

FREE

Norfolk

Your guide to care and support for adults **2023/24**



The essential guide to finding the
right support for you

In association with



Norfolk County Council



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



Norfolk
County Council

Welcome – from Norfolk County Council and the NHS in Norfolk	4	Carer's emergency card	54
Staying healthy and well	5	Young carers, young adult carers and families	54
Norfolk Community Directory	5	Housing choices	55
Lily	5	Housing options	55
Combatting loneliness and social isolation in Norfolk	6	Sheltered housing	57
Improving your transport options	6	Independent Living and Housing with Care	57
Information and advice	6	Care and support	58
Norfolk Armed Forces Covenant and Veterans' Gateway	11	What happens if I think I need care and support?	58
Protect your health this winter by keeping warm and well	11	Your choices	59
Drive safer for longer with GOLD	12	Advocacy	59
Norfolk Library and Information Service	12	Inspection and registration of care services	60
Norfolk Employment Service (NES) and Local Supported Employment	13	Norfolk Care Association Ltd (NorCA)	60
Healthwatch Norfolk – make your voice count	13	Leaving hospital	61
Keeping safe	14	British Red Cross Support at Home Scheme (SaH)	62
Norfolk Trusted Trader scheme	14	NHS Continuing Healthcare (CHC)	62
Falls in Norfolk	14	Care homes	63
Fire safety at home	15	Types of care home	63
Safeguarding adults	16	Out of county care options	63
Hate incidents – Stop Hate in Norfolk	17	Care homes checklist	65
Domestic abuse	18	Specialist care	66
Staying in your own home	21	Learning disability	66
Assistive technology and community alarms	21	Dementia care	66
Equipment to aid daily living	21	Residential dementia care checklist	68
Assistive technology checklist	23	Mental health	69
Making life easier at home	24	Bereavement support	70
Handyperson schemes	26	Palliative and end of life care	70
Norfolk First Support (NFS)	28	Sensory impairments	72
Home care and home support	28	Paying for care	73
Home support agency checklist	31	Your Personal Budget	73
Home support providers	33	Direct Payments	73
Day services	44	What will you have to pay for your care?	74
Day services listings	44	Advice if you are paying for your own care	76
Looking after someone	51	Independent financial advice	79
What do we mean by being a 'carer'?	51	Essential information	79
Support available for carers	51	How solicitors can help	79
Preparing for Adult Life (PfAL)	51	Comments, compliments and complaints	80
Carers' assessments	52	Finding care in your area	80
Carers' breaks	53	Care home listings	82
Planning and emergencies	54	Index	101
What can I do if I need urgent help?	54		

For extra, free copies of this Guide, email **Norfolk County Council** at: information@norfolk.gov.uk or call: **0344 8008020**.

Welcome – from Norfolk County Council and the NHS in Norfolk

Welcome to Norfolk's your guide to care and support for adults 2023/24. The aim of this Guide is to provide useful information to help you, and anyone you know, stay independent, safe and well for as long as possible. The Guide provides details of services and organisations that can help to support you.

The impact of the pandemic across Norfolk has been huge and is still being felt in many services. Organisations are working hard to meet the extra demand from this and to deliver services and support to people.

Health and social care are working together closely to support older people at risk of crisis who might otherwise have to be admitted to hospital and to make sure people have the right support when they return home after a stay in hospital. For the latest information, visit:

www.norfolk.gov.uk and:

www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb

We know that choice is important when it comes to deciding where to live, so Norfolk County Council is continuing to invest in new Independent Living homes. Apartments are designed for people who are getting older and want to continue living in their own home, with the peace of mind of 24-hour on-site care if needed.

With two schemes now open and taking applications, Meadow Walk in North Fakenham and Swallowtail Place in Acle, these have created 124 new homes in Norfolk. The Council's cabinet has also approved investment for an Independent Living Scheme in Harleston, which will offer 91 apartments and starts on site early 2024. Please see page 57 for more information.

We are also pleased to announce that a new service has been set up to support adults with learning disabilities and/or autism into employment. This service offers individual support to help people to get a job and to stay employed. See page 21 for more information.

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. See: **www.norfolk.gov.uk/directory** and page 5 for more information about groups, events and organisations in your local community that can help you to stay independent.

Debbie Bartlett, Interim Executive Director of Adult Social Services

Tricia D'Orsi, Executive Director of Nursing, NHS Norfolk and Waveney Integrated Care Board

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

For more information about health in Norfolk, visit: **www.improvinglivesnw.org.uk**

Listings – care homes/care homes with nursing

■ East Norfolk	82
■ North Norfolk	84
■ Norwich	90
■ South Norfolk	93
■ West Norfolk	98



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



This online directory 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, allowing you to compare and shortlist helpful services and activities in your area – whether it's for support in your own home, or to help you get out and about.

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

Did you know?

You can now use our referrals tool to request certain services for yourself or someone else and they will get in touch with you directly. You can use this for participating services that provide things like help at home, meals, gardening or personal assistants. If the service you are interested in accepts referrals, you'll see a button on their service profile, 'Refer to this service'. We welcome submissions from relevant providers and organisations – it's free to add your service. Visit: **www.communitydirectory.norfolk.gov.uk/add-your-service**

To find out more or to contact us, visit: **www.communitydirectory.norfolk.gov.uk**

Lily



Lily provides a comprehensive range of support in West Norfolk to combat loneliness and social isolation in adults of all ages. It encourages residents to develop friendships and engage in their local communities. Lily provides one to one support to help people:

- Meet new people.
- Rekindle a hobby or interest.
- Increase confidence.
- Contribute skills and experience.
- Access community groups, events and services.
- Move into volunteering.

To self-refer, call: **01553 616200** or visit: **<https://asklily.org.uk>**

Lily Community Directory

Looking for help and support in West Norfolk? Search the Lily Community Directory for information on:

- Things to do.
- Learning, work and volunteering.

- Health, care and support.
- Advice, safety and other information.
- Transport and getting around.
- Housing and care homes.
- Money matters.
- Childcare and family support.
- Green Choices.

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



Combatting loneliness and social isolation in Norfolk

Loneliness and social isolation can affect people at any age. The physical, mental and social health of isolated people is well documented. Research shows that lacking social connections is as damaging as smoking 15 cigarettes a day. You are more likely to visit your GP, use more medication and be at risk of falls. Older people are more likely to enter residential or nursing care earlier and there is evidence of increasing need amongst those aged 16-29.

In Norfolk, we are working hard to tackle these issues by providing a targeted county-wide service. This will see communities identify, support and sustain isolated/lonely (and those at risk) people. The service will support the following people, who can be at increased risk:

- **Clinical:** clinically vulnerable groups, such as over 70s, people from particular minority ethnic groups, people suffering from deprivation, people with dementia and carers.
- **Social:** domestic abuse victims, people who are digitally excluded, receiving domiciliary care, self-isolating or who have disrupted support networks.

- **Psychological:** people experiencing increased stress and anxiety, poor mental health and people who are digitally excluded due to rural or social isolation.
- **Financial:** seasonal workers, people experiencing reduced hours (either due to employer or childcare) or people at risk of redundancy/unemployment.

If you are affected by isolation and or loneliness, or you believe someone you know may be, visit: **www.norfolk.gov.uk** or contact (specific to your district council area):

- West Norfolk residents – call Lily on: **01553 616200** or visit: **<https://asklily.org.uk>**
- Residents living in Great Yarmouth, Broadland and South Norfolk and Norwich – call Better Together on: **0300 3033920**. Alternatively, visit: **www.bettertogethernorfolk.org.uk**
- Residents living in North Norfolk and Breckland – contact CAN Connect on: **0300 3033920**. Alternatively, visit: **www.canconnect.org.uk**

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

things that are important to you. There are many possibilities that could make access easier, save you money or even open a new route altogether.

Web: **www.norfolk.gov.uk/helpwithtransport**
Tel: **0344 8008020**
Email: **information@norfolk.gov.uk**

Information and advice

There are lots of useful services and organisations that can help you remain independent and well. Sometimes it can be difficult to find information to help you decide what is best for you. The information in this Guide can help you discover what support there is to help you stay independent and what's available in your local community. As well as this Guide, there is lots more information on the Norfolk Community Directory (see page 5). The following organisations can help you

make the right choices for you.

Age UK Norfolk

An independent local charity with over 70 years of experience in providing information, advice and advocacy services to older people in Norfolk. Free, impartial advice can be given on a range of topics.

Advice line: **0300 5001217**

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

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





Your care matters

with Barchester

**Everyone deserves uncompromising care.
That's the passionate belief of the experts
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills.
They're dedicated people who want to celebrate life and improve well-being.
And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



BARCHESTER
in Norfolk

barchester.com/Norfolk

Call to arrange a visit or to find out how we can help:

Ashfields

31 Salhouse Road,
Rackheath, NR13 6PD
01603 294 535

Hethersett Hall

Norwich Road,
Hethersett, NR9 3AP
01603 294 628

Ritson Lodge

Lowestoft Road,
Hopton-on-Sea, NR31 9AH
01502 322 276

The Warren

157a Wroxham Road,
Sprowston, NR7 8AF
01603 294 648

Woodside House

142 Woodside Road,
Norwich, NR7 9XJ
01603 294 649

En-suite bedrooms • Landscaped gardens • Salon • Café • Private dining

→ **Al-Anon Family Groups**

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

Helpline: **0800 0086811** (10.00am to 10.00pm).

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

Web: **www.al-anonuk.org.uk**

Alcoholics Anonymous (AA)

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

Tel: **0800 9177650**

Email: **help@aamail.org**

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

General queries

Tel: **01904 644026** (office hours).

Email: **aainformation@gsogb.org.uk**

Alzheimer's Society

Too many people face dementia alone. People with dementia, their carers, family and friends often share how difficult it is to find out who to turn to when faced with dementia. If you need information, advice or support, the Norfolk and Waveney Dementia Support service from Alzheimer's Society can help.

Tel: **01603 763556** (Monday to Friday, 9.00am to 5.00pm).

Alzheimer's Society National Helpline:

0333 1503456

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

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

Bridge Plus+, The

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

Room 7, Charing Cross Centre,
17-19 St John Maddermarket, Norwich NR2 1DN

Tel: **01603 617076**

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

Web: **www.bridgeplus.org.uk**

Carers Matter Norfolk (CMN)

Supports adults looking after someone aged 18+. CMN can talk to you about your situation and needs to identify the most beneficial support. This could include information on services or support you're

entitled to, a carer's assessment, support with your wellbeing or a caring role break. Carers also have opportunities to have their say on issues affecting them. CMN provides advice by phone, email and online, including a referral form.

Tel: **0800 0831148** (Monday to Friday, 9.00am to 5.00pm)

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

Web: **www.carersmatternorfolk.org.uk**

Facebook: **@CarersMatterNorfolk**

Twitter: **@CarersMatterNfk**

Caring Together

Provides support and services for people with care needs in Norfolk. This includes care at home and enabling individuals to attend activities in the community, which also provides carers with breaks. The charity delivers activities for young carers and is also part of the Carers Matter Norfolk partnership.

Tel: **0345 2410954** • Email: **hello@caringtogether.org**

Web: **www.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 people impacted by substance misuse. Services are for anyone aged 18+ living in Norfolk, or registered with a Norfolk GP, who are affected by drug or alcohol misuse.

Tel: **01603 514096** (8.00am to 8.00pm, daily).

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

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

Deaf Connexions

Aims to raise awareness and provide a range of services to people who are Deaf and use British Sign Language.

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.

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

Equal Lives

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

Tel: **01508 491210** • Web: **www.equallives.org.uk**

Hear for Norfolk (operating name of Norfolk Deaf Association)

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

Tel: **01603 404440**

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

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

Fax: **01603 404433**

Nansa

Provides a range of specialist provision for people living with disabilities and/or with complex behavioural, sensory or developmental needs. Nansa supports people from infancy – five years old; working collaboratively alongside every family (often prior to a child's formal diagnosis) to ensure their child's specific needs are met. Nansa promotes development and progression through an innovative and therapeutic response programme. Adult support includes a range of services through both building and community-based activities, promoting independent skills and employability traineeships exploring the world of work.

Family Centre, 33 Woodcock Road, Norwich NR3 3TT
Adult Centre, 200 Bowthorpe Road,
Norwich NR2 3TZ

Tel: **01603 627662** • Email: **referrals@nansa.org.uk**

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

Norfolk and Waveney Mind

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

Tel: **0300 3305488** (option one for advice and support).

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

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

Norfolk Citizens Advice

An independent, local charity and part of the Citizens Advice Network across England and Wales. It provides free, confidential, high quality, impartial accredited advice on a broad range of issues including money, debt, benefits, housing or employment amongst others and campaigns on big issues affecting people's lives. 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 – check for each office's current opening times.

Advice line: **0800 1448848**

Web: **www.ncab.org.uk** or: **www.ncab.org.uk/email-advice-form** (email advice).

Diss (Citizens Advice Diss, Thetford and District)

Shelfanger Road IP22 4EH (appointments – Monday, Wednesday and Friday, 10.00am to 3.00pm; and drop-in – Tuesday, 9.30am to 12.30pm).

Thetford (Citizens Advice Diss, Thetford and District)

Abbey Neighbourhood Centre, Exeter Way IP24 1EE (Monday, Wednesday and Friday, 9.30am to 2.30pm).

Web and email advice is available via:

www.cadat.org.uk

Norfolk Community Advice Network Directory

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

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

Norfolk Community Law Service

Provides free, independent and confidential legal advice on a range of issues including welfare benefits, immigration, debt, family, employment, domestic abuse and discrimination.

Tel: **01603 496623** • Email: **info@ncls.co.uk**

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

Norfolk Integrated Domestic Abuse Service (NIDAS), The

Offers free, confidential and non-judgemental support to people affected, and their children,

to help them escape and recover from abuse.
Tel: **0300 5610555** or **0808 2000247** (out of hours).
Text: **07860 063464**
Email: **referrals@nidasnorfolk.co.uk**
Web: **<https://nidasnorfolk.co.uk>**

Opening Doors

A user-led organisation run by people with learning disabilities to support others with learning disabilities.
Tel: **01603 631433**
Email: **admin@openingdoors.org.uk**
Web: **www.openingdoors.org.uk**

Patient Advice and Liaison Service (PALS)

Provides advice about your local health services in Norfolk.

James Paget University Hospital

Lowestoft Road, Gorleston,
Great Yarmouth NR31 6LA
Tel: **01493 453240** or: **01493 453549**
Email: **pals@jpaget.nhs.uk**

Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY
Tel: **01603 289036**
Email: **palsandcomplaints@nnuh.nhs.uk**

Queen Elizabeth Hospital

Gayton Road, King's Lynn PE30 4ET
Tel: **01553 613351** or: **01553 613343**
Email: **pals@qehkl.nhs.uk**

West Suffolk Hospital

Hardwick Lane, Bury St Edmunds IP33 2QZ
Tel: **01284 712555**
Email: **pals@wsh.nhs.uk**

POhWER Norfolk

Works in partnership with colleagues at Age UK Norfolk, Equal Lives and Community Action Norfolk to support people in Norfolk. POhWER provides a range of advocacy services in Norfolk including Independent Mental Health Advocacy, Independent Mental Capacity Advocacy, Relevant Paid Person's Representative Service, Care Act Advocacy and NHS Complaints Advocacy. Its services are free to access, confidential and independent.
Tel: **0300 4562370** • Email: **pohwer@pohwer.net**
Web: **www.pohwer.net/norfolk**

REST

A partnership project that brings together mental health support, local services and a place where everyone can feel welcome. REST stands for Recover, Eat, Support, and Talk, reflecting the different ways we can all be more connected in our community.

Tel: **111** (option two).

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

REST Hub locations

1 Red Lion Street, Aylsham, Norwich NR11 6ER

56 High St, King's Lynn PE30 1AY

Breckland House, St Nicholas Street,
Thetford IP24 1BT

Churchman House, 71 Bethel Street,
Norwich NR2 1NR

Silver Line, The

A free, 24-hour dedicated helpline for older people across the UK, open 365 days a year. It aims to combat loneliness in the over 55s by providing friendship, support and signposting.

Tel: **0800 4708090**

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

SSAFA – The Armed Forces Charity

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

Tel: **01603 403322** (Tuesday, Thursday and Friday, 9.00am to 12.00pm. There is also a 24-hour answerphone).

Email: **norfolk.branch@ssafa.org.uk**

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

Vision Norfolk

Supporting local people with sight loss to enjoy independent and fulfilled lives. Vision Norfolk provides practical and emotional support across Norfolk with social and wellbeing activities for adults, children, young people and their families, daily living equipment, eye clinic support, befriending services and specialist housing.

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

Web: **www.visionnorfolk.org.uk**

Great Yarmouth

12 Hall Quay NR30 1HP
Tel: **01493 745973**

King's Lynn

Unit 3, Dundee Court, Hamburg Way PE30 2ND
Tel: **01553 660808**

Norwich

Bradbury Activity Centre, Beckham Place,
Edward Street NR3 3DZ
Tel: **01603 573000**

West Norfolk Deaf Association



Offers a range of free help,
advice and support to people
with all levels of hearing loss.

Tel: **01553 773399** • Fax: **01553 660483**

Email: info@wnda.org.uk • Web: www.wnda.org.uk

Your Norfolk Advice Network

A phone triage service connecting you with the
right local information, advice and representation –
whatever the issue, right from the start.

Tel: **0333 9968333** (10.00am to 4.00pm,
Monday to Friday).

Email: helpline@ncan.co.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 needed. From healthcare and housing to employability, finances, personal relationships, befriending and more.

For more information, visit:

www.veteransgateway.org.uk or call the 24/7 helpline on: **0808 8021212**. To find Norfolk-specific support, search the Norfolk Community Directory (www.norfolk.gov.uk/directory) using the key words 'military' and 'veteran'. Alternatively, download the Forces Connect App and search under 'Norfolk'.

Protect your health this winter by keeping warm and well

This winter it's more important than ever to take care of your health as we face a bad flu season and COVID-19 is still with us. Are you winter-ready? Check you have everything you need to look after your health to prevent common winter illnesses from developing into more serious health issues.

If you do get ill and you're worried about your health, don't put off getting help. Your NHS wants to see you before any health concerns become bigger problems. We've included places below where you can get help and advice locally:

- **A pharmacy:** pharmacists can give treatment advice for a range of minor illnesses, can suggest when you need to see a doctor and can arrange for your medicines to be delivered to your home.
- **NHS website:** this website (www.nhs.uk) has a complete guide to conditions, symptoms and treatments, including what to do and when to get help.

- **Your GP:** use your GP surgeries' website, app or telephone service.
- **NHS 111:** for urgent medical problems use the NHS 111 online service (www.111.nhs.uk) or call: **111**.
- **999:** For life threatening emergencies, call: **999** for an ambulance.

Make sure you're vaccinated against flu and COVID-19

To protect from serious illness, it's important to get your flu, COVID-19 or COVID-19 booster vaccination if you're advised to. Call your GP surgery or visit: www.nhs.uk for information about both vaccinations.

Norfolk and Waveney Integrated Care System

Your health and wellbeing are important. There are things you can do to protect yourself and those around you this winter. →

→ Norfolk and Waveney's Integrated Care System has created a webpage (www.winterwellnorfolkwaveney.co.uk) with information and resources to help you prepare for winter and help prevent health problems from developing.

Here you'll find information on keeping well, financial and mental health support, along with other key local services.

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

Keep your home warm

Heating your home to around 18 degrees in winter is important. For tips on keeping yourself and your home safe and warm this winter, visit: www.nhs.uk (search 'stay well in winter'). For longer term solutions, including heating and insulation grants for your home, or advice on how to reduce your heating bills, visit: www.norfolkwarmhomes.org.uk or call: **01603 430103**.

by specially trained and friendly instructors and this can be tailored to suit drivers' individual needs.

Our trainers will come to you, and you will drive in your own car. GOLD costs £34 for a one-hour session. To book a session or for further information, visit: www.norfolk.gov.uk/gold or call Norfolk County Council: **0344 8008020**.

Norfolk Library and Information Service

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

Open Library

Access your local library's books, computers and spaces while the building is unstaffed.

For more information, visit:

www.norfolk.gov.uk/OpenLibrary

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

All libraries have computers and free public Wi-Fi access. To use a computer, complete our online booking form, contact your local library or just pop in and see us. For more information, visit: www.norfolk.gov.uk/computers

The free Spydus Mobile app lets you access library services and manage your membership.

