Service

OP Older people (65+) **D** Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

Whitehaven Residential Care Home

5 St Josephs Road, Sheringham NR26 8JA

OP LDA Tel: 01263 822706

Willowdene – Thera East Anglia

Market Street, Tunstead NR12 8EL

Tel: 01603 737896 Advert page 73

OP LDA YA

Woodspring House

43 Bridge Street, Fakenham NR21 9AX

Tel: 01328 863753

Worstead Lodge

106 Cromer Road, North Walsham NR28 ONB

Tel: 01692 403865

LDA YA

OP D

North Norfolk care homes with nursing

Brooklands Nursing & Residential Home

Costessey Lane, Drayton, Norwich NR8 6HB

Tel: 0208 879 6550 OP D PD LDA MH 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 OUD

OP Tel: 01603 701900

Elsenham House Nursing Home

49-57 Station Road, Cromer NR27 ODX

Tel: 01263 513564 LDA MH YA

Gryphon Place

36 Wroxham Road, Sprowston, Norwich NR7 8TY

PD Tel: 01603 406351

Halsey House

Norwich Road, Cromer NR27 OBA

OP D Tel: 01263 512178

Halvergate House

58 Yarmouth Road, North Walsham NR28 9AU

OP D PD LDA YA Tel: 01692 500100

Heron Lodge 🦮

163 Norwich Road, Wroxham,

Norwich NR12 8RZ

OP D PD YA Tel: 01603 782194

Mill House, The

Mill Road, Horstead, Norwich NR12 7AT

OP D Tel: 01603 737107

Oak Court

321 Fakenham Road, Taverham, Norwich NR8 6LF

Tel: 01603 868953

PD SI YA

Oak Farm

276 Fakenham Road, Taverham, Norwich NR8 6AD

Tel: 01603 868953

PD YA

Oak Farm Bungalow

1 Cedar Court, Fakenham Road, Taverham,

Norwich NR8 6BW

Tel: 01384 217900

PD SI YA

Overbury House Nursing and Residential Home

9 Staitheway Road, Wroxham, Norwich NR12 8TH

Tel: 01603 782985 Advert page 90

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

Sun Court Nursing Home

1 Morris Street, Sheringham NR26 8JX

Tel: 01263 823295

OP D PD MH SI YA

Swanton House Care Centre

Dereham Road, Swanton Novers NR24 2QT

Tel: 01263 860226

OP D PD LDA MH YA

Two Acres Care Home

212-216 Fakenham Road, Taverham,

Norwich NR8 6QN

Tel: 01603 867600 Advert page 73

OP D YA

Service

OP Older people (65+) **D** Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Walsham Grange

81 Bacton Road, North Walsham NR28 ODN

OP D YA Tel: 01692 405818

Waterbank Road

17 Waterbank Road, Sheringham NR26 8RB

Tel: 01263 822355 MH YA

Woodland Care Home

189 Woodland Road, Hellesdon, Norwich NR6 5RQ **OP** Tel: 01603 787821

See page 74 for a list of useful questions to ask when looking at care homes with nursing.

Norwich care homes

Bay Tree House

423 Unthank Road, Norwich NR4 7QB

OP D Tel: 01603 503528

Cromwell House

Cecil Road, Norwich NR1 2QI

OP Tel: 01603 625961

Bishop Herbert House

34 Globe Place, Norwich NR2 2SG

OP PD YA Tel: 01603 620710 Advert page 4

Cypress Lodge

147a Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA

Tel: 01603 409451 LDA

Broadland View Care Home

147 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA

OP D PD LDA Tel: 01603 432050

Ellacombe

Ella Road, Norwich NR1 4BP

OP D Tel: 01603 519730 Advert page 4

Burlingham House

Dell Corner Lane, North Burlingham,

Norwich NR13 4EQ

OP D YA Tel: 01603 270600

Grays Fair Court

266 Dereham Road, New Costessey,

Norwich NR5 OSN

OP PD YA Tel: 01603 573570

Chiswick House

3 Christchurch Road, Norwich NR2 2AD

OP Tel: 01603 507111

Harvey Lane

9 Harvey Lane, Norwich NR7 OBG

Tel: 01603 304655

Corton House

City Road, Norwich NR1 3AP

OP Tel: 01603 620119 Advert below

Heathcote 🤭

19-23 Unthank Road, Norwich NR2 2PA

Tel: 01603 625639

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with a mission to provide excellent loving care and support for older people.

