# Norfolk

Your guide to care and support for adults 2019/20



The essential guide to finding the right support for you

In association with



















# Dementia Care Day Support Respite

To find out more call us on 0300 790 0508 or visit

www.independencematters.org.uk





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

# Are you an older person looking for quality support?

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

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

# Independence Matters

A social enterprise reinvesting in the people that matter





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**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.





"I cannot speak highly enough of all the care and attention received, also the friendliness and helpfulness we received as a family."

Comment from the family of a NorseCare resident



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

To find out more about us:

Telephone: 01603 894366 Email: info@norsecare.co.uk

Twitter: @norsecare www.norsecare.co.uk

# Welcome – from Norfolk County Council and the NHS in Norfolk

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

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

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

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

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

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

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

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

Jo Smithson, Chief Officer, Norwich Clinical Commissioning Group

John Webster, Chief Officer, West Norfolk Clinical Commissioning Group

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

For more information about health in Norfolk, please see:

#### **Great Yarmouth and Waveney**

Web: www.greatyarmouthandwaveneyccg.nhs.uk

#### **North Norfolk**

Web: www.northnorfolkccg.nhs.uk

#### **Norwich**

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

#### **South Norfolk**

Web: www.southnorfolkccg.nhs.uk

#### **West Norfolk**

Web: www.westnorfolkccg.nhs.uk

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# Staying healthy and well

#### **Norfolk Community Directory**



The Norfolk Community
Directory is an online
Directory that can be used

to find a range of services, clubs, events, groups and organisations in your local community that can help you stay independent. The Directory gives you greater choice and control of the services you need; you will find useful information and advice on

a range of subjects in an easy to use Directory that lists available services and activities in your area.

We welcome submissions from relevant providers and organisations.

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

#### **In Good Company**



No-one should spend a lonely day in Norfolk if they don't want to. Feeling lonely and isolated is a direct cause of poor health,

so Norfolk County Council's In Good Company is a campaign to help combat loneliness in the county.

The campaign promotes the wealth of events, activities and services that are available for

residents of all ages, using the Norfolk Community Directory: www.norfolk.gov.uk/directory

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

#### Lily



Lily provides a comprehensive range of support in west Norfolk to combat loneliness and social isolation in adults of all ages. The project is linked to

the In Good Company campaign and encourages residents to develop friendships and engage in their local communities.

Lily advisors work one-to-one with people:

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

Lily has a strong focus on community development, by:

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

#### **Accessing Lily**

You can access Lily in a variety of ways:

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

#### Why use the Lily online directory?

The Lily online directory lists organisations,

# Homes of Choice











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

Visit us anytime for friendly advice and to look around. You can also find helpful information on our website.

**Ashfields** 

Rackheath, NR13 6PD

Tel: 01603 294 535

**Ritson Lodge** 

Hopton, NR31 9AH

Tel: 01502 322 276

Hethersett Hall

Hethersett, NR9 3AP

Tel: 01603 294 628

**The Warren** 

Sprowston, NR7 8AF

Tel: 01603 294 648

**Oulton Park** 

Oulton Broad, NR32 3AX

Tel: 01502 322 087

**Woodside House** 

Norwich, NR7 9X

Tel: 01603 294 649

BARCHESTER
Celebrating life

www.barchester.com

- → services and activities that help people to live healthy, active and independent lives. Topics include:
- Volunteering.
- What's going on in the region.
- · Clubs and activities.
- Travel and mobility.

- Money matters.
- Staying safe.
- Caring for someone.
- Services and accommodation for anyone needing higher levels of care.
- Dementia.

#### Combatting loneliness and social isolation in Norfolk

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

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

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

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

- Life-connectors and peer supporters working one-to-one with people who need a bit of help to overcome life challenges and to build personal confidence and resilience.
- Using local knowledge to run outreach projects

to identify, engage with and target people who are the most lonely and isolated.

- Identifying community groups and assets, including the untapped skills and talents of isolated people.
- Addressing isolation through building the capacity of communities to develop activities, groups and projects at a local level.
- Building on existing volunteering services (where they exist) to provide positive volunteering opportunities for friendship and to help people develop a sense of purpose.
- Addressing access needs (e.g. rural) through community transport and digital solutions.

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

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

#### Improving your transport options

Most people prefer to live independently for as long as possible and we want to help you keep your independence. Transport is an important part of keeping independent and staying in your own home. However, you may find that, if your situation changes or as you get older, you may have to think differently about how to get around so that you can continue to do the things that are important to you.

There are lots of possibilities that could make access easier, save you money, or even open up a new route altogether.

For further information about what transport options may be available to you, visit the 'help with transport' page at: www.norfolk.gov.uk/ stayathome or call: 0344 800 8020.

#### Information and advice

There are lots of useful services and organisations in Norfolk that can help you to stay independent and well. Sometimes it can be difficult to find information to help you decide what is best for you. The information in this Guide can help you find out about what support there is to help you stay independent and what's available in your local community.

As well as this Guide, there is lots more information on the Norfolk Community Directory (see page 6). The following organisations can also give you information and advice to help you make the right choices for you.

#### **Age UK Norfolk**

Provides information, advice and support on a range of issues affecting older people in Norfolk. 300 St Faith's Road, Old Catton,

Norwich NR6 7BJ Tel: **0300 500 1217** 

Web: www.ageuknorfolk.org.uk

#### **Age UK Norwich**

Advice, information and support for older people in Norwich.

60 London Street, Norwich NR2 1JX Tel: **01603 496333** 

Web: www.ageuk.org.uk/norwich

#### **Al-Anon Family Groups**

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

Helpline: 0800 008 6811 (10.00am to 10.00pm).

Email: **enquiries@al-anon.org.uk**Web: **www.al-anonuk.org.uk** 

#### **Alcoholics Anonymous (AA)**

Help and support with alcohol dependency.

Helpline

Tel: **0800 917 7650** Email: **help@aamail.org** 

#### **General queries**

Tel: 01904 644026 (office hours).

Email: gso@alcoholics-anonymous.org.uk Web: www.alcoholics-anonymous.org.uk

#### **Alzheimer's Society**

The UK's leading care and research charity for people with dementia and their carers; offering information, practical guidance, support and local group services to anyone affected by dementia.

Norfolk Dementia Helpline: **01603 763556**, Monday

to Friday, 9.00am to 5.00pm.

National Dementia Helpline: 0300 222 1122

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

#### The Bridge Plus+

Improves community bonds through community activities and services, with a focus on supporting Black and Minority Ethnic (BME) communities. Provides information and advice on a range of benefits, housing and immigration related issues. Sackville Place, 44-48 Magdalen Street,

Norwich NR3 1JU Tel: **01603 617076** 

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

Monday to Thursday, 10.00am to 3.00pm by appointment.

#### **Carers Matter Norfolk (CMN)**

A county-wide service to support unpaid carers aged 16 and over caring for someone aged 18 or over. CMN also provides information, advice and guidance to young carers and families.

Tel: **0800 083 1148**, Monday to Friday, 8.00am to 8.00pm; Saturday, 4.00pm to 8.00pm; and Sunday, 8.00am to 12.00pm.

Text: **07537 417850** 

Email: info@carersmatternorfolk.org.uk
Web: www.carersmatternorfolk.org.uk
Facebook: @CarersMatterNorfolk

Twitter: @CarersMatterNfk

#### Change, Grow, Live

Change, Grow, Live provides the Norfolk Alcohol and Drug Behaviour change service. This includes treatment, recovery and building community resilience for Norfolk adults aged 18 and over who are affected by substance misuse, including alcohol, drugs, prescription medications, steroids and solvents.

→ Opening Hours: 9.00am to 5.00pm.

Evening clinics until 8.00pm:

Monday = Norwich

Tuesday = Great Yarmouth

Wednesday = Kings Lynn

Thursday = Thetford

Tel: **01603 514096**, 8.00am to 8.00pm.

Email: norfolk.info@cgl.org.uk

#### **Norfolk Citizens Advice**

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

Adviceline: **03444 111444** Email: **public@ncab.org.uk** Web: **www.ncab.org.uk** 

#### Attleborough

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

#### **Dereham**

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

#### **Fakenham**

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

#### **Great Yarmouth**

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

#### Holt

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

#### King's Lynn

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

#### North Walsham

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

#### Norwich

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

#### **Wymondham**

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

#### **Diss (Citizens Advice Diss, Thetford & District)**

Shelfanger Road, Diss IP22 4EH

Web: www.cadat.org.uk

Open Monday, Wednesday, Thursday and Friday, 10.00am to 3.00pm.

#### **Thetford (Citizens Advice Diss, Thetford & District)**

Abbey Neighbourhood Centre, Exeter Way,

Thetford IP24 1EE

Web: www.cadat.org.uk

Open Monday, Wednesday, (Thursday exclusively for Universal Credit queries only) and Friday, 9.30am to 2.30pm.

#### **Deaf Connexions**

Aims to provide a range of services to people with varying degrees of hearing loss and raise awareness.

Tel: **01603 660889** 

Minicom: **01603 661113** Textphone: **07932 069352** 

Web: www.deafconnexions.org.uk

#### **Dementia Friends**

Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.

Tel: 0300 222 5855

Web: www.dementiafriends.org.uk

#### **Equal Lives**

Provides advice and advocacy on disability rights issues and a range of information, services and projects.

Tel: 01508 491210

Web: www.equallives.org.uk

#### **MIND**

Provides advice and information for people with mental health issues.

**Great Yarmouth and Waveney** 

Tel: 01493 842129

Web: www.gywmind.org.uk

**Norwich and Central Norfolk** 

Tel: **01603 432457** 

Web: www.norwichmind.org.uk

**West Norfolk** 

Tel: 01553 776966

Web: www.westnorfolkmind.org.uk

#### Nansa

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

Web: www.nansa.org.uk

**Adult and Youth Services** 

Tel: 01603 627662

Email: enquiries@nansa.org.uk

**Family Centre** 

Tel: 01603 414109

Email: enquiries@nansa.org.uk

#### **Norfolk Community Advice Network Directory**

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

Web: www.norfolkcan.org.uk/directory

#### **Norfolk Community Law Service**

Provides free, independent and confidential legal advice on a range of issues including welfare

benefits, immigration, debt, family, employment, domestic abuse and discrimination.

St Clements House, 2-16 Colegate, Norwich NR3 1BQ

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

#### **Norfolk Deaf Association**

Offers support, advice and information to people with hearing loss and their families.

Tel/Minicom: 01603 404440 • Fax: 01603 404433

Email: nda@norfolkdeaf.org.uk Web: www.norfolkdeaf.org.uk

#### **Opening Doors**

A user-led organisation run by people with learning disabilities to support people with learning disabilities.

Tel: 01603 631433

Web: www.openingdoors.org.uk

#### Patient Advice and Liaison Service (PALS)

Provides advice about your local health services in Norfolk within hospitals.

#### Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY

Tel: **01603 289036** 

Email: pals@nnuh.nhs.uk

#### **James Paget University Hospital**

Lowestoft Road, Gorleston, Great Yarmouth NR31 6LA

Tel: 01493 453240 • Email: pals@jpaget.nhs.uk

#### **Queen Elizabeth Hospital**

Gayton Road, King's Lynn PE30 4ET Tel: **01553 613351** or **01553 613343** 

Email: pals@qehkl.nhs.uk

#### **West Suffolk Hospital**

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

#### **POhWER Norfolk**

Provides Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity
Advocacy (IMCA), including Deprivation of Liberty
Safeguarding (DoLS) and Relevant Paid Person's
Representative services (RPPR).

→ Alongside local advocates, they also work with Equal Lives to deliver the RPPR service, and Age UK/Equal Lives and Norfolk/Rural Community Council to deliver NHS Complaints Advocacy. They also provide the Independent Social Care Advocacy (ISCA) service, which supports people regarding their rights under the Care Act.

Tel: **0300 456 2370** 

Email: pohwer@pohwer.net

Web:

www.pohwer.net/central-and-east-of-england

#### Silver Line, The

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

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

Tel: 0800 470 8090

Web: www.thesilverline.org.uk

#### **SSAFA**

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

Army Reserve Centre, 325 Aylsham Road, Norwich NR3 2AB

Tel: **01603 403322**, Monday to Friday, 9.00am to 12.00pm (24-hour answerphone).

Email: norfolk@ssafa.org.uk

# Norfolk Armed Forces Covenant and Veterans Gateway

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

Tel: **0808 802 1212** 

Web: www.norfolk.gov.uk/nafcsupport

#### **West Norfolk Deaf Association**

Gives free help, advice and support to people with hearing loss.

Tel: 01553 773399 • Fax: 01553 660483

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

# DEMENTIA FRIENDLY NORFOLK

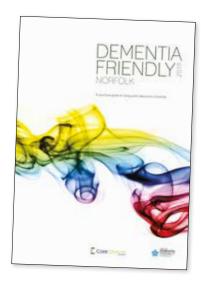
A practical guide to living with dementia in Norfolk

#### THE GUIDE INCLUDES

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







View online at www.carechoices.co.uk/dementia

#### **Norfolk Armed Forces Covenant and Veterans Gateway**

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

to employability, finances, personal relationships, befriending and more.

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

#### **Stay Well This Winter**

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

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

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

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

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



#### **Healthy Ageing**

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

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

This toolkit is designed for anybody who is supporting older people in the community, including families, carers and older people themselves. The toolkit has lots of practical information about how to:

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

To view the toolkit, please visit: www.norfolk.gov.uk/healthyageingtoolkit

#### → Drive safer for longer with GOLD

As we get older, we may become less confident in our cars or have concerns about our driving due to health or mobility. Norfolk County Council has designed the Guidance for Older Drivers (GOLD) programme to refresh skills, increase confidence and help older people continue to drive safer for longer.

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

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

#### Norfolk County Council library and information service

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

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

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

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

#### **Mobile Libraries**

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

For more information including a timetable for your village, visit: www.norfolk.gov.uk/mobilelibraries

#### **Home Library Service**

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

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

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

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

#### **Reading Well**

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

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

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

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

Reading Well for dementia recommends books you might find useful if you have dementia, are caring for someone with dementia, or want to find out more about the condition. The books include

information and advice, help after diagnosis, practical support for carers and personal stories.

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

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

#### **Reminiscence Kits and Packs**

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

#### Healthwatch Norfolk - make your voice count

As the county's independent consumer champion, Healthwatch Norfolk makes sure that people's views and experiences of all health and social care are listened to and acted upon.

At a time when care services are under pressure and going through significant change, Healthwatch Norfolk is a key part of the way health and social care services in Norfolk are improved. Healthwatch Norfolk can help make sure that your voice is heard and can also help signpost you to other services or sources of information.

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

Tel: **01953 856029** 

Email: enquiries@healthwatchnorfolk.co.uk
Web: www.healthwatchnorfolk.co.uk

# Keeping safe

#### **Norfolk Trusted Trader scheme**

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

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

For more information on the **Trusted Trader scheme**, visit: **www.norfolk.gov.uk/ trustedtrader** or call: **0344 800 8020**.



#### **Falls in Norfolk**

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

You may be at risk of falling if you:

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

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

- 1. Eat a healthy diet and drink plenty of water.
- 2. Have a medication review.
- 3. Get your eyesight checked.
- 4. Have a hearing test.
- If you drink alcohol, reduce the amount you drink.
- **6.** Keep active especially focus on strength and balance.
- Remove trip hazards.
- **8.** Arrange for essential repairs to be done, such as replacing a light bulb or fixing a curtain rail.
- 9. Be careful when bathing or showering.
- Consider hand rails for steps, stairs or in your bathroom.
- 11. Check your shoes and slippers.
- Keep walking aids at the right height and near you at all times.

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

- Ask someone to help you write it.
- Know who you can call to help you, and how to call them.

- If you have a mobile phone, keep it with you at all times.
- Think about having a care alarm to get help 24/7 if you fall and cannot reach the telephone. There are also different gadgets available that can be linked to the care alarm service that can automatically send an alert if you have had a fall.

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

#### What to do if you have a fall:

- Keep calm. Take time to think are you injured or in pain?
- 2. If you are not hurt and you feel strong enough to get up, don't get up quickly. Roll onto your hands and knees and look for a stable piece of furniture, such as a chair or bed. Hold onto the furniture with both hands to support yourself and, when you feel ready, slowly get up. Sit down and rest for a while.
- 3. If you need help, but do not need to go to hospital, ring a friend or family member or call Norfolk Swift Response on: 0344 800 8020 (choose option 1). This is a 24-hour service which provides help, support and reassurance if you have an urgent need such as a fall. It has specialist lifting equipment which avoids injury to anyone trying to help.
- 4. If you are hurt or can't get up and need immediate medical help, try to call for help, bang on the wall or floor, or use your care alarm button if you have one. If possible, crawl to a telephone and dial 999 for an ambulance. Try to find a blanket or something to keep you warm. Move your leg and arm muscles regularly to produce heat.
- Always tell your GP and someone close to you that you have had a fall, even if you have not been hurt.

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

#### Fire safety at home

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

Home fire safety advice:

- Fit smoke alarms in your home, not in your kitchen, but at least one per floor.
- Protect yourself and reduce the risk of fire by not leaving cooking unattended.
- Keep doors closed at night. A door will slow the spread of smoke and fire, giving you more time to escape or get help.
- Take care with any smoking materials and don't smoke in bed or when you are tired.
- Use electric blankets correctly and have them checked regularly.
- Don't dry clothes on heaters or fireguards.
- Make an escape plan. Think about how you would escape the house, and make sure this pathway remains clear and exit doors can be easily opened.
- Be safe with electrical appliances; make sure the right chargers are used and plug sockets are not overloaded.
- Switch off and avoid using electrical appliances through the night, particularly tumble dryers.
- Fit a fireguard to open fires, make sure chimneys are swept regularly and take care with candles and naked flames, particularly with young children.

Norfolk County Council's Fire and Rescue Service (NFRS) has a Community Fire Safety Team and volunteers who help older or vulnerable people

remain independent and safe in their own homes by offering free home fire safety advice and risk checks.

#### What is a home fire risk check?

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

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

Tel: **0300 123 1669** 

Fax: **01603 812261** 

Email: hq@fire.norfolk.gov.uk

Web: www.norfolk.gov.uk/safety/norfolk-fire-

and-rescue-service

#### Smoke alarms

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

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

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

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

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

#### Safeguarding adults

We all have a right to live our lives free from harm, and most adults in Norfolk live safely and comfortably. However, some people are more at risk of harm (abuse) than others.

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

Abuse can happen anywhere and can be carried out by anyone. It can happen once or repeatedly. Abuse is anything that harms another person and might include:

- Physical abuse including assault, hitting, slapping, pushing, misuse of medication and restraint.
- Domestic abuse including psychological, physical, sexual, financial and emotional abuse; controlling or coercive behaviours: so-called 'honour-based' violence.
- Sexual abuse including rape, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting to.
- Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- Financial or material abuse including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements (such as wills, property, inheritance or financial transactions) or the misuse or misappropriation of property, possessions or benefits.