For more information, visit:

www.norfolk.gov.uk/librariesapp

Mobile Libraries

Norfolk has a county-wide mobile library service which visits around 475 villages, with approximately 1,000 stops on a four-weekly basis.

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

www.norfolk.gov.uk/mobilelibraries

Home Library Service

The Royal Voluntary Service and Norfolk County Council's Home Library Service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility. If you would like to use this service, email: libraries@norfolk.gov.uk to ask to be added to a local delivery route.

We also provide a range of social activities, such as Knit, Stitch and Natter, book groups and Just a Cuppa sessions. For more information, visit: www.norfolk.gov.uk/libraries (select 'What's on in Norfolk libraries').

Reading Well

The Norfolk library and information service provides

five 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 provides information and support for people living with a long-term health condition and their carers.
- Reading Well for children provides quality-assured information, stories and advice to support children's mental health and wellbeing. The booklist targets children in Key Stage 2 (aged 7-11).
- Reading Well for teens suggests recommended reading and digital resources to help young people understand their feelings and boost confidence.

- Reading Well for dementia recommends books you might find helpful if you have dementia, are caring for someone with dementia or would like to find out more about the condition.

For more information, visit:

www.norfolk.gov.uk/readingwell

Digital Health Hub

We can provide one-to-one sessions with library staff to help you or someone you care for learn the digital skills to be able to sign up for and access the online services offered by your GP surgery. For example, how to make an online appointment with a GP and ordering repeat prescriptions online. We can also show you how to find reliable health information on NHS websites and NHS apps. For more information, visit:

www.norfolk.gov.uk/healthylibraries

Norfolk Employment Service (NES) and Local Supported Employment

NES includes five area-based employment co-ordinators and a manager, who will develop and deliver a Norfolk wide service, supporting working-age adults (18-65). The service works with people who have been assessed under the Care Act (2014), are supported by Adult Social Services and are looking for paid/unpaid work, voluntary work, an apprenticeship, work placements, job coaching and much more. We also offer consultancy advice to the Preparing for Adult Life (PfAL) Service, for young people not eligible for the NES.

We work in partnership with our Skills and

Employment Team who liaise with a diverse range of employers to find opportunities and promote Disability Confident, a scheme designed to help recruit and retain people with disability or health conditions for their skills and experiences. For more information, visit: **www.norfolk.gov.uk/norfolkemploymentservice**

A new offer called Local Supported Employment is aimed at people over 18 with a learning disability and/or autism to receive targeted support by a Job Coach into paid work. For more information, visit: **www.norfolk.gov.uk/lse**

Healthwatch Norfolk – make your voice count

As the county's independent consumer champion, Healthwatch Norfolk makes sure that people's views and experiences of all health and social care are listened to and acted upon. At a time when care services are under pressure and going through significant change, Healthwatch Norfolk is a key part of the way health and social care services in Norfolk are improved. Healthwatch Norfolk can help ensure that your voice is heard and can also help signpost you to other services or information sources.

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

Tel: **0808 1689669**

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

Web: **www.healthwatchnorfolk.co.uk**



Keeping safe

Norfolk Trusted Trader Scheme



The scheme provides access to a wide range of services, such as help around the

home, shopping, bathing, gardening, hot and cold meal delivery, home repairs and maintenance, painting, decorating and IT support. All members pass a range of checks during the application process and agree to adhere to the scheme's code of practice before accreditation by Norfolk Trading Standards.

Key to the scheme is customer feedback. Any customer can leave a review covering all aspects

of members' work. For example, cost, timescales, communication, cleanliness and other comments. Feedback can be left on the Trusted Trader website, or a feedback form can be requested from the member. Others, when looking to choose a trader, can use this feedback to help them make a more informed, confident choice.

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

www.norfolk.gov.uk/trustedtrader or call:
0344 8008020.

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 caused by falling. You may be at risk if you:

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

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

- Eat a healthy diet and drink plenty of water.
- Have a medication review.
- Get your eyesight checked.
- Have a hearing test.
- If you drink alcohol, reduce the amount.
- Keep active – especially focus on strength and balance.
- Remove trip hazards.

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

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

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

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

What to do if you have a fall:

1. Keep calm. Take time to think – are you injured or in pain?
2. If you are unhurt and you feel strong enough to get up, don't get up quickly. Roll onto your hands and knees and look for a stable piece of furniture, like a chair or bed. Hold onto the furniture with both hands to support yourself and, when you feel ready, slowly get up. Sit down and rest for a while.
3. If you need help, but do not need to go to hospital, ring a friend or family member or call Norfolk Swift Response (see inside front cover): **0344 8008020** (option one).
4. If you are hurt or can't get up and need immediate medical help, try to call for help, bang on the wall or floor, or use your care alarm button if you have one. If possible, crawl to a telephone and dial: **999** for an ambulance. Try to find a blanket or something to keep you warm. Move your leg and arm muscles regularly to produce heat.
5. Always tell your GP and someone close to you that you have had a fall, even if you were unhurt.

For more information and advice, visit:

www.norfolk.gov.uk/falls and for information about healthy ageing, including falls prevention, visit: **www.norfolk.gov.uk/healthyageingtoolkit**

Fire safety at home

Statistically, older people are more at risk of a fire in the home. This risk of being injured increases without a working smoke alarm. As we age, we are more likely to live alone, we may have reduced mobility or sense of smell, and a reduced ability to tolerate smoke inhalation or burns. We want you to be safe, sleep soundly and reduce the risk of home accidents. Other lifestyle choices can also increase the risk of reactions in a fire – clutter, hoarding, smoking, alcohol, drugs or medications, for example. Home fire safety advice:

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

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

What is a home fire safety visit?

A local Fire Safety Volunteer (Prevention Team member) or an approved partner will visit your home and carry out a home fire safety visit at a time convenient to you. The volunteer will not offer to sell you anything, and the service is free. →

➔ They will offer home fire safety advice, discussing actions you can take to reduce your fire risk, how to make an escape plan and (if not fitted) install a smoke alarm(s). On arrival, personnel will be in Fire Service uniform and carry ID that will be shown to you.

To make a fire action plan, check your eligibility for a home fire safety visit or for further advice, visit our website, call the following number or scan the QR code.

Web: www.norfolk.gov.uk/fire
Tel: 0300 1231669



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 don't have one fitted.

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

Remember, Norfolk Fire Rescue Service may supply and fit a smoke alarm as part of a home fire safety visit 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 (like wills, property, inheritance or financial transactions) or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – including slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory abuse** – including harassment or slurs because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice/policies within an institution or a specific care setting, like a hospital or care

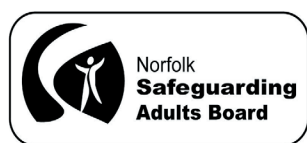
home or in care or support services provided in an adult's own home.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failing to provide access to appropriate health, care and support or educational services, withholding medication, adequate nutrition and heating.
- **Self-neglect** – including behaviour such as neglecting to care for one's personal hygiene, health or surroundings or hoarding.

Norfolk County Council has a lead role in protecting adults from abuse where someone:

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

NSAB works closely with partners to register new and emerging safeguarding issues, as well

as the way in which adults and those supporting them access the support they need. During 2023, the Board will be taking forward some specific work on safeguarding issues for carers, including a toolkit giving information and advice adult safeguarding, and an animation on domestic abuse in older adults. The aim of the animation is to help start conversations when safe to do so about domestic abuse.

You can see the Board's plans at:

www.norfolksafeguardingadultsboard.info

(search 'strategic and business plans'). For more information on carers and safeguarding, visit

www.norfolksafeguardingadultsboard.info

(search 'carers and safeguarding').

Norfolk's safeguarding adults '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 or neglect, don't dismiss your concerns. Safeguarding is everyone's business – if you see something, or hear something, say something. It is important to tell someone you trust, or call: **0344 8008020**. 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 motivated by hostility, prejudice or hate on the grounds of race, religion, sexual orientation, disability or transgender identity.

Hate incidents can take many forms, some are more obvious. 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 if a crime has taken place. Even if police determine a hate incident is not 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 future hate incidents.

Stop Hate in Norfolk (SHiN)

The SHiN protocol aims to create a common standard for tackling hate incidents/crime across Norfolk. It sets out how different Norfolk organisations – 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.

Any Norfolk organisation can adopt the protocol. Information on how to do so can be found here: www.norfolk.police.uk/stop-hate

Often, victims or witnesses of hate incidents lack confidence to report hate incidents to the police, or they may think it is unimportant. Some people

– particularly people with care and support needs – do not recognise that they have been a victim.

A free eLearning course is available on the SHiN webpage for anyone 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, like libraries. Some community groups and disability services in Norfolk are trained to take reports on behalf of victims.

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

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

It 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 etc.

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 includes 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.

The Domestic Abuse Bill 2020 is helping to transform the response to domestic abuse, helping to prevent offending, protect victims and ensure they have the support they need. This is a landmark bill which marks a fundamental change by:

- Raising awareness and understanding about the devastating impact of domestic abuse on victims and their families.
- Improving the justice system's effectiveness

in providing protection for victims of domestic abuse and bringing perpetrators to justice.

- Strengthening statutory agencies' support for victims of abuse.

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 unsure whether something that has happened to you is abuse, it can help to imagine would you 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 by:

- Telephone – contact the police on: **101**.
- Speaking to a member of staff at any police station.
- Speaking to a Police Officer on the street.
- Consulting the Norfolk Constabulary leaflet. To read the leaflet, visit: **www.norfolk.police.uk** and search 'domestic abuse'.

There are various agencies providing practical or emotional support. For further details, visit: **www.norfolk.gov.uk/gethelpnow**

If you know someone is suffering from abuse, call: **101** or visit: **www.norfolk.police.uk**

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 8008020**.

You can also call the **National Domestic Violence 24-hour helpline: 0808 2000247**.

If you are being violent or abusive towards a current or previous partner, ring the **Respect phone line: 0808 8024040** or visit: **<https://respectphoneline.org.uk>**

The **Norfolk Integrated Domestic Abuse Service (NIDAS)** will offer free, confidential and non-judgemental support to those affected, and their children, to help them escape and recover from abuse.

Tel: **0300 5610555** or **0808 2000247** (out-of-hours).

Text: **07860 063464**

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

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

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

Staying in your own home

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, like 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 that you will be taken care of.

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 and support carers.

Much of this can be provided free of charge if Norfolk County Council think this will support you

to live independently at home. Where telecare equipment is provided, there is a weekly community alarm service rental charge.

Web: www.norfolk.gov.uk/assistivetechology
Tel: **0344 8008020**

Community alarms

These offer peace of mind 24 hours a day, every day, 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, like contacting your next-of-kin or the Emergency Services.

Check which care alarm service covers your area from the following list and see the checklist on page 23 for a list of questions to consider about assistive technology.

Countywide – **Lifeline 24**
Tel: **01603 964306**

Countywide – **n-able (Norse Ltd)**
Tel: **0300 3730199**

Great Yarmouth – **Community Alarms**
Tel: **01493 846654**

West Norfolk and North Norfolk – **Care Line Community Service**
Tel: **01553 616200** (option six).

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 them need to be considered.

This may seem obvious, but not all difficulties are

best helped by equipment; the situation could 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 consider areas that you are having

difficulty with and what equipment might help you to manage these better. For more information, visit: <https://livingmadeeasy.org.uk>

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

British Red Cross Mobility Aids Scheme

Including short-term wheelchair loan. You can also book online at: www.redcross.org.uk/get-help/hire-a-wheelchair

Great Yarmouth

Tel: **01493 663626**

(10.00am to 2.00pm, Monday to Friday).

King's Lynn

Tel: **01553 768751**

(10.00am to 4.00pm, Monday to Friday).

Norwich

Tel: **01603 253403**

(10.30am to 4.00pm, Monday to Friday).

There may also be a mobility shop in your local area. If the issues remain unresolved and it appears that the situation will require professional support, an online referral can be made via our enquiry form: www.norfolk.gov.uk/mynorfolksocialcare or by calling: **0344 8008020**. Much of this can be provided free of charge if Norfolk County Council thinks that this will support you to live independently in your home.

Wheelchairs

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

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

Shopmobility

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

Norwich (now managed by Equal Lives)

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

Tel: **01603 365100**

King's Lynn

Ground floor,

St James multi-storey car park

Tel: **01553 770310**

Buying a wheelchair privately is an alternative option.



It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit: <https://livingmadeeasy.org.uk>

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

Suitability

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

Usability

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

Notes

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐

Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐

Can you speak to someone who already uses it? ☐

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐

Is it durable? If you drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

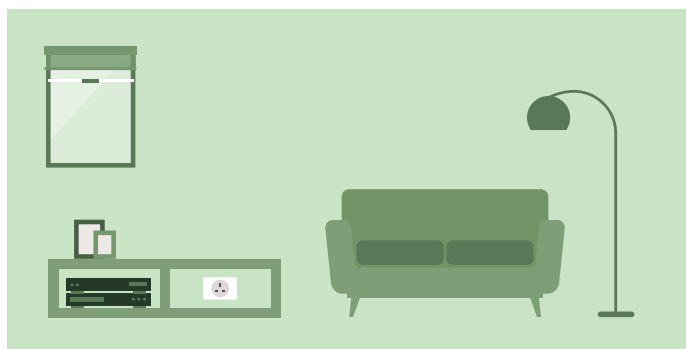
Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Making life easier at home

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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

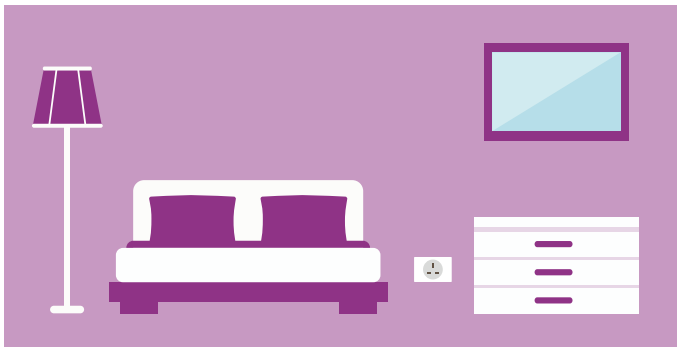


Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 28.

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, contact your council for information and advice. You may be referred to an occupational therapist (OT) or you could contact an OT privately. Visit: <https://rcotss-ip.org.uk/find> to search for OTs near you.

Norfolk County Council

Tel: **0344 8008020**

Email: information@norfolk.gov.uk



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Handyperson schemes

Broadland and South Norfolk

The Independent Living Team provides support and services to residents in both districts to help them live independently in their own homes, delay the need for health and social care services or prevent the need for increased support. This ranges from quick and simple jobs like installing a grab rail, smoke alarm or assistive technology to housing adaptations, such as a walk-in shower, access ramp and adaptations to aid access and mobility around the home.

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

The Handyperson Service carries out small repairs 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.southnorfolkandbroadland.gov.uk** (search 'handyperson service').

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

Broadland District Council

Tel: **01603 431133**

Email:

help.hub@southnorfolkandbroadland.gov.uk

South Norfolk Council

Tel: **01508 533933**

Email:

help.hub@southnorfolkandbroadland.gov.uk

Norwich (home improvements)

The Norwich Safe at Home Scheme (including dementia adaptations) is provided by Norwich City Council to help older people manage better in their own homes. The Safe at Home Scheme provides grants of up to £2,500 to help people with dementia and their carers make home adaptations 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 homeowners with minor adaptations where a disabled facilities grant is unsuitable, 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 (homeowner or renting).

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

Tel: **0344 9803333**

Email: **homeimprovement@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: **01603 989366**.



Great Yarmouth

The Independent Living Service offers a Handy Person Service which is available to people who are disabled or aged 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 Great Yarmouth borough. 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, contact Great Yarmouth Borough Council's Independent Living Services using the following details.

Tel: **01493 846190**

Email: **handyperson@great-yarmouth.gov.uk**

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

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 5).

The council's aim is to support older people, adults and children with disabilities and those on

low incomes to continue living independently for longer. The council provides information and advice, practical equipment, adaptations and repairs and has helped thousands of people to stay in their homes in a healthy, safe and secure environment. Financial help and grants are available for people living in West Norfolk, depending on their financial circumstances.

The Care and Repair Service provides advice and assistance to enable people to adapt, 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, contact: **01553 616200** (option one then option two) or visit:

www.careline-cs.org.uk or:

www.careandrepair-wn.org



Norfolk First Support (NFS)

NFS provides support and reablement in the home environment, supporting people to regain and maximise their independence after a hospital stay and/or deterioration in physical/and or mental health in the community. You will be supported within a Multidisciplinary Team (linked to wider health and social care colleagues), working together with you to develop a comprehensive individual plan with person-centred goals. This will help and support you to regain and/or learn new skills to maximise independence in your home.

This approach supports individuals to do things for themselves. Using techniques that support retraining or regaining skills and building confidence so people can learn to manage after a period of illness or enable long-term condition

self-management. It starts once someone has been assessed to be discharged, or to stay at home, and doesn't require medical intervention. Individuals are supported for a maximum of six weeks.

If any ongoing needs are identified, we will help to arrange alternative provision. For further details, see page 58. To access the service, you will need to be assessed by a GP, community nurse, social worker and/or therapist.

Norfolk First Support

Tel: **0344 8008020** or **0344 8008026** (if you are a health professional, including mental health practitioners and physiotherapists).

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

Home care and home support

Support at home is known as many things – including home care, home support and domiciliary care. These services provide practical help for people to stay living independently at home. There are various organisations that provide a range of services to help you to continue to do this. 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, you can arrange support at home directly with an agency. A list of agencies starts on page 33. Services that can be provided could include:

- Personal care, such as help with getting up or bathing.
- Help with eating, menu planning, preparing and cooking food and different types of meal services.
- Looking after your health, reminding you when to take medication, applying creams and lotions, simple dressings and eye drops.
- Night care or night sitting services, which means a home care assistant in your home during all or part of the night to ensure you are safe and to provide personal care services.

- Live-in care: in some cases, it's preferable and more economical to have a care worker living in your home 24 hours a day. This can be for a short period, for example to provide respite breaks for regular carers, short-term support following hospital discharge or ongoing.
- Help for you to become independent again by learning new skills or regaining old ones.
- Ongoing support to help delay the need for increased future support.
- Promoting your wellbeing by helping you to get involved with things in your local community, which may mean needing fewer services.

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

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

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

- Help you achieve your goals and aspirations in certain areas of your life.
- Promote your wellbeing.
- Prevent, reduce or delay the need for further care and support, where possible.
- Help you to maintain and/or maximise your independence and lead a fulfilling life.

Who provides these services?

Comprehensive information about providers in Norfolk starts on page 33 or can be accessed at: **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 60.

Home care/home support charges

If you have capital or assets over £23,250, you can make private arrangements with a provider and pay the full cost of the service to the provider. Alternatively, you can ask Norfolk County Council to arrange this for you. Typical charges for this service depend on the amount of care and support and 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 73 for information on paying for care.

You should also refer to the booklet 'Your guide to charges for home care and other non-residential care services'. A copy is available online at: **www.norfolk.gov.uk/payingforcare** (select 'Will you have to pay for your care?').



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  [@WeAreMFON](https://twitter.com/WeAreMFON)

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family



“She makes me feel like a VIP”

Home
is where the heart is
Let's keep it there

**Home and Live-in Care,
just as you like it**

Referred to by our customers as 'lovely blue angels' we deliver award-winning home care as personal as you are.

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bluebirdcare.co.uk/norwich-north-norfolk

You love your home and you feel safe there. Needing additional care and support shouldn't change that.

You may be in a situation where you need an extra pair of hands, or you may have complex needs that require more dedicated care. Our well-trusted care packages are built around you and your individual needs which means that you and your family can rest assured you'll receive care and support exactly as you need.

Our care ranges from a 30-minute daily visit to full Live-in care.

Care at home provides **continuity**, a **familiar** routine and in your most familiar environment – your own **home**.



Helping Hands
Caring since 1989

Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

- ✓ Rated 4.7 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

Contact your local branch today!

Norwich 01603 385 617	Fakenham 01328 410 028
--	---

for more details visit: helpinghands.co.uk

• • • *Because, life is better at home* • • •



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

Notes

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*See page 60.

Avail We Do Care.



Making a real difference with 24/7 care services you can rely on and trust. Our friendly and well-trained staff provide safe, quality care and support.

