

# Your Guide to Later Life in Norfolk

ISSUE 2



**Making Norfolk a great place to grow older**



ClarkJames<sup>™</sup>  
**HomeCare**

# 24hr Live-in Care

## What does this care involve?

**Convalescence care**

**Meal planning & cooking**

**Domestic & household support**

**Day care**

**Personal care**

**Mobility support**

**Companionship**

**Mental health**

**Dementia care**

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

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

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

**01603 300 364**

**paul@clarkjames.co.uk**

**www.clarkjameshomecare.co.uk**





# Welcome to our Guide to Later Life in Norfolk

At Age UK Norfolk, our mission, which guides us in everything we do, is to support older people in Norfolk to enjoy the opportunities and meet the challenges of later life. Our aspiration for the future is to ensure older people live well in Norfolk.

One of the challenges faced by people as they grow older is knowing where to turn for reliable information, advice, and later life services. Age UK Norfolk has a rich 75+ year history of supporting people in Norfolk. As one of the County's leading voluntary sector organisations focussed on later life, our experienced staff and volunteers have a proven track record of helping people to maintain their wellbeing, whilst keeping individuals' needs at the heart of what we do. We seek feedback from service users who are involved in developing our services and designing solutions to the issues they face.

Age UK Norfolk is proud to work closely with other local charity partners to ensure a 'no wrong door' approach, so that people get the support they need, when they need it.

While Age UK Norfolk is a brand partner of Age UK National (which allows us to

share knowledge and expertise, and to actively promote the wellbeing of people in later life through collective national and local campaigning work) we are registered independently and are responsible for raising our own funds, making us reliant on donations and support from individuals and grant making organisations.

This support includes our network of volunteers, who kindly donate their time, skills, and expertise to helping others; we could not achieve all that we do without the dedication of our volunteers.

*We hope that this guide proves useful in enabling people to learn about later life in Norfolk and accessing the services available.*

## Age UK Norfolk

Henderson Business Centre  
51 Ivy Road, Norwich NR5 8BF

Information and Advice Helpline: 0300 500 1217

Email: [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

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## Norfolk's Ageing Population



**The population of Norfolk is ageing, with the median average age already above the England average.**

In the past decade the proportion of people aged 65 and over has increased and more than 25% of the county's population is now aged over 65 years. This trend is expected to continue with projections suggesting that by 2040 we will see an increase of 55% in people aged 75 and over.

Most of Norfolk's population increase will be in the older age groups, with those aged over 65 years increasing by 82,000. North Norfolk has an older population compared to other areas in the county with a third of the population aged over 65 years and has the highest proportion of people aged 85 years and over in the country.

Norfolk's age dependency ratio is well above the England average and is increasing. The old age dependency ratio is the proportion of the population who are above state pension age, relative to the working-age population. North Norfolk currently has the second highest old age dependency ratio in England.

*(Source: Chief Medical Officer's Annual report 2023: Health in an Ageing Society published 10th November 2023)*

## Age-Friendly Communities in Norfolk

**The County has a place-based approach to improving health and wellbeing for people in later life. Age UK Norfolk is a partner in the Norfolk Health and Wellbeing Partnerships (H&WPs).**

Each Health and Wellbeing Partnership (H&WP) sets its own priorities in response to local population needs. North Norfolk's H&WP has identified three key priorities, one of which focuses on supporting an ageing population. In recognition of this commitment, North Norfolk District Council, alongside Breckland District Council and Norwich City Council, has been accredited to join the UK Network of Age-Friendly Communities. Age UK Norfolk is proud to be working in partnership with local councils to support and deliver this important initiative.

An Age-friendly Community is a place that enables people to age well and live a good later life, somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible. The UK Network of Age-friendly Communities is a growing movement, with over 95 places across the country committed to making their community a better place to age in.

Creating an Age Friendly Community requires commitment from all of us. That is why we've developed Age Friendly training in partnership with Age Scotland to help local organisations, services and businesses play their part in supporting people to age well.