- Modern slavery including slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory abuse** including harassment or slurs because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse including neglect and poor care practice/policies within an institution or a specific care setting, such as a hospital or care home or in care or support services provided in an adult's own home.
- Neglect and acts of omission including ignoring medical, emotional or physical care needs, failing to provide access to appropriate health, care and support or educational services, withholding medication, adequate nutrition and heating.
- Self-neglect including behaviour such as neglecting to care for one's personal hygiene, health or surroundings or hoarding.

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

- Has needs for care and support (whether or not the County Council is meeting any of those needs), and
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of these care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

#### **Norfolk Safeguarding Adults Board**



The Norfolk Safeguarding Adults Board (NSAB) brings together the key people from a wide

range of organisations, including the County Council, police, health, probation, housing and voluntary and independent providers to lead and promote adult safeguarding work throughout Norfolk.

You can see the Board's plans at: www.norfolksafeguardingadultsboard.info/board/nsab-plans

#### Norfolk's Safeguarding Adult 'Network'

The County Council, police, health, housing and voluntary and independent providers are part of our safeguarding 'network'. The strength of our community is reflected in how well we all respond to someone who is at risk of, or experiencing, abuse. You have a key role to play.

What to do if you are worried about harm and abuse If you or someone you know is at risk of, or experiencing, abuse, don't dismiss your concerns. It

is important to tell someone you trust, or call: **0344 800 8020**. For more information, visit: **www.norfolksafeguardingadultsboard.info** 

In an emergency, always dial: 999.



#### Hate incidents - Stop Hate in Norfolk

#### What is a hate incident/crime?

A hate incident is any incident that is motivated by hostility, prejudice or hate on the grounds of race, religion, sexual orientation, disability or transgender identity.

Hate incidents can take many forms, some more obvious than others. Although physical violence, verbal abuse, damage to property and graffiti are more common, other forms of hate incidents are becoming common. For example:

- Vulnerable people being befriended to be exploited, known as 'Mate Crime'. This can have hate and safeguarding implications for the person/s.
- Internet or Cyber hate crime is becoming increasingly common, especially with younger and vulnerable people, and can include anything from hate mail and texts to posting hate material on Facebook and other social media.

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

#### Stop Hate in Norfolk (SHiN)



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

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

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

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

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

For more information or to report a hate incident, visit:

www.norfolk.police.uk/stop-hate

#### **Domestic abuse**

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

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

#### What is domestic abuse?

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

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

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

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

- Emotional abuse persistently putting you down, isolating you from friends and family, name calling, sulking and checking up on you.
- Psychological abuse verbal abuse, blaming, mind games, criticisms, accusations, emotional abuse, jealous and obsessive behaviour, humiliation, comparisons, manipulation, complete control of a person's life, threats to kill the person or the children, imposed social isolation and sleep deprivation.
- Sexual abuse forcing you to have sex against your will, sexual assault, forced prostitution, degradation, humiliation, forced to watch or act in pornography.
- Financial abuse preventing a person from getting or keeping a job, taking money, not permitting access to or withholding family income.

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

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

#### Is domestic abuse a crime?

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

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

#### Am I in an abusive relationship?

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

- You are scared of them.
- They have hurt, or threatened to hurt, you or people you care about.
- They force you to do things you don't want to do, including sexually.
- They stop you from seeing your friends, family or people who you may go to for advice such as a GP or social worker.
- They have threatened to take your children away or hurt them.

- They prevent you from continuing or starting school, college or from going to work.
- They constantly check up on you or follow you they may also track you via your mobile phone.
- They wrongly accuse you of flirting or of having affairs on a regular basis.
- They get extremely jealous and possessive.
- They constantly humiliate you or criticise or insult you, often in front of other people.
- You change your behaviour because you're afraid of what they might do or say to you.
- They deliberately destroy things that belong to you.
- They control how much money you have.
- They blame you for the abuse.
- They control your daily routine.

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

The domestic abuse disclosure scheme (or "Clare's Law") allows you to find out if your partner has a history of abusive behaviour towards previous partners. You can make an application under the scheme by:

- Telephone contact the police on 101 and speak with a call taker.
- Speaking to a member of staff at any police station.

- Speaking to a Police Officer on the street.
- Consulting the Norfolk Constabulary leaflet. You
  can access the leaflet by visiting: www.norfolk.
  police.uk and searching 'domestic abuse'.

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

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

Always dial: 999 in an emergency.

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

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

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



#### What can I do if I need urgent help?

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

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

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

# Staying in your own home

#### Meals on wheels and lunch clubs

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

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

Find out more at:

www.norfolk.gov.uk/trustedtrader

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

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

#### Assistive technology and community alarms

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

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

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

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

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

Furthermore, there is an increasing amount of mainstream mobile and internet-linked assistive technology that can contribute to the safety and

wellbeing of a vulnerable person plus support carers.

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

For more information, see:

www.norfolk.gov.uk/assistivetechnology or call us on: 0344 800 8020.



#### **Community alarms**

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

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

Please check which care alarm service covers your area.

**Broadland – Centra Pulse** 

Tel: 0300 123 3232

**Great Yarmouth – Yare Care** 

Tel: 01493 846654

Norwich, Breckland & Countywide - Welbeing

Lifeline

Tel: **01323 644422** 

## West Norfolk and North Norfolk – Care Line Tel: **01553 616200** (option 6).

South Norfolk - Contact Care

Tel: **0800 917 4680** 



#### Equipment to aid daily living

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

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

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

#### Common difficulties with daily living activities

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

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

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

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

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

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

The Red Cross depot based at the Norfolk Coastal Centre delivers a Mobility Aids Service. Equipment can be loaned for up to two months and include items to help with toileting, bathing, walking aids and wheelchairs.

→ A home delivery and collection service is available Monday, Wednesday and Friday. There is no set charge for the loan of equipment, but a donation is requested.

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

#### **Holt Mobility Centre**

Tel: **01263 588777** 

Web: www.holtmobilitycentre.co.uk

#### King's Lynn Mobility Centre Ltd

Tel: **01553 768751** 

Web:

www.kingslynnmobilitycentre-norfolk.co.uk

#### Norfolk Coastal Centre for Independent Life

Woodfarm Lane, Beacon Park,

Gorleston,

**Great Yarmouth NR31 9AQ** 

Monday to Friday, 10.00am to 4.00pm.

Tel: **01493 663626** 

#### **Nottingham Rehab Supplies**

Tel: **0345 121 8111** 

Web: www.nrshealthcare.co.uk

#### **Sheringham Mobility**

Tel: 01263 822900

Web: www.sheringhammobility.co.uk

There is also a wealth of information on the Norfolk Community Directory in relation to local services and centres where you can trial and access equipment to enable your independence. See page 6.

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

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

#### **Wheelchairs**

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

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

#### **British Red Cross Medical Loan Scheme**

Provides short-term wheelchair loan.

#### **Norwich**

Tel: **01603 253403** 

#### **Great Yarmouth**

Tel: 01493 663626

#### **Shopmobility**

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

#### Chapelfield, Norwich

Tel: 01603 753350

# St James multi-storey car park, ground floor,

King's Lynn

Tel: **01553 770310** 

Buying a wheelchair privately is an alternative option.

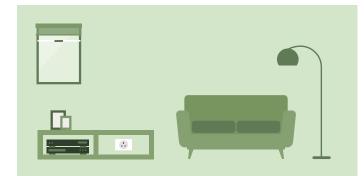


We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit **www.asksara.org.uk** 

Will it need to be installed by a professional?	
using the equipment?	
Reliability	
Will it work if you have pets or live with other	<b>o</b> r
alarm by accident?	<b>,</b>
Have you read reviews of the particular piece	
of equipment you are looking at? Consider	
these before making your purchase.	
Can you speak to someone who already uses i	?
Does it require batteries? Find out how often	
they will need changing and whether the	
equipment will remind you to do this.	
Is it durable? If you might drop it, is it likely	
to break?	
	_
Cost	
Do you know how much it costs?	
Will you need to pay a monthly charge?	
Are there alternative solutions that might	
be free?	
Is there a cost associated with servicing the	
equipment?	
	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 senso alarm by accident?  Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.  Can you speak to someone who already uses it Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.  Is it durable? If you might drop it, is it likely to break?  Cost  Do you know how much it costs?  Will you need to pay a monthly charge?  Are there alternative solutions that might be free?  Is there a cost associated with servicing the

#### Making life easier at home

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



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

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

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

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

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



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

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

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

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

**Using taps** can be made easier by fitting tap turners. You could also consider changing to leverstyle taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming difficult to get dressed? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 30.

Clocks are available with large numbers or lights if you can't read the time in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you struggle to get in and out of bed?
You could learn new ways of moving around,
purchase a leg lifter or a hoist or install grab rails
for support. Seek advice about these options.
If the bed is the issue, you could buy an electric
adjustable bed or raise the bed to the right height.



If it's hard to hold your toothbrush, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat, or a seat with a built in support frame if it's **hard to use your toilet**. Flush lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip resistant bath mat, grab rails, a half step to help you get in and out of the bath or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on aids and equipment that could make your life easier, contact your council for information and advice. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

**Norfolk County Council** 

Email: information@norfolk.gov.uk

Tel: 0344 800 8020



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

#### Handyperson schemes

#### **Broadland**

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

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

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

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

#### Norwich

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

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

The Safe at Home scheme provides grants of up

to £2,500 to help people with dementia and their carers make adaptations to their homes to allow them to live independently for longer and to be able to manage the condition more easily. The grant can also be used to help vulnerable home owners with minor adaptations where a disabled facilities grant is not suitable, emergency repairs or investigative works. The scheme is administered through the Norwich Home Improvement Team and is open to anyone living in the Norwich district, whether they are a home owner or renting.

The district council also offers disabled facilities grants of up to £30,000 for home adaptations recommended by an occupational therapist. This includes improving: access to and around the home; bedroom and bathing facilities; cooking and food preparation; and safety within your home.

Make a referral:

Tel: 0344 980 3333

Email: privatesectorhousing@norwich.gov.uk Web: www.norwich.gov.uk/healthyhomes

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

#### **Great Yarmouth**

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

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

#### **South Norfolk**

South Norfolk Council's Independent Living Team provides support and services to South Norfolk residents to help them live independently in their

own homes and delay the need for health and social care services or prevent the need for increased levels of support. This ranges from quick and simple jobs like installing a grab rail or smoke alarm, to housing adaptations, such as a walk-in shower.

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

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

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

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

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

South Norfolk Council also provides Care and Repair services in Broadland. If you live in Broadland, contact:

Tel: 01603 430598

Email: p.s.housing@broadland.gov.uk

#### King's Lynn and West Norfolk

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

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

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

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

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

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

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

The Handyperson service can help with minor adaptations, falls prevention and keeping people warm and safe. Preventing falls and reducing risks in and around the home is a priority when it comes to helping people maintain their independence. Funding is available to anyone living in West Norfolk with a health condition.

For more information about our services, contact: **01553 616200** and select option 6 or visit one of the following:

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

Web: www.asklily.org.uk



#### **Norfolk First Support**

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

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

as a physiotherapist, mental health professional or health visitor might also be involved.

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

Contact Norfolk First Support.

Email: information@norfolk.gov.uk

Tel: **0344 800 8020** 

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

#### **Accommodation Based Reablement**

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

These units are for Norfolk residents over the age of 18, with care and support needs (including those needing to regain skills and confidence) who are

medically fit but unable to return to or stay in their home safely.

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

#### Home care and home support

Support at home is known as many things – including home care, home support and domiciliary care. These services provide practical help for people to stay independent in their home. There are various organisations in Norfolk that provide a range of services to help you to continue to live in your own home, visit:

#### www.norfolk.gov.uk/directory

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

The sorts of services that can be provided include:

- Personal care, such as help with getting up or bathing.
- Help with eating, menu planning, preparing and cooking food and different types of meal services.
- Looking after your health, reminding you when medication needs to be taken, applying creams and lotions, simple dressings and eye drops.
- Help around the home such as washing up, helping you stay warm and managing your laundry.

- Night care or night sitting services, which means a home care assistant in your home during all or part of the night to make sure you are safe and to provide personal care services.
- Live-in care; in some cases, it's preferable and more economical to have a care worker living in your home 24-hours a day. This can be for a short period, for example to provide respite breaks for regular carers, short-term support following hospital discharge or on an ongoing basis.
- Help for you to become independent again by learning new skills or regaining old ones.
- Ongoing support to help delay the need for more support in the future.
- Promoting your wellbeing by helping you to get involved with things in your local community, which may mean you need fewer services.

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

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

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

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

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

#### Who provides these services?

Comprehensive information about providers in Norfolk starts on page 35 or can be accessed on: **www.norfolk.gov.uk/homecare** 

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

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

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

#### Home care/home support charges

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

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











Agency 1			Fees per week	Quality rating*		
Agency 2			£			
Agency 3			£			
We suggest that you have paper with you can download and print this check	·	~	~	can make notes.		
About the agency		Accommodat	ing your needs	5		
How long has the agency been operating?		Can the agency a needs if they incomprocess for this.				
How long are staff allocated per visit?		Does the agency	have a training			
Can you contact the agency in an emergency or outside office hours?		scheme in place?				
Does the agency have experience		Are all staff trained to a certain level?  Are staff able to help with administering medication if required?				
with your specific needs?						
Staff		Is there a way for				
Are you likely to be visited by different staff each day?		with each other about the support they provide when they visit you? How?				
Are all staff checked with the Disclosure and Barring Service?		Regulation				
Will you be notified in advance if your care worker is on holiday or sick?		Will your support regular intervals	d at			
Are staff matched to you specifically,		Can you see the a	igency's contract	terms?		
based on your needs and preferences?		Can you lodge a	complaint easily?			
Can you meet your care worker(s) before they start?		Are complaints d				
Does the agency have both male and female staff?		Can you see a co CQC registration quality rating?	's			
Notes						

<sup>\*</sup>See page 62.

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

Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

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

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

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

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

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

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.

APPROVED PROVIDER FOR NORFOLK COUNTY COUNCIL



Great British
Care Awards
WINNER

BEST CARE EMPLOYER AWARD

Call or Visit 01603 633 999 www.availl.co.uk

The Union Building 51-59 Rose Lane Norwich NR1 1BY **Able Care Agency Ltd** 

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Cromer

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**About with Friends** 

Cromer

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Norwich Advert page 34

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Diss

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**Aylsham Homecare** 

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Affinity Trust – Domiciliary Care Agency – Norfolk

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**Bainbridge Close** 

North Walsham

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**Agincare UK Ltd** 

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Ditchingham

**Bungay** 

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(Norwich)

Norwich

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**Allcare Community Support** 

Cromer

Tel: 01263 478188 LDA YA

**Bluebell Support Services** 

Castle Rising

Tel: 01553 631694 OP D PD YA

**AlliCare** 

Norwich

Tel: 01508 578807 OP D PD MH SI YA

**Bluebird Care (Norwich & North Norfolk)** 

Norwich

Tel: 01603 735999 OP D PD SI YA

Advert page 32

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**Breckland Care at Home** 

Dereham

Tel: 01362 667042 OP D PD LDA MH SI YA

**Ambition Community Healthcare** 

Dereham

Tel: 07979 101632 **OP PD LDA YA** 

**Camphill Communities East Anglia** 

Holt

Tel: 01263 860305 **OP LDA YA** 

Apollo Home Healthcare Ltd – East Anglia Office

Norwich

Tel: 01603 733238 OP D PD LDA MH SI YA

**Care Company UK Ltd, The** 

King's Lynn

Tel: 01553 660130 OP D PD LDA MH SI YA

**Apple Homecare** 

Norwich

Tel: 01603 211080 OP D PD LDA MH SI YA

**Caremark Norwich** 

Norwich

Tel: 01603 433855 OP D PD LDA SI YA

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

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





# A 24 hour live-in Care Service as an alternative to residential care

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

#### Able Care can provide

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

Call Able Care on 01603 624135

e: enquiries@ablecareagency.co.uk w: www.ablecareagency.co.uk Sackville Place, 44/48 Magdalan Street, Norwich NR3 1JU







**Carers Elite Ltd** 

Downham Market

Tel: 01366 380707 OP PD SI YA

Dimensions East Anglia Domiciliary Care Office

Norwich

Tel: 0300 303 9016 LDA

**Carers Trust Norfolk – Turbine Way** 

Swaffham

Tel: 01553 750014 OP D PD LDA MH SI YA AD

Doughty's

Norwich

Tel: 01603 621857 **OP** 

Carewatch (Norfolk)

Norwich

Tel: 01362 696967 OP D PD LDA MH SI YA AD

**Eagles Recruitment and Healthcare** 

Norwich

Tel: 01603 512297 OP D

**Caring First Homecare Ltd** 

(Norwich)

Swannington

Tel: 01603 920100 OP D PD SI

**Elite Care** Cromer

Tel: 01263 512528 OP D PD SI YA

**Clarity Homecare (Norwich)** 

Norwich

Tel: 01603 555220 OP D PD SI YA

**Elite Care** 

**Great Yarmouth** 

Tel: 07507 484742 **OP PD SI YA** 

**Clark James Norwich Ltd** 

Norwich

Tel: 01603 300364 OP D PD LDA MH SI YA AD

**Empathy Care East Anglia Ltd** 

Diss

Tel: 07930 832057 OP D PD LDA MH SI YA

**Compkey Healthcare Ltd** 

Norwich

Tel: 01603 762318 OP D PD LDA MH SI YA

**Errand Plus and Personal Services** 

Norwich

Tel: 01603 319998 **OP D YA** 

**Complete Caring Ltd** 

Wymondham Advert page 36
Tel: 01953 423424 OP D PD MH SI YA

**Extra Care Home Services Ltd** 

North Walsham

Tel: 01692 500714 OP D PD LDA MH SI YA AD

**Connie's Care Services Ltd** 

Wisbech

Tel: 01945 774250 OP D PD MH SI YA

**Extra Hands of Heacham Ltd** 

Broadland

Tel: 01603 898623 OP D PD LDA MH SI YA AD

Heacham

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**Daybreak Support Services** 

King's Lynn

Tel: 07880 542765 OP D PD LDA MH SI YA

Fairway House

Dereham

Tel: 01362 695588 LDA YA

**Dedicated Care East Anglia Ltd** 

King's Lynn

Tel: 01553 766844 OP D PD LDA SI YA

**First Choice Home Care** 

Norwich

Tel: 01953 667950 OP D PD LDA MH SI YA

**Dell Care** 

Wymondham

Tel: 07825 894171 OP D PD YA

**First Choice Homecare** 

Harleston

Tel: 01379 741116 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



Your home is where you feel the most comfortable and the happiest.