- Care At Home
- Supported Living
- Daytime and Sit-In
- Awake Night and Sleep-In
- Live-in Care

01603 633 999
norwich@avall.co.uk
www.avall.co.uk

About with Friends

Cromer

Tel: 01263 515230

LDA YA

All Day Care Services Ltd

Norwich

Tel: 07846 794489

OP YA

Almond Tree Care Ltd

Norwich

Tel: 01508 578807

OP D PD MH SI YA

Ambient Support Ltd

– East Anglia Domiciliary Care Branch

Norwich

Tel: 01603 568266

OP PD LDA MH SI YA

Ambition Community Healthcare

Dereham

Tel: 01362 289398

OP D PD LDA MH SI YA AD

Anna Rosa Care

Diss

Tel: 01379 778244

OP D PD MH SI YA

Apple Homecare Ltd

Norwich

Tel: 01603 211080

OP D PD LDA MH SI YA

Avall (Norwich)

Norwich

Tel: 01603 633999

Advert page 32

OP D PD LDA MH SI YA AD

Aylsham Homecare

Norwich

Tel: 01263 735654

OP D PD SI

Bainbridge Close

North Walsham

Tel: 01692 500639

PD LDA SI

BB Healthcare

King's Lynn

Tel: 01553 761400

OP D PD LDA MH SI YA

Bluebell Support Services

Castle Rising

Tel: 01553 631694

OP D PD YA

Bluebird Care (Norwich & North Norfolk)

Norwich

Tel: 01603 735999

Advert page 30

OP D PD LDA MH SI YA

Care Company UK Ltd, The

King's Lynn

Tel: 01553 660130

OP PD LDA MH SI YA

Caremark Norwich

Norwich

Tel: 01603 433855

OP D PD LDA MH SI YA AD

Carewatch (Norfolk)

Norwich

Tel: 01362 696967

OP D PD LDA MH SI YA AD

Caring First Homecare Ltd (Norwich)

Swannington

Tel: 01362 423222

OP D PD MH SI YA

Caring Together

Swaffham

Tel: 0345 241 0954

Advert page 34

OP D PD LDA MH SI YA AD

Cavell Healthcare

Norwich

Tel: 01603 340044

OP D PD LDA MH SI YA

Cera – King's Lynn

King's Lynn

Tel: 01553 401744

OP D PD LDA MH SI YA

Cera – Norwich

Norwich

Tel: 01603 320360

OP D PD LDA MH SI YA

Clarity Homecare (Norwich)

Norwich

Tel: 01603 555220

OP D PD SI YA

Clark James HomeCare – Norwich

Norwich

Tel: 01603 300364

Advert page 36

OP D PD LDA MH SI YA AD

Compkey Healthcare Ltd

Norwich

Tel: 01603 762318

OP D PD LDA MH 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

Live-In Care. 24-hour care within your home

Here at A Class Care we aim to provide you with the highest standards of care offering you or your loved one an affordable alternative to **residential care** homes and **other traditional services**.

A Live-In Carer remains in your home providing around the clock care. Duties include:

- Medication Management
- Personal Care
- Meal Preparation
- Daily exercise – muscle strengthening

We specialise in:

- Home from hospital Care & support
- Dementia, Parkinson's, and Alzheimer's Care
- Moto Neurons
- MS
- Learning Disabilities



Quality and Personalised

Care at Home

You can rest assured that you are with a quality provider with a high CQC rating, an award nominated organisation and company that is passionate about care. To find out more contact our friendly team:

☎ 01603 327288 🌐 www.aiclasscare.co.uk ✉ info@aclasscare.co.uk

Inspected and rated

Good

CareQuality
Commission



We provide homecare

Our dedicated staff provide personalised homecare for people of all ages and with a range of conditions. We arrange and deliver support in the home and community to best meet your needs and wishes.

We also provide information, advice and guidance to help people looking after a family member in their caring role.

Contact us to find out how
we can help you

0345 241 0954
hello@caringtogether.org
caringtogether.org



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

CareChoices

Home support providers continued

Complete Caring Ltd

Wymondham

Tel: 01953 423424

OP D PD MH SI YA

Connie's Care Services Ltd

Wisbech

Tel: 01945 774250

OP D PD MH SI YA

Daybreak Support Services

King's Lynn

Tel: 01553 768154

OP D PD LDA MH SI YA

Dedicated Care East Anglia Ltd

King's Lynn

Tel: 01553 766844

OP D PD LDA SI YA

Dell Care

Wymondham

Tel: 07825 894171

OP D PD YA

Dimensions Norfolk Domiciliary Care Office

Norwich

Tel: 0300 303 9016

OP LDA YA

Doughty's

Norwich

Tel: 01603 621857

OP

Eagles Recruitment and Healthcare

Norwich

Tel: 01603 514202

OP D

East Anglia Domiciliary Care Branch

Norwich

Tel: 01603 568266

OP PD LDA MH SI YA

East Point Care Wymondham

Wymondham

Tel: 01953 605364

OP D PD LDA MH YA

Elite Care

Cromer

Tel: 01263 512528

OP D PD LDA MH SI YA

Elite Care

Great Yarmouth

Tel: 01493 857300

OP PD SI YA

Errand Plus and Personal Services

Norwich

Tel: 01603 319998

OP D PD LDA MH YA

Ever Care Ltd

King's Lynn

Tel: 07415 972459

OP D PD LDA AD

Extra Care Home Services Ltd

North Walsham

Tel: 01692 500714

OP D PD LDA MH SI YA AD

Extra Hands of Heacham Ltd – Broadland Office

Norwich

Tel: 01603 898623

OP D PD LDA MH SI YA AD

Extra Hands of Heacham Ltd – Heacham Office

King's Lynn

Tel: 01485 570611

OP D PD LDA MH SI YA AD

Fairway House

Dereham

Tel: 01362 695588

LDA YA

Faith Community Healthcare

Downham Market

Tel: 01366 659390

OP D PD MH SI YA

First Choice Home Care

Norwich

Tel: 01603 980394

OP D PD LDA MH SI YA AD

Snetterton

Tel: 01953 667950

OP D PD LDA MH SI YA

Fisher Healthcare East Anglia Ltd

Norwich

Tel: 01603 612307

OP D PD LDA MH SI YA AD

FitzRoy Support at Home Norfolk

Melton Constable

Tel: 01692 668438

PD LDA SI YA

Fortress Care Services

King's Lynn

Tel: 01553 811995

OP D PD LDA SI YA

Fuchsia Homecare Gorleston

Great Yarmouth

Tel: 01493 602434

OP D PD LDA MH 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



24 Hour Live In Care

Our care is focused on keeping people safe and happy in the comfort and familiarity of their own home, whilst improving their overall health and wellbeing.

Care is provided on a one-to-one basis and is highly personalised reflecting not just a individual's care needs, but their choices, wishes and social preferences so they are able to maintain as much independence as possible, whilst enjoying the warmth of their own homes.

Whether you have mobility and frailty issues, are recovering from an operation and need convalescent care, or you simply require companionship care at home, our comprehensive live-in care service ensures you can live a fulfilled and meaningful life.

01603 300364 

What Does This Care Include?

- Convalescence care
- Meal planning and cooking
- Domestic and household support
- Day Care
- Personal Care
- Mobility Support
- Companionship
- Mental Health
- Dementia Care

Have a question? get in touch...

paul@clarkjames.co.uk

www.clarkjameshomecare.co.uk

Fuchsia Homecare Norwich

Norwich

Tel: 01603 542949

OP D PD SI YA

Gentle Folk Community Care

Norwich

Tel: 01953 887187

OP D PD SI YA

Grays Fair Court

Norwich

Tel: 01603 819805

OP PD YA

Great Hospital Domiciliary Service, The

Norwich

Tel: 01603 622022

OP

Guild Healthcare

Norwich

Tel: 01493 751869

OP D PD LDA MH SI YA

Hales Group Ltd – Norwich

Norwich

Tel: 01603 358639

OP D PD LDA MH SI YA AD

Hamlet Charity, The

Norwich

Tel: 01603 215193

PD LDA SI YA

Heart to Heart Home Care Agency

Norwich

Tel: 01603 871903

OP D

Helping Hands Fakenham

Advert page 30

Fakenham

Tel: 01328 410 067

OP D PD LDA MH SI YA

Helping Hands Norwich

Norwich

Tel: 01603 385 632

Advert page 30

OP D PD LDA YA

Home Instead

Dereham

Tel: 01362 357974

Advert outside back cover

OP D PD LDA MH SI YA

Holt

Tel: 01263 650983

OP D PD LDA MH SI YA

King's Lynn

Tel: 01553 387970

OP D PD LDA MH SI YA

Norwich

Tel: 01603 340384

OP D PD LDA MH SI YA

Home Team, The

Norwich

Tel: 01603 926465

OP D YA

I Care Service

Dereham

Tel: 01362 690533

OP D PD LDA SI YA

Independence Matters C.I.C.

– Floating Support City

Norwich

Tel: 01603 222874

OP D PD LDA MH YA

Independence Matters C.I.C.

– Personal Assistant Services North

Norwich

Tel: 07767 384316

OP D PD LDA YA

Independence Matters C.I.C.

– Personal Assistant Services East

Great Yarmouth

Tel: 01493 664658

OP D PD LDA YA

Independence Matters C.I.C.

– Norwich Supported Living

Norwich

Tel: 07767 384316

OP D PD LDA MH YA

Independence Matters C.I.C.

– Personal Assistant Service South

Attleborough

Tel: 01953 450849

OP D PD LDA YA

Insignia Healthcare

(Norwich)

Norwich

Tel: 01603 952626

OP D PD LDA MH SI YA

InVent Health Ltd

Norwich

Tel: 07944 783321

OP D PD LDA MH SI YA AD

Keys Hill Park

Norwich

Tel: 01603 784203

OP LDA MH YA

Kings Lynn Supported Living

King's Lynn

Tel: 01553 614908

OP D PD LDA MH 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



Dependable Homecare Across Norfolk



Why choose us?

NR Care is an innovative care provider who takes a fresh approach to care. We support adults with multiple conditions & disabilities throughout Norfolk and further afield for Live In Care.

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:

- Day sits (min 4 hrs)
- Live in Care
- Waking night service

"Your visits were a real tonic, often lifting our mood during such a stressful and exhausting time."

- Mrs Mayne - Norwich



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

Kingsley Home Care Services Ltd

Diss

Tel: 01379 313112

OP D PD MH SI YA

Later Life Care Ltd

Sheringham

Tel: 01263 649375

OP D PD YA

Leaf Care Services

Great Yarmouth

Tel: 01603 618111

OP D PD LDA MH SI YA AD

Leaf Care Services

Norwich

Tel: 01603 618111

OP D PD LDA MH SI YA AD

Long Stratton Supported Living

Norwich

Tel: 01508 530820

OP D PD LDA MH SI YA

MaK Healthcare

Great Yarmouth

Tel: 01493 887466

OP PD SI YA

Manorcourt Care (Norfolk) Ltd

– Norwich

Norwich

Tel: 01603 576080

Advert page 81

OP D PD YA

Manorcourt Home Care

Swaffham

Tel: 01760 726330

Advert page 81

OP D PD MH SI YA AD

Mill Lodge

Norwich

Tel: 01603 868202

OP D PD LDA MH SI YA

MUTEURO Ltd

Norwich

Tel: 07983 144536

OP D PD MH SI YA

NCC First Support

– Eastern

Great Yarmouth

Tel: 0344 800 8026

OP PD YA

NCC First Support – Northern

Norwich

Tel: 01263 739000

OP D YA

NCC First Support – Norwich

Norwich

Tel: 01603 224060

OP PD YA

NCC First Support – Southern

Dereham

Tel: 01362 654803

OP PD YA

NCC First Support – Western

King's Lynn

Tel: 01553 669300

OP PD YA

NCC Swift Response

Norwich

Tel: 0344 800 8020

Advert inside front cover

OP D PD YA

Ness M Care Services

King's Lynn

Tel: 07734 370573

OP D PD LDA MH YA

Nightingale Homecare Norfolk (Norwich)

Norwich

Tel: 01603 516498

OP D PD SI YA

Nobilis Care East Ltd

Great Yarmouth

Tel: 01508 447310

OP D MH SI YA

Norfolk Affinity Care Services Ltd

Norwich

Tel: 07540 778571

OP D PD LDA MH SI YA

Norfolk Transforming Care

North Walsham

Tel: 07771 123920

PD LDA SI YA

Norvic Healthcare Anglia

Norwich

Tel: 01603 865665

OP D PD LDA MH SI YA AD

Nouveau Care

Norwich

Tel: 01603 765875

OP D PD SI YA

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



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.

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
- People with Dementia
- People living with Parkinson's
- Terminally ill people

Tel: 01603 407707 • www.purelycare.co.uk



Restore Empathy Healthcare Ltd

Delivering Empathetic Care to Service Users

We provide an empathetic domiciliary care service, which is effective, caring, safe and responsive to service users' needs. Empathetic care involves taking the time to understand and respond to the unique needs and preferences of each individual being cared for, and treating them with kindness, dignity, and respect.

We offer the following empathetic care services:

- Personal Care
- Medication Administration
- Meal Preparation
- Social Support
- General Housekeeping
- Care Companionship



☎ 07720 259999 / 07539 171083

✉ restoreempathyhealthcare@gmail.com

www.rehealthcare.org



Delivering care of the highest quality to individuals in their own home, across Breckland and South Norfolk.

We provide person-centred care services, so the care plan design and delivery is directed by the customer, and or a loved one. We offer a wide range of home care services including companionship, respite for carers and rehabilitation.

The services are provided as hourly, daily or weekly visits, right through to night care and live-in care.

If you are looking for a local home care service that is flexible, maintains your independence, choices and lifestyle preferences, then please do contact us.



Follow us on



Watton ☎ 01953 303200

✉ watton@pridehomecare.co.uk

Dereham: 01362 545153 | **Swaffham:** 01760 648800

15 High Street | Watton | IP25 6AB

Attleborough

☎ 01953 303288

✉ office@pridehomecare.co.uk

Queens Square | Attleborough | NR17 2AE

www.pridehomecare.co.uk

NR Care Head Office

Norwich

Tel: 01603 407976

Advert page 38

OP D PD LDA SI YA AD

Nursing Care Personnel Ltd (Norwich)

Norwich

Tel: 07946 618367

OP D PD YA

Old Hall Farm Barn

Diss

Tel: 01379 741103

OP D YA

Old Maltings, The

Swaffham

Tel: 01760 721398

OP D PD MH SI

Orchard Healthcare (Norfolk) Ltd

King's Lynn

Tel: 01553 386108

OP D PD SI YA

Ontime Response Healthcare Ltd (Norfolk)

King's Lynn

Tel: 07915 302673

OP D PD YA

PCT Care Services Ltd Head Office

Wymondham

Tel: 01953 602299

OP D PD LDA MH SI YA

Phoenix Homecare (Norfolk) Ltd

Swaffham

Tel: 01760 720335

OP D PD LDA MH SI YA

Premier Homecare

Thetford

Tel: 01842 824415

OP D PD MH YA

Prestbury Care Providers

King's Lynn

Tel: 01553 615600

OP D PD LDA MH SI YA

Prestige Nursing Norwich

Norwich

Tel: 01603 666643

OP D PD LDA MH SI YA AD

Prevail Healthcare

Norwich

Tel: 01603 393515

OP D YA

Pride Home Care

Attleborough

Tel: 01953 303288

Advert page 40

OP PD SI YA

Pride Home Care Swaffham Branch

Swaffham

Tel: 01760 648800

Advert page 40

OP D PD MH SI YA

Pride Home Care Watton Branch

Thetford

Tel: 01953 303200

Advert page 40

OP D PD SI YA

Progress House

Gorleston-on-Sea

Tel: 01493 656266

OP D PD YA

Provider Services HQ

Norwich

Tel: 01603 693624

OP D PD LDA MH SI YA AD

Pure Heart Homecare Ltd

Wisbech

Tel: 01945 773861

OP D PD LDA MH SI YA

Purely Care

Norwich

Tel: 01603 407707

Advert page 40

OP D PD LDA MH SI YA

Restore Empathy Healthcare Ltd

Norwich

Tel: 07720 259999

Advert page 40

OP D PD MH YA

Riseup Healthcare Ltd

Attleborough

Tel: 01953 797130

OP D PD LDA MH SI YA

Roster Home Care Ltd

Norwich

Tel: 01603 323653

Advert page 42

OP D PD SI YA

Royal Mencap Society**– Norfolk Domiciliary Care Agency**

Thetford

Tel: 01842 821933

OP D PD LDA SI YA AD

Royal Mencap Society – North Suffolk and Coastal Domiciliary Care Agency

Thetford

Tel: 01842 766444

OP D PD LDA SI YA

Saxon House

Norwich

Tel: 01508 528971

OP D PD MH SI

Semy Care Ltd

Norwich

Tel: 07852 725591

OP D PD MH YA



Roster Home Care

You Trust We Care

GET CARE
IN THE
PLACE
YOU
LOVE



OUR OBJECTIVE

Our objective is to provide an outstanding quality of care for our customers. Enabling people to continue to live independently in their homes, achieving their desired outcomes, and maintaining their quality of life and lifestyle preferences.

WHY CHOOSE US

- We empower you to live at home
- Home care service tailored to your needs
- All staff are fully trained and DBS checked

WHAT WE OFFER

- Personal Care & Support
- Meal Preparation
- Medication Assistance
- Re-enablement
- Shopping Service
- Laundry & Ironing
- Hospital & GP Appointments
- Domestic Duties
- Companionship
- Pet Walking
- Activities Support
- Live-in Care
- Waking/Sleeping nights



**NORWICH &
SURROUNDING AREAS**

CALL US TODAY



01603 323653

ON CALL 24/7



07551 312765



EMAIL
enquiries@rosterhomecare.co.uk



VISIT
www.rosterhomecare.co.uk



ADDRESS
**Suites 118 & 112 Sackville Place
44-48 Magdalen Street
Norwich | Norfolk | NR3 1JU**

FOLLOW US TODAY



South Norfolk Carers Ltd

Norwich

Tel: 01508 558218

OP D PD SI YA

Squirrels

Aylsham

Tel: 01603 697300

PD LDA MH SI

Sunrise Healthcare Ltd

Diss

Tel: 01379 641250

OP PD LDA MH SI YA AD

Support Me at Home

North Walsham

Tel: 01692 531241

OP D PD MH SI YA

Swanton Community Support

Norwich

Tel: 01603 285205

OP PD LDA MH YA

TAMA75

Norwich

Tel: 07735 033072

Advert below right

OP D PD LDA MH SI YA

Taylor Care Norfolk

Fakenham

Tel: 01328 863611

OP D PD MH SI YA

TCOU at Home Ltd

Norwich

Tel: 07368 378612

OP D PD SI YA

Thornage Hall**Independent Living**

Holt

Tel: 01263 860305

OP LDA YA

Total Care Norfolk

Downham Market

Tel: 01366 858070

OP D

Trust Care Agency

Norwich

Tel: 01603 617770

OP D PD LDA MH YA

Ur Choice Care Ltd

Norwich

Tel: 01603 628397

OP D PD LDA MH SI YA

Utopia Care Ltd

Thetford

Tel: 01603 319430

OP D PD LDA YA

V&C Family Care Ltd

Harleston

Tel: 07857 041698

OP D PD MH SI YA

Voyage (DCA) Norfolk

Dereham

Tel: 01362 696139

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

Woodgate Park

Dereham

Tel: 01362 620 016

Advert page 97

OP D

Yourlife (Hunstanton)

Hunstanton

Tel: 01485 532420

OP D PD SI

Your Life (Norwich)

Norwich

Tel: 01603 456328

OP D PD SI

Your Priority Healthcare Ltd

Norwich

Tel: 07846 410347

OP D PD MH SI YA

Zara Healthcare

Norwich

Tel: 07914 769246

OP D PD LDA MH SI YA

For information on home care and how it could help you, see page 28.

Tama75 Health Care
part of Tama75 Limited

**Live-In
Care**

Our live-in care service affords your family and friends peace of mind, knowing that you are benefiting from the expert care of highly skilled healthcare professionals, in the comfort of your own home.

Companionship | Personal Care | Specialist Care

07735 033072 | info@tama75.com | tama75.co.uk



Day services

Day services 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 by providing a wide range of meaningful activities and opportunities. Some of the services provide specialist care and support. For example, for people with dementia or learning disabilities.

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

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

There is also information about day centres and groups on the Norfolk Community Directory – organisations listed here 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 58 for more information on assessments and eligibility and page 73 for information on paying for care.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Guide. Due to COVID-19, providers may need to adapt their services to ensure the safety of those in attendance. This may include moving activities online or even temporary closure. For the latest information, contact providers directly.