If you would like to learn how your organisation can make a difference, visit our website: [www.ageuk.org.uk/norfolk/get-involved/age-friendly-training/](http://www.ageuk.org.uk/norfolk/get-involved/age-friendly-training/)



**AGE  
FRIENDLY  
NORTH  
NORFOLK**

# Age UK Norfolk's Services

**At Age UK Norfolk, we believe later life should be fulfilling and connected. Our services are shaped by the stories, experiences, and views of older people across the county, as well as the knowledge and commitment of our staff and volunteers.**

**What older people tell us matters most:**

- Staying healthy, remaining independent, and tackling loneliness.
- Rising costs and the impact of loneliness are the biggest challenges now and, in the years, ahead.

**What our staff and volunteers see as our strengths:**

- Trusted services such as our Information and Advice Helpline, Welfare Benefits advice, Money MOT, Advocacy, Digital Inclusion, and Companionship support.
- Making sure these services are free and accessible to all.
- Extending help to people approaching later life, so they can plan and prepare earlier.

## Our **commitment:**

Guided by these voices and experiences, our services aim to keep older people in Norfolk informed, connected, independent, and financially secure.

From a friendly voice at the end of the phone, to support with money and benefits, to tackling loneliness through companionship, Age UK Norfolk is here to make later life brighter.



# Information and Advice

Age UK Norfolk's accredited and quality-assured Information and Advice Helpline is available to anyone aged 50 or over, as well as their family, carers, or professionals, by phone or email.

Our advisers are fully trained and kept up to date with the latest guidance, ensuring that the support we provide meets nationally recognised standards. We know that every situation is different, which is why our advice is always tailored to the individual, not a one-size-fits-all approach.

**We can help you plan for later life across a wide range of subjects, including:**

- Benefit Entitlement Checks
- Support with Claiming Benefits
- Help with Grants
- Lasting Power of Attorney
- Social Care Assessment
- Paying for Care and Support
- Local Clubs and Groups
- Transport

## Face-to-Face Appointments

If you prefer, you can meet one of our trained advisers in person at our Norwich office. Please note that all appointments must be booked in advance using the contact details below.

## Information and Advice in the Community

We also provide advice sessions across Norfolk, so you can access support closer to home.

To find out when Age UK Norfolk will be near you, visit our Activities and Events page on our website.

"We are grateful to you for your kindness and diligence in helping us ... Dad is overwhelmed and so grateful. You do an amazing work of service.

Thank you so much."  
**Information and Advice Service User**

## Lasting Power of Attorney

There might come a time when you are no longer able to make or communicate your own decisions. Having a Lasting Power of Attorney set up can make things much easier if that time comes – so it's worth considering now.

A power of attorney is a legal document that appoints someone – your 'attorney' – to make decisions on your behalf.

There are several reasons why you may need someone to make decisions on your behalf. It may be a temporary measure, if you are going into hospital and need help with everyday financial tasks like paying your bills. Or it may be part of long-term planning – if, for example, you have been diagnosed with dementia and want to plan ahead in case you lose mental capacity to make your own decisions in the future.

Age UK Norfolk's experienced and quality assured Information and Advice team will provide you with the information, advice and support needed to decide whether you need a Lasting Power of Attorney and the options available to you for obtaining one.

For example, you can complete it yourself online, go through your local solicitor or use our Age UK Norfolk service which includes face-to-face appointments to help you complete the paperwork.



# Managing your Money

Figures show that 2.1 million pensioners in the UK live in poverty. Shockingly, around £2.2 billion of Pension Credit and Housing Benefit goes unclaimed every year.

Many people in later life simply don't know what they are entitled to, are put off by the process of applying, or try to cope alone, reluctant to ask for help.



Figures show that **2.1m** pensioners in the UK live in poverty.

## Welfare Benefits Service

Our Welfare Benefits Service is here to make things easier. We provide free, confidential Information and Advice on benefit entitlements and how to claim them. Checks are offered via telephone, and we also provide a form completion service for some benefits. While this service is predominantly telephone-based, home visits are available for those who need them.