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

# Our care

- √ Home help
- ✓ Companionship
- ✓ Personal care
- ✓ Dementia care

# Contact us for more information

Dereham 01362 357974
Holt 01263 650983

Kings Lynn 01553 387970 Norwich 01603 482116

www.homeinstead.co.uk

Fisher Healthcare Ltd

Norwich

Tel: 01603 612307 OP D PD LDA MH SI YA AD

FitzRoy Support at Home Norfolk

North Walsham

Tel: 01692 668438 PD LDA SI YA

Florence House

**Great Yarmouth** 

Tel: 01493 332079 **OP MH YA** 

**Fortress Care Services** 

King's Lynn

Tel: 01553 811995 OP D PD LDA SI YA

**Fuchsia Homecare Gorleston** 

**Great Yarmouth** 

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**Gentle Folk Community Care** 

Norwich

Tel: 01953 887187 OP D PD SI YA

**Georgina House Domiciliary Care Agency** 

Great Yarmouth Advert page 36

Tel: 01493 853633 **OP** YA

**Great Hospital Domiciliary Service, The** 

Norwich

Tel: 01603 622022 **OP** 

**Guild Care** 

Norwich

Tel: 01493 751869 OP D PD LDA MH SI YA

Hales Group Ltd – Norwich

Norwich

Tel: 01842 780000 OP D PD LDA MH SI YA AD

Hales Group Ltd - Thetford

**Thetford** 

Tel: 01842 780000 OP D PD LDA MH YA

**Harp Care** 

Norwich

Tel: 07881 227496 OP D PD LDA SI YA

**Heart to Heart Home Care Agency** 

Norwich

Tel: 01603 871903 **OP D** 

Helping Hands North Norfolk

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Tel: 0808 274 2935 OP D PD LDA MH SI YA

**Helping Hands** 

**Norwich** 

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Heritage Care Ltd – East Anglia Domiciliary Care Branch

Norwich

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Hive, The

Norwich

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Holt

Tel: 01263 650983 OP D PD LDA MH SI YA

King's Lynn

Tel: 01553 387970 **OP D YA** 

Norwich

Tel: 01603 482116 OP D PD LDA MH SI YA AD

**I Care Service** 

Dereham

Tel: 01362 690533 OP D PD LDA SI YA

Independence Matters C.I.C.

- Personal Assistant Service East

Great Yarmouth Advert inside front cover

Tel: 01493 650504

OP D PD LDA YA

Independence Matters C.I.C.

Floating Support City

Norwich Advert inside front cover
Tel: 01603 222866 OP D PD LDA MH YA

Independence Matters C.I.C.

King's Lynn Supported Living

King's Lynn Advert inside front cover
Tel: 01553 614911 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

Independence Matters C.I.C.

- Long Stratton Supported Living

Norwich Advert inside front cover

Tel: 01508 530820 OP D PD LDA MH SI YA

**Independence Matters C.I.C.** 

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Tel: 07767 384316 OP D PD LDA MH YA

**Independence Matters C.I.C.** 

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Tel: 01603 408597 OP D PD LDA YA

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**Insignia Healthcare (Norwich)** 

Norwich

Tel: 01603 952626 OP D PD LDA MH SI YA AD

InVent Health Ltd

Norwich

Tel: 07944 783321 OP PD LDA SI YA

Jark Healthcare – King's Lynn

King's Lynn

Tel: 01553 768881 **OP D PD LDA MH SI YA AD** 

**Kare Plus Norwich** 

Norwich

Tel: 01603 340044 OP D PD LDA MH SI YA

**Keys Hill Park** 

Norwich

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

**Lambert House** 

Norwich

Tel: 01603 749845 LDA SI YA

**Leaf Care Services** 

**Great Yarmouth** 

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

Norwich

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

Manorcourt Care Norfolk Ltd – Attleborough

Attleborough

Tel: 01953 451541 OP D PD LDA MH SI YA

**Manorcourt Home Care** 

Swaffham

Tel: 01760 726330 OP D PD MH SI YA AD

**Manorcourt Homecare** 

Watton

Tel: 01953 880411 OP D PD MH SI AD

**Mears Care Ltd** 

King's Lynn

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

Norwich

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

Mencap – North Norfolk Domiciliary Care Agency

Norwich

Tel: 01603 612223 LDA YA

Mencap – North Suffolk and Coastal Domiciliary

Care Agency

Norwich

Tel: 0808 808 1111 LDA YA

Mencap - Norwich Domiciliary Care Agency

Norwich

Tel: 01603 612223 LDA YA

Mid Norfolk Mencap

**Community Support Services** 

Dereham

Tel: 01362 693013 OP PD LDA MH SI YA

Mill Lodge

Norwich

Tel: 01603 868202 OP D PD LDA MH SI YA

NCC First Support – Eastern

**Great Yarmouth** 

Tel: 0344 800 8026 OP D PD SI YA AD

**NCC First Support** 

- Northern & Norwich

Norwich

Tel: 01603 217663 OP D PD SI YA AD

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

NCC First Support - Southern, Northern & Norwich

Dereham

**OP D PD SI YA AD** Tel: 01842 762289

**NCC First Support – Western** 

King's Lynn

OP D PD SI YA AD Tel: 01553 669300

**NCC First Support – Western** 

King's Lynn

Tel: 01553 669300 OP D PD SI YA AD

**Newcross Healthcare Solutions Ltd (Norwich)** 

Norwich

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

**Nightingale Homecare Norfolk** 

Norwich

**OP PD MH YA** Tel: 01508 500176

**Norfolk Swift Response** 

Norwich

**OP D PD SI YA AD** Tel: 01603 729100

**Norvic Healthcare Anglia** 

Norwich

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

**Nouveau Care** 

Norwich

**OP D PD SI YA** Tel: 07903 380633

**NR Care Head Office** 

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

**Oak Lodge Business Centre** 

Norwich

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

Old Maltings, The

Swaffham

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

**Patina's Homecare Services** 

**Great Yarmouth** 

**OP D PD YA** Tel: 01493 657658

**PCT Care Services Ltd Head Office** 

Wymondham

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

Phoenix Homecare (Norfolk) Ltd

Swaffham

**OP D PD LDA MH SI YA** Tel: 01760 720335

**Premier Homecare** 

Thetford

Tel: 01842 824415 OP D PD MH YA

**Prestbury Care Providers** 

King's Lynn

OP D PD LDA MH SI YA Tel: 01553 615600

**Prestige Nursing** 

**Norwich** 

Norwich

OP D PD LDA MH SI YA AD Tel: 01603 666643

**Progress House** 

Gorleston-on-Sea

Tel: 01493 656266 OP D PD YA

**Progress Pathways Domiciliary Care** 

Thetford

Tel: 01760 441905 **LDA MHYA** 

**Pure Heart Homecare Ltd** 

Wisbech

OP D PD LDA MH SI YA Tel: 01945 773861

throughout Norfolk and further afield for Live In Care. Being local and independent important thing: the people who need us.



users as individuals, building a bespoke care plan tailored to their unique needs and providing continuity of care wherever possible.

Services we offer:

• Home Care "Pop in visits" • Respite care for family carers • Live in Care • Discharge from hospital • Waking night service

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

# Purely Care

Providing care for you in your own home



# Care Home or your Home?

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

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

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

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

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



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

# We specialise with the following client groups:

- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with dementia

- People living with MS or other debilitating illnesses
- People with Dementia
- People living with Parkinson's
- Teminally ill people

Tel: 01603 407707 www.purelycare.co.uk

**Purely Care** 

Norwich Advert page 42

Tel: 01603 407707 **OP D PD LDA MH SI YA**  **Support Me at Home** 

North Walsham

Tel: 01692 531241 OP D PD MH SI YA

**Red House Residential Home** 

Thetford

Tel: 01842 753122 OP D **Swanton Community Support** 

Norwich

Tel: 01603 285205 **OP PD LDA MH YA** 

Riseup Healthcare Ltd

**Besthorpe** 

**OP PD SI YA** Tel: 01953 797130

**Taylor Care Norfolk** 

Fakenham

Tel: 01328 863611 OP D PD MH SI YA

Rookery, The

Norwich

**OP LDA** Tel: 01692 650707

**Total Care Norfolk** 

Downham Market

Tel: 07516 425166 **OPYA** 

S & M Healthcare

Watton

Tel: 01953 665880 OP D PD LDA MH SI YA AD **Trust Care Agency** 

Norwich **OP D PD LDA MH YA** Tel: 01603 617770

**Saxon House** 

Norwich

OP D PD MH SI Tel: 01508 528971

**Ur Choice Care Ltd** 

Norwich

Tel: 01603 628397 **OP** 

**Simply Homecare** 

Dereham

OP D PD YA Tel: 01362 289167

Voyage (DCA) Norfolk

Dereham

OP D PD LDA MH SI YA Tel: 07793 616726

**Smart Homecare** 

(Aylsham) Norwich

Tel: 01603 278287 **OP D PD SI**  **Wensum Way** 

Fakenham

PD LDA SI YA Tel: 01328 863440

**South Norfolk Carers Ltd** 

Norwich

Tel: 01508 558218 OP D PD SI YA **Westminster Homecare Ltd** 

(Norwich)

Norwich

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

**Squirrels** 

Aylsham

Tel: 01263 734938 PD LDA MH SI **Whitstone House** 

Dereham

**LDAYA** Tel: 01362 698762

**Sunrise Healthcare Ltd** 

Diss

**OP PD LDA MH SI YA AD** Tel: 01379 641250

**Your Care and Support** 

Your Life (Norwich)

Norfolk

Norwich

Norwich

OP D MH SI YA Tel: 07584 906053

**Support at Home Service in Great Yarmouth** 

and Waveney

**Great Yarmouth** 

OP YA Tel: 07595 279311 Tel: 01202 362303 OP D PD SI

Service OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

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

## Day services and day centres

Day services and day centres are available in various locations, ranging from care homes and care homes with nursing, to different community venues across Norfolk. These services help people live as independently as possible and can provide valuable support and a break for carers who are looking after someone. They provide a wide range of different opportunities and activities. Some of the services provide specialist care and support, for example for people with dementia or learning disabilities.

If you fund your own care or are not eligible for support from us, you can access many of these services directly.

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

There is also information about day centres and groups on the Norfolk Community Directory – organisations on the Norfolk Community Directory

are not necessarily accredited by us: www.norfolk.gov.uk/directory

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

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

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

# Day services listings

#### **EAST**

Avery Lodge 93 Southtown Road, Great Yarmouth NR31 OJX Tel: **01493 652566** 

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

Tel: **01493 722552** 

Centre '81

Tarworks Road, Great Yarmouth NR30 1QR

Tel: 01493 852573

Clarence Lodge 49/50 Clarence Road, Gorleston NR31 6DR Tel: **01493 662486**  Coach House, The Yarmouth Road, Hemsby NR29 4NJ

Tel: 01493 730265

Ealing House 86 Repps Road, Martham NR29 4QZ

Tel: **01493 740227** 

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

Tel: **01493 332079** 

Georgina House

45 North Quay, Great Yarmouth NR30 1JE

Tel: **01493 853633** 

Great Yarmouth & Waveney Mind Befriending 28-31 Dene Side, Great Yarmouth NR30 3AX

Tel: 01493 842129

Great Yarmouth Community Hub (inc Rosewood)

Independence Matters

Suffolk Road, Great Yarmouth NR31 OLJ

Tel: **01493 650504** 

Headway Norfolk & Waveney – Great Yarmouth

Trafalgar Road, Gorleston, Great Yarmouth NR31 6NX

Tel: **01493 442994** 

Huggle Farm

Highfield Farm, Heath Road, Rolesby NR29 5HJ

Tel: 07850 915830

**Icenicare** 

8-12 Queens Road, Great Yarmouth NR30 3HT

Tel: **01493 718684** 

Ivydene

1 Station Road, Ormesby St Margaret NR29 3PO

Tel: **01493 731320** 

Lawns Community Hub, The

- Independence Matters

Caister Road, Great Yarmouth NR30 4DQ

Tel: **01493 859589** 

**Lowestoft Community Hub** 

Rotterdam Road, Lowestoft, Suffolk NR32 2EZ

Tel: **01502 512937** 

**Marine Court** 

25 North Drive, Great Yarmouth NR30 4EW

Tel: **01493 859859** 

Martham Lodge

34 The Green, Martham NR29 4PA

Tel: 01493 748740

Oliver Court Ltd

Bath Hill Terrace, Great Yarmouth NR30 2LF

Tel: 01493 332552

Personal Assistant Service East

Independence Matters

Great Yarmouth Community Hub (inc Rosewood),

Suffolk Road, Great Yarmouth NR31 OLJ

Tel: 01493 650504

Royal Avenue

81-83 Royal Avenue, Lowestoft, Suffolk NR32 4HJ

Tel: **01502 572057** 

Salisbury, The

20 Marine Crescent, Great Yarmouth NR30 4ET

Tel: 01493 843414

**SOLD** 

36 Harvest Road, South Lowestoft Industrial Estate,

Lowestoft, Suffolk NR33 7NJ

Tel: **01502 512617** 

#### **NORTH**

About with Friends

Unit 22, Holt Road NR27 9JW

Tel: **01263 515230** 

Acle and District Voluntary Aid

Methodist Church Hall, Acle NR13 3RA

Tel: **01603 270240** 

**Allcare Community Support** 

8 Louden Road, Cromer NR27 9EF

Tel: **01263 478188** 

Andrew Frederick Adult Support

Heath Farm, Norwich Road, Little Plumstead,

Norwich NR13 5JG

Tel: 01603 722756

Argyll Support

Strand House, 43 Church Street, Cromer NR27 9HH

Tel: 01263 515118

Ashfields House

31 Salhouse Road, Rackheath NR13 6PD

Tel: **01603 294535** 

**Aylsham Care Trust** 

St Michael's Avenue, Aylsham NR11 6YA

Tel: 01263 733385

**Aylsham Manor** 

Norwich Road, Aylsham NR11 6BN

Tel: **01263 733253** 

**Barrington Farm** 

Walcott NR12 OPF

Tel: 01692 650707

**Benjamin Court Community Hub** 

- Independence Matters

Roughton Road, Cromer NR27 OEU

Tel: **01263 510134** 

→ Brackendale House

1/3 St Peters Road, Sheringham NR26 8QY

Tel: **01263 824995** 

Brian Clarke Room

Mallard Close, Chedgrave NR14 6JB

Tel: **01502 678197** 

**Broadacres Residential Home** 

Hall Road, Barton Turf, Norwich NR12 8AR

Tel: **01692 630939** 

**Broadlands Park** 

The Green, Upton NR13 6AZ

Tel: **01493 751521** 

**Brook Lodge** 

Walcott Road, Bacton NR12 OHB

Tel: **01692 650383** 

**Burlingham House** 

Dell Corner Lane, Burlingham NR13 4EQ

Tel: **01603 270600** 

**Camphill Communities** 

Thornage Hall, Thornage, Holt NR25 7QH

Tel: 01263 860305

**Community Hub** 

Cromer Road, Sheringham NR26 8RY

Tel: 01603 410377

**Cranmer House Community Hub** 

Independence Matters

Norwich Road, Fakenham NR21 8HR

Tel: **01328 851376** 

Dalmeny House

2 The Boulevard, Sheringham NR26 8LH

Tel: **01263 822355** 

**Dormie House** 

16 Cliff Road, Sheringham NR26 8BJ

Tel: **01263 823353** 

**Drayton Wood** 

Drayton High Road, Hellesdon NR8 6BL

Tel: **01603 409451** 

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

North Walsham NR28 ONB

Tel: **01692 403865** 

Faldonside Lodge

25 Cliff Avenue, Cromer NR27 OAN

Tel: 01263 512838

Field View

Hayes Lane, Fakenham NR21 9EP

Tel: **01328 856037** 

First Focus

18 Cattlemarket Street, Fakenham NR21 9AW

Tel: **01328 855083** 

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

Tel: **01328 856089** 

Glaven District Caring Committee
The Glaven Centre, Thistleton Court,

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

Glendon House

2 Carr Lane, Overstrand NR27 OPS

Tel: **01263 578173** 

Halsey House

31 Norwich Road, Cromer NR27 OBA

Tel: **01263 512178** 

Heath End Farm (SHES)

Dyes Road, Blofield Heath, Norwich NR13 4DH

Tel: **01603 722270** 

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

Tel: **01328 711333** 

**Hickling House** 

Town Street, Hickling NR12 OAY

Tel: **01692 598372** 

Holly Cottage (Social Club)

32 The Street, Hindolveston NR20 5BU

Tel: **01263 862552** 

Holt Community Hub – Independence Matters

Charles Road, Holt NR25 6DA

Tel: **01263 712451** 

Joseph House

1 Church Road, Reedham NR13 3TZ

Tel: **01493 700580** 

Kettlestone House

Kettlestone, Fakenham NR21 OJA

Tel: **07976 233777** 

**Kevlin House** 

66-68 Norwich Road, North Walsham NR28 ODX

Tel: 01692 402355

Kingsgate

25/29 North Street, Sheringham NR26 8LW

Tel: 01263 823114

**LAMS Day Group** 

Southrepps Village Hall, Southrepps NR11 8NW

Tel: **01263 579453** or **07951 928583** 

Long Stratton Day Centre

Community Centre, Depwade Court,

Long Stratton NR15 2XY

Tel: 01508 530129

Mead Lodge

Crown Road, Buxton NR10 5EH

Tel: **01603 279261** 

Mill House

15 Mill Road, Great Ryburgh NR21 OED

Tel: 01328 829323

New Boundaries (Horticulture) Ltd

Haveringland Road, Felthorpe NR10 4BZ

Tel: 01603 754715

North Walsham Friday Club, Griffon Area Partnership

St Benets Hall, St Nicholas Church,

North Walsham NR28 9BT

Tel: **01692 407509** 

Old Rectory, The

Norwich Road, Acle NR13 3BX

Tel: **01493 751322** 

Pathways Day Opportunities & Specialist

**Outreach Service** 

Elizabeth Lane, Coltishall,

**Buxton NR10 5LQ** 

Tel: 01603 279938

**Sheringham Day Centre** 

35b Cremer Street,

Sheringham NR26 8DZ

Tel: **01263 821188** 

Shiels Court

4 Braydeston Avenue, Brundall NR13 5JX

Tel: 01603 712029

Shipbourne House

6 Vicarage Road, Cromer NR27 9DQ

Tel: **01263 514370** 

Swallows, The

40 Station Road. Salhouse NR13 6NY

Tel: **01603 721643** 

**Taverham & District Day Centre** 

Scout HQ, Sandy Lane, Taverham NR8 6JR

Tel: **01603 865839** 

Voyager Club, Griffon Area Partnership

St Nicholas Room, St Nicholas Church,

North Walsham NR28 9BT

Tel: 01692 407509

Walsham Grange

81 Bacton Road, North Walsham NR28 ODN

Tel: 01692 405818

Wensum Centre

Highfield Lawn, Field Lane, Fakenham NR21 9QR

Tel: 07851 754536

Whitehaven

5 St Joseph's Road, Sheringham NR26 8JA

Tel: 01263 822706

Woodstock

The Green, Gressenhall NR20 4DT

Tel: **01362 80861** 

**Worstead Day Care Centre** 

The Loke Meeting Hill, North Walsham NR28 9LR

Tel: 01692 408979

Your Choice Social Centre

2 Cornish Way, North Walsham NR28 OAW

Tel: **01692 218121** 

#### **NORWICH**

Asperger East Anglia

The Charing Cross Centre,

17-19 St John Maddermarket, Norwich NR2 1DN

Tel: **01603 620500** 

→ Assist Trust20 Colegate,Norwich NR3 1BQ

Tel: 01603 230200

Availl (Norwich)