Day services listings

EAST

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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
Yare House, Morton Peto Road,
Great Yarmouth NR31 OLT
Tel: **01493 852573**

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

East Personal Assistant Service
– Independence Matters
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**

Great Yarmouth Community Hub
– Independence Matters
Suffolk Road, Great Yarmouth NR31 OLJ
Tel: **01493 650504**

Headway Norfolk and Waveney – Great Yarmouth
The King's Centre, 30 Queen Anne's Road,
Great Yarmouth NR31 OLE
Tel: **01493 442994**

Headway Norfolk and Waveney Lowestoft
The Kirkley Centre, 154 London Road South,
Lowestoft NR33 0AZ
Tel: **07716 079623**

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

Day services listings continued

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

Lowestoft Community Hub
Rotterdam Road, Lowestoft, Suffolk NR32 2EZ
Tel: **01502 512930**

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

Pathways Care Farm
Leonard Drive, Lowestoft NR31 4WB
Tel: **01502 219064**

Seabreeze Day Service
48 Wellesley Road, Great Yarmouth NR30 1EX
Tel: **01493 844203**

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

NORTH

.....

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

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

Allcare Community Support (Honeysuckle Lodge)
Honeysuckle Lodge, Stonehouse Road, Salhouse,
Norwich NR13 6EZ
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**

Aylsham Care Trust
St Michaels Avenue, Aylsham NR11 6YA
Tel: **01263 733395**

Barrington Farm
Walcott NR12 OPF
Tel: **01692 650707**

Brackendale House
1/3 St Peters Road, Sheringham NR26 8QY
Tel: **01263 824995**

Burlingham House
Dell Corner Lane, Burlingham NR13 4EQ
Tel: **01603 270600**

Camphill Communities
Thornage Hall, Thornage, Holt NR25 7QH
Tel: **01263 860305**

Dalmeny House
2 The Boulevard, Sheringham NR26 8LH
Tel: **01263 822355**

Elmwood Woodcraft Activity Centre
c/o Worstead Lodge, 106 Cromer Road,
North Walsham NR28 0NB
Tel: **01692 403865**

First Focus
18 Cattlemarket Street, Fakenham NR21 9AW
Tel: **01328 855083**

Fitzroy Support (The Maltings)
Hall Staithe, Fakenham NR21 9BW
Tel: **01328 856089**

Glaven Caring
The Glaven Centre, Thistleton Court,
Blakeney NR25 7PH
Tel: **01263 740762**

Halsey House
31 Norwich Road, Cromer NR27 0BA
Tel: **01263 512178**

Headway Norfolk and Waveney – Aylsham
Emmanuel Church, Cawston Road, Aylsham NR11 6BX
Tel: **07759 248183**



Day services listings continued

→ Headway Norfolk and Waveney – Holt
Thornage Hall, Lambert House, The Street,
Thornage, Holt NR25 7QF
Tel: **07788 270618**

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 0AY
Tel: **01692 598372**

Holt Community Hub – Independence Matters
Charles Road, Holt NR25 6DA
Tel: **01263 712451**

LAMS Day Group
Southrepps Village Hall, Southrepps NR11 8NW
Tel: **07951 928583**

Nurture Project, The
Kettleston House, Kettlestone,
Fakenham NR21 0JA
Tel: **07976 233777**

Pathways Day Opportunities and 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 Community Hub
7-11 Cromer Road, Sheringham NR26 8RY
Tel: **01603 410377**

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

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

Thera Willowdene
Market Street, Tunstead NR12 8EL
Tel: **0300 303 1280**

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

NORWICH

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

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

Avail (Norwich)
The Union Building, 51-59 Rose Lane,
Norwich NR1 1BY
Tel: **01603 633999**

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**

Centre, The (Bury St Edmunds) Ltd
30 Eastern Way,
Bury St Edmunds IP32 7AB
Tel: **01284 758278**

City Personal Assistance Service
120 Ipswich Road, Norwich NR4 6QS
Tel: **01603 458643**

Day services listings continued

Community Action Norwich (Lakenham Day Centre)
New Hope Christian Centre, 2 Martineau Lane,
Norwich NR1 2HX
Tel: **01603 617771**

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 and 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**

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

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

Norfolk and Waveney Mind
50 Sale Road, Norwich NR7 9TP
Tel: **01603 432457**

North Personal Assistant Service
– Independence Matters
Sprowston Community Hub, Alsake Close,
Norwich NR7 8ET
Tel: **07717 720850**

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

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

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

St Martins Independent Living Programme
Bishopbridge House, William Kett Close,
Norwich NR1 4FD
Tel: **01603 669150**

SOUTH

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

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**

Brambles Therapeutic Care Farm
School Road, Bedingham, Woodton,
Near Bungay NR35 2DB
Tel: **01508 483846**

Day services listings continued

➔ Brandon Day Centre

Warren Close, Brandon IP27 OEE
Tel: **01842 819777**

Breakforth

25 Market Place, Halesworth IP19 8AY
Tel: **01986 875777**

Loddon and District Day Centre

Brian Clarke Room, Mallard Close,
Chedgrave NR14 6JB
Tel: **01502 678197**

Bury Community 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**

Day Treatment and Therapy Centre, The

Station Road, Ditchingham NR35 2QL
Tel: **01986 891999**

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**

Genesis – Orwell Mencap

6 Wright Road, Ipswich IP3 9JG
Tel: **01473 723888**

Gressenhall Farm and Workhouse

Gressenhall, Dereham NR20 4DR
Tel: **01362 869251**

Headway Norfolk and Waveney – Dereham

Meeting Point, Jubilee Suite, St Withburga Lane,
Dereham NR19 1ED
Tel: **07798 702515**

Headway Norfolk and Waveney Long Stratton

Long Stratton Council Pavilion, Manor Road Playing
Fields, Manor Road, Long Stratton NR15 2XR
Tel: **07780 439060**

Headway – West Suffolk

St George's House, Olding Road, Bury St Edmunds,
Suffolk IP33 3TA
Tel: **01284 702535**

Heywoods Grange (DissCovery)

Burston Road, Diss IP22 5SX
Tel: **01379 652265**

High Oaks

Rectory Road, Gissing IP22 3UU
Tel: **01379 674456**

JDT Music Academy

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

Mid Norfolk Mencap

Tavern Lane, Dereham NR19 1PX
Tel: **01362 693013**

Onward Enterprises (Harleston)

18a Carver Way Industrial Estate,
Harleston IP20 9LT
Tel: **01379 854234**

Onwards Enterprises (The Parlour)

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

Onwards Enterprises (Thetford)

1 Telford Way, Thetford IP24 1HU
Tel: **01842 766055**

Sense East (Aldeby Resource Centre)

Unit 18, Aldeby Business Park, Common Road,
Aldeby, Beccles NR34 0BL
Tel: **01362 854153**

Day services listings continued

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**

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 and Care Café
125 Undley Hall,
Lakenheath IP27 9BY
Tel: **01842 860376**

Swardeston Day Centre
93 Gurney Road, Norwich NR5 0HL
Tel: **01508 578826**

Waveney Enterprises
13 Smallgate, Beccles NR34 9AB
Tel: **01502 716065**

WEST

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

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

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

Engage Norfolk
47 Bergen Way, North Lynn Industrial Estate,
Kings Lynn PE30 2JG
Tel: **01553 401200**

Fenland Area Community Trust (FACET)
Harwick Centre, March PE15 8PH
Tel: **01354 655080**

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

Headway Norfolk and Waveney – King's Lynn
South Lynn, Community Centre,
10 St Michael's Road, King's Lynn PE30 5HE
Tel: **07798 702515**

Headway Norfolk and Waveney – Swaffham
Swaffham Methodist Church, 3 London Street,
Swaffham PE37 7DD
Tel: **07708 818073**

Involve
Campbells Business Park, Kings Lynn PE30 4YR
Tel: **01553 769850**

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

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



Day services listings continued

➔ Meadow House

Norwich Road, Swaffham PE37 8DD
Tel: **01760 725146**

Merle Boddy Centre

Fakenham Road, Swaffham PE37 7JE
Tel: **01760 724527**

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 and District)

Freebridge House, Prince Henry Place,
off Howdale Rise, Downham Market PE38 9BL
Tel: **01553 810053**

Prospectus Trust, The

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

Rosebank Centre

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

Rowan Humberstone

40 Humberstone Road,
Cambridge CB4 1JG
Tel: **01223 566027**

Tennyson Lodge

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

Victoria Lodge

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

Volunteering Matters (CSV)

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

West Norfolk Mind (Heacham Service)

4 Poplar Avenue,
Heacham PE31 7EA
Tel: **0300 330 5488**

William Day Centre – Independence Matters

Magdalen Road, Tilney St Lawrence,
King's Lynn PE34 4RF
Tel: **0300 790 0508**



Tell us what you think



 CareChoices

- ⦿ What have you found useful?
- ⦿ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Looking after someone

What do we mean by being a ‘carer’?

A carer is anyone who helps and supports somebody who due to an illness, disability or mental health difficulty, cannot 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. You may also provide other forms of support and could be caring for more than one person.

Many people are carers without knowing it. Once you recognise 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 available for carers

Carers Matter Norfolk (CMN), see page 52 for contact details, delivers personalised services to unpaid carers on our behalf, including:

- Carers' assessments.
- Information, support and advice.
- Advice line open five days a week.
- One-on-one community support.

CMN will offer you a carers' assessment, talk to you about your circumstances and offer information and advice on practical and emotional support that you may need. You can also find lots of information at: www.carersmatternorfolk.org.uk/ Details of what a carers' assessment provides is on page 52.

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:

- '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.
- Local resources links.

Visit: <https://carersdigital.org/login/index.php> (free access code: DGTL7862). For more information, visit: www.norfolk.gov.uk/carers

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 Norfolk Special Educational

Needs and Disabilities (SEND) Local Offer website to help young people and their families plan and prepare for the future.

Visit: www.norfolk.gov.uk/preparingforadulthood →

➔ The Preparing for Adult Life (PfAL) Service works with young people who are likely to require Adult Social Services to support them when they turn 18. Some helpful guides written for parents/carers and young people are also now available on the topics of being healthy, being independent and being part of your community. Visit: www.norfolk.gov.uk/transitionineducation

Referrals can be made 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. For example, a

learning disability, mental health needs, autism or physical disability.

- The young person is likely to need support from Adult Social Services (under the Care Act), to achieve their 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.

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 8008020**.

Carers' assessments

Carers Matter Norfolk (CMN) provides carers' assessments on our behalf. These are for people aged 18+ providing unpaid care and support to an adult family member or friend. You can have a carers' assessment even if the person you care for doesn't get help from Norfolk County Council.

A carers' assessment is a conversation about your wellbeing, it's not a test of your ability as a carer. You will have the opportunity to talk about how you feel and identify sources of support, looking at:

- Your feelings.
- Your physical, mental and emotional wellbeing.
- The sustainability of your caring role.
- How caring affects your work, finances, leisure, education, wider family and relationships.
- What you'd like to achieve.

If you'd like someone to call you and chat about your needs, visit: www.carersmatternorfolk.org.uk or call: **0800 0831148**.

What happens next?

CMN will carry out a carers' assessment with you. The process is proportional to your situation – it might be a short conversation or lead to regular check-ins to see how the support you receive is working. Your carer's assessment will establish what

support you need. This might include:

- Putting you in touch with local support groups so you have people to talk to.
- Practical support, like arranging for someone to step in when you need a short break.
- Supporting your mental health through counselling, peer-to-peer sessions or training.
- Resources to support your health and wellbeing needs.
- Being directed to the online Norfolk Community Directory for listings of care services.
- A Health and Wellbeing Grant to spend on the things that make caring easier.
- A referral to Norfolk County Council. This will look at your long-term wellbeing as a carer and potential support for the person you care for.

You can choose to be assessed on your own or you can have someone there to support you. Support can also be arranged if you don't have someone. After your assessment, CMN will talk to you about whether you need any additional support and whether you qualify for any help from the service.

It may be that the best way to meet your needs is to provide care and support directly to the person whom you care for.

For example, by providing replacement care to enable you to take a break. This is possible, provided the person needing care agrees. It would also require them to have a Care Act assessment completed by Norfolk County Council.

Will I have to pay for services?

Norfolk County Council's 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 a financial assessment will be conducted with them to work out how much they will pay and how much we'll pay. Carers assessed by Norfolk County Council, who receive a Personal Budget, will be offered a Direct Payment which will give them control over how

their support is provided. If you would like a carers' assessment, visit:

www.carersmatternorfolk.org.uk or call: **0800 0831148**.

Have a combined assessment with the person you care for

You can have an assessment in your own right. You can also have a combined assessment with the person you are caring for, provided you both agree. Norfolk County Council carries out combined assessments. However, you can still get advice and support from CMN.

If you want to talk to us about support for you and the person you care for, complete the carers' support needs form: **<https://adultsocialcare.norfolk.gov.uk>** (select 'carers' support needs' and complete the form).

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. Short breaks are accessed through CMN.

You are entitled to a carers' 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, which would require a Care Act assessment for the cared-for person. 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. Norfolk County Council will carry out a financial assessment and benefits check for them to determine any contribution they are required to make. Contact us using the following details.

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

Tel: **0344 8008020**

Text: **07767 647670**

Minicom: **0344 8008011**

Fax: **0344 8008012**



Planning and emergencies

What can I do if I need urgent help?

Norfolk Swift Response is available 24/7 to provide help, support and reassurance when someone has an urgent, unplanned need at home but doesn't need the emergency services. The Swift Response Team can assist with emergency care needs if, for example, your usual carer is suddenly unavailable. If you have fallen, but are uninjured, the team can use special lifting equipment to help make moving as safe as possible.

Subject to Government guidance, staff wear Personal Protective Equipment and social distancing measures are also used where

appropriate to minimise the risk of infection to staff and those they support.

To contact **Norfolk Swift Response**, call: **0344 8008020** (choose option one from the first and second menu).

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 8008020**.

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 who could help to ensure the person you care for is safe. Visit: **www.norfolk.gov.uk/carersemergencycard** to create a plan and complete the online form. This includes:

- Details about the person you care for.
- The things you do to help them.
- Emergency contact name/s.

If you are unable to fill in the online form, contact **Carers Matter Norfolk**.
Tel: **0800 0831148**

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 8008020** and give your emergency plan number. The emergency helpline service will contact your named emergency contact/s. Your contact/s can then help the person you care for.

The service will help even if they cannot reach your named contact/s or you don't have anyone who can help nearby. The service will provide an initial response to allow enough time to plan what will need to happen next.

If the emergency develops, we may have a conversation about the ongoing needs of the person you care for. The emergency services know what to do if they see your carer's emergency card.

Young carers, young adult carers and families

Young carers are children and young people up to the age of 18 whose lives are affected by a caring responsibility. 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 have an alcohol and/or drug

dependency. The support the child or young person provides is relied on by the cared-for person, and others in their family.

We have a legal duty of care to ensure children and young people are protected from 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 defined as a person aged from 18 years.

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

Caring for others who are ill or disabled can

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

All carers living in Norfolk have a right to an assessment of their help and support needs from us. To request help and support, contact us: 0344 8008020. We currently provide an information and support service to young carers, their parents, family members, communities and professionals through Young Carers Matter Norfolk (CMN).

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 CMN (see page 52).

Housing choices

Housing options

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

Homelessness

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

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 refugees for people fleeing domestic abuse.

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 and West Norfolk

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

Email: housingoptions@west-norfolk.gov.uk

Web: www.west-norfolk.gov.uk

Breckland District Council

Housing advice.

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

Email: contactus@breckland.gov.uk

Web: www.breckland.gov.uk

Great Yarmouth Borough Council

Housing Option Team.

Tel: **01493 846140**

Email: housingoptions@great-yarmouth.gov.uk

Web: www.great-yarmouth.gov.uk →

→ North Norfolk District Council

Housing advice.

Tel: **01263 513811**

Email: housing@north-norfolk.gov.uk

Web: www.north-norfolk.gov.uk

Norwich City Council

Tel: **0344 9803333**

Online enquiry form:

www.norwich.gov.uk/contactus

Web: www.norwich.gov.uk

South Norfolk and Broadland district councils

Tel: **01603 430641/01508 533751/**

0808 1682222

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

southnorfolkandbroadland.gov.uk

Web: www.southnorfolkandbroadland.gov.uk

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 above and on page 55) 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.ownyourhome.gov.uk for information about the Government's home-buying options.

Support options

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

Accessible homes

Newer homes must comply with building regulations regarding accessibility. Some landlords (including social housing providers) rent out

mobility or wheelchair-standard properties.

Contact your local district council's Housing Team (listed adjacent) for advice and information about your property requirements.

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

Shared Lives Scheme

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

Supported living

This is the term for shared properties or clusters of individual homes, where support is provided to people who are tenants in their own homes. There is a range of supported living properties across Norfolk. Some supported living is for longer term living, and some is shorter term, to give people a stepping stone to help them to live more independently.

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

Advice and support for young people

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

www.norfolk.gov.uk/transitionineducation



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs.

Sheltered housing

This 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 may also provide communal areas that are used for activities and promote community involvement. There are sheltered properties available across Norfolk to rent or buy.

For more information, contact your local district council (see pages 55 and 56) or visit:
www.norfolk.gov.uk/localcouncils

Independent Living and Housing with Care

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

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

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

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

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

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

Who can move into Independent Living and Housing with Care?

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

Every tenant has a support plan, which is written with their involvement and, if they wish, their families too. To be eligible to rent your new home, you must have both a care and a housing need.

This means you might already live in social housing or be in receipt of Universal Credit. You might be receiving a few hours of support in your home, with someone coming into help you get dressed, washed or perform other tasks. Perhaps you would benefit from support of this kind but aren't receiving it currently.

To make an application, you will need an up-to-date assessment of your care and support needs. This assessment looks at your independence needs, finances and current living arrangements. To request an Independent Living/Housing with Care assessment, contact: **0344 8008020** or visit:
www.norfolk.gov.uk/mynorfolksocialcare

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

Housing with Care flats are only available to rent. They are well-established sites, ranging in size. With 17 sites across Norfolk, there's plenty of choice in terms of location. Care is provided by

Norse Care, Hales or Norfolk First Response.

Independent Living flats are available to rent or to buy. They are newer and tend to be larger, with plans for more sites to be built across Norfolk in the coming years. The first Independent Living site opened in 2021 in Fakenham with care provided by Housing21, followed in Autumn 2022 by Saffron Housing Trust's site in Acle.

You may be charged for the care element of your chosen scheme based on your financial circumstances. Charges differ slightly depending on whether you move into Independent Living or Housing with Care. You will be given clear information about what you can expect to pay

when making your decision about where to live. The housing provider will discuss your tenancy and housing costs with you.

Ready to find out more?

Web: www.norfolk.gov.uk/independentliving

If you don't have internet access, talk to someone about Housing with Care and Independent Living on: **0344 8008020**.

Residential care

A person may have a room, or sometimes a flat, in a building shared with several other people. There is 24-hour support and meals are provided. For more information, see page 63.

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 achieving them.
- 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 phone, or, in more complex cases, we may be able to arrange to visit you at home. This would be considered on a case-by-case basis.

Wherever you're assessed, we will ask about your personal circumstances and current situation. You will be asked to describe your care and support needs, 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 are different. Identifying your needs and the things you want to achieve will help us to decide if we can help. Depending on your needs, we may give you information and advice about a range of support available 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 our decision.

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 provide you with a service, you may have to pay something towards the cost. To find out how much you might need to pay, we will ask you to complete a financial assessment and you would then need to disclose details about your savings, any other 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.

For more about paying for care, visit: www.norfolk.gov.uk/payingforcare and see page 73.

Your choices

If you have an Adult Social Services assessment and the outcome is that you need a service from us, you have a choice about how this is arranged. Adult Social Services can arrange (on your behalf) for one or more services to be provided to you, via your Personal Budget (see page 73). 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 in certain circumstances.

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.

You can also choose to arrange one or more services yourself. In this instance, we will arrange to pay our contribution to you, or an agent acting on your behalf. This means your Personal Budget (see page 73) 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 73).

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

After your Personal Budget has been arranged, we will contact you to ensure that you are satisfied with the service you are receiving and to check your eligible needs are being met appropriately. We will also review your care and support arrangements at least annually to ensure that these continue to meet your needs and if not, make changes to your care and support plan accordingly.