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T: **(01603)** 620119

E: care@cortonhouse.co.uk

W: www.cortonhouse.co.uk

Corton House, City Road, Norwich NR1 3AP

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

LDA YA

OP

Highwater House

104 Westwick Street, Norwich NR2 4SZ

MH AD Tel: 01603 766627

Hillcrest

106 Thorpe Road, Thorpe, Norwich NR1 1RT

OP D YA Tel: 01603 626073

Kemps Place

Rackham Road, Norwich NR3 3JQ

MH YA Tel: 01603 301090

Laurel Lodge Care Home

19 Ipswich Road, Norwich NR2 2LN

Tel: 01603 502371

Livability John Grooms Court

215 Sprowston Road, Norwich NR3 4HX

PD YA Tel: 01603 429400

Mayflower Court

93 The Meadows, Ladysmock Way, Norwich NR5 9BF

Tel: 01603 594060 Advert page 4

Mountfield

Millcroft, Norwich NR3 3LS

Tel: 01603 576180 Advert page 4

Old Vicarage, The 🤭

85 Silver Road.

Norwich NR3 4TF

Tel: 01603 767578

OP LDA MH YA

OP D

Omnia

50 Sale Road, Norwich NR7 9TP

Tel: 01603 432457

MH

Point House

Sprowston Road, Norwich NR3 4QN

Tel: 01603 427249

LDA

St John's House

Heigham Road, Norwich NR2 3AT

Tel: 01603 299000

Advert below &

page 105

OP D PD SI



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OP

WHEN YOUR LOVED ONES DESERVE ONLY THE FINEST

Located in the historic city of Norwich, St John's House is a purpose built luxury care home providing the highest level of residential and dementia care. Our state-of-the-art care home, built and operated by Castlemeadow Care, is designed to truly push luxury to the next level with the services to match.



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Service User Bands MH Mental health

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

SI Sensory impairment **YA** Younger adults

AD People who misuse alcohol or drugs

Talbots, The

13-15 Constitution Hill, Norwich NR3 4HA

OP LDA MH YA Tel: 01603 789450

Thomas Tawell House

106 Magpie Road, Norwich NR3 1JH

OP SI Tel: 01603 573000 Advert adjacent

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 479740 LDA MH YA

Cavell Court

140 Dragonfly Lane, Cringleford,

Norwich NR4 7SW

OP D PD MH YA Tel: 0333 321 1980

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 2AI

OP D PD YA Tel: 01603 452302

Ivy Court

Ivy Road, Norwich NR5 8BF

Tel: 0808 223 5356 Advert page 70 OP D PD YA

Larchwood Nursing and Residential Home

133 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 ORF

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 9XI

Tel: 01603 294 649 Advert page 7 OP D PD YA

For information on different types of care home, see page 68.

South Norfolk care homes

Acorn Park Adult Services

Andrews Furlong, Mill Road, Banham, Norwich NR16 2HU

Tel: 01953 888656

Alexander Court

Raymond Street. Thetford IP24 2EA

Tel: 01842 753466

LDA YA

OP D

Beauchamp House

Tel: 01760 440433

Proctor Road, Chedgrave, Norwich NR14 6HN

Ashill Lodge Care Home

Tel: 01508 520755 Advert page 4

Watton Road, Ashill, Thetford IP25 7AQ

OP D

OP D

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

South Norfolk care homes continued

Pet Friendly – see page 69 Advertisers are highlighted

Beeches, The

West Harling Road, East Harling,

Norwich NR16 2NP

OP D Tel: 01953 717584

Bilney Hall

East Bilney, Dereham NR20 4AL

OP D Tel: 01362 860246 Advert page 90

Brooke House 🦮

Brooke Gardens, The Street, Norwich NR15 1JH

Tel: 01508 558359 OP D MH YA

Bungay House 🦮

8 Yarmouth Road, Broome,

Bungay NR35 2PE

OP D MH Tel: 01986 895270

Carleton House Care Home

Rectory Road, East Carleton,

Norwich NR14 8HT

OP D PD SI Tel: 01508 570451

Claxton House

Church Lane, Claxton, Norwich NR14 7HY

LDAYA Tel: 01508 480312

Cresta Lodge

Bungay Road, Poringland, Norwich NR14 7NA

Tel: 01508 492775 OP D

Croft. The

17 Croft Lane, Diss IP22 4NA

LDA Tel: 01379 651666

Culrose Residential Home

Norwich Road, Dickleburgh, Diss IP21 4NS

OP Tel: 01379 741369

De Lucy House

40 Victoria Road, Diss IP22 4HZ

Tel: 01379 671333 OP D PD SI

Dorrington House (Dereham)