The Union Building, 51-59 Rose Lane,

Norwich NR1 1BY

Tel: 07825 182064

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

Bowthorpe Community Trust

St Michaels Workshop, Hall Road, Bowthorpe,

Norwich NR5 9AA Tel: **01603 746106** 

**BUILD** 

Church House, Church Alley, Redwell Street,

Norwich NR2 4SN Tel: **01603 618029** 



City Personal Assistant Service

- Independence Matters

120 Ipswich Road, Norwich NR4 6QS

Tel: **01603 410377** 

**Community Action Norwich** 

New Hope Christian Centre, 2 Martineau Lane,

Norwich NR1 2HX

Tel: **01603 617771** 

**Grays Fair Court** 

266 Dereham Road, Norwich NR5 OSN

Tel: 01603 594747

Hamlet Centre, The

The Hamlet Centre, Ella Road, Norwich NR1 4BP

Tel: 01603 616094

Headway Norfolk & Waveney – Norwich

Methodist Church, Roseberry Road, Norwich NR3 3AB

Tel: **01603 788114** 

Ipswich Road Community Hub & Harford Hill

- Independence Matters

120 Ipswich Road, Norwich NR4 6QS

Tel: 01603 458643

Klair House

236 Wroxham Road, Sprowston NR7 8BE

Tel: 01603 417617

Limes, The - Hellesdon

16a Drayton Wood Road, Hellesdon NR6 5BY

Tel: **01603 427424** 

**Lingwood Care Farm** 

Dairy Farm, Station Road, Lingwood NR13 4AZ

Tel: 01603 716535

Marion Road Day Centre

Marion Road, Norwich NR1 4BN

Tel: **01603 667944** 

**NANSA** 

200 Bowthorpe Road, Norwich NR2 3TZ

Tel: **01603 627662** 

North Personal Assistant Service

- Independence Matters

Sprowston Community Hub, Alsake Close,

Norwich NR7 8ET

Tel: **01603 410377** 

Norwich Mind

50 Sale Road, Norwich NR7 9TP

Tel: **01603 432457** 

Old Vicarage, The

85 Silver Road, Norwich NR3 4TF

Tel: **01603 767578** 

**Point House** 

2 Sprowston Road, Norwich NR3 4QN

Tel: 01603 427249

Reachout (Kemps Place)

89 Rackham Road, Norwich NR3 3JQ

Tel: 01603 301090

**Redlands House** 

134 Reepham Road, Hellesdon NR6 5PD

Tel: **01603 427337** 

Rethink

Suite 204, Sackville Place, 44-48 Magdalen Street,

Norwich NR1 3JU Tel: **01603 768356** 

Shalom

147 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA Tel: **01603 432050** 

**Special Needs Enterprises** 

52 Magdalen Road, Norwich NR3 4AQ

Tel: 01603 419996

**Sprowston Community Hub** 

- Independence Matters

Aslake Close, Sprowston, Norwich NR7 8ET

Tel: 01603 410377

**Sprowston Day Centre** 

St Cuthberts Church Centre, Wroxham Road,

Sprowston NR7 8TZ Tel: **01603 419682** 

Thalia Theatre Company

St Saviours Church, Magdalen Street,

Norwich NR3 1AA

Tel: 01603 630805

Trust Day Care Ltd

Unit 3B Rouen House, Norwich NR1 1RB

Tel: **01603 672836** 

**Twin Oaks** 

Hudson Way, Chapel Break, Bowthorpe NR5 9JN

Tel: 01603 743195

Vauxhall Community Hub – Independence Matters

Johnson Place, Norwich NR2 2SA

Tel: **01603 729805** 

Vauxhall Older People's Services

The Sussex Room, Vauxhall Community Hub,

Johnson Place, Norwich NR2 2SA

Tel: 07767 648265

Warren, The

157a Wroxham Road, Sprowston NR7 8AF

Tel: 01603 294648

#### **SOUTH**

All Hallows Healthcare Trust

The Day Treatment and Therapy Centre,

Station Road,

Ditchingham NR35 2QL

Tel: 01986 891999

Amber Care (East Anglia) Ltd

Amber Lodge, Crown House,

Crown Street.

West Lowestoft NR32 1SG

Tel: 01502 588189

Appleseed Social Enterprise Ltd

Suton Lane,

Wymondham NR18 9JG

Tel: 07881 952416

**Attleborough Community Hub** 

- Independence Matters

Station Road,

Attleborough NR17 2AT

Tel: 01953 450840

Attleborough Day Centre

St Mary's Community Hall, Church Street,

Attleborough NR17 2AH

Tel: 01953 454613

**Autism Anglia** 

Unit 24-27 Bertie Ward Way, Rashes Green,

Dereham NR19 1TE

Tel: **01362 654477** 

→ Beyond The Wall

Thornham Field Centre Trust, Thornham Walled Garden, Thornham Magna IP23 8HA

Tel: **01379 788700** 

Bilney Hall

East Bilney, Dereham NR20 4AL

Tel: 01362 860246

Brambles Therapeutic Care Farm School Road, Bedingham, Woodton, Near Bungay NR35 2DB

Tel: **01508 482245** 

**Branch Out** 

The Cottage, Blacksmith Green, Wetheringsett IP14 5PY

Tel: **01728 860702** 

Brandon Day Centre (Empanda) Warren Close, Brandon IP27 OEE

Tel: **01842 819777** 

**Briston Day Centre** 

Sheltered Housing Complex, 22 All Saints Close,

Briston NR24 2LA Tel: **01263 862408** 

**Bungay House** 

8 Yarmouth Road, Broome NR35 2PE

Tel: **01986 895270** 

Clinks Care Farm Ltd

Clinks Farm, Church Road, Toft Monks NR34 0ET

Tel: 01502 679134

Community Workshop Ltd

Unit 7, Ailwin Road, Bury St Edmunds IP32 7DS

Tel: 01284 702937 or 07920 211209

Dereham Community Hub – Independence Matters

Rashes Green, Dereham NR19 1JG

Tel: **01362 654654** 

**Dereham Meeting Point** 

Jubilee Suite, St Withburga Lane, Dereham NR19 1ED

Tel: **01362 698866** 

**Dorrington House (Dereham)** 

28 Quebec Road, Dereham NR19 2DR

Tel: **01362 693070** 

**Dorrington House (Watton)** 

73 Norwich Road, Watton IP25 6DH

Tel: **01953 883882** 

**Eckling Grange** 

Norwich Road, Dereham NR20 3BE

Tel: **01362 692520** 

Edith Cavell Day Centre

Lakenham Hewett Rugby Club, Main Road,

Swardeston NR14 8DU

Tel: 01508 578826

Genesis – Orwell Mencap

6 Wright Road, Ipswich IP3 9JG

Tel: **01473 723888** 

Gressenhall Farm & Workhouse

Gressenhall, Dereham NR20 4DR

Tel: **01362 869251** 

Hassingham House

Hardingham Road, Hingham NR9 4LY

Tel: **01953 851890** 

Headway – West Suffolk

St George's House, Olding Road,

Bury St Edmunds, Suffolk IP33 3TA

Tel: **01284 702535** 

Heywoods Grange

Burston Road, Diss IP22 5SY

Tel: **01379 652265** 

**High Oaks** 

Rectory Road, Gissing IP22 3UU

Tel: **01379 674456** 

Hill Barn Care Home

Church Lane, Sparham NR9 5AQ

Tel: **01362 688702** 

Independent Lives (Norfolk) Ltd

Units 1, 4 and 6, Lodge Farm Barns,

Bawburgh NR9 3LZ

Tel: **01603 744025** 

JDT Music Academy

20 Charles Wood Road,

Rashes Industrial Estate.

Dereham NR19 1SX

Tel: **01362 694817** 

Laburnum Grove Community Hub

- Independence Matters

Laburnum Grove, Thetford IP24 3HS

Tel: **01842 763669** 

**Lancaster House** 

2 Portal Avenue, Watton IP25 6HP

Tel: **01953 883501** 

Lincoln House

Woodgate Lane, Swanton Morley NR20 4LT

Tel: **01362 637598** 

Melton House

47 Melton Road, Wymondham NR18 ODB

Tel: **01953 606645** 

Mid Suffolk Axis

Settles House, Kerrison Thorndon,

Eye IP23 7JG

Tel: 01379 678703

Oak Manor

Scarning NR19 2PG

Tel: 01362 694978

Onward Enterprises (Harleston)

18a Carver Way, Industrial Estate,

Harleston IP20 9EA

Tel: 01379 854234

**Onwards Enteprises (Thetford)** 

1 Telford Way, Thetford IP24 1HU

Tel: **01842 766055** 

**Ouebec Hall** 

Quebec Road, Dereham NR19 2QY

Tel: 01362 692504

Red House

Kilverstone Road, Thetford IP24 2RF

Tel: **01842 753122** 

Sense East (Aldeby Resource Centre)

Unit 18, Aldeby Business Park, Common Road,

Aldeby, Beccles NR34 OBL

Tel: 01502 679916

Sense East (Dereham Resource Centre)

32 Bertie Ward Way, 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: 0300 790 0508

St Leonards Court

Mundford IP26 5HG

Tel: 01842 878225

**Street Forge Workshops** 

The Street, Thornham Magna IP23 8HB

Tel: **01379 678543** 

Sunrise Healthcare Ltd

DC3, Diss Christian Community Church,

Vinces Road, Diss IP22 4HG

Tel: 01379 641250

Sunset Barn Care Farm

125 Undley Hall, Lakenheath IP27 9BY

Tel: 01842 860376

**Waveney Enterprises** 

13 Small Gate, Beccles NR34 9AB

Tel: **01502 716065** 

Wymondham Day Care Centre

The Methodist Church Town Green,

Wymondham NR18 OPW

Tel: 01953 604306

#### **WEST**

Ashville House

Fairfield Road,

Downham Market PE38 9ET

Tel: 01366 383428

**Aspires** 

Chapel Farm, Downham Road,

Fincham PE33 9HF

Tel: **01366 347721** 

Branching Out

27 Grange Lane, Littleport CB6 1HW

Tel: **01353 863221** 

→ Close, The

53 Lynn Road, Snettisham PE31 7PT

Tel: **01485 540041** 

Crossroads Community Hub

– Independence Matters
Grimston Road, South Wootton,
King's Lynn PE30 3HU

Tel: 01553 614908 or 01553 614947

Crown Rest Home

Station Road, Little Dunham PE32 2DJ

Tel: **01760 722039** 

Darwin Nurseries 5 Quy Waters, Newmarket Road, Teversham CB1 5AT

Tel: **01223 293911** 

Delph House

Wisbech Road, Wisbech PE14 9RQ

Tel: **01354 610300** 

**Diamond House** 

Bennett Street. Downham Market PE38 9EE

Tel: **01366 385100** 

Dove Court Care Home

Kirkgate Street, Wisbech PE13 3QU

Tel: **01945 474746** 

Downham Grange

Clackclose Road, Downham Market PE33 9PA

Tel: **01366 387054** 

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

Tel: **07766 007191** 

**Engage Norfolk Ltd** 

47a Bergen Way, North Lynn Industrial Estate,

King's Lynn PE30 2JG

Tel: 01553 768299

Forward Day Centre

St Margarets, School House, Millfleet,

King's Lynn PE30 5EG

Tel: 01553 776910

Gables, The

22 Post Office Road, Dersingham PE13 6HS

Tel: **01485 540528** 

Gorselands

25 Sandringham Road, Hunstanton PE36 5DP

Tel: **01485 532580** 

Headway & Waveney – King's Lynn South Lynn, Community Centre, 10 St Michael's Road, King's Lynn PE30 5HE

Tel: **07798 702515** 

Hickathrift House

217 Smeeth Road, Marshland St James PE14 8JB

Tel: **01945 430636** 

Holmwood House

40 Whitecross Road, Swaffham PE37 7QT

Tel: **01760 724404** 

Iceni House

Jack Boddy Way, Swaffham PE37 7HJ

Tel: **01760 720330** 

Involve

1b Tower Place, King's Lynn PE30 5DF

Tel: **01553 769850** 

John Chapman Day Centre The Old Maltings, Cley Road,

Swaffham PE37 7JW

Tel: **01760 721398** 

King's Lynn Hub Services – Independence Matters Crossroads Community Hub, Grimston Road, South Wootton, King's Lynn PE30 3HU

Tel: **01553 672753** 

Mallards, The, One Six One

Wootton Road, King's Lynn PE30 4DW

Tel: 01553 676004

Meadow House

Norwich Road, Swaffham PE37 8DD

Tel: **01760 725146** 

Merle Boddy Centre

Fakenham Road, Swaffham PE37 7JE

Tel: **01760 724527** 

**National Autistic Society** 

Diamond Business Centre, Attley Way,

Nene Park, Irthlingborough,

Northamptonshire NN9 5GF

Tel: **01933 653200** 

New Beginnings (Wisbech) Ltd Unit 3, Evergreen Venture Park, Barton Road, Wisbech PE13 4TP

Tel: **01945 411807** 

Opportunities Without Limits Sawston Village College, New Road, Sawston CB22 3BP

Tel: **01223 835329** 

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

Tel: **01553 810053** 

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

Prospectus Trust, The Snakehall Farm, Swaffham Road, Reach CB25 OHZ

Tel: **01638 741551** 

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

Rosebank Centre Harecroft Road, Wisbech PE13 1RL

Tel: **01945 588731** 

Rowan Humberstone 38-40 Humberstone Road, Cambridge CB2 4BP

Tel: 01223 566027

Silverdale Day Centre Jubilee Community Centre, Howdale, Downham Market PE38 9AH

Tel: 01366 383337

Tennyson Lodge 3 Gordon Avenue, March PE15 8AJ

Tel: **01354 750202** 

Terrington Lodge 2 Lynn Road, Terrington St Clement PE34 4JX

Tel: 01553 829605

Victoria Lodge 18 Larksfield, Wisbech PE13 2UW

Tel: **01354 750335** 

Volunteering Matters 33a Lynn Road, Downham Market PE38 9NJ

Tel: **01366 385839** 

West Norfolk Befriending Service 12 Thoresby College, Queens Road, King's Lynn PE30 1HX

Tel: 01553 763500

West Norfolk Mind (Downham Market Service) St Edmunds Church, Church Road, Downham Market PE38 9LF

Tel: **01553 772952** 

West Norfolk Mind (Heacham Service) 4 Poplar Avenue, Heacham PE31 7EA

Tel: **01485 572707** 

West Norfolk Mind (King's Lynn Service) Saunders Yard, King's Lynn PE30 1PH

Tel: **01553 772952** 

William Day Centre – Independence Matters Magdalen Road, Tilney St Lawrence, King's Lynn PE34 4RF

Tel: **01945 880161** 

Winchley Home Rectory Lane, West Winch PE33 ONR

Wyndham House Manor Road, North Wootton PE30 3PZ

Tel: **01553 631386** 

Tel: 01553 841582



# Carers

# What do we mean by 'carers'?

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

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

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

You may want to think about:

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

## **Support for carers**

#### **Carers Matter Norfolk**

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

The services include:

- Carers Matter Advice Line information, advice and listening support.
- Community Support face-to-face support.
- Education and Training self-care etc.
- Counselling emotional support.
- Carers Voice and Membership get involved in Carers Matter Norfolk or other services.
- The POD online community for carers providing access to peer support, and access to health professionals at specific times.
- Grants for Carer Peer Support Groups supporting community enterprises that provide carer support.

Tel: 0800 083 1148 (freephone)

Text only: **07537 417850** 

Email: info@carersmatternorfolk.org.uk
Web: www.carersmatternorfolk.org.uk
Facebook: @CarersMatterNorfolk

Twitter: @CarersMatterNfk
Instagram: carersmatternorfolk

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

#### Other resources

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

- 'About Me' eLearning Course an online course to help you find resources, technology and support to help you continue caring.
- 'Jointly' Care co-ordination app a central place to store and share important information about the person you are caring for. Set up

appointments, allocate tasks, save files and notes, manage medication and lots more.

- Carers UK Guides free publications for carers, including: Upfront guide to caring; Looking after someone – Carers Rights Guide; and Being heard: A self-advocacy guide for carers.
- Links to local resources access links to further resources and sources of information and support for people who are looking after a loved one.

#### Visit: www.carersdigital.org

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

Further information is available at:

www.norfolk.gov.uk/care-support-and-health/looking-after-someone/carers-uk-norfolk

# Resource for those supporting children with additional needs

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

#### Visit: www.myfamilyourneeds.co.uk

A list of useful contacts can be found on page 9 of this Guide.



#### Carers' assessments

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

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

- Personal dignity (including treating someone with respect).
- Physical and mental health and emotional wellbeing.
- Protection from abuse and neglect.
- Control by the individual over day-to-day life (including over care and support).
- Participation in work, education, training or recreation.
- Social and economic wellbeing.
- Domestic, family and personal relationships.
- Suitability of living accommodation.

• The individual's contribution to society.

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

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

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

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

- Whether you want to continue being a carer and, if you are prepared to continue, what changes would make your life easier.
- Whether there is any risk that you will not be able to continue caring without support.

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

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

We will assess your support needs with you and decide if they are at the level where you are eligible for help from us. To be eligible for support, you

need to be unable to do one or more things that have, or are likely to have, a significant impact on your wellbeing.

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

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

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

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

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

# Young carers, young adult carers and families

Young carers are children and young people up to the age of 18 whose lives are affected by caring. They might be caring for a parent, sibling, other family member or friend who has a long-term physical or mental illness or disability, learning disability or they might misuse alcohol and/or drugs. The care the child or young person provides is relied on by the cared for person, or others in the family, for their safety or wellbeing.

Norfolk County Council has a legal duty to ensure children and young people are protected from inappropriate and excessive caring. Young carers are children and young people first. Caring for others should not be harmful to a child or young person's health, education, wellbeing or overall development.

Young adult carers are aged from 16 up to 24.

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

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

Norfolk County Council provides an information and support service to young carers, their parents and family members through Carers Matter Norfolk. If you are a carer of any age needing support, or

you think your child, relative or friend might be a young carer or young adult carer in need of support, contact:

**Carers Matter Norfolk** 

Web: www.carersmatternorfolk.org.uk
Tel: 0800 083 1148 • Text: 07537 417850

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



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

**Breckland** 

Tel: 01362 654515

**Broadland** 

Tel: **01603 217612** 

**Great Yarmouth** Tel: **01493 448188** 

North Norfolk Tel: **01603 217612** 

**Norwich** 

Tel: 01603 224101

South

Tel: 01508 533933

West Norfolk and King's Lynn

Tel: **01553 669276** 

# Housing choices

# **Housing options**

The main routes to finding a new home are:

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

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

#### Renting from a private landlord

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

If you rent a property either from a private landlord or from a social housing provider, you may be

eligible for Housing Benefit and/or Council Tax Benefit towards the cost of the rent/Council Tax. Contact your local district council (listed on page 58) for more details on how to claim.

#### **Buying your own home**

This could include part buying/part renting options ('shared ownership') offered by some social housing providers. Visit: **www.helptobuy.org.uk** for information about the Government's Help to Buy options.

