



**Norfolk** County Council

**Urgent, unplanned care needs?  
Fallen but unhurt?  
Call Norfolk Swift Response**

*Service operates 24 hours a day and is free for Norfolk residents  
over the age of 18*

**0344 800 8020 – option 1**

## **Swift Response Main Functions**

**Falls** - The service offers support to people in Norfolk where they have fallen and are stating they are uninjured.

**Personal Care-** The service provides help with personal care tasks where the person has an unplanned/urgent need which can include catheter/stoma care, toileting and assistance to get up or go to bed

**Welfare checks** can be undertaken by the service for people where there has been a need identified

**Domestic Emergencies** e.g. Power Failures/Lighting/other domestic emergency

**Shopping** - The service will undertake emergency shopping for a person. This may be because of illness, an informal carer illness or a discharge from hospital where essential items are required.

**On-going care needs** – If, after visiting, the Swift team feel further help is needed, they are able to refer to either directly to Norfolk First Support or to a social work/OT team for a Community Care Assessment, they can also provide more visits until the resolution is found,