If you are able to achieve greater independence, or you no longer have eligible needs, we will either reduce or end the package of care and support. Our aim is to promote your independence in your own community, rather than to simply provide you with services. See page 73 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 works with Equal Lives to deliver the RPPR Service and Age UK/Equal Lives and Community Action Norfolk 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 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 regarding their care. Access to this service is only through referral from Norfolk County Council's Adult Social Services.

Tel: **0300 4562370** (8.00am to 6.00pm, Monday to Friday).

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/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 ensure 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 support 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 using the service receive and whether they are happy with their care. Virtually all inspections are unannounced, and all ask the same five questions of the services they inspect.

For any enquiries or to register a concern or a complaint, call **CQC** on: **0300 0616161** or email: **enquiries@cqc.org.uk**

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

Norfolk Care Association Ltd (NorCA)

The voice of Norfolk and Waveney's social care providers. Membership is open to any provider operating across Norfolk and Waveney.

Vision

To be a vital and trusted strategic partner, drawing on robust and rich evidence and working collaboratively to sustain and support the social care sector.

Objectives

- To maximise engagement with the social care sector.
- To have strong and effective partnerships with health, commissioners and other stakeholders.
- To represent adult social care providers at key strategic meetings.
- To collect and maintain up to date market intelligence.

- To be a well-led, high quality and trusted organisation.

NorCA regularly meets health and social care commissioners at a Joint Consultative Forum (JCF) as well as Norfolk and Waveney Integrated Care System (ICS) representatives and the sector via its quarterly subgroup meetings.

Next steps for 2023

- Continue the Care Worker Framework Project, which aims to establish a banded skill set that encourages parity of esteem with the NHS.
- Develop and work on key projects for the sector, such as the Quality Improvement Project with the local authority.
- Continue to feedback into and shape decisions

across social care on topics such as discharge from hospital, ethical frameworks, home support strategy and market sustainability.

- Continue to attend the various ICS meetings to be the voice of social care, including the Place Board meetings and local Health and Wellbeing Partnership meetings.
- Continue to lobby Government for change both via local and national representatives.

- Continue supporting providers to be at the forefront of engagement and planning with the local authority through subgroups and subsequent forums.

Norfolk Care Association (NorCA)

Tel: **01603 972517**

Email: info@norfolkcareassociation.org

Web: www.norfolkcareassociation.org.uk

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

Leaving hospital

It is important for you to recover at home as soon as you are ready, allowing our hospitals to look after other people needing hospital care. The ward staff will talk to you about your plans for discharge early in your hospital stay. Most people will return home after their hospital stay to continue their recovery. In supporting you to leave hospital as soon as it is safe and appropriate to do so, we will ensure that any care and assessment you need is continued out of hospital. We call this approach HomeFirst. HomeFirst is about supporting you to remain at home during a health crisis and to return home after a stay in hospital, wherever possible.

The hospital ward staff will help make any arrangements for you to be discharged. If you need some additional support to recover at home, the hospital can arrange some equipment or ask for a settling-in service to contact you once you are home. Some people need a further period of NHS rehabilitation in a community hospital or intermediate care bed. You will be offered the first available space suitable to meet your needs and this may not be your first choice, or closest to your home.

If you need formal care and support at home on your hospital discharge, this will be short term and aid your recovery at home. Ward staff will speak to you and seek your consent to contact the Multidisciplinary Discharge Team, called the HomeFirst Hub, who will make the arrangements. Reablement services are provided free of charge for up to six weeks to support your recovery. After this time, you may be required to contribute towards

the cost of your care. A social services worker will be able to advise you of any charges for care following your period of reablement.

Exceptionally on discharge from hospital, you may require a stay where 24-hour care and support is available to you for further assessment and rehabilitation. The ward staff talk to you, and your representatives, where this might be needed, and the HomeFirst Hub will make the necessary arrangements.

This will be to an available setting most appropriate to meet your needs, and may not be your first choice, or the closest to your home. There may be a charge for services, and a social services worker will be able to advise you before you are discharged from hospital. Professionals in the community will work to support you to return home as soon as possible.

You will not be asked to make a long-term decision about your care and support arrangements whilst in hospital.

After your discharge from hospital, community health and social services professionals will review your care and support arrangements, and where necessary talk to you about making any longer-term arrangements needed. This will include talking about the choices available to you in making longer term arrangements. Any charges for care will be worked out and explained to you by the Finance Assessment Officer from Norfolk County Council.



➔ For a package of home care, you will be financially assessed under the non-residential care charging policy, and for a place in residential care, you will be financially assessed under the residential care charging policy.

For more information on care homes, see page 63.

For more information on paying for care, see page 73.

British Red Cross Support at Home Scheme (SaH)

This scheme provides short-term, low-level practical and emotional support at home for up to six weeks. The service helps hundreds of people every year following a stay in hospital. It also helps many people to avoid unnecessary hospital admission by providing extra support, building confidence and help to access longer-term services in their community.

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 and welfare monitoring calls or visits. The scheme does not provide 'personal care'.

James Paget Hospital

Tel: **01493 452080**

Norfolk and Norwich University Hospital

Tel: **01603 288320**

Queen Elizabeth Hospital

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

NHS Continuing Healthcare (CHC)

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. CHC funding is not awarded for life, and eligibility is regularly reviewed.

Fast Track

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

NHS-Funded Nursing Care (FNC)

If you are being considered for placement in a nursing home, an assessment should be undertaken to confirm if you need to be assessed for CHC. As part of this process, your nursing needs will also be assessed to consider if you may be eligible for NHS-Funded Nursing Care. This is a set amount of money from the Government paid weekly 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 your nursing home contract unless you receive FNC.

Information and advice

Hospital ward staff and social care workers are there to help you, so you can ask them about any extra support, advice or services that you think you may need. Beacon is a social enterprise running a free information and advice service on behalf of NHS England in support of people going through the CHC assessment process. For more information, visit: **www.beaconchc.co.uk** or for 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 8008020**
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. See page 58.

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 Team for your area, contact your local Patient Advice and Liaison Service. See page 10. Alternatively, for help finding a care home or care home with nursing in your area, visit: **www.carechoices.co.uk** and for more information on paying for care, see page 73.

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. It may offer you the fees you would receive if you remained within the county, or the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

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

ARIA CARE

Looking

FOR A LIFE LESS ORDINARY?

Imagine a place where you can be as independent as you choose, where everything is designed with your enjoyment, health and well-being in mind. There are clubs and activities or you can simply catch up over a cuppa. At Aria Care, our care is from the heart and shows in all that we do.

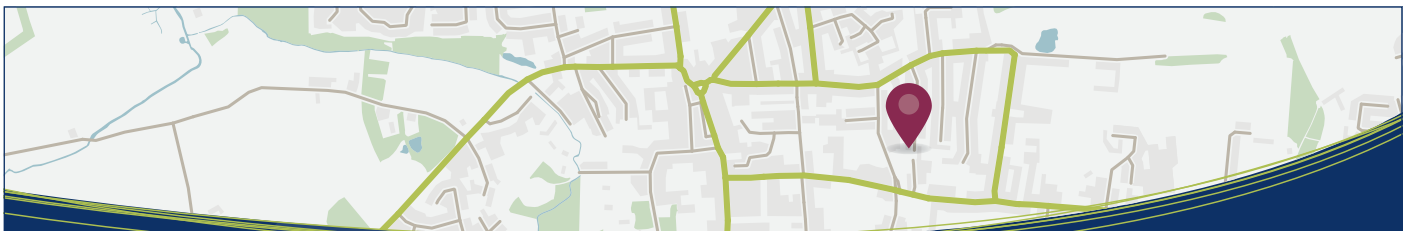


IVY COURT
NORWICH



OAK MANOR
DEREHAM

Freephone to find out more about our homes in Norfolk
0808 223 5356 | ariacare.co.uk



Search for care in your area

www.carechoices.co.uk



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

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



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 60.

Specialist care

Learning disability

We work in partnership with NHS Norfolk Community Health and Care to support and advise 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 ensure that the ten key priorities set out in the co-produced Learning Disability Strategy for 2018-2022: My Life, My Ambition, My Future in Norfolk (to be updated in 2023) are delivered:

1. Being equal, being respected and being safe.
2. Being happy and healthy.
3. Having the right place to live.
4. Friends, family and relationships.
5. Having transport to get about.
6. Taking part in my community.
7. Work, training and education.
8. Having the right support.
9. Understanding and managing my money.
10. Support for my family and carers.

The service works with people aged over 18 – providing Care Act assessments, support with

arranging services and information about support 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 51 for more information about our Preparing for Adult Life (PfAL) Team. We work to ensure:

- People with learning disabilities have support to access the healthcare they need and that they are supported to live healthy lives.
- People with learning disabilities are supported to gain access to 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 Norfolk Learning Disabilities Strategy and the Partnership Board, visit: **www.norfolklpartnership.org.uk**

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

Dementia care

If you or someone you support has dementia, you can access services via 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 any unusual symptoms before seeking a dementia diagnosis. To obtain a diagnosis, 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, those diagnosed and for carers. Visit: **www.alzheimers.org.uk**

For local information and advice and to discuss dementia issues with a trained professional, Alzheimer's Society's Norfolk and Waveney helpline is available Monday to Friday, 9.00am to 5.00pm on: **01603 763556**. For weekend and evening support, Alzheimer's Society's National Helpline operates Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm on: **0333 1503456**.

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, discover your own risk factors and take action where you can; visit:

www.alzheimers.org.uk/riskfactors

You can request an assessment to help find out what help and support may be available to you and whether you will need to contribute to its cost. See page 73 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 – contact **Norfolk County Council**.
Web: **www.norfolk.gov.uk/stayathome**
Tel: **0344 8008020**
Email: **information@norfolk.gov.uk**

Dementia care: care homes

If the time comes when remaining at home is no longer viable, you may consider residential or nursing care. There are many homes which specialise in providing dementia care. When visiting 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 68 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 enjoy.

Further information about finding a care home can 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 6 for contact details as well as a list of other useful contacts operating in Norfolk.





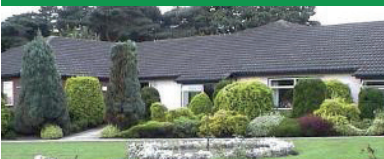
Two Acres

Care Home with
Nursing

212-216 Fakenham Road,
Taverham,
Norwich NR8 6QN

Tel: 01603 867600
Email: admin@twoacres.co.uk

Two Acres is set in large landscaped gardens in Taverham, Norwich. The home specialises in dementia care, providing nursing and continuing care for older people with dementia.



The home provides proactive, quality care and has its own training centre on site. Contact us for more information on how we can help.

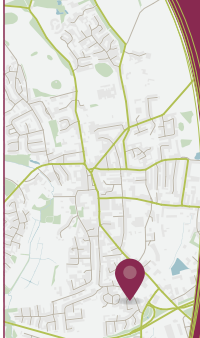
Person-centred support for people with a learning disability in Norfolk

- At home and in the community
- For short breaks (respite)



Rated **outstanding** at our last CQC inspection (Jan 2020)
www.theraeastanglia.co.uk





Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 65. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 60.

Mental health

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

The Wellbeing Norfolk and Waveney Service is a community-based primary care mental health service, designed to improve people's mental wellbeing. To access this service, you can self-refer by calling: **0300 1231503** or visiting: **www.wellbeingnands.co.uk** where you can also find more information on local mental health support services. Alternatively, speak to your GP who may refer you.

Your GP should be your first point of contact if someone is concerned about their mental health. They will consider whether they can provide the help and treatment you need from 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/mental-health**

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

24/7 First Response Helpline

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

Tel: **111** (option two).

If you have an emergency, call: **999**.

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

You can also request an assessment of your social care needs from our Mental Health Social Work Service. You will receive information, advice and signposting and, in some instances, support to meet

your social care needs, such as help to access your community or manage your home.

For more information, email: **information@norfolk.gov.uk** or call: **0344 8008020**.

Preventing suicide



Everyone can help prevent suicide – if you know someone who may be thinking of ending their life and needs support,

or are looking for help yourself, visit:

www.norfolk.gov.uk/iamokay

There is a range of information including a 'safety plan diary' and 'keeping safe guide', which are based on the advice and experiences of survivors of suicide attempts and their families. The website offers practical help for individuals, 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 good things in your life – the things you enjoy doing, and the people in your life who 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 free Stay Alive app. The app is a 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 following free, confidential online support services.



→ Campaign Against Living Miserably (CALM)

Aims to prevent male suicide.

Tel: **0800 585858**

Change, Grow, Live (CGL)

Help and support for people with drug and alcohol problems.

Tel: **01603 514096**

Childline

Tel: **0800 1111**

Cruse Bereavement Support

Support for people who are suffering from bereavement.

Helpline: **0808 8081677**

Web: **www.cruse.org.uk/get-support/contact-your-local-branch**

Just One Norfolk

Parents, children and young people's support.

Tel: **0300 3000123**

Maytree

Suicide respite centre.

Tel: **0207 2637070**

MIND

Helpline providing a mental health information and signposting service.

Tel: **0300 1233393**

PAPYRUS

Help for young people considering suicide.

Tel: **0800 0684141**

Samaritans

Tel: **116 123** (freephone).

Silver Line

Helpline for older people.

Tel: **0800 4708090**

Shout

Free crisis text line.

Text: 'SHOUT' to **85258**.

Web: **<https://giveusashout.org>**

You Are Not Alone (YANA)

Support for those in farming and other rural businesses.

Tel: **0300 3230400**

Email: **helpline@yanahelp.org**

Bereavement support

Norfolk County Council has a web page to help you find support if you have lost someone or if you are helping someone else cope with a bereavement.

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

Finding support

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

You can make contact with these groups in the following ways:

- Search for local support groups at: **www.norfolk.gov.uk/directory**
- Ataloss can help you find national groups and services at: **www.ataloss.org**
- Cruse Bereavement Support offers a helpful tool that can help you identify what type of support will be best for you at: **www.cruse.org.uk**

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 nor 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 families cope with bereavement and the patient's illness.
- 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

This 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 its Quality Standard for End of Life Care for Adults which was published in 2013:

- Advanced, progressive, incurable conditions.
- 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.
- 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 more 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 Norfolk and Waveney support services for people with palliative care. 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, Macmillan will be there.

Tel: **0808 2391235**

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 0902309**

Web: **www.mariecurie.org.uk**

The initial point of contact for services and support is either through your GP or

Norfolk County Council, by email:

information@norfolk.gov.uk or by calling: **0344 8008020**.

Sensory impairments

If you or someone you care for has a sensory impairment, our Sensory Support Unit can carry out a range of services and early support to help you, or the person you care for. The main services are:

- Assessments carried out in sign language.
- Equipment and access needs for deaf and hard-of-hearing people.
- Rehabilitation and learning new skills for visually impaired people.
- Provision of low vision aids.
- Assessment and provision for people with dual sensory loss.
- Providing communicator guides to people with substantial communication barriers preventing them carrying out essential tasks or accessing social stimulation.

All assessments required by sign language users should be referred to the Sensory Support Unit. If 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 causes 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 eligibility assessment. It is a form of reablement for people who have a significant and non-correctable 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 communication extremely difficult and might lack confidence to engage in activities. Risk of depression and muscle wastage is seven times greater for people with 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 6 of this Guide.

For more information on the **Sensory Support Unit**, use the following contact details.

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

Tel: **0344 8008020**

Text: **07767 647670**

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

Paying for care

Your Personal Budget

If you have eligible care and support needs (see page 58), 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, you can have the account managed by the Direct Payment Support Service who will make payments from the account on your behalf.

Direct Payments are not a social security benefit. They do not affect any means-tested benefits you are entitled to and are not taxable. If you are assessed as self-funding (you have capital or assets above £23,250), you will not be eligible for a Direct Payment.

What can the Direct Payment Support Service provide?

- 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 self-managed 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 Service 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?

1. If you move into long-term residential care, supported living, Independent Living or Housing with Care, the value of your home will be included in the assessment of your capital unless one of the following still lives there:
 - Your partner (that is, your 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, that you have above £14,250. This will be in addition to any income you are receiving, for example state benefits, occupational pensions, etc. Your choice of care home will be limited to those that accept our funding level. If you want to choose a more expensive home, you will have to arrange for a third party – such as a family member or charity – to 'top-up' the difference. Please refer to the section 'Third party payments for care home fees' on page 77.

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 76. For further information, 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** (search 'employment and support allowance') or by telephoning the Universal Credit Helpline: **0800 3285644** (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** (search 'universal credit'). If you need support applying online call: **0800 3285644**.
- 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 991234**.
- Savings Credit. Savings Credit is payable if you were 65 before 6th April 2016. It is paid if you have a certain amount of capital and/or income. It is assessed when you claim Pension Guarantee Credit.

Definitely claim:

- Attendance Allowance (AA), worth either £68.10 or £101.75 a week depending on your care and support needs. AA is claimed when you reach State Pension age. AA should stop after 28 days in residential/nursing care or hospital. You can continue to get AA as long as your capital is more than £23,250 and you're paying the full cost of your residential/nursing care. You cannot claim AA if you are already get PIP or DLA.

- Personal Independence Payment (PIP) (Daily Living)*, worth either £68.10 a week or £101.75. 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 £26.90 or £71.00, if you are under State Pension age and regardless of your level of capital. Please note this allowance is completely disregarded in your financial assessment. Mobility will stop after 28 days in hospital.

*PIP (Daily Living and Mobility) replaces DLA (Care and Mobility). It's paid to new claimants only. For further information on how to claim PIP, call: **0800 9172222** or visit: **www.gov.uk/pip/how-to-claim**

If you get Disability Living Allowance (DLA)

DLA is being replaced by PIP for most adults. You'll keep getting DLA if:

- You are under 16.
- You were born on or before 8 April 1948.

For those born after 8 April 1948, the Department for Work and Pensions (DWP) will invite you to apply for PIP. You don't need to do anything until the DWP writes to you about your DLA unless your circumstances change.

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 DWP.



→ Moving into a nursing home?

You may be eligible for NHS Funded Nursing Care (FNC) Contribution, of £219.71 a week, depending on your assessed care and support needs. A registered nurse assessor employed by NHS Norfolk and Waveney Integrated Care Board (ICB) will determine whether your care and support needs include registered nursing. If so, a contribution towards the cost of your care and support will be made to your care home provider by us on behalf of the ICB.

Please note that you will still have to make a financially assessed contribution towards other care and support costs, because the amount the ICB is responsible for will cover the registered nursing care element only. If you have made your own arrangements for residential care in a care home with nursing (self-funding), or have had arrangements made for you by us, but we have worked out that you will pay the full cost of your

care, the amount you pay will be reduced by the NHS FNC contribution shown above, i.e. £219.71 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 8008020**. Some of the figures mentioned here may change in April 2024. 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.

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. Refer to the booklet ‘Your guide to residential and nursing home charges’. A copy is available under ‘Will you have to pay for your care?’ at:

www.norfolk.gov.uk/payingforcare

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold, a review will take place to determine whether it is appropriate for you to make private arrangements to pay the home directly. If this is the case, you will be advised of the date you should start to pay the home from. It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

Deferred Payments are now also offered to some people moving into supported living, Independent Living or Housing with Care as long as they meet the eligibility criteria outlined above. We charge interest on the amount being deferred. This is compound interest and is applied on a four-weekly basis. We also charge an administration charge for Deferred Payment Agreements.

This charge includes a set-up fee and any costs incurred during and at the end of the Deferred Payment Agreement, including any costs associated with revaluing the property, the cost of providing statements and any charges incurred in removing the legal charge from the property. Anyone who moved into care before 1st April 2015 will have been offered a Deferred Payment Agreement under different terms and they were not affected by these changes.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP. It's paid at the lower rate of £68.10 a week if you need care by day, and at the higher rate of £101.75 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 £219.71 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. →



Denise Littlewood

Lighten your *Load*

Chat to us about planning and funding long-term care, for you or your loved ones. You'll be taking a weight off your mind.

Whether you simply need a little extra help or, maybe one day, full residential care, it's good to know your money will do the heavy lifting when you need it to.

Give us a call

Denise Littlewood

Accredited Member of the Society of Later Life Advisers

Associate Partner

01493 384255

07710 630718

denise.littlewood@sjpp.co.uk

www.deniselittlewoodfinancialadviser.co.uk



Associate Partner

**St
James's
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Denise Littlewood is an Appointed Representative of and represents only St. James's Place Wealth Management plc (which is authorised and regulated by the Financial Conduct Authority) for the purpose of advising solely on the group's wealth management products and services, more details of which are set out on the group's website www.sjp.co.uk/products. The 'St. James's Place Partnership' and the titles 'Partner' and 'Partner Practice' are marketing terms used to describe St. James's Place representatives.