**We can advise on a wide range of benefits, including (but not limited to):**

- Attendance Allowance
- Personal Independence Payment
- Disability Living Allowance
- Carer's Allowance
- Severe Disability Premium
- Pension Credit
- Housing Benefit
- Council Tax Support

## Money MOT - Helping You Manage, Organise, and Thrive

Alongside benefits advice, our Money MOT service supports people aged 50+ in Norfolk to take control of their finances in the comfort of their own home.

With up to six months of tailored, one-to-one guidance, we help with budgeting, banking, organising paperwork, building skills and confidence to manage money independently and light touch digital support to access online banking / shopping.

"I am so grateful to Jo for all the time she spent completing the Attendance Allowance forms with me. I could never have completed the form on my own. I am so grateful for what you have done."  
**Welfare Benefits Service User**

For more information about managing your money

Call: **0300 500 1217** Email: [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

Opening hours: Monday to Friday 10am – 4pm.

[www.ageuknorfolk.org.uk/norfolk/our-services/](http://www.ageuknorfolk.org.uk/norfolk/our-services/)

# Community Connect: **Advocacy**

Age UK Norfolk offers a range of **Community Advocacy services** for over 50s to ensure that older people in Norfolk are supported in having a voice and remaining independent.

## General Advocacy

Age UK Norfolk supports and enables people to have their voice heard; we can help you with making phone calls and writing letters to help ensure you do not experience any inequality or discrimination, alongside light touch digital inclusion support to help build confidence with devices and get better connected to friends, family and the wider community.

## Bereavement Advocacy

Age UK Norfolk's Bereavement Advocacy service provides support to people who are recently bereaved. Our specially trained advisors offer practical support and guidance throughout the initial period following bereavement. We will provide clear dependable assistance tailored to your individual circumstances.

## Statutory Advocacy

Age UK Norfolk can support those deprived of their liberty under the Mental Capacity Act as a qualified, paid representative (RPPR) where there is no suitable family member or friend available.

We can also support you with our NHS complaints service if you are making, or thinking of making, a complaint about NHS services or treatment. Please be aware that both services are for over 60s and are operated on a referral basis via POHWER.

You can visit their website at: [www.pohwer.net](http://www.pohwer.net)



For more information about our Advocacy Services  
 Call: **0300 500 1217** Email: [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)  
 Opening hours: Monday to Friday 10am – 4pm  
[www.ageuknorfolk.org.uk/norfolk/our-services/](http://www.ageuknorfolk.org.uk/norfolk/our-services/)


**Norfolk  
 ageUK**  
 Let's change how we age

# Community Connect: **Companionship**



**Everyone needs connection. For many people in later life, loneliness can become part of daily life and have a real impact on health and wellbeing. Having someone to talk to, share experiences with, or accompany you on a journey can make all the difference.**

Age UK Norfolk's Companionship Services are here to help reduce loneliness and isolation, rebuild confidence, and support people to thrive more independently in their communities.

## **Gift of Friendship – Befriending**

Our Gift of Friendship programme offers regular, friendly conversation for people aged 50+ .

**This can be:**

- Face-to-face – meeting regularly where a trained volunteer provides companionship and support to help individuals achieve their personal goals.
- By phone – a weekly call with a local volunteer or Befriending Co-ordinator, to build connection and encourages personal growth.

**For more information about Befriending:**

Call: 01603 785223

Email: [Befriending@ageuknorfolk.org.uk](mailto:Befriending@ageuknorfolk.org.uk)  
[www.ageuknorfolk.org.uk/norfolk/our-services/](http://www.ageuknorfolk.org.uk/norfolk/our-services/)

## **Travelling Companionship**

**Our Travelling Companionship service matches people aged 50 and over with a trained volunteer who can accompany them on journeys.**

Over 6–8 weeks, we help people overcome anxiety, gain confidence using transport, and reconnect with their community - with the aim of travelling independently in the future.