#### **Accessible homes**

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

Contact the housing team at your local district council (listed on page 58) for advice and information about your property requirements.

#### **→** Support options

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

#### **Homelessness**

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

#### **District councils in Norfolk**

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

# Borough Council of King's Lynn & West Norfolk

Tel: **01553 616675** 

Email: housingoptions@west-norfolk.gov.uk

Web: www.west-norfolk.gov.uk

#### **Breckland District Council**

Housing advice

Tel: **01362 656870** (option 4)

Email: contactus@breckland.gov.uk

Web: www.breckland.gov.uk

#### **Broadland District Council**

Tel: **01603 430641** 

Email: housing.options@broadland.gov.uk

Web: www.broadland.gov.uk

#### **Great Yarmouth Borough Council**

Housing advice • Tel: 01493 846140

Email: housingoptions@great-yarmouth.gov.uk

Web: www.great-yarmouth.gov.uk

#### **North Norfolk District Council**

Housing advice • Tel: **01263 516375**Email: **housing@north-norfolk.gov.uk**Web: **www.north-norfolk.gov.uk** 

#### **Norwich City Council**

Tel: **0344 980 3333 •** Online enquiry form:

www.norwich.gov.uk/contactus Web: www.norwich.gov.uk

#### South Norfolk Council

Housing Options team • Tel: 01508 533751

Housing advice: 0808 168 2222

Email: housingadvice@s-norfolk.gov.uk

Web: www.south-norfolk.gov.uk

# **Sheltered housing**

Sheltered housing is specially designed to assist (mostly) older people whose current home is no longer suitable for their needs and wellbeing, for example they may not be able to manage the stairs or may feel safer and less isolated with more people close by to offer support and company.

Sheltered accommodation can be self-contained flats or bungalows and could include a 24-hour alarm system. Sheltered housing also offers low-level support that enables people to remain as independent as possible.

As well as individual flats or bungalows, the schemes also provide communal areas that are used

for activities and promote community involvement. There are over 6,000 sheltered housing properties to rent throughout Norfolk.

For more information, contact your local district council (see above) or visit:

www.norfolk.gov.uk/localcouncils



# **Housing with Care**

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

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

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

There is always a member of care staff on duty 24-hours a day to provide care and support when

required. Every tenant has a support plan, which is written with their involvement and, if they wish, their family's. The support plan explains the help and support they need.

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

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

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

# Housing and support for younger adults

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

#### Help to stay in your current home

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

- A wide range of equipment to make it easier to get around and use your home safely and independently. See page 23.
- Handyperson schemes and Home Improvement Agencies to help you make changes at home.
   The services may give advice, support to apply for grants, and help with the process of adapting, repairing or improving your home. See page 28 for more information.
- A range of support, care and personal assistance to support you in your own home.

#### Moving into supported living

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

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

# Care and support

# What happens if I think I need care and support?

If you contact us to ask for help and support, you will first discuss your circumstances with one of our specialist advisers. They will be able to:

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

If you are a carer, we can put you in touch with carers' support services that can help or work with you to plan your support.

If the adviser thinks you might need support or services from us, you will need to have a care and support assessment.

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

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

statutory agencies, voluntary organisations or community groups.

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

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

If you have eligible needs, we will discuss what help might be available and work with you to develop your care and support plan. This will be based on the information you gave us during your assessment. Your care and support plan will set out how you can get the right level of care and support so that you can do the things that are important to you. We will try to do this through the support of your friends and family or services in your local community wherever possible and will give you advice about other kinds of support available locally that can help you, such as community groups and voluntary organisations.

If we conclude that we should provide you with a service, you may have to pay something towards the cost. To find out how much you might need to pay, we may ask you to complete a financial assessment and you would then need to disclose details about your savings, assets and income. If you don't wish to disclose this information to us, you will be charged the full cost of the service we provide to you.

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

#### Your choices

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

You can choose to arrange one or more services yourself. In this instance, we will arrange to pay our contribution to you, or an agent acting on your behalf. This means your Personal Budget (see page 76) will be paid to you in the form of a Direct Payment to meet the needs we have identified in your care and support plan (see page 60). This will enable you to have more control over the care that you receive, and how and when you receive it. We won't do this if you are assessed as not being eligible for council funding.

Adult Social Services can arrange (on your behalf) for one or more services to be provided to you, via your Personal Budget (see page 76). This means that we will make all the arrangements with one or more organisations to meet the needs we have identified in your care and support plan. If you are assessed as not being eligible for council funding, you can ask us to arrange services for you, but we may charge you an administration fee.

We have a Brokerage team that helps us to find

suitable organisations to meet your needs. The team will send you a copy of your care and support plan with details of the organisations we have arranged to support you.

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

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

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

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

# **Advocacy**

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

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

POhWER also provides the Independent Social Care Advocacy service for people deemed to

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

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

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

# Inspection and registration of care services

The Care Quality Commission (CQC) monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings to help people choose care.

Following an inspection, each care home and home care agency is given a report and rating of how it rates against national essential standards of quality and safety. Each service's report and rating can be seen on the CQC website:

#### www.cqc.org.uk

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced, and all ask the same five questions of all the services they inspect:

#### Are they safe?

Safe: you are protected from abuse and avoidable harm.

#### Are they effective?

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

#### Are they caring?

Caring: staff involve and treat you with compassion, kindness, dignity and respect.

#### Are they responsive to people's needs?

Responsive: services are organised so that they meet your needs.

#### Are they well-led?

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

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

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



# **The Harwood Care and Support Charter**



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

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

The Charter sets out principles for how care providers should work to ensure people are at the centre of their care. Being part of the Charter demonstrates to people using services that an

organisation or individual is committed to ensuring people who receive care and support services in Norfolk have the high-quality services that they want.

#### What are the principles?

Those signing up to the Charter are committed to:

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

- Making sure staff are properly trained and policechecked.
- Reporting back to commissioners where things work well or could be developed to better meet needs.

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

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

# Norfolk Independent Care (NIC)



The voice of independent care providers, NIC represents and advocates for independent and

voluntary providers who deliver services across social care. All care providers in Norfolk are members and receive the benefits of membership.

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

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

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

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

#### It takes pride in:

- Delivering strategic solutions to key challenges for care providers.
- Working with key partners to deliver the practical support care providers need to remain sustainable and deliver the services required by the people of Norfolk.
- Developing collaborative partnership and establishing relationships built on trust.
- Supporting the development of a clear commissioning process that works for Norfolk.

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

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

- Association Representing Mental Health Care.
- · Community Action Norfolk.
- Norfolk and Suffolk Care Support Ltd.
- Norfolk County Council.
- Norfolk Community Health & Care NHS Trust.
- · Norfolk Continuing Care Partnership.
- Norfolk Independent Care.
- Norfolk Older People's Strategic Partnership.
- Voluntary Norfolk.

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

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

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

Tel: 01603 712250

Email: enquiries@norfolkindependentcare.com

Web: www.norfolkindependentcare.com

Progress House, Plantation Park,

Blofield,

Norwich NR13 4PL

# Leaving hospital

#### First steps

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

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

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

It may take some time for your care, equipment or adaptation of your home to be arranged. It

is not possible for you remain in hospital until these services have been arranged, so you may have to move to alternative accommodation on a temporary basis.

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

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

# **Benjamin Court Reablement Unit**

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

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

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

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

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



#### **British Red Cross**

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

The service can ease the process of settling back in to a normal routine and support people to regain their confidence and independence. Friendly, well-trained staff and volunteers provide companionship; help with everyday tasks, such as

shopping and collecting prescriptions; signposting to long-term services for new or changing support needs; and welfare monitoring calls or visits.

#### **Queen Elizabeth Hospital**

Tel: 01553 613613 (ext 2721).

#### **James Paget Hospital**

Tel: 01493 452080

#### **Norfolk and Norwich University Hospital**

Tel: **01603 288320** 

# Moving from an acute hospital to a community hospital

When leaving an acute hospital – such as Queen Elizabeth, James Paget or Norfolk and Norwich University Hospitals – you may need a period of rehabilitation in a community hospital or NHS-funded nursing home bed. In this case, you will be given the first available bed in an appropriate unit,

although this will not necessarily be closest to your home.

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

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

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

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

We will make sure that, at the right stage:

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

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

For more information on care homes, see page 67.



## NHS Continuing Healthcare (CHC)

NHS Continuing Healthcare (CHC) is ongoing care arranged and funded solely by the NHS where the individual has been assessed as having a 'primary health need' as set out in the 2018 National Framework for Continuing Healthcare and Funded Nursing Care.

This guidance sets out the principles and processes for deciding whether someone is eligible for CHC.

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

If CHC funding is agreed, care can be delivered in a person's own home or any care setting.

# **NHS-funded Nursing Care (FNC)**

If your health deteriorates to such an extent that you need to enter a nursing home, it should be checked to see if you need to be assessed for CHC. As part of this process, your nursing needs should also be assessed as you may be eligible for NHS-funded nursing care. This is a set amount of money

from the government each week which is paid to the nursing home to contribute to the costs of providing nursing care. It is important to note that Norfolk County Council cannot legally financially support you in a nursing home unless you receive NHS-funded nursing care.

#### Information and advice

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

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

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

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

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

Email: information@norfolk.gov.uk

Tel: 0344 800 8020





# Care homes

# Types of care home

#### Care homes (personal care only)

If you are finding it increasingly difficult to manage at home or in the community and need greater security and care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

#### Care homes with nursing

If you think you have health needs which can only be met by a nurse, then you may need nursing care in a home. You will need to be visited by a worker from the social work team or a registered nurse to determine what care you will need. This visit might be in your own home, or in hospital if you've been ill or in a care home. You will be fully involved in planning your care needs.

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

Depending on the level of nursing care the NHS agrees to fund, the amount you are assessed to pay towards your care may not reduce as the result of any payment by Health. It is important that you get your nursing determination done before you go into the care home.

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

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

#### Care homes that accept pets

Some care homes allow you to take your pet with you when you move. The Cinnamon Trust has a Pet Friendly Care Home Register which lists care homes and retirement properties that are happy to accept residents with pets.

Care homes and care homes with nursing that accept pets are marked in the listings section of this Guide with ...

# Out of county care options

Did you know you can choose a care home or supported living accommodation outside your home county? You may want to be closer to friends or family or you may want to relocate to another part of the country.

If your care home place is council-funded, your home county local authority is still responsible for your care fees subject to your financial assessment, even if you choose a care home in another region.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer

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



# CARE

for a place to call home?

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

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

0808 223 5356

www.caringhomes.org/norfolk





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







Home 1	(amas) amas			
Home 2	<u>£</u>			
Home 3				
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 <b>www.carechoices.co.uk/checklists</b>				
Staff	Personal preferences			
What is the minimum number of staff that are available at any time?	Is the home too hot/cold? Can you control the heating in your room?			
Are staff respectful, friendly and polite?	Is the décor to your tastes?			
Do staff have formal training?	Are there restricted visiting hours?			
Are the staff engaging with residents?	Is there somewhere you can go to be alone?			
Activities	Does the home feel welcoming?			
Can you get involved in activities you enjoy?	Catering			
Is there an activities co-ordinator?	Can the home cater for any dietary			
Does the home organise any outings?	requirements you may have?			
Are residents escorted to appointments?	Does the menu change regularly?			
Do the residents seem entertained?	Can you eat when you like, even at night?			
Does the home have a varied	Can you have food in your room?			
activities schedule?	Is there a choice of food at mealtimes?			
Life in the home	Is alcohol available/allowed if you want it?			
Is the home adapted to suit your needs?	Can visitors join you for meals?			
Can you bring your own furniture?				
Are there enough plug sockets in the rooms?	Fees			
Are there restrictions on going out?	Do your fees cover all of the services and activities?			
Is there public transport nearby?	Are fees likely to change regularly?			
Does the home provide any transport?	Is the notice period for cancellation of			
Can you make/receive calls privately?	the contract reasonable?			
Can you decide when to get up and	Could you have a trial period?			
go to bed?	Can you keep your room if you go into hospital?			
Does the home allow pets?	Can you handle your own money?			
Does the home use Digital Care Planning accessible to families?	*See page 62.			

# Specialist care

## Learning disability

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

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

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

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

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

We work to make sure that:

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

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

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

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

www.norfolklearningdisability.info

For useful local contacts, see page 9.





#### Dementia care

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

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

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

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

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

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

needs and can advise or assist you in organising services.

A range of services is available to support people at home. For more information, contact **Norfolk County Council**:

Email: information@norfolk.gov.uk

Tel: **0344 800 8020** 

Web: www.norfolk.gov.uk/stayathome

#### **Dementia care: care homes**

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

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

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

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

The useful contacts section of this Guide can be found on page 9.



Home 1			uality rating*
Home 2		£ £	
Home 3			
	the care homes	g care homes so that you can make not checklist on page 69. You can downloa	
Design		Health	
Are there clear signs throughout the home?		Can residents get help with eating and drinking?	
Has the home been designed or adapted for people with dementia?		How often does the home review residents' medication?	
Are the home and grounds secure? Are there prompts outside the residents' rooms to help people identif their own?	y	Does the home offer help if a resident needs assistance taking medication?  Do GPs visit the home regularly?	
Is the décor familiar to your loved one?		Staff	
<b>Choices</b> Do residents get choice in terms of		Are staff trained to identify when a resident might be unwell?	
what they wear each day?  Are residents encouraged to be independent?		Are staff trained to spot when someoneeds to go to the toilet?  Do the staff have any dementia specifications are staffed to specifications.	
Can residents decide what to do each day? Can residents have a say in the décor of their room?		training/experience? Will your loved one have a member of staff specifically responsible for their care?	
Activities		Approach to care	
Are residents able to join in with household tasks like folding washing?		Does the home follow a specific approach to dementia therapy, for example, validation therapy?	
Are there activities on each day?		Will the home keep you informed	
Can residents walk around outside on their own?		about changes to your loved one's ca Does the home have a specific	re?
Are residents sitting in front of the TV or are they active and engaged?		approach to end of life care?	
Are there rummage boxes around?		Does the home keep up to date with best practice in dementia care?	
*C			

<sup>\*</sup>See page 62.

#### Mental health

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

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

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

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

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

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

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

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

#### **Preventing Suicide**



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

support, or are looking for help yourself, you can find information at: www.norfolk.gov.uk/iamokay

There is a range of information including a 'safety plan diary' and 'keeping safe guide', which are based on the advice and experiences of survivors of suicide and their families. The website offers practical help for individuals and professionals as well as friends and relatives, for example how to recognise the signs that somebody may be at risk of taking their own life as well as some useful prompts to encourage individuals to open up and talk about their feelings.

#### Help for you

There are lots of people, support services and ideas out there to help. If you are struggling, it may feel hard for you now, but it won't always feel this way. This overwhelming feeling might pass. Consider what you could do to take your mind off things and thinking of the things that are good in your life – the things you enjoy doing, the people in your life that make you feel good.

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

#### Try talking to someone

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

#### Campaign Against Living Miserably (CALM)

Aims to prevent male suicide.

Tel: 0800 585 858

#### Childline

Tel: **0800 1111** 



#### **→ PAPYRUS**

Tel: 0800 068 4141

#### MIND

Tel: 0300 123 3393

**Samaritans** Tel: 116123

#### Help for young people considering suicide.

### Wellbeing

**The Silver Line** 

Helpline for older people.

Tel: 0800 470 8090

In Norfolk and Waveney, a partnership between MIND, NSFT and Relate. • Tel: **0300 123 1503** 

If you have an emergency, call 999.

#### Palliative and end of life care

#### What is palliative and end of life care?

The World Health Organisation's definition is:

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

#### Palliative care:

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

or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.

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

#### General(ist) palliative care

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

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

#### Specialist palliative care

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

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

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

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

#### **Defining end of life care**

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

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

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

Identifying patients who may be in the last year of life allows for planning on how to support patients and those important to them. One tool used to identify these patients is the Gold Standards

Framework 'surprise' question "Would you be surprised if this patient died within the next 12 months?"

#### Information about local services

The Heron website has links to information on local support services for people with palliative care needs in Norfolk and Waveney. Visit: **www.heron.nhs.uk** and search for 'end of life' or 'palliative care services'.

#### **Macmillan Cancer Care**

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

#### **Marie Curie**

Marie Curie nurses provide care to terminally ill patients in their own homes or in Marie Curie hospices, while offering support to their families.

Tel: **0800 090 2309** 

Web: www.mariecurie.org.uk

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

### **Sensory impairments**

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

The main services are:

- Assessments carried out in sign language.
- Equipment and access needs for deaf and hard of hearing people.
- Rehabilitation and learning new skills for visually impaired people.
- Assessment and provision for people with dual sensory loss.

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

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

#### Technical support and environmental aids

The Sensory Support Unit provides assessments for people where their hearing is causing barriers to communication and daily living needs. It may be able to provide some short-term support or advise you about voluntary organisations that can support you to meet any identified needs.

You may be provided with environmental aids to remove or minimise the difficulties.

#### → Rehabilitation for visually-impaired people

Rehabilitation is an early intervention for which you should not need an assessment of eligibility. It is a form of reablement for people who have a visual impairment to help them live independently.

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

#### **Dual sensory loss**

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

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

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

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

Email: information@norfolk.gov.uk

Tel: **0344 800 8020** Minicom: **0344 800 8011** Text: **07767 647670** 

Web: www.norfolk.gov.uk/adultcare

# Paying for care

### **Your Personal Budget**

If you have eligible care and support needs (see page 60), we will discuss with you what help might be available and work with you to put together a care and support plan, tailored to your needs.

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

This is your Personal Budget.

There is no obligation for you to manage your Personal Budget yourself, and you have choice over how care and support is arranged. You can ask us to arrange services on your behalf, or you could request a Direct Payment, or a mixture of both.

We will be able to explain what this means for you personally.

### **Direct Payments**

A person can choose to take some, or all, of their Personal Budget as a Direct Payment. A Direct Payment is a cash payment paid into a dedicated bank account that can be used to pay for their care and support.



Direct Payments can be made to:

- People aged 16 or over who have eligible care and support needs.
- People with parental responsibility for disabled children.

Carers aged 16 or over may have a Direct Payment for a specific carers' service following a carer's assessment, even if the person they care for declines an assessment or service. The aim of a Direct Payment is to give more flexibility in how services are provided. People have greater choice and control over their lives and can make their own decisions about how their care and support needs are met. Following an assessment, or reassessment, you can choose whether to have services arranged by the council or to have a Direct Payment.

#### What am I allowed to spend the money on?

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

You cannot use this money for anything that is illegal, anything that could bring the council into disrepute, anything that could be provided by a health professional or to pay for your day-to-day living expenses (e.g. food or rent).

#### What else do I need to know?

Norfolk County Council will open a dedicated bank account for your Direct Payment to be paid into. You will have the option to manage the bank account yourself and pay for the care you receive from this account or have the account managed by the Direct Payment Client Service Team who will make payments from the account on your behalf.

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

If you would like to know more about the support available, please contact the Direct Payment Client Service Team on: **01603 223392** or email:

#### DPCST@norfolk.gov.uk

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

#### What happens if my circumstances change?

We will re-assess your care and support needs annually. This will provide you with a regular check on how well your arrangements are meeting your needs. If your needs change you can ask us to reassess them.