SJP Approved 28/04/2023

SJP12805d BI (03/22)

→ As the name suggests, this payment must be made by someone other than us or yourself. The general rule is that you cannot use your own money to fund a third party payment.

First party top-up for care home fees

During the property disregard period, if the fees at the care home you have chosen are higher than the maximum we can contribute, you can pay a first party top-up for the difference in costs. You can enter into a first party top-up:

- When you are eligible for the twelve-week property disregard (see page 76).
- Where we have agreed to a Deferred Payment until your home is sold.
- When your care is provided under Section 117 of the Mental Health Act.
- If the fees at the home you have chosen are higher than the maximum we can contribute.

If you top-up your care home fees, after the first 12 weeks of permanent care, you can also defer payment of the top-up fees until your home is sold. We recommend that you seek independent financial and legal advice if you are considering these options. If you need further advice about how a top-up to your care home fees might be arranged, and you are currently working with an Adult Social Services worker, they will be able to advise you. If not, information relating to finance can be found at: www.norfolk.gov.uk/moneymatters or by contacting: **0344 8008020**.

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 top-up, or a lesser amount to be paid; this would result in the top-up being cancelled or reviewed.

Running out of money while in care

If your capital is likely to reduce to £23,250 as a result of paying for care, you must tell us well in advance of this happening. We will then be able to help with your care fees (provided that the outcome of your care and support assessment is that you need residential care). Finance Client Services will carry out a financial assessment to confirm the date from which your funds fell below £23,250, and the amount we, and you, will pay towards your care.

If the home's fees are more than what we will pay and you cannot find someone to help you meet the extra cost, you may have to move to a home within our funding levels. Understanding your rights before moving into care is essential. There are several financial products and specialist companies which may be able to help. It is important to seek advice about the various options you may have before committing yourself.

Before you sign any contract, the home should give you written details of all the charges it intends to make in its 'Statement of Purpose' document. If there is anything that is not clear or which you do not understand, you should ask for advice. Please note that if we are funding your care, you must not sign a contract with the home.

Money Support Service

This service provides help with budgeting for Norfolk residents. 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, visit:

Web: www.moneyhelper.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 (LPA) allows you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs, if you are unable to do so yourself.

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

If a person is incapable of managing their own affairs and does not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. An Advance Directive allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an Advance Decision, setting out treatment that you do not

want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax. If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved.

Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit: www.citizensadvice.org.uk



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 60 for contact details.

If **Norfolk County Council** has arranged and funded your care, another option is to contact Adult Social Services.

Web: **www.norfolk.gov.uk** (search contact our adult social care team').

Tel: **0344 8008020**

Write to: Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DH

If the NHS has funded your care, contact **NHS Norfolk and Waveney Integrated Care Board**.

Tel: **01603 595857**

Email: **nwicb.complaintsservice@nhs.net**

Write to: Complaints Service, Lakeside 400, Old Chapel Way, Norwich NR7 OWG

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 60), indicating the quality of care provided. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit: **www.norfolk.gov.uk/careservices**



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices



Caring is at the heart of everything we do

Our **care homes** offer the highest standards of care where dignity is respected, where talents and interests are encouraged, and where life is lived to its fullest potential. With a range of **residential**, **nursing** and **dementia care** on offer, Healthcare Homes is the ideal choice.

Our experienced **homecare** team offers personal care, support with medication, preparing meals and help around the home as well as 24hr live-in care.

Our care homes in and around Norfolk:

Bury St Edmunds, Caister-on-Sea, Dereham, Diss, Great Yarmouth, Mundford, Newton Flotman, North Walsham, Norwich, Shipdham, Southwold, Swaffham, and Wroxham.

Our Norfolk homecare services are available in and around:

Brooke, Norwich, Swaffham, Thetford and Watton.

Call us on 01206 646646 for a reassuring chat with one of our advisors.

www.healthcarehomes.co.uk



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

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Subscribe today

Care home listings

East Norfolk care homes

Advertisers are highlighted

Amethyst Lodge

Station Road North, Belton,
Great Yarmouth NR31 9NW
Tel: 01493 581070

LDA MH YA

Avery Lodge Residential Home

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

OP

Broadland House Residential Care Home

Bridge Road, Potter Heigham,
Great Yarmouth NR29 5JB
Tel: 01692 670632

OP D

Burgh House Residential Care Home Ltd

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

OP YA

Church Farm Residential Care Home

Yarmouth Road, Hemsby,
Great Yarmouth NR29 4NJ
Tel: 01493 730181

OP D YA

Coach House SBDP1 Ltd, The

Yarmouth Road, Hemsby,
Great Yarmouth NR29 4NJ
Tel: 01493 730265

OP D MH

Corner Oaks

32 Beach Drive, Scratby, Great Yarmouth NR29 3NP
Tel: 01508 570761

LDA YA

Cygnets House

83 Station Road North, Belton,
Great Yarmouth NR31 9NW
Tel: 01493 781664

LDA MH SI YA

Ealing House Residential Care Home

86 Repps Road, Martham,
Great Yarmouth NR29 4QZ
Tel: 01493 740227

OP D PD MH

Elms Residential Care Home, The

34 Elmgrove Road, Gorleston,
Great Yarmouth NR31 7PP
Tel: 01493 657069

OP

Florence House

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

OP MH YA

Gables, The

6 Marine Parade, Gorleston,
Great Yarmouth NR31 6DU
Tel: 01493 667839 **Advert page 81**

OP D

Hales Lodge

Somerton Road, Winterton-on-Sea,
Great Yarmouth NR29 4AW
Tel: 01493 393271

LDA

Iceni Lodge

34 Amhurst Gardens, Belton,
Great Yarmouth NR31 9PH
Tel: 01493 718684

LDA SI YA

Ivydene Residential Home

1 Station Road, Ormesby St Margaret,
Great Yarmouth NR29 3PU
Tel: 01493 731320

OP MH YA

Joseph House

1 Church Road, Reedham,
Norwich NR13 3TZ
Tel: 01493 700580

OP D PD LDA SI YA

Lapwing Lodge

12 Lapwing Close, Bradwell,
Great Yarmouth NR31 8SF,
Tel: 01493 718684

OP LDA YA

Lydia Eva Court

Peterhouse Avenue, Gorleston,
Great Yarmouth NR31 7PZ
Tel: 01493 666300

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

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 D

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

Nelson Lodge

110 Nelson Road Central, Great Yarmouth NR30 2NJ

Tel: 01493 718684

OP LDA SI YA

Old Rectory, The

Somerton Road, Winterton-on-Sea,
Great Yarmouth NR29 4AW

Tel: 01493 393576

LDA

Oliver Court

Bath Hill Terrace, Great Yarmouth NR30 2LF

Tel: 01493 332552

MH YA

Orchards Residential Care Home, The

Mill Lane, Bradwell,
Great Yarmouth NR31 8HS

Tel: 01493 652921

OP D

Park House

6 Alexandra Road, Great Yarmouth NR30 2HW

Tel: 01493 857365

OP YA

Salisbury Residential Home

20 Marine Crescent, Great Yarmouth NR30 4ET

Tel: 01493 843414

OP D PD MH

Sapphire House

56 Long Lane, Bradwell, Great Yarmouth NR31 8PW

Tel: 07403 663550

PD LDA MH SI YA

Springdale

Cucumber Lane, Brundall,
Norwich NR13 5QY

Tel: 01603 712194

OP D MH SI

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

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



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



Claremont Nursing Home

20a Yarmouth Road, Caister-on-Sea,
Great Yarmouth NR30 5AA

Tel: 01493 377041 **Advert page 81**

OP D PD

Decoy Farm

Browston Lane, Browston NR31 9DP

Tel: 01502 730927

OP LDA MH YA

Eversley Nursing Home

95-96 Northdenes Road, Great Yarmouth NR30 4LW

Tel: 01493 854086

OP D PD YA

Gresham Care Home

49 John Road, Gorleston, Great Yarmouth NR31 6LJ

Tel: 01493 661670

OP D YA

Heathers Nursing Home, The

50 Beccles Road, Bradwell,
Great Yarmouth NR31 8DQ

Tel: 01493 652944

OP D PD YA

Pine Lodge

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

Tel: 01692 670123

OP D PD LDA MH SI YA

Ritson Lodge

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

Tel: 01502 322 276 **Advert page 7**

OP D PD YA

North Norfolk care homes

Abbottswood Lodge

Church Lane, Swanton Abbott, Norwich NR10 5DY

Tel: 01692 538455

LDA

Ailwyn Hall

Berrys Lane, Honingham, Norwich NR9 5AY

Tel: 01603 880624

D

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

OP YA

Belvoir House

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

Tel: 01603 714703

OP D YA

Boundary House

Haverland 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

OP MH YA AD

Braydeston Court

4 Braydeston Avenue, Brundall, Norwich NR13 5JX

Tel: 07794 199221

OP D YA

Broadacres Care Home

Hall Road, Barton Turf, Norwich NR12 8AR

Tel: 01692 630939

OP PD SI

Broadlands Lodge Care Home

Broadland Gate, Postwick, Norwich NR13 5HB

Tel: 0330 400 0498

OP D MH SI YA

Broadlands Park Residential Care Home

27 The Green, Upton, Norwich NR13 6BA

Tel: 01493 751521

OP D

Callum House

234 Wroxham Road, Sprowston, Norwich NR7 8BE

Tel: 01603 408150

LDA MH

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



Care Management Group – New Dawn

Dog Lane, Horsford, Norwich NR10 3DH

Tel: 01603 891533

PD LDA YA

Care Management Group

– Tamarisk House

26 Holt Road, Horsford, Norwich NR10 3DD

Tel: 01603 890737

LDA YA

Casarita

270 Fakenham Road, Taverham,

Norwich NR8 6AD

Tel: 01603 866755

D PD LDA SI YA

Clarence House Care Home

40 Sea View Road, Mundesley, Norwich NR11 8DJ

Tel: 01263 721490

OP D PD SI YA

Cranleigh

21 Vicarage Road, Cromer NR27 9DQ

Tel: 01263 512478

LDA YA

Cranmer House

Norwich Road, Fakenham NR21 8HR

Tel: 01328 862734

OP D

Crossways

1 The Boulevard, Sheringham NR26 8LH

Tel: 01263 823164

OP

Dalmeny House

2 The Boulevard, Sheringham NR26 8LH

Tel: 01263 822355

MH YA

Dorrington House (Wells)

Westfield Avenue, Wells-next-the-Sea NR23 1BY

Tel: 01328 710861

OP D

Engelhard Lodge Care Home

Paul Engelhard Way, Cawston, Norwich NR10 4FB

Tel: 01603 380830

OP D PD MH SI

Faldonside Lodge

25 Cliff Avenue, Cromer NR27 0AN

Tel: 01263 512838

OP D PD SI YA

Field View

Hayes Lane, Fakenham NR21 9EP

Tel: 01328 856037

OP

Foxhill

Bell Lane, Salhouse,

Norwich NR13 6RR

Tel: 01603 721618

PD MH LDA

Furze Hill House

73 Happisburgh Road,

North Walsham NR28 9HD

Tel: 01692 502702

OP D

Gables, The

34 Church Road, Hoveton,

Norwich NR12 8UG

Tel: 01603 784203

LDA MH YA

Glendon House

2 Carr Lane, Overstrand, Cromer NR27 OPS

Tel: 01263 578173 **Advert inside back cover**

OP D

Glenholme

20-22 Cabbell Road, Cromer NR27 9HX

Tel: 01263 511101

OP LDA

Grenville Court Care Home

Horsbeck Way, Horsford,

Norwich NR10 3BB

Tel: 01603 893499

OP D

Hazeldown Care Home

21 High Street, Foulsham, Dereham NR20 5RT

Tel: 01362 683307

MH

Heath House

150-152 Thorpe Road, Norwich NR1 1GT

Tel: 01603 573591

OP YA

Heath Lodge Care Home

Nightjar Road, Holt NR25 6GA

Tel: 01263 493116

OP D MH SI YA

Hellesdon Bungalows

27 Sutherland Avenue, Hellesdon,

Norwich NR6 5LN

Tel: 01603 416340

LDA

Heronlea Residential Home

Mill Lane, Witton, Norwich NR13 5DS

Tel: 01603 713314

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



Hickling House

Town Street, Hickling,
Norwich NR12 OAY

Tel: 01692 598372 **Advert inside back cover** OP D YA

Holly Cottage

32 The Street, Hindolveston, Dereham NR20 5BU

Tel: 01263 862552 OP LDA MH YA

Homestead House

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

Tel: 01603 486098 OP D

Honeysuckle Cottage

The Street, Sutton, Norwich NR12 9RF

Tel: 01692 581070 OP PD LDA MH SI YA

HoneySuckle Lodge

Stonehouse Road, Salhouse, Norwich NR13 6EZ

Tel: 01263 478188 OP LDA YA

Ingham Old Hall Care Home

Sea Palling Road, Ingham, Norwich NR12 OTW

Tel: 01692 580257 OP D

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

Klair House

236 Wroxham Road, Sprowston, Norwich NR7 8BE

Tel: 01603 417617 LDA MH

Letheringsett Hall

Holt Road, Holt NR25 7AR

Tel: 01263 713222 OP

Lilas House

5 Cadogan Road, Cromer NR27 9HT

Tel: 01263 510803 D PD LDA MH SI YA

Limes, The

16a Drayton Wood Road, Hellesdon,

Norwich NR6 5BY

Tel: 01603 427424 OP D

Lindum

81 Norwich Road, Salhouse, Norwich NR13 6QQ

Tel: 01603 722096 PD LDA MH

Lulus

3 Tasman Drive, Mundesley, Norwich NR11 8XH

Tel: 01263 478188 LDA YA

Lyles House

7 The Street, Hindolveston, Dereham NR20 5AS

Tel: 07859 715154 OP D

Magnolia Cottage

26 Sydney Road, Spixworth, Norwich,
Norfolk NR10 3PG

Tel: 01603 897764 LDA YA

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 81** OP D YA

Mary Chapman Court

Mary Chapman Close, Dussindale,
Norwich NR7 0UD

Tel: 01603 701188 OP D

Meadows, The

Oak Farm House, Acle Road, South Walsham,
Norwich NR13 6DD

Tel: 07487 831001 PD LDA MH SI YA

Middleton's Lane

157 Middleton's Lane, Hellesdon NR6 5SF

Tel: 01603 407138 OP PD LDA MH SI

Mill House & Cottages

Great Ryburgh, Fakenham NR21 0ED

Tel: 01328 829323 OP D

Mount Residential Home, The

Heydon Road, Aylsham, Norwich NR11 6QT

Tel: 01263 734516 OP D MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Munhaven

Munhaven Close, Mundesley, Norwich NR11 8AR
Tel: 01263 720451

OP D
NCC First Support – Benjamin Court

Benjamin Court, Roughton Road, Cromer NR27 0EU
Tel: 01263 511856

OP PD SI YA
New Boundaries Group – 329 Fakenham Road

Taverham, Norwich NR8 6LG
Tel: 01603 867046

LDA
New Boundaries Group
– 331 Fakenham Road

Taverham, Norwich NR8 6LG
Tel: 01603 868880

LDA
New Dawn

Dog Lane, Horsford, Norwich,
Norfolk NR10 3DH
Tel: 01603 891533

PD LDA YA
Newhaven

19 Emerys Close, Northrepps NR27 0NE
Tel: 01263 576873

LDA MH SI YA
Old Rectory Care Home, The

Norwich Road, Acle, Norwich NR13 3BX
Tel: 01493 751322

OP
Old Rectory, The – Hevingham

Cromer Road, Hevingham,
Norwich NR10 5QU
Tel: 01603 279238

PD LDA MH YA
Old Vicarage, The

Norwich Road, Ludham,
Great Yarmouth NR29 5QA
Tel: 01692 678346

OP D
Prime Life Ltd – 32 South Street

32 South Street, Sheringham NR26 8LL
Tel: 01263 824040

MH YA AD
Red Oaks Care Ltd

The Oaks, The Rosery Mulbarton,
Norwich NR14 8AL
Tel: 07885 390116

LDA YA
Redlands House

134 Reepham Road, Norwich NR6 5PB
Tel: 01603 427337 **Advert inside back cover**

OP D
Rookery, The

Rookery Farm Road, Walcott, Norwich NR12 0PF
Tel: 01692 650707

LDA YA
Rose Meadow

64 Yarmouth Road, North Walsham,
Norwich NR28 9AU
Tel: 01692 660490

OP D
Rosedale House

9 Howards Hill, Cromer NR27 9BL
Tel: 01263 519654

LDA MH SI
Salcasa

Coltishall Road, Buxton, Norwich NR10 5HB
Tel: 01603 278268

D PD LDA MH SI YA
Scarborough House

Clubbs Lane, Wells-next-the-Sea NR23 1DP
Tel: 01328 710309

OP
Shalimar

Beech Avenue, Taverham, Norwich NR8 6HP
Tel: 01603 869713

LDA
Shires, The

Bacton Road, North Walsham NR28 0RA
Tel: 01692 402875

OP LDA 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

LDA
St Mary's Care Home

North Walsham Road, Crostwick, Norwich NR12 7BZ
Tel: 01603 898277

OP D
Strawberry Field

Mill Common Lane, Walcott, Norwich NR12 0PF
Tel: 01692 650707

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



At Halsey House Care Home we share something special

Set in the popular seaside resort of Cromer, on the Norfolk coast, Halsey House is a care home exclusively for the Armed Forces community. Our residents' shared experiences in the Armed Forces create a truly unique community.

We are pleased to provide an expert level of nursing, residential, and personal care, including a dedicated dementia wing. Plus, we have spacious en-suite rooms, a bar for socialising, and a library for reading, so you can feel right at home from the moment you arrive.

If you're interested in finding out more, we look forward to hearing from you.

Halsey House Team

Call **01263 512 178** or visit **rbl.org.uk/halseyhouse**



Halsey House Care Home



Sunnycroft Care Home

113-115 Fakenham Road, Taverham,
Norwich NR8 6QB
Tel: 01603 261957

OP D PD

Sydney House

Brumstead Road, Stalham, Norwich NR12 9BJ
Tel: 01692 580520

OP D

Tamar House

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

OP D MH YA

Tamarisk House

26 Holt Road, Horsford, Norwich,
Norfolk NR10 3DD Tel: 01603 890737

LDA YA

Treehaven Bungalows

Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 838613

PD LDA MH SI YA

Treehaven Rants

Sandy Lane, West Runton, Cromer NR27 9LT
Tel: 01263 837538

PD LDA MH SI YA

Walsham Grange

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

OP D YA

Warren, The

157a Wroxham Road, Sprowston, Norwich NR7 8AF
Tel: 01603 294 648 **Advert page 7**

OP D

Waterbank Road

17 Waterbank Road, Sheringham NR26 8RB
Tel: 01263 822355

MH YA

Wensum Way

31 Wensum Way, Fakenham NR21 8NZ
Tel: 01328 863440

OP PD LDA SI YA

Whitehaven Residential Care Home

5 St Josephs Road, Sheringham NR26 8JA
Tel: 01263 822706

OP LDA

Willowdene – Thera East Anglia

Market Street, Tunstead NR12 8EL
Tel: 01603 737896 **Advert page 67**

OP LDA YA

Woodspring House

43 Bridge Street, Fakenham NR21 9AX
Tel: 01328 863753

OP D

Worstead Lodge

106 Cromer Road, North Walsham NR28 0NB
Tel: 01692 403865

OP LDA YA

North Norfolk care homes with nursing

See page 87 for the Service User Bands key

Brooklands Nursing & Residential Home

Costessey Lane, Drayton, Norwich NR8 6HB
Tel: 01603 262666

OP D PD LDA MH SI YA

Cascade (Charlton House)

331A Drayton High Road, Norwich NR6 5AA
Tel: 01603 405051

LDA MH YA

Dussindale Park

26 Mary Chapman Close, Dussindale, Norwich NR7 0UD
Tel: 01603 701900

OP

Elsenham House Nursing Home

49-57 Station Road, Cromer NR27 0DX
Tel: 01263 513564

OP LDA MH YA

Gryphon Place

36 Wroxham Road, Sprowston, Norwich NR7 8TY
Tel: 01603 406351

PD LDA MH

Halsey House

Norwich Road, Cromer NR27 0BA
Tel: 01263 512178 **Advert page 88**

OP D

Halvergate House

58 Yarmouth Road, North Walsham NR28 9AU
Tel: 01692 500100

OP D PD LDA YA

Heron Lodge

163 Norwich Road, Wroxham, Norwich NR12 8RZ
Tel: 01603 782194

OP D PD YA

Mill House, The

Mill Road, Horstead, Norwich NR12 7AT
Tel: 01603 737107

OP D YA

Oak Court

321 Fakenham Road, Taverham, Norwich NR8 6LF
Tel: 01603 860095

PD SI YA

Oak Farm

276 Fakenham Road, Taverham, Norwich NR8 6AD

Tel: 01603 868953

OP PD YA

Oak Farm Bungalow

1 Cedar Court, Fakenham Road, Taverham,

Norwich NR8 6BW

Tel: 01384 217900

PD SI YA

Overbury House Nursing and Residential Home

9 Staitheway Road, Wroxham, Norwich NR12 8TH

Tel: 01603 782985 **Advert page 81**

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 D PD SI YA

Sun Court Nursing Home

1 Morris Street, Sheringham NR26 8JX

Tel: 01263 823295

OP D PD MH SI YA

Swanton House Care Centre

Dereham Road,

Swanton Novers NR24 2QT

Tel: 01263 860226

OP D PD LDA MH YA

Two Acres Care Home

212-216 Fakenham Road, Taverham,

Norwich NR8 6QN

Tel: 01603 867600 **Advert page 67**

OP D YA

Woodland Care Home

189 Woodland Road, Hellesdon,

Norwich NR6 5RQ

Tel: 01603 787821

OP

See page 91 for the **Service User Bands** key

Norwich care homes



Pet friendly – see page 63

Bay Tree House

423 Unthank Road, Norwich NR4 7QB

Tel: 01603 503528

OP D

Bishop Herbert House

34 Globe Place, Norwich NR2 2SG

Tel: 01603 620710

OP D PD MH SI YA

Broadland View Care Home

147 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 0SA

Tel: 01603 432050

OP D PD LDA

Burlingham House

Dell Corner Lane, North Burlingham,

Norwich NR13 4EQ

Tel: 01603 270600

OP D MH YA

Cascade (Hurst House)

95 Grove Avenue, New Costessey, Norwich NR5 0HZ

Tel: 01603 443646

LDA YA

Cavell Court

140 Dragonfly Lane, Cringleford,

Norwich NR4 7SW

Tel: 0333 321 1980

OP D PD MH YA

Chiswick House

3 Christchurch Road, Norwich NR2 2AD

Tel: 01603 507111

OP

Corton House

City Road, Norwich NR1 3AP

Tel: 01603 620119 **Advert below**

OP D



Moving into a care home shouldn't mean giving up the things that make you who you are.