*“I don't go out other than for appointments, and I don't see people very frequently. It is nice and helps to speak to someone”.*

**Companionship Service User**

**For more information about Travelling Companionship:**

Call: 01603 785210

Email: [travellingcompanionship@ageuknorfolk.org.uk](mailto:travellingcompanionship@ageuknorfolk.org.uk)

[www.ageuknorfolk.org.uk/norfolk/our-services/](http://www.ageuknorfolk.org.uk/norfolk/our-services/)

## Get Involved

Age UK Norfolk is an independent local charity. We rely on the support of people and organisations in our community to continue our work with older people across Norfolk. There are many ways you can make a difference:

## Raise Awareness

- Share what we do and the services we provide.
- Help others understand that we are an independent charity needing local support.

## Give Financial Support

- Make a one-off or regular donation.

Donate online via our JustGiving page: [www.justgiving.com/charity/acnorfolk](http://www.justgiving.com/charity/acnorfolk)

Send a cheque: Henderson Business Centre, 51 Ivy Road, Norwich, NR5 8BF

Text AUKN5 or AUKN10 to 70255 to donate £5 or £10

Donate via BACS to: Account Number: 47316163 Sort Code: 30-96-17

- Leave a gift in your Will.
- Fundraise for us.
- Support us at work through payroll giving, fundraising events, or by nominating us as your Charity of the Year.

## Volunteer Your Time and Skills

Volunteer your time, skills, or resources to support older people in Norfolk.

To find out about current opportunities contact:  
[volunteering@ageuknorfolk.org.uk](mailto:volunteering@ageuknorfolk.org.uk)



"I joined the befriending scheme in the hope of bringing some joy to those feeling lonely, but I wasn't expecting to receive a sense of joy myself! They say, 'it's good to talk', and it really is!"  
**Companionship  
Volunteer**

For more information about Fundraising  
Call: 01603 787111  
Email: [fundraising@ageuknorfolk.org.uk](mailto:fundraising@ageuknorfolk.org.uk)  
[www.ageuk.org/norfolk/get-involved](http://www.ageuk.org/norfolk/get-involved)



## Leave a gift in your Will

We would be delighted if you felt able to leave Age UK Norfolk a gift in your will after you've taken care of the people closest to you.

By doing this, you would be leaving a lasting legacy, so that no matter what challenges lay ahead, we can be there for future generations of older people living in Norfolk.



Contact us today for more information:  
[fundraising@ageuknorfolk.org.uk](mailto:fundraising@ageuknorfolk.org.uk)  
[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)



# Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

## The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs. Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

## How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support.

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent. This should include identifying the local support and resources already available, and helping people to access them.

## They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

## Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs.

This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee. The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

## Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).



These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need. Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care.

### **These include:**

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors. One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

### **Independent advice on planning your care**

If you are making plans for your future care - at whatever stage - it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

# Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.

## It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one. It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

## How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online. Find your local social services team (England only)

## How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

## Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

## They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

## What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour.

## Your local

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- FLAT PACKS
- KITCHENS
- BATHROOMS
- TILING
- CARPENTRY and much more!

**NO JOB TOO SMALL**

Call Naomi on

**07557 790 226**

or email: [yourlocalhandywoman@gmail.com](mailto:yourlocalhandywoman@gmail.com)

## How to prepare for your carer's assessment

### You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

### Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative. You could also use an advocate. Advocates are people who speak up on your behalf. They can help you fill in forms and sit with you in meetings and assessments. They're often free. Find an advocate in your area



### Telephone help

#### If you want to talk to someone about carer's assessments, call:

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

### Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

### Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

### If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.

# Funding care

**Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.**

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself.

Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you're moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don't want a financial assessment

## How the council pays for and arranges your care

If the council is going to pay towards your care, you'll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.



You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you're spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

## How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

## Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

## Telephone Help

### Get advice on paying for care from:

- Age UK Norfolk on 0300 500 1217
- Norfolk County Council Adult Services on 0344 800 8020
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

### How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

### Paying for carers at home

Homecare typically costs in the region of £25 per hour – however this may vary depending on your circumstances, such as where you live and the type of care you need.

It's always worth contacting a few homecare agencies in your area to ask about their services and compare their costs to find homecare to best suit your needs.