28 Ouebec Road, Dereham NR19 2DR

Tel: 01362 693070 OP D

Dorrington House (Watton)

73 Norwich Road, Watton IP25 6DH

OP D Tel: 01953 883882

Eckling Grange

Norwich Road, Dereham NR20 3BB

OP D SI Tel: 01362 692520

Fairland House

Station Road, Attleborough NR17 2AS

Tel: 01953 452161

Feltwell Lodge

Lodge Road, Feltwell IP26 4DR

Tel: 01366 728282 OP D

Fenners Farm House

Fersfield Road, Fersfield, Diss IP22 2AW

Tel: 01379 687269 OP D LDA YA

Harker House

Flowerpot Lane, Long Stratton,

Norwich NR15 2TS

Tel: 01508 530777 Advert page 4

OP D

OP

Hethersett Hall

Hethersett. Norwich NR9 3AP

Tel: 01603 294 628 Advert page 7

OP D YA

Heywoods Grange

Burston Road, Diss IP22 5SX

Tel: 01379 652265 **LDA**

High Oaks

Rectory Road (Hall Green), Gissing,

Diss IP22 5UU

Tel: 01379 674456 MH YA

Hill Barn

Church Lane, Sparham, Norwich NR9 5PP

Tel: 01362 688702

OP

Hill Grove

1 Colney Lane, Cringleford, Norwich NR4 7RE

Tel: 01603 504337

OP

Hill House

Station Road, Pulham St Mary, Diss IP21 4QT

Tel: 01379 608209

LDA

Hollies and Hollies Lodge, The

Brick Kiln Lane, Morningthorpe,

Norwich NR15 2LH

LDA MH YA Tel: 01508 530540

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

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

Kalmia & Mallow

Dereham Road, Watton, Thetford IP25 6HA

LDA YA Tel: 01953 884597

Kittens Lane

5 Kittens Lane, Loddon, Norwich NR14 6JU

OP LDA YA Tel: 01508 528163

Lancaster House

2 Portal Avenue, Watton, Thetford IP25 6HP **OP D MH YA** Tel: 01953 883501

Laurels Care Home, The

West Carr Road, Attleborough NR17 1AA

OP D PD MH Tel: 01953 455427

Lincoln House Care Home

Woodgate Lane, Swanton Morley, Dereham NR20 4LT

Tel: 01362 637598 Advert below

Link House

Links View, Sandy Lane East,

Dereham NR19 2ED

LDAYA Tel: 01362 696888

Lynfield

OP PD

22 Norwich Road, Ditchingham,

Bungay NR35 2JL

LDA YA Tel: 01986 897196

Maple Tree Care Ltd

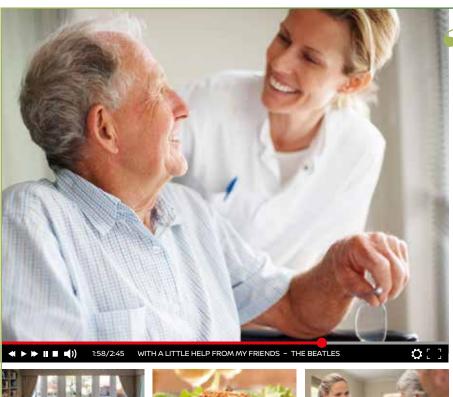
2 Epsom Gardens, Dereham NR19 1TY

PD LDA SI YA Tel: 01362 697124

Mayfields Care Home, The

Swan Lane, Tharston, Long Stratton, Norwich NR15 2UY

OP D Tel: 01508 535500 Advert below







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Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