### What will you have to pay for your care?

If you are eligible for care and support, you may have to pay something towards this cost. To find out how much you might need to pay, we will carry out a financial assessment and you will need to disclose details about your savings, assets and income to enable us to calculate the amount you have to pay.

# Do you have more than £23,250 in capital and savings?

- If you move into long-term residential care, or supported living or Housing with Care, the value of your home will be included in the assessment of your capital unless one of the following still lives there:
  - Your partner (that is, your husband, wife, or civil partner or someone you live with as if they were your husband, wife or civil partner).

- A relative who is over 60 or disabled.
- A child under 16 who you or a former partner are responsible for.
- 2. The value of any land or property that you own but do not live in may also be included as capital in your financial assessment.
- 3. If you are receiving care in your own home or attending day services then your home will not be included as capital in the financial assessment, however, the value of any land or property that you own but do not live in may be included.

# If you don't have more than £23,250 in capital and savings

Norfolk County Council will pay towards the cost of meeting your eligible care and support needs.

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

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

Your choice of care home will be limited to those that accept the County Council's funding level. If you want to choose a more expensive home, you will have to arrange for a third party – such as a family member or charity – to 'top-up' the difference. Please refer to the section 'Third party payments for care home fees' on page 81.

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

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

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

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

### Whatever your circumstances

Remember:

- It is just your own financial circumstances that are assessed, not your partner's.
- Your assessment will be made up of two elements: a care and support assessment and a financial one.
- A care home with nursing will generally be more expensive than a care home providing only personal care.

#### Consider claiming:

- Income Support (if you are currently receiving Severe Disablement Allowance (SDA) and/or Incapacity Benefit or Carers Allowance). Income Support is an income-related benefit for some people who are on a low income. You will not be awarded Income Support if your capital is above £16,000. Claim by telephoning: 0800 055 6688.
- Employment and Support Allowance (ESA). ESA
  is a benefit for people who are unable to work
  due to illness or disability. ESA has two types:
  Income Related ESA and Contribution Based ESA.
  Income Related ESA is means-tested and cannot
  be awarded if your capital is above £16,000.
  Contribution Based ESA is based on your national
  insurance contributions. Claim by telephoning:
  0800 055 6688.
- Universal Credit (UC) (if you live in an area that has introduced payment of this benefit). UC is a single monthly payment for people in or out of work. You will not be awarded UC if you have capital over £16,000. Claims can only be made online at: www.gov.uk/ If you need support applying online call: 0800 328 5644.
- Pension Guarantee Credit. Pension Guarantee
   Credit is an income-related benefit with no upper
   capital limit, although £1 will be reduced from
   any entitlement for every £500, or part of, you
   have above £10,000. You can claim by calling:
   0800 99 1234.
- Savings Credit. Savings Credit is payable if you were 65 before 06 April 2016. It is paid if you have a certain amount of capital and/or income. It is assessed when you claim Pension Guarantee Credit.



#### Definitely claim:

- Attendance Allowance (AA), worth either £58.70 or £87.65 a week depending on your care and support needs. AA is claimed when 65 or over. AA should stop after 28 days in residential/nursing care or hospital. You can continue to get AA as long as your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP) (Daily Living)\*, worth either £58.70 a week or £87.65.
   This is paid if you are aged over 16 and under 65. PIP (Daily Living) stops after 28 days in residential/nursing care or hospital. It will continue to be paid in residential/nursing care if your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP)
   (Mobility)\*, worth either £23.20 or £61.20, if you are aged under 65 and regardless of your level of capital. Please note this allowance is completely disregarded in your financial assessment. Mobility will stop after 28 days in hospital.

\*Personal Independence Payment (Daily Living and Mobility) replaces Disability Living Allowance (Care and Mobility) and is paid to new claimants only.

For people receiving Disability Living Allowance (DLA) aged between 16 and 64 on 8th April 2013, an invitation to claim PIP instead of DLA will be issued if:

- You report a change in your care or mobility needs.
- A child on DLA is turning 16 (unless they are classed as terminally ill).
- An existing DLA award is due to end.

It is important to remember that there is no automatic transfer to PIP, it must be claimed.

DLA claimants can choose to claim PIP if they believe that they may receive a higher award under PIP rules. Please note, however, that if an award is made at a lower rate, a claimant cannot choose to have their DLA instead. Claimants should seek independent advice before choosing to claim PIP instead of DLA.

When you are selected for transfer, you will be contacted and told that you must make a claim for PIP or your benefit will stop. You will have 28 days from the date on the notification letter in which to make your initial claim by telephone, and a further 28 days to complete your paper claim form and return it to the Department for Work and Pensions.

#### Moving into a nursing home?

You may be eligible for NHS Funded Nursing Care (FNC) Contribution, of £158.16 a week, depending on your assessed care and support needs.

A registered nurse assessor employed by Norfolk's Clinical Commissioning Groups (CCGs) will determine whether your care and support needs include registered nursing. If so, a contribution towards the cost of your care and support will be made to your care home provider by Norfolk County Council on behalf of the CCGs.

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

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

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



#### → Always seek advice

If you are paying the full cost of your care and have savings, you should seek independent financial advice to maximise any investment returns.

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

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

Some of the figures mentioned here may change in April 2019. Check with us after this date for up-to-date information.

### Advice if you are paying for your own care

# Paying the full cost of care yourself – being a 'self-funder'

If you know that you will need to pay the full cost of your care, either in your own home or in a care home, and will arrange this yourself, you do not need to be assessed by the council. You can still contact us at any point for advice and guidance, or to request a care and support assessment if you would like one.

Anyone funding their own non-residential care can request that the council arranges this for them.

Norfolk County Council charges an arrangement fee for this.

If you are moving into residential care and you are funding your own care, you may be entitled to some of the following financial assistance and support.

#### Twelve-week property disregard

This applies if your:

- Former home is included in your financial assessment.
- Other capital is less than £23,250.
- Income is not enough to meet your care home fees.

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

#### **Deferred Payment Agreements**

A Deferred Payment Agreement is an arrangement with Norfolk County Council that will enable you

to use the value of your home to help pay care home costs. If you are eligible, we will help to pay your care home bills on your behalf. You can delay repaying us until you choose to sell your home, or until after your death.

Please refer to the booklet 'Thinking about Residential and Nursing Home Care Money Matters'. A copy is available from:

#### www.norfolk.gov.uk/moneymatters

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold, a review will take place to determine whether it is appropriate for you to make private arrangements to pay the home direct. If this is the case, you will be advised of the date you should start to pay the home from.

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

Deferred Payments are now also offered to some people moving into supported living or Housing with Care as long as they meet the eligibility criteria outlined above.

Norfolk County Council charges interest on the amount being deferred. This is compound interest and is applied on a four-weekly basis.

Norfolk County Council also charges an administration charge for Deferred Payment Agreements. This charge includes a set-up fee and any costs incurred during and at the end of the

Deferred Payment Agreement, including any costs associated with revaluing the property, the cost of providing statements and any charges incurred in removing the legal charge from the property.

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

#### **Attendance Allowance**

This is a non-means-tested, non-taxable benefit from the DWP. It's paid at the lower rate of £58.70 a week if you need care by day or night, and at the higher rate of £87.65 a week if you need care during the day and night. Everyone who needs care over the age of 65 can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to claim Attendance Allowance.

#### **NHS Nursing Care Contribution**

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled, following an assessment, to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently a standard weekly amount of £158.16 and is paid directly to the home.

#### Third party payments for care home fees

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

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

The general rule is that you cannot use your own money to fund a third party payment. However, in certain circumstances you may make a third party payment from your own funds. These are:

- When you are eligible for the twelve-week property disregard (see page 80), or
- Where Norfolk County Council has agreed to a Deferred Payment until your home is sold.

If you top-up your care home fees, after the first 12 weeks of permanent care you can also defer payment of the top-up fees until your home is sold.

We recommend that you seek independent financial and legal advice if you are considering these options. If you need further advice about how a top-up to your care home fees might be arranged, please discuss this with your care manager.

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

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



#### → Running out of money while in care

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

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

Understanding your rights before moving into care is essential. There are several financial products and specialist companies which may be able to help. It is

important to seek advice about the various options you may have before committing yourself.

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

Please note that if Norfolk County Council is funding your care, you must not sign a contract with the home.



#### Independent financial advice

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

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

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

For more information, please see:

Web: www.moneyadviceservice.org.uk
Web: www.societyoflaterlifeadvisers.co.uk

Web: www.norfolk.gov.uk

# **Essential information**

### How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and power of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Power of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once

registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications,

particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved.

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



# Is someone you love going into care?

Whether you have an elderly relative moving into a care home or needing home care, there is a lot to deal with. Cozens–Hardy is a long standing firm of solicitors based in Norwich and we are here to help you.

There are three areas we advise that you consider immediately:



#### Lasting Power of Attorney

Moving someone you love into a care home or arranging for their home care can be challenging. If a Lasting Power of Attorney ('LPA') is already in place, this will help matters considerably.



#### Selling their home

Quite often when a person goes into care their home needs to be sold. Our highly experienced and compassionate residential property team works closely with all the estate agents in the area, helping you to find the most appropriate agent to market the property.





#### Make or review their Will

This is a key time to ensure that any existing Will is up to date and reflects the person's wishes as well as their current circumstances. If there is no Will in place, it is important to have one drawn up as soon as possible and before capacity is lost.

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

Cozens-Hardy LLP, Castle Chambers, Opie Street, Norwich NR1 3DP. www.cozens-hardy.com











BUSINESS

Norwich - 01603 724637

www.cozens-hardy.com

Cozens-Hardy LLP

### Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether it is a compliment or a complaint. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under the essential standards of quality and safety to have a simple and easy to use complaints procedure that they will be happy to give you.

If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

You should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact the **Care Quality Commission**, see page 62 for contact details.

If Norfolk County Council has arranged and funded your care, another option is to complain to your social worker/care manager or the complaints officer.

Email:

compliments and complaints @norfolk.gov.uk

Tel: **0344 800 8014** 

Web: www.norfolk.gov.uk/complaints

Visit: County Hall, Martineau Lane,

Norwich NR1 2DH

Write to: Compliments and Complaints Manager,

FREEPOST IH 2076, Norwich NR1 2BR

If the NHS has funded your care, contact: Customer Services Department, Lakeside 400, Old Chapel Way, Norwich NR7 OWG

Tel: **01603 595857** 

Email: NELCSU.AngliaComplaints@nhs.net

### Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Guide, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and

rating (see page 62), indicating the quality of care provided.

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

www.carechoices.co.uk/publication/norfolk



# Care home listings

#### East Norfolk care homes

**Amber House** 

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

Tel: 01493 603513 **OP LDA YA** 

83 Station Road North, Belton,

**Cygnet House** 

Great Yarmouth NR31 9NW

Tel: 01493 781664

LDA MH SI YA

**Amethyst Lodge** 

Station Road North, Belton, Great Yarmouth NR31 9NW

Tel: 01493 581070

LDA MH YA

OP

OP D

**Diana Lodge** 

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

Tel: 01493 718684

**OP PD LDA YA** 

**Avery Lodge Residential Home** 

93 Southtown Road, Great Yarmouth NR31 OJX

Tel: 01493 652566

**Ealing House Residential Care Home** 

86 Repps Road, Martham, Great Yarmouth NR29 4QZ

Tel: 01493 740227

OP D PD MH

**Broadland House Residential Care Home** 

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

Tel: 01692 670632

Elms Residential Care Home, The

34 Elmgrove Road, Gorleston,

Great Yarmouth NR31 7PP

Tel: 01493 657069 OP

**Broadview** 

King Street, Winterton-on-Sea,

**Great Yarmouth NR29 4AT** 

Tel: 01493 393653

Florence House

29-32 St Georges Road,

LDA Great Yarmouth NR30 2JX

**OP MH YA** Tel: 01493 332079

**Burgh House Residential Care Home Ltd** 

High Road, Burgh Castle, Great Yarmouth NR31 9QL

Yarmouth Road, Hemsby, Great Yarmouth NR29 4NI

Tel: 01493 780366

Gables, The

6 Marine Parade, Gorleston,

Great Yarmouth NR31 6DU

Tel: 01493 667839

**Caister Lodge** 

126 Caister Road, Great Yarmouth NR30 4DP

Tel: 01493 718684

Hales Lodge LDA YA

**OP YA** 

Somerton Road, Winterton-on-Sea,

Great Yarmouth NR29 4AW

Tel: 01493 393271

LDA

OP D

**Clarence Lodge** 

Tel: 01493 730181

49-50 Clarence Road, Gorleston.

**Church Farm Residential Care Home** 

Great Yarmouth NR31 6DR

Tel: 01493 662486

OP D

OP D YA

Iceni Lodge

34 Amhurst Gardens, Belton,

Great Yarmouth NR31 9PH

Tel: 01493 718684

**LDA SI YA** 

Coach House SBDP1 Ltd, The

Yarmouth Road, Hemsby, Great Yarmouth NR29 4NJ

Tel: 01493 730265 OP D MH

**Ivydene Residential Home** 1 Station Road, Ormesby St Margaret,

Great Yarmouth NR29 3PU

Tel: 01493 731320

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

## Cromwell House, Norwich Residential Care Home

#### Putting care at the heart of your decision

- · Recently refurbished with a homely feel
- Spacious bedrooms with en suite bathrooms
- · Compassionate, highly-trained staff who care for everyone as an individual
- Hair salon
- Landscaped gardens
- Music therapy and pet therapy
- Activities coordinators and chaplain







Find out more: www.mha.org.uk/cromwellhouse Tel: 01603 625961 oromwellhouse@mha.org.uk







# Search for care in your area

www.carechoices.co.uk



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

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



#### **Joseph House**

1 Church Road, Reedham, Norwich NR13 3TZ

OP D PD LDA SI YA Tel: 01493 700580

#### Lodge, The

Acle New Road, Great Yarmouth NR30 1SE

**OP D YA** Tel: 01493 857300

#### **Lvdia Eva Court**

Peterhouse Avenue, Gorleston, **Great Yarmouth NR31 7PZ** 

OP D Tel: 01493 666300 Advert page 4

#### **Marine Court Residential Home**

25 North Drive, Great Yarmouth NR30 4EW

Tel: 01493 859859 OP D PD SI

#### **Marrams**

7 May Cottages, Back Road, Winterton-on-Sea,

Great Yarmouth NR29 4BG

**OP** Tel: 01493 394132

#### Martham Lodge Residential Care Home

34 The Green, Martham.

Great Yarmouth NR29 4PA

OP D Tel: 01493 748740

#### Mill Lodge

10 Mill Road, Cobholm, Great Yarmouth NR31 0HS Tel: 01493 718684 **LDAYA** 

#### Old Rectory, The

Somerton Road, Winterton-on-Sea,

Great Yarmouth NR29 4AW

LDA Tel: 01493 393576

#### **Oliver Court**

Bath Hill Terrace, Great Yarmouth NR30 2LF

MH YA Tel: 01493 332552

#### **Orchards Residential Care Home, The**

Mill Lane. Bradwell.

**Great Yarmouth NR31 8HS** 

OP D Tel: 01493 652921

#### Park House

6 Alexandra Road, Great Yarmouth NR30 2HW

Tel: 01493 857365 OP YA

#### **Roseland Lodge**

48 Wellesley Road,

**Great Yarmouth NR30 1EX** 

**OP SI** Tel: 01493 302767

#### **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** 

PD LDA MH SI YA Tel: 07403 663550

#### 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

**OP** Tel: 01493 662119

#### Advert inside front cover **Stepping Out**

38 Hawthorn Road, Gorleston NR31 8ES

Tel: 01493 440325 **OP MH YA AD** 

#### Sunnyside

12 Damgate Lane, Martham,

Great Yarmouth NR29 4PZ

Tel: 01937 40692 LDA MH SI YA

#### **Swanrise**

Station Road North, North Belton,

**Great Yarmouth NR31 9NW** 

PD LDA MH SI YA Tel: 01493 781664

#### Vineries, The Advert outside back cover

Winterton Road, Hemsby,

Great Yarmouth NR29 4HH

Tel: 01493 732171 OP D PD YA

#### Windmill Care Home, The

Main Road, Rollesby,

Great Yarmouth NR29 5ER

OP D Tel: 01493 740301

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

#### East Norfolk care homes with nursing

Pet Friendly – see page 67 Advertisers are highlighted

**Claremont Nursing Home** 

20a Yarmouth Road, Caister-on-Sea,

Great Yarmouth NR30 5AA

Tel: 01493 377041

OP D PD

LDA MH YA

OP D PD YA

OP D

LDA

OP D YA

OP D

PD LDA MH SI YA

**Heathers Nursing Home, The** 50 Beccles Road, Bradwell,

Advert outside back cover

Great Yarmouth NR31 8DO

Tel: 01493 652944

OP D PD YA

**Decoy Farm** 

Browston Lane. **Browston NR31 9DP** 

Tel: 01502 730927

Pine Lodge

Advert inside front cover

Repps with Bastwick,

High Road, Great Yarmouth NR29 5JH

Tel: 01692 670123

**OP D PD LDA MH SI YA** 

Eversley Nursing Home

95-96 Northdenes Road. Great Yarmouth NR30 4LW

Tel: 01493 854086

**Ritson Lodge** 

Lowestoft Road, Hopton-on-Sea,

Great Yarmouth NR31 9AH

Tel: 01502 322276 Advert page 7

**Gresham Care Home** 

49 John Road, Gorleston, Great Yarmouth NR31 6LJ

Tel: 01493 661670

**Seahorses Nursing Home** 

8 Park Road, Gorleston, Great Yarmouth NR31 6EJ

Tel: 01493 440481

OP D PD MH

OP D PD YA

#### North Norfolk care homes

**Abbottswood Lodge** 

Church Lane, Swanton Abbott,

Norwich NR10 5DY

Tel: 01692 538455

**Badgers Wood** 

29 School Road, Drayton,

Norwich NR8 6EF Tel: 01603 867247

**OP** 

Ailwyn Hall

Berrys Lane, Honingham,

Norwich NR9 5AY

Tel: 01603 880624

**Boundary House** 

Haveringland Road, Felthorpe,

Norwich NR10 4BZ

Tel: 01603 754715

LDA MH YA

MH YA AD

**Ashfields** 

31 Salhouse Road, Rackheath,

Norwich NR13 6PD

Tel: 01603 294535 Advert page 7

**Brackendale House** 

1-3 St Peter's Road.