Having a carer who lives with you costs from around £1,500 a week. However, it can also cost more depending on the level of care required and the area you live in.

### Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

## Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested. You can use them to pay towards the cost of your care.

### Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

### Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from:

- Which? [www.which.co.uk/money/pensions-and-retirement/](http://www.which.co.uk/money/pensions-and-retirement/)
- Money Helper's equity release information - [www.moneyhelper.org.uk/en](http://www.moneyhelper.org.uk/en)
- The Equity Release Council - [www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care. But you have to pay interest on the money you take out.

## Renting out your home

You can rent out your home and use the income to help pay your care home fees.

### A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

### Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

# Money Helper

For free and impartial money guidance, you can call us on  
**0800 138 7777**



[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

### What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

### If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care. Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

### PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either: Age UK Norfolk on 0300 500 1217  
Norfolk County Council Adult Services on 0344 800 8020

# Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

## Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support

needs. To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.

## Independent homecare agencies

If you use an independent homecare agency, you or the person you’re looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account.

Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC’s national minimum standards and regulations in areas such as training and record-keeping.

The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.

### What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

### Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

### Homecare from charities

Charities such as Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
IP22 4AD	Kingsley Home Care	36F Mere Street	Diss	01379 313112
IP24 1JD	Premier Homecare	Croxton Road	Thetford	01842 824415
NR1 1RB	Trust Care Agency	Rouen House	Norwich	01603 617770
NR1 3PN	Prestige Nursing Norwich	141-147 Queens Road	Norwich	01603 666643
NR2 4HT	Helping Hands Norwich	107 Dereham Road	Norwich	01603 510005
NR2 4HH	Leaf Care Services	Grapes Hill	Norwich	01603 618111
NR3 1JU	Prevail Healthcare	Magdalen Street	Norwich	01603 393515
NR3 1JU	Ur Choice Care	Magdalen Street	Norwich	01603 628397
NR3 1YE	Eagles Recruitment & Healthcare	Saint Crispins Road	Norwich	01603 514202
NR5 8AD	Clarity Homecare	33 Earlham West Centre	Norwich	01603 555220
NR5 8PR	All Day Care Services	7 Briar Court	Norwich	07846 794489
NR6 5AQ	Cavell Healthcare	Low Road	Norwich	01603 340044
NR6 5DR	Cera Care	Off Drayton Park Road	Norwich	01603 320360
NR6 6AQ	Home Instead	Suite 17, Diamond House	Norwich	01603 482116
NR6 6AQ	Clark James HomeCare	Vulcan Road North	Norwich	01603 300364
NR7 0PT	Norfolk Affinity Care	4-6 Belmore Road	Norwich	07540 778571
NR8 6HW	Fuchsia Homecare	Taverham	Norwich	01603 542949
NR9 3LB	Master Care	129 School Lane	Norwich	01603 380341

### Hiring a personal assistant (P.A.)

You can hire a “personal assistant” to act as a homecare worker for you. Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

### Safeguarding vulnerable groups

The Disclosure and Barring Service (DBS) makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children. It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.

This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.



If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS.

The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn’t dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

### Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

### Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This “manual handling” can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don’t do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency).