AD People who misuse alcohol or drugs

Oaks & Woodcroft, The

Tel: 01362 858040

Olive House

LDA YA

OP

LDA YA

LDA

LDA SI

Melton House Care Home



47 Melton Road, Wymondham NR18 ODB

Tel: 01953 606645

OP D PD YA

Merle Boddy House

55 Norwich Road, Dereham NR20 3AX

LDA Tel: 01362 694643

Moorings, The

Church Road, Earsham, Bungay NR35 2TJ

Tel: 01986 892269

Nightingale Care Home

Church Lane, Welborne, Dereham NR20 3LQ

Tel: 01362 850329

Northfields

49a Northfields, West Earlham,

Norwich NR4 7ES

PD LDA SI Tel: 01603 458865

Oak House

10a Victoria Road, Diss IP22 4HE

LDA SI YA Tel: 01379 644444

Oak Trees (Respite)

26 Norfolk Drive, Attleborough NR17 1QW

OP LDA YA Tel: 01953 457774

Oaklands 🤭

Norwich Road, Scole, Diss IP21 4EE

OP D MH Tel: 01379 740646

Oaklands - Thera East Anglia

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Tel: 07500 085111 Advert page 73 **OP LDA YA**

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Quebec Hall Ltd

OP D

OP D

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Tel: 01508 471718 Advert page 90

OP Tel: 01362 692504

2a Dereham Road, Mattishall, Dereham NR20 3AA

Olive Avenue, Newton Flotman, Norwich NR15 1PF

Red House Residential Home

Norwich Road, Kilverstone, Thetford IP24 2RF

OP D Tel: 01842 753122

Redgate House Residential Home

Green Lane, Thetford IP24 2EZ

OP D YA Tel: 01842 800400

Royal Mencap Society - Fryers Walk

53 Castle Street, Thetford IP24 2DL

OP PD LDA MH YA Tel: 01842 766444

Royal Mencap Society

Woodlands Residential Home

51a Elm Road, Thetford IP24 3HS

Tel: 01842 751241

Roydon Road

SENSE Holmlea

27 Roydon Road, Diss IP22 4LN

Tel: 01379 652673

53a Shipdham Road, Toftwood, Dereham NR19 1JL

Tel: 01362 854165

St Mary's

Residential Care Home

T: 01953 860 956

E: manager@stmaryshome.co.uk www.stmaryshome.co.uk

PD Physical disability LDA Learning disability, autism

OP Older people (65+) **D** Dementia

AD People who misuse alcohol or drugs

Service

User Bands MH Mental health

SI Sensory impairment YA Younger adults

Shipdham Manor

Chapel Street, Shipdham IP25 7LB

Tel: 01362 820939 Advert page 90

OP D

Springfield House

89 Norwich Road, Barnham Broom,

Norwich NR9 4BU

LDA YA Tel: 01692 407549

St Edmunds

Surrogate Street, Attleborough NR17 2AW

OP Tel: 01953 452011 Advert page 4

St Elmos

7 Edenside Drive, Attleborough NR17 2EL

Tel: 01953 457016 LDA MH YA

St Leonards Court

6 St Leonards Street. Mundford IP26 5HG

Tel: 01842 878225 Advert page 90 OP D

St Mary's Residential Care Home

Market Place, New Buckenham,

Norwich NR16 2AN

OP D Tel: 01953 860956 Advert page 106

St Nicholas House

Littlefields, Dereham NR19 1BG

OP D Tel: 01362 692581 Advert page 4

Taylor Road

7a Taylor Road, West Earlham,

Norwich NR5 8LZ

PD LDA SI 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

LDA

Westward Barns

Long Street, Great Ellingham,

Attleborough NR17 1AW

PD LDA MH YA Tel: 01953 453763

Whitstone House

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762 LDA YA

Willows, The

Muriel Kenny Court, Hethersett NR9 3EZ

Tel: 01603 814915

Willows, The

School Lane, Besthorpe, Attleborough NR17 2LH

Tel: 01953 451542

LDA YA

LDA

Windmill House

Browick Road, Wymondham NR18 0QW

Tel: 01953 607651 OP D PD SI

Woodstock Care Home Ltd

The Green, Gressenhall, Dereham NR20 4DT

Tel: 01362 860861 **OP D SI**

York House

47 Norwich Road, Dereham NR20 3AS

Tel: 01362 697134

South Norfolk care homes with nursing

Brooklyn House Nursing Home

Buckingham Lodge Care Home

Buckingham Close, Carbrooke,

Queen's Road,

Attleborough NR17 2AG

Thetford IP25 6WL

Tel: 01953 858750

OP D Tel: 0808 223 5356 Advert page 70

Ford Place Nursing Home

Ford Street, Thetford IP24 2EP

Tel: 01842 755002 Advert page 108

OP D

OP

Grove, The - Care Home with Nursing

Physical Disabilities

Scotts Hill, East Carleton, Norwich NR14 8HP

Tel: 01508 570279

OP PD 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

OP D YA





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OP D

Hassingham House Care Centre

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OP D PD LDA MH SI YA Tel: 0844 472 5173