Sheringham NR26 8QY

Tel: 01263 824995

Ashwood House – Norwich

Church Corner, Coltishall Road, Buxton,

Norwich NR10 5HB

Tel: 01603 279851

**Broadacres Care Home** 

Hall Road, Barton Turf,

Norwich NR12 8AR

Tel: 01692 630939

**OP PD SI** 

Aylsham Manor, The

5-5a Norwich Road, Aylsham,

Norwich NR11 6BN

Tel: 01263 733253

Broadlands Park Residential Care Home



27 The Green, Upton, Norwich NR13 6BA

Tel: 01493 751521

OP D

Service

88

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

User Bands MH Mental health

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

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

Tel: 01263 823164

**Brooklodge Dalmeny House** Walcott Road, Bacton, Norwich NR12 OHB 2 The Boulevard, Sheringham NR26 8LH OP Tel: 01692 650383 Tel: 01263 822355 MH YA **Brundall Care Home Dormie House Residential Care Home** 16 Cliff Road, Sheringham NR26 8BJ 2-4 Blofield Road, Brundall, Norwich NR13 5NN OP D YA Tel: 01263 823353 **OP** Tel: 01603 714703 **Callum House Dorrington House (Wells)** 234 Wroxham Road, Sprowston, Norwich NR7 8BE Westfield Avenue, Wells-next-the-Sea NR23 1BY LDA MH Tel: 01603 408150 Tel: 01328 710861 OP D Care Management Group – Magnolia Cottage **Drayton Wood** 26 Sydney Road, Spixworth, Norwich NR10 3PG 189 Drayton High Road, Drayton, Norwich NR8 6BL Tel: 01603 897764 LDA Tel: 01603 409451 LDA Care Management Group – New Dawn Dunsland Dog Lane, Horsford, Norwich NR10 3DH 23-25 Paston Road, Mundesley NR11 8BN **LDA YA** Tel: 01603 891533 LDA Tel: 01263 720618 Care Management Group – Tamarisk House **Eastlands Care Home** 26 Holt Road, Horsford, Norwich NR10 3DD Beech Avenue, Taverham, Norwich NR8 6HP Tel: 01603 890737 LDA Tel: 01603 261281 **OP** Casarita **Faldonside Lodge** 270 Fakenham Road, Taverham, 25 Cliff Avenue, Cromer NR27 OAN **OP** Norwich NR8 6AD Tel: 01263 512838 Tel: 01603 866755 D PD LDA SI YA **Felmingham Old Rectory Clarence House Care Home** Aylsham Road, Felmingham, 40 Sea View Road, Mundesley, Norwich NR11 8DJ North Walsham NR28 OLD Tel: 01263 721490 OP PD Tel: 01692 405889 OP D YA Cranleigh **Field View** 21 Vicarage Road, Cromer NR27 9DQ Hayes Lane, Fakenham NR21 9EP Tel: 01263 512478 LDA YA Tel: 01328 856037 **OP Foxhill Cranmer House** Bell Lane, Salhouse, Norwich NR13 6RR Norwich Road, Fakenham NR218HR OP Tel: 01328 862734 Advert page 4 Tel: 01603 721618 PD LDA **Creswick House Furze Hill House** 77-79 Norwich Road, Fakenham NR21 8HH 73 Happisburgh Road, North Walsham NR28 9HD **OP D PD LDA MH SI YA** Tel: 01328 851537 Tel: 01692 502702 OP D Gables, The Crossways 1 The Boulevard, Sheringham NR26 8LH 34 Church Road, Hoveton, Norwich NR12 8UG

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

Tel: 01603 784203

OP

LDA MH YA



# Glendon House

Residential home for the elderly specialising in Dementia care

\* Spacious ground floor and sea view rooms

\* Passenger lift \* Most rooms en-suite

\* Dining room, conservatory, quiet and television lounges \* Holiday and respite care \* Pets by arrangement

\* Full programme of activities with dedicated co-ordinator.

Glendon House, 2 Carr Lane, Overstrand, Cromer NR27 OPS

For a brochure or to arrange a visit please contact the Manager e-mail: ghmgr@fireflyuk.net Tel: 01263 578173 Fax: 01263 579164

# Redlands House

New wing providing additional bedrooms and lounge completed 2018

Specialist Dementia Care Home where residents may live as independently as possible in the knowledge that assistance is always available.

- \* Undergoing extensive refurbishment, providing rooms with ensuite shower facilities, completion Summer 2019
- \* Situated on the northern edge of Norwich
- \* Very close to local amenities
- \* Long and short term residents and respite care welcome
- \* Passenger lift \* Sun Lounge
- \* Full programme of activities with dedicated co-ordinator
- \* Pets by arrangement

#### Redlands House, 134 Reepham Road, Hellesdon, Norwich NR6 5PB

For a brochure or to arrange a visit please contact the Manager e-mail: redlands@fireflyuk.net Tel/Fax: 01603 427337







# Hickling House

We offer quality Dementia care in a cheerful friendly atmosphere.

\* Specialist Dementia care

\* Long and short term residents and respite care welcome

\* Mostly single rooms, all with en-suite facilities

\* Passenger lift \* Pets by arrangement

\* Full programme of activities with dedicated co-ordinator

\* 2 lounges, garden room, sun lounge, summer house, and dining room

Hickling House, Town Street, Hickling, Norfolk NRI2 0AY

For a brochure or to arrange a visit please contact the Manager e-mail: hickling@fireflyuk.net Tel/Fax: 01692 598372

# Norfolk Care Homes

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



**Glendon House** 

2 Carr Lane, Overstrand, Cromer NR27 OPS

Tel: 01263 578173 Advert page 90

OP D

LDA

OP D

MH

**Homestead House** 

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

Tel: 01603 486098

**Honeysuckle Cottage** 

OP D

Glenholme

20-22 Cabbell Road, Cromer NR27 9HX

Tel: 01263 511101

The Street, Sutton, Norwich NR12 9RF **OP LDA** Tel: 01692 581070

**OP PD LDA MH SI YA** 

**Greenacres** 

64 The Street, Felthorpe, Norwich NR10 4DQ

Tel: 01603 754451

Ingham Old Hall Care Home

Sea Palling Road, Ingham, Norwich NR12 OTW

Tel: 01692 580257

OP D

**Grenville Court Care Home** 

Horsbeck Way, Horsford, Norwich NR10 3BB

Tel: 01603 893499

**Kensington Lodge** 

5 Cabbell Road, Cromer NR27 9HU

Tel: 01263 514138

LDA

**Hazeldown Care Home** 

21 High Street, Foulsham, Dereham NR20 5RE

Tel: 01362 683307

**Kevlin House** 

66-68 Norwich Road, North Walsham NR28 ODX

Tel: 01692 402355

**OP D MH YA** 

**Heath Farm House Care Centre** 

Norwich Road, Little Plumstead, Norwich NR13 5JG

Tel: 01603 721521

**OP LDA MH YA** 

D PD LDA MH SI YA

**Keys Hill Park** 

Park Road, Wroxham, Norwich NR12 8SB

Tel: 01603 784203

**Kingsgate Residential Home** 

**OP LDA MH YA** 

**Heathers** 

Pollard Street, Bacton, Norwich NR12 OAG

Tel: 01692 650575

25-29 North Street, Sheringham NR26 8LW

Tel: 01263 823114

**OP** 

**Hellesdon Bungalows** 

27 Sutherland Avenue, Hellesdon,

Norwich NR6 5LN

Tel: 01603 400418 LDA Klair House

236 Wroxham Road, Sprowston, Norwich NR7 8BE

Tel: 01603 417617

LDA MH

Heronlea Residential Home

Mill Lane, Witton, Norwich NR13 5DS

Tel: 01603 713314

**Lambert House** 

36 Notridge Road, Bowthorpe, Norwich NR5 9BE

Tel: 01603 749845

LDA SI YA

**Hickling House** 

Town Street, Hickling, Norwich NR12 OAY

Tel: 01692 598372 Advert page 90

Laurels, The

8a Sir Edward Stracey Road, Rackheath,

Norwich NR13 6PP

Tel: 01603 722767

**Letheringsett Hall** 

**PD LDA** 

**Highfield Residential Care Home** 

3 St Mary's Road, Cromer NR27 9DI

Tel: 01263 511421

OP D

OP D

**OP** 

Holt Road, Holt NR25 7AR

Tel: 01263 713222

**OP** 

**Holly Cottage** 

32 The Street, Hindolveston, Dereham NR20 5BU

**OP LDA MH YA** Tel: 01263 862552

**Lilas House** 

5 Cadogan Road, Cromer NR27 9HT

Tel: 01263 511210

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

#### North Norfolk care homes continued

Pet Friendly – see page 67 Advertisers are highlighted

Limes, The

16a Drayton Wood Road, Hellesdon, Norwich NR6 5BY

OP D Tel: 01603 427424

Lindum

81 Norwich Road, Salhouse, Norwich NR13 6QQ Tel: 01603 722096 PD LDA

Lulus

3 Tasman Drive, Mundesley, Norwich NR118XH

LDA YA Tel: 01263 478588

Lyles House

7 The Street, Hindolveston, Dereham NR20 5AS Tel: 01263 861812

Maltings Care Home, The

103 Norwich Road, Fakenham NR21 8HH

**OP** Tel: 01328 856362

**Manor House** 

18 Yarmouth Road, Blofield, Norwich NR13 4|S

Tel: 01603 713965 OP D

Manor House, The

North Walsham Wood. North Walsham NR28 OLU

Tel: 01692 402252 OP D

**Mary Chapman Court** 

Mary Chapman Close, Dussindale,

Norwich NR7 OUD

**OP** Tel: 01603 701188

Mead Lodge Residential Care

Crown Road, Buxton, Norwich NR10 5EH

OP D Tel: 01603 279261

Meadows, The

Oak Farm House, Acle Road, South Walsham,

Norwich NR13 6DD

PD LDA MH SI YA Tel: 07961 383716

Middleton's Lane

157 Middleton's Lane, Hellesdon NR6 5SF

Tel: 01603 876000 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

**OP D MH YA** Tel: 01263 734516

Munhaven

OP

Munhaven Close, Mundesley, Norwich NR11 8AR Tel: 01263 720451 Advert page 4 OP D

NCC First Support – Benjamin Court

Benjamin Court, Roughton Road, Cromer NR27 0EU Tel: 01263 511856 **OP PD SI YA** 

New Boundaries Group – 2 Lloyd Road

Taverham, Norwich NR8 6LL

LDA Tel: 01603 869469

New Boundaries Group - 329 Fakenham Road

Taverham, Norwich NR8 6LG

Tel: 01603 867046 LDA

New Boundaries Group - 331 Fakenham Road

Taverham, Norwich NR8 6LG

LDA Tel: 01603 868880

Newhaven

19 Emerys Close, Northrepps NR27 ONE

LDA MH SI YA Tel: 01263 576873

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

PD LDA MH YA Tel: 01603 279238

Old Vicarage, The

Norwich Road, Ludham, Great Yarmouth NR29 5QA

Tel: 01692 678346

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

OP D

**Pinetops** 

66 The Street, Felthorpe, Norwich NR10 4DQ

LDA MH YA Tel: 01603 755531

PD Physical disability LDA Learning disability, autism Service OP Older people (65+) D Dementia **User Bands** MH Mental health

Prime Life Ltd – 32 South Street

32 South Street, Sheringham NR26 8LL

Tel: 01263 824040

MH YA AD

**Redlands House** 

134 Reepham Road, Norwich NR6 5PB

Tel: 01603 427337 Advert page 90

OP D

Rookery, The

Walcott, Norwich NR12 OPF

Tel: 01692 650707 **OP LDA** 

**Rose Meadow** 

64 Yarmouth Road, North Walsham,

Norwich NR28 9AU

Tel: 01692 402345 Advert page 4 OP

**Rosedale House** 

9 Howards Hill. Cromer NR27 9BL

Tel: 01263 519654

LDA MH SI

LDA

Salcasa

Coltishall Road, Buxton, Norwich NR10 5HB

D PD LDA MH SI YA Tel: 01603 278268

**Scarborough House** 

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

**OP** Tel: 01328 710309

**Shalimar** 

Beech Avenue, Taverham, Norwich NR8 6HP

Tel: 01603 869713

**Shiels Court Care Home** 

4 Braydeston Avenue, Brundall, Norwich NR13 5JX

Tel: 01603 712029 OP D YA

**Shipbourne House** 

6 Vicarage Road, Cromer NR27 9DQ

OP D MH YA Tel: 01263 514370

Shires, The

Bacton Road, North Walsham NR28 ORA

Tel: 01692 402875 LDA YA

**Shulas** 

9 Cadogan Road, Cromer NR27 9HT

OP D PD LDA MH SI YA Tel: 01263 517195

**Springdale** 

Cucumber Lane, Brundall, Norwich NR13 5QY

Tel: 01603 712194 Advert page 4

**OP** 

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

**St Nicholas Care Home** 

1-3 St Nicholas Place, Sheringham NR26 8LE

Tel: 01263 823764

**OP** 

**Strawberry Field** 

Mill Common Lane, Walcott, Norwich NR12 OPF

Tel: 01692 650707

LDA

**Sunnycroft Care Home** 

113-115 Fakenham Road, Taverham,

Advert outside back cover Norwich NR8 6QB

Tel: 01603 261957

**OP D PD** 

**Sydney House** 

Brumstead Road, Stalham, Norwich NR12 9BJ

Tel: 01692 580520 Advert page 4

**OP** 

**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

**Two School Cottages** 

4 The Street, Taverham, Norwich NR8 6TD

Tel: 01603 262479

LDA

**Vicarage Road** 

13 Vicarage Road, Cromer NR27 9DQ

Tel: 01263 514747

PD LDA MH YA

Warren, The

157a Wroxham Road, Sprowston, Norwich NR7 8AF

Tel: 01603 294648 Advert page 7

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

Pet Friendly – see page 67

**OP LDA YA** 

OP D PD YA

OP D

OP D

OP D

**Wensum Way** 

31 Wensum Way, Fakenham NR21 8NZ

Tel: 01328 863440 **OP PD LDA SI YA** 

**Westbrook House** 

21 Cabbell Road, Cromer NR27 9HY

Tel: 01263 512482 PD LDA MH SI YA

Whitehaven Residential Care Home

5 St Josephs Road, Sheringham NR26 8JA

**OP LDA** Tel: 01263 822706

Willowdene - Thera East Anglia

Market Street, Tunstead NR12 8EL

Tel: 01603 737896 Advert page 70

**Woodspring House** 

43 Bridge Street, Fakenham NR21 9AX

Tel: 01328 863753

Worstead Lodge

106 Cromer Road, North Walsham NR28 ONB

Tel: 01692 403865 LDA YA

North Norfolk care homes with nursing

**Brooklands Nursing & Residential Home** 

Costessey Lane, Drayton, Norwich NR8 6HB

Tel: 0208 879 6550 OP D PD LDA MH SI

Cascade (Charlton House) Ltd

331A Drayton High Road, Norwich NR6 5AA

LDA MH YA Tel: 01603 405051

Dussindale Park

26 Mary Chapman Close, Dussindale,

Norwich NR7 OUD

Tel: 01603 701900 OP

**Elsenham House Nursing Home** 

49-57 Station Road, Cromer NR27 ODX

Tel: 01263 513564 LDA MH YA

Gryphon Place 🦮

36 Wroxham Road, Sprowston, Norwich NR7 8TY

PD Tel: 01603 406351

**Halsev House** 

Norwich Road, Cromer NR27 OBA

OP D Tel: 01263 512178

**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

Mill House, The

Tel: 01603 782194

Mill Road, Horstead, Norwich NR12 7AT

Tel: 01603 737107

**Oak Bungalow** 

1 Cedar Court, Fakenham Road, Taverham,

Norwich NR8 6BW

Tel: 01603 868953 PD YA

**Oak Court** 

321 Fakenham Road, Taverham, Norwich NR8 6LF

Tel: 01603 868953 **PD SI YA** 

Oak Farm

276 Fakenham Road, Taverham,

Norwich NR8 6AD

Tel: 01603 868953 PD YA

**Overbury House Nursing and Residential Home** 

9 Staitheway Road, Wroxham.

Norwich NR12 8TH

Tel: 01603 782985

St David's Nursing Home

52 Common Lane, Sheringham NR26 8PW

**OP PD** Tel: 01263 822671

St Michael's Court

St Michaels Avenue, Aylsham,

Norwich NR11 6YA

**OP PD SI YA** Tel: 01263 734327

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

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

Pet Friendly – see page 67

**Sun Court Nursing Home** 

**Swanton House Care Centre** 

1 Morris Street, Sheringham NR26 8 X

OP PD Tel: 01263 823295

Dereham Road, Swanton Novers NR24 2QT

**OP D PD LDA MH YA** Tel: 01263 860226

**Two Acres Care Home** 

212-216 Fakenham Road, Taverham,

423 Unthank Road, Norwich NR4 7QB

Norwich NR8 60N

OP D Tel: 01603 867600 Advert page 70

**Walsham Grange** 

81 Bacton Road, North Walsham NR28 ODN

Tel: 01692 405818 OP D YA

**Woodland Care Home** 

189 Woodland Road, Hellesdon,

Norwich NR6 5RQ

**OP** Tel: 01603 787821

See page 69 for a list of useful questions to ask

when looking at care homes.