It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

**HOME CARE AGENCIES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
NR10 4RA	Heart to Heart Home Care	The Bungalow	Norwich	01603 871903
NR11 6BA	Aylsham Homecare	31 Morton Road	Norwich	01263 735654
NR11 6GF	Muteuro	23 Muskett Way	Norwich	07944 085991
NR12 8DA	Semy Care	Norwich Road	Norwich	07852 725591
NR13 6PT	NR Care	18A Bidwell Road	Norwich	01603 407976
NR13 6PZ	Bluebird Care	Basey Road	Norwich	01603 735999
NR14 7PZ	Bee Home Care	Fox Road	Norwich	01603 331729
NR14 8SJ	The Home Team	Kirby Road	Norwich	01603 926465
NR16 2HE	Gentle Folk Community Care	Kenninghall Road	Norwich	01953 887187
NR17 2EL	Riseup Healthcare	Edenside Drive	Attleborough	01953 797130
NR18 0BY	Complete Caring	1a Cock Street	Wymondham	02037 694956
NR18 0DX	Dell Care	71 Hubbard Close	Wymondham	07825 894171
NR18 9JL	PCT Care Services	Eleven Mile Lane	Wymondham	01953 602299
NR20 3TG	I Care Service	Greens Road	Dereham	01362 690533
NR21 8NL	Taylor Care	George Edwards Road	Fakenham	01328 863611
NR21 9AP	Helping Hands North	Millers Walk	Fakenham	01328 800356
NR27 9HN	Elite Care	4A Garden Street	Cromer	01263 512528
NR28 9AT	Guild Healthcare	Yarmouth Road	North Walsham	01493 751869
NR28 9BY	Support Me at Home	8-9 St. Nicholas Court	North Walsham	01692 531241
NR28 9JH	Extra Care Home Services	Grammar School Road	North Walsham	01692 780530
NR30 1QS	Leaf Care Services	Lawn Avenue	Great Yarmouth	01603 618111
NR30 2QD	MaK Healthcare	29 Hall Plain	Great Yarmouth	01493 887466
NR31 0LN	Fuchsia Homecare	Suffolk Road	Great Yarmouth	01493 602434
PE30 1AG	The Care Company UK	50 Norfolk Street	Kings Lynn	01553 660130
PE30 1AY	Home Instead West Norfolk	66 High Street	King's Lynn	01553 764664
PE30 2HJ	Ness M Care Services	Estuary Road	King's Lynn	01553 766806
PE30 4JQ	Cera Care	Friesian Way	Kings Lynn	01553 401744
PE30 4WR	Rest Assured Homecare	6 Hodgson Way	King's Lynn	01945 669779
PE30 5DS	BB Healthcare	St Margarets Lane	Kings Lynn	01553 761400
PE30 5GN	Ever Care	South Quay	King's Lynn	01553 777763
PE31 6AG	Bluebell Support Services	Castle Rising	Castle Rising	01553 631694
PE31 7JT	Extra Hands	Hunstanton Road	Kings Lynn	01485 570611
PE37 7DG	Phoenix Homecare	6a London Street	Swaffham	01760 720335
PE37 7XJ	Caring Together	Turbine Way	Swaffham	01553 750014
PE38 9BX	Prestbury Care Providers	13 London Road	Downham Market	01553 615600
PE38 9JZ	Faith Community Healthcare	14 Wales Court	Downham Market	01366 659390

# Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

## Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

## Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.

A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

## Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.



In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority’s means-testing until 12 weeks after you’ve confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a “deferred payment scheme”.

### Choosing a care home if you’re funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.



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\*subject to room and individual care needs