Lincoln House Care Home

Woodgate Lane, Swanton Morley, Dereham NR20 4LT

Tel: 01362 637598 Advert page 105

Oak Manor Nursing Home

Dereham Road, Scarning, Dereham NR19 2PG

Tel: 0808 223 5356 Advert page 70

OP D

Oakwood House Care Home

Old Watton Road, Colney, Norwich NR4 7TP

OP D PD SI Tel: 01603 250101

Pastures, The

1-4 The Pastures, Yarmouth Road, Hales NR14 6AB

Tel: 01508 486045

OP PD LDA SI YA

Sanford House Nursing Home

Danesfort Drive, Swanton Road,

East Dereham NR19 2SD

Tel: 0808 223 5356 Advert page 70

OP D PD

Saxlingham Hall Nursing Home

The Green, Saxlingham Nethergate,

Norwich NR15 1TH

Tel: 01508 499225 Advert page 90

Sutherlands Nursing Home

136 Norwich Road,

Wymondham NR18 OSX

OP D PD LDA YA Tel: 01953 600900

Thorp House

Church Road, Griston,

Thetford IP25 6QA

Tel: 01953 881786 OP D MH

Trees Nursing Home

12 Candlers Lane, Harleston IP20 9JA

Tel: 01379 853919 **OP PD**

Walcot Hall Nursing Home

Walcot Green, Diss IP22 5SR

Tel: 01379 641030 Advert page 90

West Norfolk care homes

Adrian Lodge

19 Gaywood Road, King's Lynn PE30 1QT

Tel: 01553 760347

MH

Anchorage, The

78 Wootton Road, Gaywood,

King's Lynn PE30 4BS

OP D LDA MH SI YA Tel: 0333 305 1534

Ashville House

Fairfield Road, Downham Market PE38 9ET

OP

Tel: 01366 383428

Beach View

2 Lincoln Square, Hunstanton PE36 6DL

OP PD YA Tel: 01485 535328

Briar House

Losinga Road, King's Lynn PE30 2DQ

Tel: 01553 760500 OP D Tel: 01760 722039

Close, The

Burman House

53 Lynn Road, Snettisham, King's Lynn PE31 7PT OP D

Mill Road, Terrington St John, Wisbech PE14 7SF

Tel: 01485 540041

Coopers Mill

Mill Road, Walpole Highway,

Tel: 01945 880464 Advert page 4

Wisbech PE14 7QI

Tel: 01945 880020 LDA SI YA

Coralyn House

12 Glebe Avenue, Hunstanton PE36 6BS

Tel: 01485 535999 LDA

Crown Rest Home, The

Station Road, Little Dunham, King's Lynn PE32 2DJ

OP PD SI

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

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

West Norfolk care homes continued	Pet Friendly – see page 69 Advertisers are highlighted
Delph House Wisbech Road, Welney, Wisbech PE14 9RQ Tel: 01354 610300 OP D PD SI YA	Linden Court Church Walk, Watton IP25 6ET Tel: 01953 881753 Advert page 4 OP
Diamond House Bennett Street, Downham Market, Norfolk PE38 9EJ Tel: 01366 385100 OP D YA	Mallards, The 161 Wootton Road, King's Lynn PE30 4DW Tel: 01553 676004 LDA
Docking House Station Road, Docking, King's Lynn PE31 8LS Tel: 01485 518243 OP D	Mandalay The Street, Marham PE33 9HP Tel: 01760 444175 LDA
Driftwood House Lynn Road, Hunstanton PE36 5HL	Manton House 5-7 Tennyson Avenue, King's Lynn PE30 2QG Tel: 01553 766135 OP
Tel: 01485 532241 OP Eastgate House 17 Littleport Street, King's Lynn PE30 1PP	Merrimore House 39 Avenue Road, Hunstanton PE36 5HW Tel: 01953 880417 PD LDA MH SI
Tel: 01553 691054 OP D Fridhem Rest Home 77 79 Station Road, Heacham,	Mill House Litcham Road, Gayton, King's Lynn PE32 1PQ Tel: 01553 636654
King's Lynn PE31 7AB Tel: 01485 571455 OP D	Nightingale Lodge
