

Norfolk County Council

# Norfolk First Response

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**Norfolk First Response (NFR) is part of Adult Social Services at Norfolk County Council.**

**Norfolk First Response has three teams working across Norfolk, helping to improve people's independence so they can return home, or remain at home for as long as possible.**



## **Norfolk First Support (reablement)**

The Norfolk First Support team helps people in their own homes to regain skills and confidence they may have lost due to illness or hospital admission. We call this reablement. People are referred to this service.

## **Norfolk Swift Response**

The Swift Response team provides a 24 /7 one-off minor emergencies service for people who have an urgent social care need. Perhaps someone has fallen and cannot get up, has a minor medical equipment issue or needs urgent personal care, or maybe an alarm provider cannot make contact with the person.

## **Supported Care**

We also work with NHS & CARE colleagues to help prevent people being admitted to hospital.



# Norfolk First Support

The team works with people aged 18 years and above who have spent time in hospital, or who are struggling at home, for example, if your physical health or well-being is deteriorating. The team provides up to six weeks of support in your home to help you get back on your feet and doing things for yourself, or to work out what help you need in the future.

Our team receives reablement referrals from health professionals such as GPs, nurses, social work practitioners and therapists. If you are currently in hospital, a health practitioner can refer you.

If you're not in hospital but you think you need a referral, you can contact the Adult Social Care team on **0344 800 8020**. If we can help you, we will agree a date and start to make regular visits.

In the first few days after the Norfolk First Support team has started visiting, a Reablement Assistant Practitioner will visit. Everyone is different and has a different idea about what independence means to them.



Together you will discuss what's important to you and what you want to achieve. You'll complete an assessment and create a personalised reablement support plan to set out how you will achieve your aims.

## Our reablement approach helps you to:

- Retrain or regain skills to become more independent in your home
- Build confidence so you can learn to manage after a period of illness
- Manage long-term conditions.

## Caring for Better Outcomes

There may be times when the Norfolk First Support team can't provide reablement support. In this instance, we may work with a local home care provider to ensure you get the help you need. This scheme is called Caring for Better Outcomes.

Caring for Better Outcomes provides a very similar reablement service to our reablement service and will focus on improving your independence.



## How much does it cost?

There is no charge for the Norfolk First Support or Caring for Better Outcomes reablement service. Most people return to independence very quickly and achieve their aims well before the six weeks is up.

If a review concludes you've reached your goals already, or you need long term support rather than reablement, the free reablement service stops immediately.

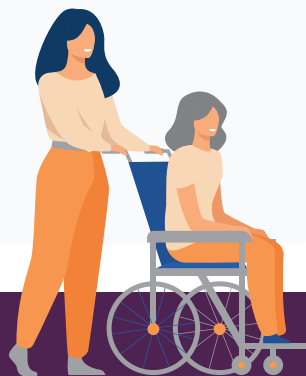
This doesn't mean your care stops immediately too. Both Norfolk First Support and Caring for Better Outcomes can continue to look after you until another care provider is found, but you will have to start paying for your care.

Norfolk First Response will arrange for a Care Act Assessment and financial assessment to be completed.

If you have less than £23,250 in savings and capital, Adult Social Services will help find a care provider and will pay some money towards your care. You can get an idea of how much this might be using our online care calculator:  
[www.norfolk.gov.uk/carecalculator](http://www.norfolk.gov.uk/carecalculator).

If you have more than £23,250 in saving and capital, you will be responsible for all of the costs of your care and will also have to find a care provider. We can help you with this.

Your Reablement Assistant Practitioner will give you written information about the charges. They will also confirm what date your free reablement support will stop, and from what date you will need to start paying for care.



## Social Care Charges FAQ

Below are some scenarios that will help you to understand when you will need to pay for your support.

1. I have savings and capital over £23,250. Will I need to pay for First Support or Caring for Better outcomes if I am referred to the reablement service? **Answer: No.**

You can have reablement support for up to six weeks free of charge. If you achieve your reablement goals before the end of the six-week period, the reablement service stops.

2. I have less than £23,250 in savings and capital, will I need to pay for reablement support? **Answer: No.**

You can have reablement support for up to six weeks free of charge. If you achieve your reablement goals before the end of the six-week period, the reablement service stops.

3. My Reablement Assistant Practitioner has completed a review with me and concluded that I will need long term support. Will First Support be free of charge for the remainder of the six weeks, or until another provider starts? **Answer: No.**

If the review has concluded you need ongoing support, the free reablement service ends. You will have to pay for help from the day after the review. If you have more than £23,250 in savings and capital, you will be responsible for the cost of your ongoing support. If you have less than £23,250 in savings and capital, you will get some financial help towards the cost of your care and support from Social Services.

**A financial assessment will work out how much Social Services pays and how much you will pay.**

# Norfolk Swift Response

**Call 0344 800 8020 and choose option 1**

The Swift Response team is a free 24/7 service available for one-off minor emergencies at home, for urgent social care needs 365 days a year. The team works day and night, providing a specialist service for people who are aged 18 or over, who live at home and who need physical or practical support with daily living tasks.

## **You might call the Swift Response team if:**

- Someone has fallen and cannot get up without specialist lifting equipment
- Someone has a minor medical equipment issue
- Your partner or carer is suddenly admitted to hospital and you need help to get up, get washed or dressed.
- An alarm provider cannot get through to the person whose alarm has sounded

In some cases, the Swift Response team can also be asked to attend your home by the emergency services.



If you would like this information in large print or in an alternative version, please contact us on 0344 800 8020 and we will do our best to provide it.