Instead, it should be a positive new chapter in later life – and the caring and attentive staff in our not-for-profit care home will make sure that it is.

Get in touch now to arrange a tour - you might just find that life with us is exactly your cup of tea!



Corton House

Loving Care and Support

City Road, Norwich, NR1 3AP

01603 620119

www.cortonhouse.co.uk

manager@cortonhouse.co.uk

Cromwell House

Cecil Road, Norwich NR1 2QJ
Tel: 01603 625961

Ellacombe

Ella Road, Norwich NR1 4BP
Tel: 01603 519730

Grays Fair Court

266 Dereham Road, New Costessey,
Norwich NR5 0SN
Tel: 01603 819805

Harvey Lane

9 Harvey Lane, Norwich NR7 0BG
Tel: 01603 304655

Heathcote

19-23 Unthank Road, Norwich NR2 2PA
Tel: 01603 625639

Highwater House

104 Westwick Street,
Norwich NR2 4SZ
Tel: 01603 766627

Hillcrest

106 Thorpe Road, Thorpe,
Norwich NR1 1RT
Tel: 01603 626073

HoneySuckle Lodge

Stonehouse Road, Salhouse,
Norwich NR13 6EZ
Tel: 01263 478188

Kemps Place

Rackham Road,
Norwich NR3 3JQ
Tel: 01603 301090

OP

MH AD

OP D PD SI

OP D YA

OP PD YA

OP LDA YA

LDA YA

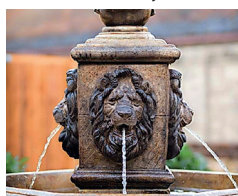
OP

MH YA



A taste of luxury with a passion for care.

St John's House is a purpose-built luxury care home providing the highest level of award winning residential and dementia care. Boasting beautiful surroundings, restaurant style dining, and a varied stimulating activities programme this really could be the home that you are looking for.



Regional and National Winner for The Dementia Carer Award at The Great British Care Awards



A NEW WAY OF CARING...

St John's House, 38 Heigham Road, Norwich, Norfolk NR2 3AU
t: 01603 299 000 | e: stjohs@castlemeadow.co.uk | w: castlemeadowcare.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



Laurel Lodge Care Home

19 Ipswich Road, Norwich NR2 2LN
Tel: 01603 502371

OP

Livability John Grooms Court

215 Sprowston Road,
Norwich NR3 4HX
Tel: 01603 429400

PD LDA MH SI YA

Mayflower Court

93 The Meadows, Ladysmock Way,
Norwich NR5 9BF
Tel: 01603 594060

OP D YA

Mountfield

Millcroft, Norwich NR3 3LS
Tel: 01603 576180

OP D YA

Point House

Sprowston Road, Norwich NR3 4QN
Tel: 01603 427249

LDA

St John's House

Advert pages 91 & 97

Heigham Road, Norwich NR2 3AT
Tel: 01603 299000

OP D PD SI

Talbot Care Services Ltd

13-15 Constitution Hill,
Norwich NR3 4HA
Tel: 01603 789450

OP MH YA

Thomas Tawell House

106 Magpie Road, Norwich NR3 1JH
Tel: 01603 767526

OP SI

Walnuts, The

9 Earles Gardens, Norwich,
Norfolk NR4 7SH
Tel: 01603 250601

MH YA

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

Church Green Lodge

Aslake Close, Norwich NR7 8ET
Tel: 01603 411855

OP D PD LDA MH SI YA

Hawthorns Care Home, The

270 Unthank Road,
Norwich NR2 2AJ
Tel: 01603 452302

OP D PD YA

Ivy Court

Ivy Road, Norwich NR5 8BF
Tel: 0808 223 5256 Advert page 64

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 D PD YA

Woodside House

142 Woodside Road, Norwich NR7 9XJ
Tel: 01603 294 649 Advert page 7

OP D PD YA

Tell us what you think

Share your feedback

Take our five minute survey

⊙ What have you found useful?

⊙ What could we do better?

CareChoices

www.carechoices.co.uk/reader-survey

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



Acorn Park Adult Services

Andrews Furlong, Mill Road,
Banham, Norwich NR16 2HU
Tel: 01953 888656

LDA YA

Acres, 8

Long Street, Great Ellingham,
Attleborough NR17 1AW
Tel: 01953 454637

OP PD LDA MH YA

Alexander Court

Raymond Street, Thetford IP24 2EA
Tel: 01842 753466

OP D YA

Ashill Lodge Care Home

Watton Road, Ashill, Thetford IP25 7AQ
Tel: 01760 440433

OP D

Beauchamp House

Proctor Road, Chedgrave, Norwich NR14 6HN
Tel: 01508 508960

OP D MH YA

Beeches, The

West Harling Road, East Harling, Norwich NR16 2NP
Tel: 01953 717584

OP D

Bilney Hall

East Bilney, Dereham NR20 4AL
Tel: 01362 860246 **Advert page 81**

OP D

Brooke House

Brooke Gardens, The Street, Norwich NR15 1JH
Tel: 01508 558359

OP D MH YA

Bungay House

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

OP D MH

Carleton House Care Home

Rectory Road, East Carleton, Norwich NR14 8HT
Tel: 01508 570451

OP D PD SI

Claxton House

Church Lane, Claxton, Norwich NR14 7HY
Tel: 01508 480312

LDA YA

Cresta Lodge

Bungay Road, Poringland, Norwich NR14 7NA
Tel: 01508 492775

OP D

Croft, The

17 Croft Lane, Diss IP22 4NA
Tel: 01379 651666

LDA

Culrose Residential Home

Norwich Road, Dickleburgh, Diss IP21 4NS
Tel: 01379 741369 **Advert page 94**

OP YA

De Lucy House

40 Victoria Road, Diss IP22 4HZ
Tel: 01379 671333 **Advert page 94**

OP D PD SI

Dorrington House (Dereham)

28 Quebec Road, Dereham NR19 2DR
Tel: 01362 693070

OP D

Dorrington House (Watton)

73 Norwich Road, Watton IP25 6DH
Tel: 01953 883882

OP D

Eckling Grange

Norwich Road, Dereham NR20 3BB
Tel: 01362 692520

OP D SI

Fairland House

Station Road, Attleborough NR17 2AS
Tel: 01953 452161

OP

Feltwell Lodge

Lodge Road, Feltwell IP26 4DR
Tel: 01366 728282

OP D

Harker House

Flowerpot Lane, Long Stratton, Norwich NR15 2TS
Tel: 01508 530777

OP D YA

Hethersett Hall

Norwich Road, 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

OP MH YA

Hill Barn Care Home

Church Lane, Sparham, Norwich NR9 5PP
Tel: 01362 688702

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

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*We never ask anyone to move out if they run out of funds while living with us. T&C's apply



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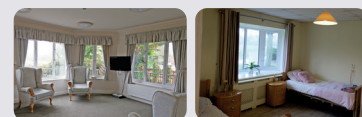

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- Situated near to Attleborough town centre
- Full programme of activities

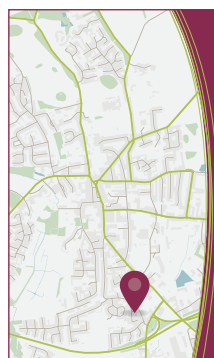


Come visit the home and meet the Manager at any time – you are always welcome!

11 West Carr Road, Attleborough NR17 1AA

01953 455427

manager@thelaurelscarehome.co.uk
www.thelaurelscarehome.co.uk



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- Additional information, photos and web links
- Brochure requests



Hill Grove

1 Colney Lane, Cringleford, Norwich NR4 7RE
Tel: 01603 504337

OP D

Hill House

Station Road, Pulham St Mary, Diss IP21 4QT
Tel: 01379 608209

LDA

Hollies and Hollies Lodge, The

Brick Kiln Lane, Morningthorpe, Norwich NR15 2LH
Tel: 01508 530540

LDA MH YA

Kalmia & Mallow

Dereham Road, Watton, Thetford IP25 6HA
Tel: 01953 884597

LDA YA

Kittens Lane

5 Kittens Lane, Loddon, Norwich NR14 6JU
Tel: 01508 528163

OP LDA YA

Lancaster House

2 Portal Avenue, Watton, Thetford IP25 6HP
Tel: 01953 883501

OP D MH YA

Laurels Care Home, The

West Carr Road, Attleborough NR17 1AA
Tel: 01953 455427 **Advert page 94** OP D PD MH YA

Lincoln House Care Home

Woodgate Lane, Swanton Morley,
Dereham NR20 4LT
Tel: 01362 637598 **Advert page 97** OP PD

Link House

Links View, Sandy Lane East, Dereham NR19 2ED
Tel: 01362 696888 LDA YA

Lynfield

22 Norwich Road, Ditchingham, Bungay NR35 2JL
Tel: 01986 897196 OP LDA YA

Maple Tree Care Ltd

2 Epsom Gardens, Dereham NR19 1TY
Tel: 01362 697124 PD LDA SI YA

Mayfields Care Home, The

Swan Lane, Tharston, Long Stratton,
Norwich NR15 2UY
Tel: 01508 535500 **Advert page 97** OP D PD SI YA

Melton House Care Home

47 Melton Road, Wymondham NR18 0DB
Tel: 01953 606645 OP D PD YA

Merle Boddy House

55 Norwich Road, Dereham NR20 3AX
Tel: 01362 694643 LDA

Moorings, The

Church Road, Earsham, Bungay NR35 2TJ
Tel: 01986 892269 OP D

Mrs Alison Priest

4 Stockyard Close, Harleston IP20 9FG
Tel: 01986 785565 LDA

Nightingale Care Home

Church Lane, Welborne, Dereham NR20 3LQ
Tel: 01362 850329 OP D

Northfields

49a Northfields, West Earlham, Norwich NR4 7ES
Tel: 01603 458865 PD LDA SI

Oak House

10a Victoria Road, Diss IP22 4HE
Tel: 01379 644444 OP LDA SI YA

Oak Trees (Respite)

26 Norfolk Drive, Attleborough NR17 1QW
Tel: 01953 457774 OP LDA YA

Oaklands

Norwich Road, Scole, Diss IP21 4EE
Tel: 01379 740646 OP D MH

Oaklands – Thera East Anglia

Burgate Lane, Alington, Norwich NR14 7NP
Tel: 07500 085111 **Advert page 67** OP LDA YA

Oaks & Woodcroft, The

2a Dereham Road, Mattishall, Dereham NR20 3AA
Tel: 01362 858040 LDA YA

Olive House

Olive Avenue, Newton Flotman, Norwich NR15 1PF
Tel: 01508 471718 **Advert page 81** OP

Quebec Hall Ltd

Quebec Road, Dereham NR19 2QY
Tel: 01362 692504 OP

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



Red House Residential Home

Norwich Road, Kilverstone, Thetford IP24 2RF

Tel: 01842 753122

OP D

Redgate House Residential Home

Green Lane, Thetford IP24 2EZ

Tel: 01842 800400

OP D YA

Royal Mencap Society – 6 Lamberts (Foxglove)

6 Lamberts, Thetford IP24 2EE

Tel: 01842 766156

OP D PD LDA MH SI YA

Royal Mencap Society – 22 Lamberts (Daisy)

22 Lamberts, Thetford IP24 2EE

Tel: 01842 755885

OP D PD LDA MH SI YA

Royal Mencap Society

– Woodlands Residential Home

51a Elm Road, Thetford IP24 3HS

Tel: 01842 762086

LDA YA

Roydon Road

27 Roydon Road, Diss IP22 4LN

Tel: 01379 652673

LDA

SENSE Holmlea

53a Shipdham Road, Toftwood, Dereham NR19 1JL

Tel: 01362 854165

LDA SI

Shipdham Manor

Chapel Street, Shipdham IP25 7LB

Tel: 01362 820939 **Advert page 81**

OP D YA

Springfield House

89 Norwich Road, Barnham Broom, Norwich NR9 4BU

Tel: 01692 407549

LDA YA

St Edmunds

Surrogate Street, Attleborough NR17 2AW

Tel: 01953 661070

OP

St Elmos

7 Edenside Drive, Attleborough NR17 2EL

Tel: 01953 457016

LDA MH YA

St Leonards Court

6 St Leonards Street, Mundford IP26 5HG

Tel: 01842 878225 **Advert page 81**

OP D YA

St Mary's Residential Care Home

Market Place, New Buckenham, Norwich NR16 2AN

Tel: 01953 860956

OP D

St Nicholas House

Littlefields, Dereham NR19 1BG

Tel: 01362 692581

OP D YA

Taylor Road

7a Taylor Road, West Earlham, Norwich NR5 8LZ

Tel: 01603 259916

PD LDA SI

Walnut House

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762

LDA

Westfield House

12 Westfield Road, Toftwood, Dereham NR19 1JB

Tel: 01362 697828

OP LDA YA

Whitstone House

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762

LDA YA

Willows, The

Muriel Kenny Court, Hethersett NR9 3EZ

Tel: 01603 814915

LDA

Willows, The

School Lane, Besthorpe, Attleborough NR17 2LH

Tel: 01953 451542

LDA YA

Windmill House

Browick Road, Wymondham NR18 0QW

Tel: 01953 607651

OP D PD SI

Woodstock Care Home Ltd

The Green, Gressenhall, Dereham NR20 4DT

Tel: 01362 860861

OP D SI

York House

47 Norwich Road, Dereham NR20 3AS

Tel: 01362 697134

OP



Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

All Hallows Neuro Rehabilitation Centre

Station Road, Ditchingham, Bungay,
Suffolk NR35 2QL
Tel: 01986 899688

OP D PD SI YA

Brooklyn House Nursing Home

Queen's Road, Attleborough NR17 2AG
Tel: 01953 455789

OP D

Buckingham Lodge Care Home

Buckingham Close, Carbrooke, Thetford IP25 6WL
Tel: 01953 858750

OP D PD MH YA

Ford Place Nursing Home

Ford Street, Thetford IP24 2EP
Tel: 01842 755002

OP D

Grove, The – Care Home with Nursing Physical Disabilities

Scotts Hill, East Carleton, Norwich NR14 8HP
Tel: 01508 570279

OP PD YA

Hassingham House Care Centre

Hardingham Street, Hingham NR9 4JB
Tel: 0844 472 5173

OP D PD LDA MH SI YA

Lincoln House Care Home

Woodgate Lane, Swanton Morley,
Dereham NR20 4LT

Tel: 01362 637598 **Advert below**

OP PD

Oak Manor Nursing Home

Dereham Road, Scarning, Dereham NR19 2PG
Tel: 0808 223 5256 **Advert page 64**

OP D

Oakwood House Care Home

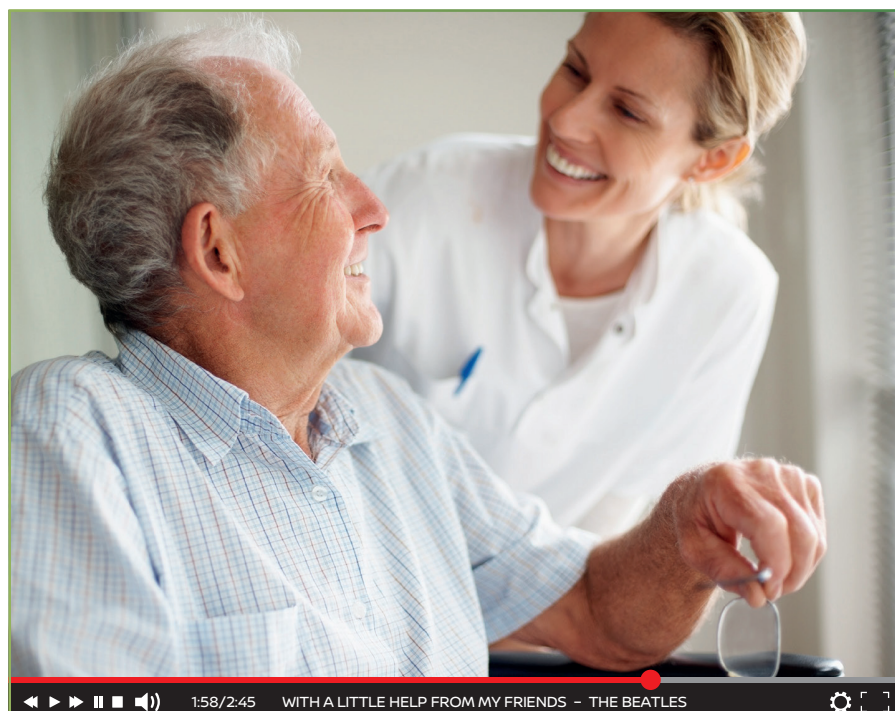
Old Watton Road, Colney,
Norwich NR4 7TP
Tel: 01603 250101

OP D PD SI

Pastures, The

1-4 The Pastures, Yarmouth Road, Hales NR14 6AB
Tel: 01508 486045

OP PD LDA SI YA



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The Paddocks SWAFFHAM 01760 722 920
Wyndham House KINGS LYNN 01553 631 386
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The Mayfields LONG STRATTON 01508 535 500
Lincoln House SWANTON MORLEY 01362 637 598
Woodgate Park SWANTON MORLEY 01362 620 016



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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

Sanford House Nursing Home

Danesfort Drive, Swanton Road,
East Dereham NR19 2SD
Tel: 01362 690790

OP D PD

Thorp House

Church Road, Griston,
Thetford IP25 6QA
Tel: 01953 881786

OP D MH YA

Saxlingham Hall Nursing Home

The Green, Saxlingham Nethergate,
Norwich NR15 1TH
Tel: 01508 499225 **Advert page 81**