Gables Residential Home, The 22 Post Office Road, Dersingham, King's Lynn PE31 6HS Tel: 01485 540528 OP YA	Norfolk Lodge 32 King's Lynn Road, Hunstanton PE36 5HT Tel: 01485 532383 OP D
Gorselands Residential Home 25 Sandringham Road, Hunstanton PE36 5DP Tel: 01485 532580 OP D	Phoenix House 6 Lynn Road, Snettisham, King's Lynn PE31 7LP
Hickathrift House 217 Smeeth Road, Marshland St James, Wisbech PE14 8JB Tel: 01945 430636 OP D YA	Tel: 01485 544415 Portland Street 12-14 Portland Street, King's Lynn PE30 1PB Tel: 01553 769091 MH
High Haven Howdale Road, Downham Market PE38 9AG Tel: 01366 315670 Advert page 4	Rebecca Court 9 Staithe Road, Heacham, King's Lynn PE31 7EF Tel: 01485 570421 Advert page 4 OP D
Iceni House	Sheiling, The

Tel: 01760 720330	OP D YA	Tel: 01328 701142	LDA YA
King's Lynn Residential Home		Somerset Villa	
Kettlewell Lane, King's Lynn PE30 1PW		19 Austin Street, Hunstanton PE36 6AJ	
Tel: 01553 769098	OP D PD YA	Tel: 01485 533081	OP D

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

Squires Hill, Marham, King's Lynn PE33 9JT

Jack Boddy Way, Swaffham PE37 7HJ

West Norfolk care homes continued

Yet Friendly – see page 69 Advertisers are highlighted

Summerville House

Fenway, Heacham, King's Lynn PE31 7BH

Tel: 01485 572127

OP D

Rectory Lane, West Winch, King's Lynn PE33 ONR

Tel: 01553 841582

Winchley Home

Terrington Lodge

2 Lynn Road, Terrington St Clements,

King's Lynn PE34 4JX

OP D Tel: 01553 829605

Woodlands

Grimston Road, South Wootton,

King's Lynn PE30 3HU

Tel: 01553 672076 Advert page 4

OP D

OP D

OP D

Victoria Hall

New Road, Shouldham, King's Lynn PE33 0DF

OP D YA Tel: 01366 347525

Wootton Road, 244

King's Lynn PE30 3BH

Tel: 01553 676004 LDA YA

Westfields

Westfield Road, Swaffham PE37 7HE

OP Tel: 01760 721539 Advert page 4

Wyndham House Care Home

Manor Road, North Wootton, King's Lynn PE30 3PZ

Tel: 01553 631386 Advert page 105

West Norfolk care homes with nursing

Amberley Hall Care Home

55 Baldock Drive,

King's Lynn PE30 3DQ

OP D PD YA Tel: 01553 670600

Meadow House Nursing Home

Norwich Road, Swaffham PE37 8DD

Tel: 01760 725146 Advert page 90 **OP PD YA**

Downham Grange

Clackclose Road, Downham Market PE38 9PA

OP Tel: 01366 387054

Millbridge Care Home

4 Lynn Road, Heacham, King's Lynn PE31 7HY

Tel: 01485 570349 OP D PD SI YA

Faro Lodge

Galyon Road,

King's Lynn PE30 3YE Advert inside front cover

Tel: 01553 679233 OP D PD LDA MH SI YA

Paddocks Care Home, The

45 Cley Road, Swaffham PE37 7NP

Tel: 01760 722920 Advert page 105

Goodwins Hall Care Home

Goodwins Road,

King's Lynn PE30 5PD

OP D PD YA Tel: 01553 777994

Park House Hotel

- Care Home with Nursing Physical Disabilities

Sandringham, King's Lynn PE35 6EH

Tel: 01485 543000 **OP PD LDA SI YA**

Holmwood House Care Centre

40 White Cross Road, Swaffham.

King's Lynn PE37 7QY

OP D PD SI YA Tel: 01760 724404

Lower Farm Care Home with Nursing

126 Grimston Road, South Wootton,

King's Lynn PE30 3PB

OP D PD SI YA Tel: 01553 671027

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Q

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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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