Norwich care homes

**Bay Tree House Cypress Lodge** 

OP D Tel: 01603 503528

**Bishop Herbert House** 

34 Globe Place. Norwich NR2 2SG

Tel: 01603 620710 Advert page 4 **OP PD YA** 

147a Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA

LDA Tel: 01603 409451

**Ellacombe** 

Ella Road, Norwich NR1 4BP

OP D Tel: 01603 613173 Advert page 4

**Broadland View Care Home** 

147 Yarmouth Road, Thorpe St Andrew,

Norwich NR7 OSA

OP D PD LDA Tel: 01603 432050

**Grays Fair Court** 

266 Dereham Road, New Costessey,

Norwich NR5 OSN

**OP** Tel: 01603 594747

**Burlingham House** 

Dell Corner Lane, North Burlingham,

Norwich NR13 4EQ

OP D Tel: 01603 270600

**Harvey Lane** 

9 Harvey Lane, Norwich NR7 0BG

Tel: 01603 304655 LDA YA

Chiswick House

3 Christchurch Road,

Norwich NR2 2AD

Tel: 01603 507111

Heathcote 🦮

19-23 Unthank Road, Norwich NR2 2PA

Tel: 01603 625639

OP **Hebron House** 

10-12 Stanley Avenue, **Corton House** 

City Road, Norwich NR13AP

Norwich NR7 OBE Tel: 01603 439905 **AD** 

**Cromwell House** 

Tel: 01603 620119

Cecil Road, Norwich NR1 2QI

OP Tel: 01603 625961 Advert page 86

**Highwater House** 

104 Westwick Street,

Norwich NR2 4SZ

Tel: 01603 766627 MH AD

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

OP

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

**OP** 

#### Norwich care homes continued

**Mountfield** 

Pet Friendly – see page 67 Advertisers are highlighted

Hillcrest

106 Thorpe Road, Thorpe, Norwich NR1 1RT

Tel: 01603 626073

OP D

PD YA

OP D

Millcroft, Norwich NR3 3LS

Tel: 01603 416201 Advert page 4

OP D

**Kemps Place** 

Rackham Road, Norwich NR3 3JQ

Tel: 01603 301090

Mr & Mrs M Cammack – Woodstock

44 Ketts Oak, Norwich NR9 3DI

MH YA Tel: 01603 812214 LDA

**Laurel Lodge Care Home** 

19 Ipswich Road, Norwich NR2 2LN

Tel: 01603 502371

Old Vicarage, The

85 Silver Road, Norwich NR3 4TF

OP Tel: 01603 767578 **OP LDA MH YA** 

**Livability John Grooms Court** 

215 Sprowston Road, Norwich NR3 4HX

Tel: 01603 429400

**Omnia** 

50 Sale Road, Norwich NR7 9TP

Tel: 01603 432457

MH

**Mayflower Court** 

93 The Meadows, Ladysmock Way,

Norwich NR5 9BF

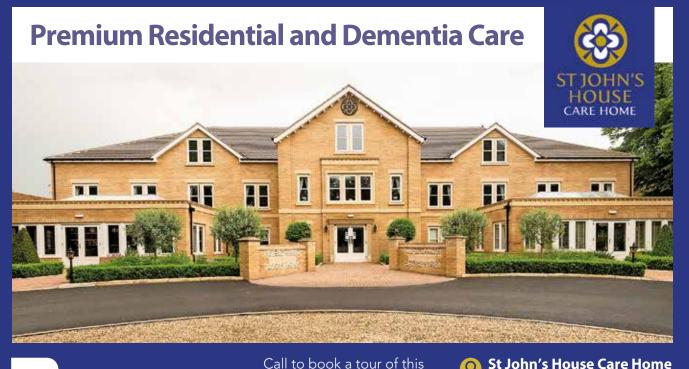
Tel: 01603 594060 Advert page 4

**Point House** 

Sprowston Road, Norwich NR3 4QN

Tel: 01603 427249

LDA





beautiful home or for further enquiries call **01603 299 000** 

St John's House Care Home Heigham Road, Norwich, NR2 3AT

www.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

St John's House

Heigham Road, Norwich NR2 3AT

Tel: 01603 299000 Advert page 96

OP D PD SI

**Thomas Tawell House** 

106 Magpie Road, Norwich NR3 1JH

Tel: 01603 767526

**OP SI** 

Talbots, The

13-15 Constitution Hill, Norwich NR3 4HA

Tel: 01603 789450 **OP LDA 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 0EO

Tel: 01603 405051

LDA MH YA

**Cavell Court** 

140 Dragonfly Lane, Cringleford, Norwich NR4 7SW

Tel: 0333 321 1980

OP D PD MH YA

**Church Green Lodge** 

Aslake Close,

Norwich NR7 8ET Advert inside front cover

Tel: 01603 411855

**OP D PD LDA MH SI YA** 

**Hawthorns Care Home, The** 

270 Unthank Road, Norwich NR2 2AJ

Tel: 01603 452302 OP D PD YA

**Ivy Court** 

Ivy Road, Norwich NR5 8BF

OP D PD YA Tel: 0808 223 5356 Advert page 68

**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

OP D Tel: 01603 858980

**Twin Oaks Nursing Home** 

1 Hudson Way, Chapel Break,

Norwich NR5 9NI

**OP PD** Tel: 01603 743195

**Woodside House** 

Woodside Road,

Norwich NR7 9XI

Tel: 01603 294649 Advert page 7

OP D PD YA

South Norfolk care homes

Pet Friendly – see page 67

**Acorn Park Adult Services** 

Andrews Furlong, Mill Road, Banham,

Norwich NR16 2HU

LDA YA Tel: 01953 888656

**Beauchamp House** 

Proctor Road, Chedgrave, Norwich NR14 6HN

Tel: 01508 520755 Advert page 4

OP D

**Alexander Court** 

Raymond Street, Thetford IP24 2EA

Tel: 01842 753466

OP D

West Harling Road, East Harling,

Norwich NR16 2NP

Beeches, The

Tel: 01953 717584

OP D

**Ashill Lodge Care Home** 

Watton Road, Ashill, Thetford IP25 7AQ

Tel: 01760 440433

**Bilney Hall** 

East Bilney, Dereham NR20 4AL

OP D Tel: 01362 860246 OP D

Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

**User Bands** MH Mental health

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

#### South Norfolk care homes continued

P P

Fet Friendly – see page 67 Advertisers are highlighted

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 Advert inside back cover
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 778250 **Advert below OP** 

**De Lucy House** 

40 Victoria Road, Diss IP22 4HZ

Tel: 01379 671333 OP D PD SI

**Dorrington House (Dereham)** 

28 Ouebec Road, Dereham NR19 2DR

Tel: 01362 693070 OP D

**Dorrington House (Watton)** 

73 Norwich Road, Watton IP25 6DH

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** 

**Fenners Farm House** 

Fersfield Road, Fersfield, Diss IP22 2AW

Tel: 01379 687269 OP D LDA YA

**Harker House** 

Flowerpot Lane, Long Stratton,

Norwich NR15 2TS

Tel: 01508 530777 Advert page 4

Harrisons Yard

5 Harrisons Yard, Diss IP22 4EL

Tel: 01379 640387

**Hazeldown Care Home** 

21 High Street, Foulsham, Dereham NR20 5RE

Tel: 01362 683307 MH

Hethersett Hall 🦮

Hethersett, Norwich NR9 3AP

Tel: 01603 294628 Advert page 7

OP D YA

OP D

LDA

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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

**Heywoods Grange** 

Burston Road, Diss IP22 5SX

LDA Tel: 01379 652265

**High Oaks** 

Rectory Road (Hall Green), Gissing,

Diss IP22 5UU

Tel: 01379 674456 MH YA

Hill Barn

Church Lane, Sparham, Norwich NR9 5PP

**OP** Tel: 01362 688702

**Hill Grove** 

1 Colney Lane, Cringleford, Norwich NR4 7RE

Tel: 01603 504337

Hill House

Station Road, Pulham St Mary, Diss IP21 4QT

Tel: 01379 608209 LDA

Hollies and Hollies Lodge, The

Brick Kiln Lane, Morningthorpe,

Norwich NR15 2LH

**LDA MH YA** Tel: 01508 530540

Kalmia & Mallow

Dereham Road, Watton, Thetford IP25 6HA

Tel: 01953 884597 LDA YA

**Kittens Lane** 

5 Kittens Lane, Loddon,

Norwich NR14 6JU

**OP LDA YA** Tel: 01508 528163

**Lancaster House** 

2 Portal Avenue, Watton.

Thetford IP25 6HP

OP D MH YA Tel: 01953 883501

Laurels Care Home, The

West Carr Road, Attleborough NR17 1AA

**OP D PD MH** Tel: 01953 455427

**Lincoln House Care Home** 

Dereham Road, Swanton Morley,

Dereham NR20 4LT

OP PD Tel: 01362 637598 Advert page 100

**Linden Court** 

Church Walk, Watton IP25 6ET

Tel: 01953 881753 Advert page 4

**Link House** 

Links View, Sandy Lane East, Dereham NR19 2ED

Tel: 01362 696888

LDA YA

OP D

**Livability Norwich Road** 

3 Norwich Road, Long Stratton, Norwich NR15 2PG

Tel: 01508 536059

LDA YA

Lynfield

**OP** 

22 Norwich Road, Ditchingham, Bungay NR35 2JL

Tel: 01986 897196

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 100

OP D

Melton House Care Home

47 Melton Road, Wymondham NR18 ODB

Tel: 01953 606645

OP D PD YA

**Merle Boddy House** 

55 Norwich Road, Dereham NR20 3AX

Tel: 01362 694643

LDA

Moorings, The

Church Road, Earsham, Bungay NR35 2TJ

Tel: 01986 892269

**OP D** 

Mr & Mrs M Cammack - 14 Churchfields

Hethersett, Norwich NR9 3AF

Tel: 01603 812082

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

Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

**User Bands** MH Mental health

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



OP D MH

#### **Oak House**

10a Victoria Road, Diss IP22 4HE

LDA SI YA Tel: 01379 644444

#### Oak Trees (Respite)

26 Norfolk Drive, Attleborough NR17 1QW

**OP LDA YA** Tel: 01953 457774

#### **Oaklands**

Norwich Road, Scole, Diss IP21 4EE

Tel: 01379 740646

### Oaklands - Thera East Anglia

Burgate Lane, Alpington, Norwich NR14 7NP

Tel: 07500 085111 Advert page 70 **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 OP

#### **Ouebec Hall Ltd**

Quebec Road, Dereham NR19 2QY

**OP** Tel: 01362 692504

#### **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 656068 OP D YA

#### Royal Mencap Society – Fryers Walk

53 Castle Street, Thetford IP24 2DL

Tel: 01842 766444 **OP PD LDA MH YA** 

#### **Royal Mencap Society**

#### - Woodlands Residential Home

51a Elm Road, Thetford IP24 3HS

LDA YA Tel: 01842 751241

#### **Roydon Road**

27 Roydon Road, Diss IP22 4LN

Tel: 01379 652673

LDA

### Residential Care | Dementia Care | Respite Care and Short Breaks



### Lincoln House

**SWANTON MORLEY** 

**Lincoln House Care Home** Dereham NR20 4LT

01362 637 598



### **Wyndham** House

KINGS LYNN

Wyndham House **Care Home** Manor Road, North Wootton, King's Lynn,

01553 631 386



### The **Paddocks**

**SWAFFHAM** 

**The Paddocks Care Home** 45 Clev Rd. Norfolk PE37 7NP

01760 722 920



### The **Mayfields**

**The Mayfields Care Home** Swan Lane. Long Stratton,

Norfolk, NR15 2UY 01508 535 500



www.castlemeadowcare.co.uk



#### South Norfolk care homes continued

Pet Friendly – see page 67 Advertisers are highlighted

Sense Holmlea

53a Shipdham Road, Toftwood, Dereham NR19 1JL

LDA SI Tel: 01362 854165

Shipdham Manor 🤭

Chapel Street, Shipdham IP25 7LB

Tel: 01362 820939

**Springfield House** 

89 Norwich Road, Barnham Broom,

Norwich NR9 4BU

LDA YA Tel: 01692 407549

St Edmunds

Surrogate Street, Attleborough NR17 2AW

Tel: 01953 452011 Advert page 4

St Elmos

7 Edenside Drive, Attleborough NR17 2EL LDA MH YA

Tel: 01953 457016

St Leonards Court

6 St Leonards Street, Mundford IP26 5HG

Tel: 01842 878225

OP D

St Mary's Residential Care Home

Market Place, New Buckenham, Norwich NR16 2AN OP D

Tel: 01953 860956

**St Nicholas House** 

Littlefields, Dereham NR19 1BG

Tel: 01362 692581 Advert page 4

**Taylor Road** 

7a Taylor Road, West Earlham, Norwich NR5 8LZ

Tel: 01603 259916 PD LDA SI

**Walnut House** 

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762

12 Westfield Road, Toftwood, Dereham NR19 1JB

Tel: 01362 697828

OP D

OP

OP D

**Westfield House** 

**LDAYA** 

LDA

**Westward Barns** 

Long Street, Great Ellingham,

Attleborough NR17 1AW

Tel: 01953 453763

PD LDA MH YA

**Westward Farm** 

School Lane, Besthorpe, Attleborough NR17 2LH

Tel: 01953 451542

**Whitstone House** 

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762

**LDA YA** 

**LDA YA** 

Willows, The

Muriel Kenny Court, Hethersett NR9 3EZ

Tel: 01603 814915

**LDA** 

Windmill House

Browick Road, Wymondham NR18 OQW

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** 

South Norfolk care homes with nursing

**All Hallows Hospital** 

Station Road, Ditchingham, Bungay NR35 2QL

Tel: 01986 892728 **OP PD SI YA** 

**Austhorpe House Nursing Home** 

Norwich Road, Forncett St Peter,

Norwich NR16 1LG

Tel: 01953 789215

**Brooklyn House Nursing Home** 

Queen's Road, Attleborough NR17 2AG

Tel: 0808 223 5356 Advert page 68

OP D

**Buckingham Lodge Care Home** 

Buckingham Close, Carbrooke, T

hetford IP25 6WL

Tel: 01953 858750

OP D YA

Service

OP Older people (65+) D Dementia

OP

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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www.brandonpark.co.uk | 01842 812400



www.melfordcourt.co.uk | 01787 880545



www.fordplace.co.uk | 01842 755002

**Ford Place Nursing Home** 

Ford Street, Thetford IP24 2EP

Tel: 01842 755002 **Advert page 102 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** 

Dereham Road, Swanton Morley, Dereham NR20 4LT

Tel: 01362 637598 **Advert page 100** 

**Oak Manor Nursing Home** 

Dereham Road, Scarning, Dereham NR19 2PG

Tel: 0808 223 5356 Advert page 68 OP D

**Oakwood House Care Home** 

Old Watton Road, Colney, Norwich NR4 7TP

Tel: 01603 250101 OP D PD

Pastures, The

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

Tel: 01508 486045 **OP PD LDA SI YA** 

**Sanford House Nursing Home** 

Danesfort Drive, Swanton Road,

East Dereham NR19 2SD

Tel: 0808 223 5356 Advert page 68 OP D PD

**Saxlingham Hall Nursing Home** 

The Green, Saxlingham Nethergate,

Norwich NR15 1TH

Tel: 01508 499225 OP

**Sutherlands Nursing Home** 

136 Norwich Road, Wymondham NR18 OSX

Tel: 01953 600900 OP D PD LDA YA

**Thorp House** 

**OP PD** 

Church Road, Griston,

Thetford IP25 6QA

Tel: 01953 881786 **OP D MH** 

**Trees Nursing Home** 

12 Candlers Lane, Harleston IP20 9JA

Tel: 01379 853919 OP PD

**Walcot Hall Nursing Home** 

Walcot Green, Diss IP22 5SR

Tel: 01379 641030 **OP** 

West Norfolk care homes

**Adrian Lodge** 

19 Gaywood Road, King's Lynn PE30 1QT

Tel: 01553 760347 MH

Anchorage, The

78 Wootton Road, Gaywood,

King's Lynn PE30 4BS

Tel: 07772 057000 OP D LDA MH SI YA

Brambles, The

44 Monks Close, Bircham Newton,

King's Lynn PE31 6RD

Tel: 01485 576062 PD LDA SI YA

**Briar House** 

Losinga Road, King's Lynn PE30 2DQ

Tel: 01553 760500 OP D

**Ashville House** 

**Beach View** 

2 Lincoln Square,

Tel: 01485 535328

**Hunstanton PE36 6DL** 

Fairfield Road, Downham Market PE38 9ET

Tel: 01366 383428 OP

**Burman House** 

Mill Road, Terrington St John, Wisbech PE14 7SF

Tel: 01945 880464 **Advert page 4** 

Close, The

53 Lynn Road, Snettisham,

King's Lynn PE31 7PT

Tel: 01485 540041 OP D

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

**OP PD YA** 

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

**OP** 

**Coopers Mill** 

Mill Road, Walpole Highway, Wisbech PE14 7QJ

Tel: 01945 881249 LDA SI YA

**Coralyn House** 

12 Glebe Avenue, Hunstanton PE36 6BS

Tel: 01992 852061 LDA

Crown Rest Home, The

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

Tel: 01760 722039 OP PD SI

**Delph House** 

Wisbech Road, Welney, Wisbech PE14 9RQ

Tel: 01354 610300 OP D PD SI

**Docking House** 

Station Road, Docking, King's Lynn PE31 8LS

Tel: 01485 518243 OP D

**Driftwood House** 

Lynn Road, Hunstanton PE36 5HL

Tel: 01485 532241 OP

**Eastgate House** 

17 Littleport Street, King's Lynn PE30 1PP

Tel: 01553 691054 **OP** YA

Fridhem Rest Home

79 Station Road, Heacham, King's Lynn PE31 7AB

Tel: 01485 571455 **OP D** 

**Gables Residential Home, The** 

22 Post Office Road, Dersingham,

King's Lynn PE31 6HS

Tel: 01485 540528 **OP** YA

**Gorselands Residential Home** 

25 Sandringham Road, Hunstanton PE36 5DP

Tel: 01485 532580 OP D

**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 382205 Advert page 4 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** YA

Mallards, The

161 Wootton Road, King's Lynn PE30 4DW

Tel: 01553 676004 LDA

Mandalay

The Street, Marham PE33 9HP

Tel: 01760 444175 LDA

**Manton House** 

5-7 Tennyson Avenue, King's Lynn PE30 2QG

Tel: 01553 766135 **OP** 

**Merrimore House** 

39 Avenue Road, Hunstanton PE36 5HW

Tel: 01953 880417 PD LDA MH SI

Mill House

Litcham Road, Gayton, King's Lynn PE32 1PQ

Tel: 01553 636654

Nightingale Lodge 🏋

8 Austin Street, Hunstanton PE36 6AL

Tel: 01485 533590 **OP** 

MH

**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 **Advert page 4** 

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

Sheiling, The

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

Tel: 01328 701142

LDA YA

OP D

OP D

**Westfields** 

Westfield Road, Swaffham PE37 7HE

Tel: 01760 721539 Advert page 4

**Somerset Villa** 

19 Austin Street, Hunstanton PE36 6AJ

Tel: 01485 533081

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

Tel: 01553 841582

**Winchley Home** 

**OP** 

**Summerville House** 

Fenway, Heacham, King's Lynn PE31 7BH

Tel: 01485 572127

**Woodlands** 

Grimston Road, South Wootton,

King's Lynn PE30 3HU

Tel: 01553 672076 Advert page 4

OP D

**Terrington Lodge** 

2 Lynn Road, Terrington St Clements,

King's Lynn PE34 4JX

OP D Tel: 01553 829605

Wootton Road, 244

King's Lynn PE30 3BH

Tel: 01553 676004

**LDAYA** 

Victoria Hall

New Road, Shouldham, King's Lynn PE33 ODF

Tel: 01366 347525 **OP D YA**  **Wyndham House Care** 

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

Tel: 01553 631386 Advert page 100

West Norfolk care homes with nursing

Pet Friendly – see page 67

**Amberley Hall Care Home** 

55 Baldock Drive, King's Lynn PE30 3DQ

Tel: 01553 670600 OP D PD 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

**Diamond House** 

Bennett Street, Downham Market PE38 9EI

Tel: 01366 385100 OP D Meadow House Nursing Home 🤭

Norwich Road, Swaffham PE37 8DD

Tel: 01760 725146 **PDYA** 

**Downham Grange** 

Clackclose Road, Downham Market PE38 9PA

OP Tel: 01366 387054

Millbridge Care Home

4 Lynn Road, Heacham,

King's Lynn PE31 7HY

OP D PD SI YA Tel: 01485 570349

Faro Lodge

Galyon Road,

King's Lynn PE30 3YE Advert inside front cover

OP D PD LDA MH SI YA Tel: 01553 679233

45 Cley Road,

Swaffham PE37 7NP

Tel: 01760 722920 Advert page 100

**OP D** 

**Goodwins Hall Care Home** 

**Holmwood House Care Centre** 

Goodwins Road, King's Lynn PE30 5PD

Tel: 01553 777994 OP D PD YA

40 White Cross Road, Swaffham, King's Lynn PE37 7QY

Park House Hotel – Care Home with Nursing **Physical Disabilities** 

**Paddocks Care Home, The** 

Sandringham,

King's Lynn PE35 6EH

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

Service

Tel: 01760 724404

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

**User Bands** MH Mental health

**OP D PD SI YA** 

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

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