OP PD SI

Trees Nursing Home

12 Candles Lane,
Harleston IP20 9JA
Tel: 01379 853919

OP D PD YA

Sutherlands Nursing Home

136 Norwich Road, Wymondham NR18 0SX
Tel: 01953 600900

OP D PD LDA YA

Walcot Hall Nursing Home

Walcot Green, Diss IP22 5SR
Tel: 01379 641030 **Advert page 81**

OP PD SI

West Norfolk care homes



Pet friendly – see page 63

Adrian Lodge

19 Gaywood Road, King's Lynn PE30 1QT
Tel: 01553 760347

MH

Crown Rest Home, The

Station Road, Little Dunham, King's Lynn PE32 2DJ
Tel: 01760 722039

OP

Ashville House

Fairfield Road, Downham Market PE38 9ET
Tel: 01366 383428

OP

Delph House

Wisbech Road, Welney, Wisbech PE14 9RQ
Tel: 01354 610300

OP D PD SI YA

Beach View

2 Lincoln Square, Hunstanton PE36 6DL
Tel: 01485 535328

OP D PD YA

Diamond House

Bennett Street, Downham Market, Norfolk PE38 9EJ
Tel: 01366 385100

OP D YA

Briar House

Losinga Road, King's Lynn PE30 2DQ
Tel: 01553 760500

OP D YA

Docking House

Station Road, Docking, King's Lynn PE31 8LS
Tel: 01485 518243

OP D

Burman House

Mill Road, Terrington St John, Wisbech PE14 7SF
Tel: 01945 669910

OP D

Driftwood House

Lynn Road, Hunstanton PE36 5HL
Tel: 01485 532241

OP D

Close, The

53 Lynn Road, Snettisham, King's Lynn PE31 7PT
Tel: 01485 540041

OP D

Fridhem Rest Home

79 Station Road, Heacham, King's Lynn PE31 7AB
Tel: 01485 571455

OP D

Coopers Mill

Mill Road, Walpole Highway, Wisbech PE14 7QJ
Tel: 01945 880020

LDA SI YA

Gables Residential Home, The

22 Post Office Road, Dersingham,
King's Lynn PE31 6HS
Tel: 01485 540528

OP YA

Coralyn House

12 Glebe Avenue, Hunstanton PE36 6BS
Tel: 01485 535999

LDA

Gorselands Residential Home

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

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

**Hickathrift House**

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

OP D YA

High Haven

Howdale Road, Downham Market PE38 9AG
Tel: 01366 858670

OP D

Iceni House

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

OP D YA

King's Lynn Residential Home

Kettlewell Lane, King's Lynn PE30 1PW
Tel: 01553 769098

OP D PD YA

Linden Court

Church Walk, Watton IP25 6ET
Tel: 01953 881753

OP D MH YA

Mallards, The

161 Wootton Road, King's Lynn PE30 4DW
Tel: 01553 676004

LDA

Mandalay

The Street, Marham PE33 9HP
Tel: 01760 444175

PD LDA YA

Manton House

5-7 Tennyson Avenue,
King's Lynn PE30 2QG
Tel: 01553 766135

OP D YA

Merrimore House

39 Avenue Road, Hunstanton PE36 5HW
Tel: 01953 880417

OP PD LDA MH SI YA

Mill House

Litcham Road, Gayton, King's Lynn PE32 1PQ
Tel: 01553 636654

MH

Nightingale Lodge

8 Austin Street, Hunstanton PE36 6AL
Tel: 01485 533590

OP

Norfolk Lodge

32 King's Lynn Road, Hunstanton PE36 5HT
Tel: 01485 532383

OP D

Phoenix House

6 Lynn Road, Snettisham, King's Lynn PE31 7LP
Tel: 01485 544415

LDA

Portland Street

12-14 Portland Street, King's Lynn PE30 1PB
Tel: 01553 769091

MH

Rebecca Court

9 Staithe Road, Heacham, King's Lynn PE31 7EF
Tel: 01485 570421

OP D LDA MH SI

Sheiling, The

Squires Hill, Marham, King's Lynn PE33 9JT
Tel: 01760 337731

LDA YA

Somerset Villa

19 Austin Street, Hunstanton PE36 6AJ
Tel: 01485 533081

OP D

Summerville House

Fenway, Heacham, King's Lynn PE31 7BH
Tel: 01485 572127

OP D

Terrington Lodge

2 Lynn Road, Terrington St Clements,
King's Lynn PE34 4JX
Tel: 01553 829605

OP D

Victoria Hall

New Road, Shouldham, King's Lynn PE33 0DF
Tel: 01366 347525

OP D YA

Westfields

Westfield Road, Swaffham PE37 7HE
Tel: 01760 721539

OP D

Winchley Home

Rectory Lane, West Winch, King's Lynn PE33 0NR
Tel: 01553 841582

D

Woodlands

Grimston Road, South Wootton,
King's Lynn PE30 3HU
Tel: 01553 672076

OP D

Wootton Road, 244

King's Lynn PE30 3BH
Tel: 01553 676004

LDA YA

Wyndham House Care

Manor Road, North Wootton, King's Lynn PE30 3PZ
Tel: 01553 631386 **Advert page 97**

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

West Norfolk care homes with nursing



Pet friendly – see page 63

Advertisers are highlighted

Amberley Hall Care Home

55 Baldock Drive, King's Lynn PE30 3DQ

Tel: 01553 670600

OP D PD YA

Downham Grange

Clackclose Road, Downham Market PE38 9PA

Tel: 01366 387054

OP

Faro Lodge

Galyon Road, King's Lynn PE30 3YE

Tel: 01553 679233

OP D PD LDA MH SI YA

Goodwins Hall Care Home

Goodwins Road, King's Lynn PE30 5PD

Tel: 01553 777994

OP D PD YA

Holmwood House Care Centre

40 White Cross Road, Swaffham,

King's Lynn PE37 7QY

Tel: 01760 724404

OP D PD SI YA

Lower Farm Care Home with Nursing

126 Grimston Road, South Wootton,

King's Lynn PE30 3PB

Tel: 01553 671027

OP D PD SI YA

Meadow House Nursing Home



Norwich Road, Swaffham PE37 8DD

Tel: 01760 725146 Advert page 81

OP PD YA

Millbridge Care Home

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

Tel: 01485 570349

OP D PD SI YA

Paddocks Care Home, The

45 Cley Road, Swaffham PE37 7NP

Tel: 01760 722920 Advert page 97

OP D



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Index

Home support providers

Advertisers in **bold**

A

About with Friends	33
All Day Care Services Ltd	33
Almond Tree Care Ltd	33
Ambient Support Ltd	
– East Anglia Domiciliary Care Branch	33
Ambition Community Healthcare	33
Anna Rosa Care	33
Apple Homecare Ltd	33
Avail (Norwich)	33
Aylsham Homecare	33

B

Bainbridge Close	33
BB Healthcare	33
Bluebell Support Services	33
Bluebird Care (Norwich & North Norfolk)	33

C

Care Company UK Ltd, The	33
Caremark Norwich	33
Carewatch (Norfolk)	33
Caring First HomeCare Ltd (Norwich)	33
Caring Together	33
Cavell Healthcare	33
Cera – King's Lynn	33
Cera – Norwich	33
Clarity Homecare (Norwich)	33
Clark James HomeCare – Norwich	33
Compkey Healthcare Ltd	33
Complete Caring Ltd	35
Connie's Care Services Ltd	35

D

Daybreak Support Services	35
Dedicated Care East Anglia Ltd	35
Dell Care	35

Dimensions Norfolk Domiciliary	
Care Office	35
Doughty's	35

E

Eagles Recruitment and Healthcare	35
East Anglia Domiciliary Care Branch	35
East Point Care Wymondham	35
Elite Care	35
Errand Plus and Personal Services	35
Ever Care Ltd	35
Extra Care Home Services Ltd	35
Extra Hands of Heacham Ltd – Broadland Office	35
Extra Hands of Heacham Ltd – Heacham Office	35

F

Fairway House	35
Faith Community Healthcare	35
First Choice Home Care	35
Fisher Healthcare East Anglia Ltd	35
FitzRoy Support at Home Norfolk	35
Fortress Care Services	35
Fuchsia Homecare Gorleston	35
Fuchsia Homecare Norwich	37

G

Gentle Folk Community Care	37
Grays Fair Court	37
Great Hospital Domiciliary Service, The	37
Guild Healthcare	37

H

Hales Group Ltd – Norwich	37
Hamlet Charity, The	37
Heart to Heart Home Care Agency	37

Helping Hands Fakenham	37
Helping Hands Norwich	37
Home Instead	37
Home Team, The	37

I Care Service	37
Independence Matters C.I.C.	
– Floating Support City	37
Independence Matters C.I.C.	
– Norwich Supported Living	37
Independence Matters C.I.C.	
– Personal Assistant Services East	37
Independence Matters C.I.C.	
– Personal Assistant Services North	37
Independence Matters C.I.C.	
– Personal Assistant Service South	37
Insignia Healthcare (Norwich)	37
InVent Health Ltd	37

K

Keys Hill Park	37
Kingsley Home Care Services Ltd	39
Kings Lynn Supported Living	37

L

Later Life Care Ltd	39
Leaf Care Services	39
Long Stratton Supported Living	39

M

MaK Healthcare	39
Manorcourt Care	
(Norfolk) Ltd – Norwich	39
Manorcourt Home Care	39
Mill Lodge	39
MUTEURO Ltd	39

N		Phoenix Homecare (Norfolk) Ltd	41	Support Me at Home	43
NCC First Support – Eastern	39	Premier Homecare	41	Swanton Community Support	43
NCC First Support – Northern	39	Prestbury Care Providers	41	T	
NCC First Support – Norwich	39	Prestige Nursing Norwich	41	TAMA75	43
NCC First Support – Southern	39	Prevail Healthcare	41	Taylor Care Norfolk	43
NCC First Support – Western	39	Pride Home Care	41	TCOU at Home Ltd	43
NCC Swift Response	39	Pride Home Care		Thornage Hall Independent Living	43
Ness M Care Services	39	Swaffham Branch	41	Total Care Norfolk	43
Nightingale Homecare		Pride Home Care		Trust Care Agency	43
Norfolk (Norwich)	39	Watton Branch	41	U	
Nobilis Care East Ltd	39	Progress House	41	Ur Choice Care Ltd	43
Norfolk Affinity Care Services Ltd	39	Provider Services HQ	41	Utopia Care Ltd	43
Norfolk Transforming Care	39	Pure Heart Homecare Ltd	41	V	
Norvic Healthcare Anglia	39	Purely Care	41	V&C Family Care Ltd	43
Nouveau Care	39	R		Voyage (DCA) Norfolk	43
NR Care Head Office	41	Restore Empathy Healthcare Ltd	41	W	
Nursing Care Personnel Ltd (Norwich)	41	Riseup Healthcare Ltd	41	Wensum Way	43
O		Roster Home Care Ltd	41	Westminster Homecare Ltd (Norwich)	43
Old Hall Farm Barn	41	Royal Mencap Society – Norfolk Domiciliary Care Agency	41	Woodgate Park	43
Old Maltings, The	41	Royal Mencap Society – North Suffolk and Coastal Domiciliary Care Agency	41	Y	
Ontime Response Healthcare Ltd (Norfolk)	41	S		Your Life (Norwich)	43
Orchard Healthcare (Norfolk) Ltd	41	Saxon House	41	Your Priority Healthcare Ltd	43
P		Semy Care Ltd	41	Yourlife (Hunstanton)	43
PCT Care Services Ltd		South Norfolk Carers Ltd	43	Z	
Head Office	41	Squirrels	43	Zara Healthcare	43
		Sunrise Healthcare Ltd	43		

Care homes/care homes with nursing

A		Amethyst Lodge	82	Beach View	98
Abbottswood Lodge	84	Ashfields	84	Beauchamp House	93
Acorn Park Adult Services	93	Ashill Lodge Care Home	93	Beeches, The	93
Acres, 8	93	Ashville House	98	Belvoir House	84
Adrian Lodge	98	Ashwood House – Norwich	84	Bilney Hall	93
Ailwyn Hall	84	Avery Lodge Residential Home	82	Bishop Herbert House	90
Alexander Court	93	Aylsham Manor, The	84	Boundary House	84
All Hallows Neuro Rehabilitation Centre	97	B		Brackendale House	84
Amberley Hall Care Home	100	Badgers Wood	84	Braydeston Court	84
		Bay Tree House	90	Briar House	98
				Broadacres Care Home	84

Broadland House Residential Care Home	82	Croft, The	93	Gables, The	82
Broadlands Lodge Care Home	84	Cromwell House	91	Gables, The	85
Broadlands Park Residential Care Home	84	Crossways	85	Glendon House	85
Broadland View Care Home	90	Crown Rest Home, The	98	Glenholme	85
Brooke House	93	Culrose Residential Home	93	Goodwins Hall Care Home	100
Brooklands Nursing & Residential Home	89	Cygnets House	82	Gorselands Residential Home	98
Brooklyn House Nursing Home	97	D		Grays Fair Court	91
Buckingham Lodge Care Home	97	Dalmeny House	85	Grenville Court Care Home	85
Bungay House	93	De Lucy House	93	Gresham Care Home	84
Burgh House Residential Care Home Ltd	82	Decoy Farm	84	Grove, The – Care Home with Nursing Physical Disabilities	97
Burlingham House	90	Delph House	98	Gryphon Place	89
Burman House	98	Diamond House	98	H	
C		Docking House	98	Hales Lodge	82
Callum House	84	Dorrington House (Dereham)	93	Halsey House	89
Care Management Group – New Dawn	85	Dorrington House (Watton)	93	Halvergate House	89
Care Management Group – Tamarisk House	85	Dorrington House (Wells)	85	Harker House	93
Carleton House Care Home	93	Downham Grange	100	Harvey Lane	91
Casarita	85	Driftwood House	98	Hassingham House Care Centre	97
Cascade (Charlton House)	89	Dussindale Park	89	Hawthorns Care Home, The	92
Cascade (Cohen House)	92	E		Hazeldown Care Home	85
Cascade (Hurst House)	90	Ealing House Residential Care Home	82	Heathcote	91
Cavell Court	90	Eckling Grange	93	Heathers Nursing Home, The	84
Chiswick House	90	Ellacombe	91	Heath House	85
Church Farm Residential Care Home	82	Elms Residential Care Home, The	82	Heath Lodge Care Home	85
Church Green Lodge	92	Elsenham House Nursing Home	89	Hellesdon Bungalows	85
Claremont Nursing Home	84	Engelhard Lodge Care Home	85	Heronlea Residential Home	85
Clarence House Care Home	85	Eversley Nursing Home	84	Heron Lodge	89
Claxton House	93	F		Hethersett Hall	93
Close, The	98	Fairland House	93	Heywoods Grange	93
Coach House SBDP1 Ltd, The	82	Faldonside Lodge	85	Hickathrift House	99
Coopers Mill	98	Faro Lodge	100	Hickling House	86
Coralyn House	98	Feltwell Lodge	93	Highwater House	91
Corner Oaks	82	Field View	85	High Haven	99
Corton House	90	Florence House	82	High Oaks	93
Cranleigh	85	Ford Place Nursing Home	97	Hill Barn Care Home	93
Cranmer House	85	Foxhill	85	Hill Grove	95
Cresta Lodge	93	Fridhem Rest Home	98	Hill House	95
		Furze Hill House	85	Hillcrest	91
		G		Hollies and Hollies Lodge, The	95
		Gables Residential Home, The	98	Holly Cottage	86
				Holmwood House	
				Care Centre	100

H continued

Homestead House	86
Honeysuckle Cottage	86
HoneySuckle Lodge	86, 91

I

Iceni House	99
Iceni Lodge	82
Ingham Old Hall Care Home	86
Ivy Court	92
Ivydene Residential Home	82

J

Joseph House	82
--------------	----

K

Kalmia & Mallow	95
Kemps Place	91
Kevlin House	86
Keys Hill Park	86
King's Lynn Residential Home	99
Kittens Lane	95
Klair House	86

L

Lancaster House	95
Lapwing Lodge	82
Larchwood Nursing and Residential Home	92
Laurel Lodge Care Home	92
Laurels Care Home, The	95
Letheringsett Hall	86
Lilas House	86
Limes, The	86
Lincoln House Care Home	95, 97
Linden Court	99
Lindum	86
Link House	95
Livability John Grooms Court	92
Lower Farm Care Home with Nursing	100
Lulus	86
Lydia Eva Court	82
Lyles House	86
Lynfield	95

M

Magnolia Cottage	86
Mallards, The	99
Maltings Care Home, The	86
Mandalay	99
Manor House	86
Manor House, The	86
Manton House	99
Maple Tree Care Ltd	95
Marine Court Residential Home	83
Marrams	83
Martham Lodge Residential Care Home	83
Mary Chapman Court	86
Mayfields Care Home, The	95
Mayflower Court	92
Meadow House Nursing Home	100
Meadows, The	86
Melton House Care Home	95
Merle Boddy House	95
Merrimore House	99
Middleton's Lane	86
Millbridge Care Home	100
Mill House	99
Mill House & Cottages	86
Mill House, The	89
Mill Lodge	83
Moorings, The	95
Mountfield	92
Mount Residential Home, The	86
Mrs Alison Priest	95
Munhaven	87

N

NCC First Support – Benjamin Court	87
Nelson Lodge	83
New Boundaries Group – 329 Fakenham Road	87
New Boundaries Group – 331 Fakenham Road	87
New Dawn	87
Newhaven	87
Nightingale Care Home	95
Nightingale Lodge	99

Norfolk Lodge	99
Northfields	95

O

Oak Court	89
Oak Farm	90
Oak Farm Bungalow	90
Oak House	95
Oak Manor Nursing Home	97
Oak Trees (Respite)	95
Oaklands	95
Oaklands – Thera East Anglia	95
Oaks & Woodcroft, The	95
Oakwood House Care Home	97
Old Rectory Care Home, The	87
Old Rectory, The	83
Old Rectory, The – Hevingham	87
Old Vicarage, The	87
Olive House	95
Oliver Court	83
Orchards Residential Care Home, The	83
Overbury House Nursing and Residential Home	90

P

Paddocks Care Home, The	100
Park House	83
Pastures, The	97
Phoenix House	99
Pine Lodge	84
Point House	92
Portland Street	99
Prime Life Ltd – 32 South Street	87

Q

Quebec Hall Ltd	95
-----------------	----

R

Rebecca Court	99
Redgate House Residential Home	96
Red House Residential Home	96
Redlands House	87
Red Oaks Care Ltd	87

Ritson Lodge	84	St Edmunds Residential Home	83	Vineries, The	83
Rookery, The	87	St Elmos	96	W	
Rose Meadow	87	St John's House	92	Walcot Hall Nursing Home	98
Rosedale House	87	St Leonards Court	96	Walnut House	96
Royal Mencap Society		St Mary's Care Home	87	Walnuts, The	92
– 6 Lamberts (Foxglove)	96	St Mary's Residential		Walsham Grange	89
Royal Mencap Society		Care Home	96	Warren, The	89
– 22 Lamberts (Daisy)	96	St Michael's Court	90	Waterbank Road	89
Royal Mencap Society		St Nicholas House	96	Wensum Way	89
– Woodlands Residential		Strawberry Field	87	Westfield House	96
Home	96	Summerville House	99	Westfields	99
Roydon Road	96	Sun Court Nursing Home	90	Whitehall Lodge Residential	
S		Sunnycroft Care Home	89	Home	92
Salcasa	87	Sunnyside	83	Whitehaven Residential Care	
Salisbury Residential Home	83	Sutherlands Nursing Home	98	Home	89
Sanford House Nursing Home	98	Swanrise	83	Whitstone House	96
Sapphire House	83	Swanton House Care Centre	90	Willowdene	
Saxlingham Hall Nursing Home	98	Sydney House	89	– Thera East Anglia	89
Scarborough House	87	T		Willows, The	96
SENSE Holmlea	96	Talbot Care Services Ltd	92	Winchley Home	99
Shalimar	87	Tamar House	89	Windmill Care Home, The	83
Sheiling, The	99	Tamarisk House	89	Windmill House	96
Shipdham Manor	96	Taylor Road	96	Woodland Care Home	90
Shires, The	87	Terrington Lodge	99	Woodlands	99
Shulas	87	Thomas Tawell House	92	Woodside House	92
Somerset Villa	99	Thorp House	98	Woodspring House	89
Springdale	83	Treehaven Bungalows	89	Woodstock Care Home Ltd	96
Springfield House	96	Treehaven Rants	89	Wootton Road, 244	99
St Brannocks	87	Trees Nursing Home	98	Worstead Lodge	89
St Clements Nursing Home	92	Twin Oaks Nursing Home	92	Wyndham House Care	99
St David's Nursing Home	90	Two Acres Care Home	90	Y	
St Davids Residential		V		York House	96
Care Home	83	Victoria Hall	99		
St Edmunds	96				



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