**RESIDENTIAL HOMES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
IP21 4EE	Oaklands	Norwich Road	Diss	01379 740646
IP22 4HZ	De Lucy House	40 Victoria Road	Diss	01379 671333
IP24 2EZ	Redgate House Residential	Green Lane	Thetford	01842 800400
IP24 2RF	Red House Residential	Norwich Road	Thetford	01842 753122
IP25 6HP	Lancaster House	2 Portal Avenue	Thetford	01953 883501
IP25 7LB	Shipdham Manor	Chapel Street	Shipdham	01362 820939
NR2 2AD	Chiswick House	3 Christchurch Road	Norwich	01603 507111
NR2 2LN	Laurel Lodge Care Home	19 Ipswich Road	Norwich	01603 502371
NR2 2PA	Heathcote	19-23 Unthank Road	Norwich	01603 625639
NR2 2SG	Bishop Herbert House	34 Globe Place	Norwich	01603 620710
NR2 3AT	St John's House	Heigham Road	Norwich	01603 299000
NR4 7RE	Hill Grove	1 Colney Lane	Norwich	01603 504337
NR4 7SW	Cavell Court	140 Dragonfly Lane	Norwich	03333 211980
NR6 5PB	Redlands House	134 Reepham Road	Norwich	01603 427337
NR7 0UD	Mary Chapman Court	Mary Chapman Close	Norwich	01603 701188
NR7 8AF	The Warren	157a Wroxham Road	Norwich	01603 426170
NR10 4FB	Engelhard Lodge Care Home	Paul Engelhard Way	Norwich	01603 380830
NR10 5QU	The Old Rectory - Hevingham	Cromer Road	Norwich	01603 279238
NR11 8AR	Munhaven	Munhaven Close	Norwich	01263 720451
NR12 0AY	Hickling House	Town Street	Norwich	01692 598372
NR12 0TW	Ingham Old Hall Care Home	Sea Palling Road	Norwich	01692 580257
NR12 8AR	Broadacres Care Home	Hall Road	Norwich	01692 630939
NR12 9BJ	Sydney House	Brumstead Road	Norwich	01692 580520
NR13 3BX	The Old Rectory Care Home	Norwich Road	Norwich	01493 751322
NR13 4EQ	Burlingham House	Dell Corner Lane	Norwich	01603 270600
NR13 4JS	Manor House	18 Yarmouth Road	Norwich	01603 713965
NR13 5DS	Heron Lea Residential	Mill Lane	Norwich	01603 713314
NR13 5NN	Belvoir House	2-4 Blofield Road	Norwich	01603 714703
NR14 6HN	Beauchamp House	Proctor Road	Norwich	01508 508960
NR14 6JU	Kittens Lane	5 Kittens Lane	Norwich	01508 486786
NR14 7NA	Cresta Lodge	Bungay Road	Norwich	01508 492775
NR14 8HT	Carleton House Care Home	Rectory Road	Norwich	01508 570451
NR15 1PF	Olive House	Olive Avenue	Norwich	01508 471718
NR15 2TS	Harker House	Flowerpot Lane	Norwich	01508 530777
NR15 2UY	The Mayfields Care Home	Swan Lane, Tharston	Norwich	01508 535500
NR16 2AN	St Mary's Residential	Market Place	Norwich	01953 860956
NR16 2NP	The Beeches	West Harling Road	Norwich	01953 717584
NR17 2AS	Fairland House	Station Road	Attleborough	01953 452161
NR17 2AW	St Edmunds	Surrogate Street	Attleborough	01953 661070
NR18 0QW	Windmill House	Browick Road	Wymondham	01953 607651
NR19 1BG	St Nicholas House	Littlefields	Dereham	01362 692581
NR19 1JB	Westfield House	12 Westfield Road	Dereham	01362 697828
NR19 2DR	Dorrington House	28 Quebec Road	Dereham	01362 693070



## Caring is at the heart of everything we do



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### Our care homes in and around Norfolk:

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

### Our Norfolk homecare services are available in and around:

Brooke, Norwich, Swaffham, Thetford and Watton.

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

[healthcarehomes.co.uk](https://healthcarehomes.co.uk)



### Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

#### Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided?

## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
NR19 2QY	Quebec Hall	Quebec Hall	Dereham	01362 692504
NR20 3AS	York House	47 Norwich Road	Dereham	01362 697134
NR20 3BB	Eckling Grange	Norwich Road	Dereham	01362 692520
NR20 3LQ	Nightingale Care Home	Church Lane	Dereham	01362 850329
NR20 4AL	Bilney Hall	East Bilney	Dereham	01362 860246
NR20 4DT	Woodstock Care Home	The Green	Dereham	01362 860861
NR20 4LT	Lincoln House Care Home	Woodgate Lane	Dereham	01362 637598
NR20 5AS	Lyles House	7 The Street	Dereham	01263 861812
NR21 0ED	Mill House & Cottages	Great Ryburgh	Fakenham	01328 829323
NR21 8HR	Cranmer House	Norwich Road	Fakenham	01328 862734
NR21 9AX	Woodspring House	43 Bridge Street	Fakenham	01328 863753
NR21 9EP	Field View	Hayes Lane	Fakenham	01328 856037
NR23 1DP	Scarborough House	Clubbs Lane	Wells-next-the-Sea	01328 710309
NR25 6GA	Heath Lodge Care Home	Heath Lodge	Holt	01263 493116
NR25 7AR	Letheringsett Hall	Holt Road	Holt	01263 713222
NR26 8LH	Crossways	1 The Boulevard	Sheringham	01263 823164
NR27 0AN	Faldonside Lodge	25 Cliff Avenue	Cromer	01263 512838
NR27 0PS	Glendon House	2 Carr Lane	Cromer	01263 578173
NR27 9DQ	Tamar House	6 Vicarage Road	Cromer	01263 514370
NR28 0DX	Kevlin House	66-68 Norwich Road	North Walsham	01692 402355
NR28 0LU	The Manor House	North Walsham Wood	North Walsham	01692 402252
NR28 9AU	Rose Meadow	64 Yarmouth Road	Norwich	01692 660490
NR28 9HD	Furze Hill House	73 Happisburgh Road	North Walsham	01692 502702
NR29 4HH	The Vineries	Winterton Road	Great Yarmouth	01493 732171
NR29 4PA	Martham Lodge Residential	34 The Green	Great Yarmouth	01493 748740
NR29 4QZ	Ealing House Residential	86 Repps Road	Great Yarmouth	01493 740227
NR29 5QA	The Old Vicarage	Norwich Road	Great Yarmouth	01692 678346
NR30 2HW	Park House	6 Alexandra Road	Great Yarmouth	01493 857365
NR30 4EW	Marine Court Residential	25 North Drive	Great Yarmouth	01493 859859
NR31 6DU	The Gables	6 Marine Parade	Great Yarmouth	01493 667839
NR31 7PZ	Lydia Eva Court	Peterhouse Avenue	Great Yarmouth	01493 666300
NR31 8HS	The Orchards Residential	The Orchards Mill Lane	Great Yarmouth	01493 652921
NR31 9AH	Ritson Lodge	Lowestoft Road	Great Yarmouth	01502 734000
NR31 9QL	Burgh House Residential	High Road	Great Yarmouth	01493 780366
NR35 2PE	Bungay House	8 Yarmouth Road	Bungay	01986 895270
NR35 2TJ	The Moorings	Church Road	Bungay	01986 892269
PE14 8JB	Hickathrift House	217 Smeeth Road	Wisbech	01945 430636
PE30 1PW	Kings Lynn Residential	Kettlewell Lane	King's Lynn	01553 769098
PE30 3HU	Woodlands	Grimston Road	Kings Lynn	01553 672076
PE30 3PZ	Wyndham House Care	Wyndham House	Kings Lynn	01553 631386
PE31 6HS	The Gables Residential	22 Post Office Road	Kings Lynn	01485 540528
PE31 7BH	Summerville House	Fenway	Kings Lynn	01485 572127
PE31 7EF	Rebecca Court	9 Staithe Road	Kings Lynn	01485 570421

- Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

### A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

### An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff

### If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment. Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

### You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified



**RESIDENTIAL HOMES**

Postcode	Name	Address	Town/City	Phone number
PE31 7PT	The Close Residential	53 Lynn Road	Kings Lynn	01485 540041
PE31 8LS	Docking House	Station Road	Kings Lynn	01485 518243
PE33 0DF	Victoria Hall	New Road	King's Lynn	01366 347525
PE33 0NR	Winchley Home	Rectory Lane	Kings Lynn	01553 841582
PE34 4JX	Terrington Lodge	2 Lynn Road	King's Lynn	01553 829605
PE36 5HT	Norfolk Lodge	32 Kings Lynn Road	Hunstanton	01485 532383
PE36 6AL	Nightingale Lodge	8 Austin Street	Hunstanton	01485 533590
PE36 6DL	Beach View	2 Lincoln Square	Hunstanton	01485 535328
PE37 7HE	Westfields	Westfield Road	Swaffham	01760 721539
PE38 9AG	High Haven	Howdale Road	Downham Market	01366 345670

**NURSING HOMES**

Postcode	Name	Address	Town/City	Phone number
IP20 9JA	Trees Nursing Home	12 Candles Lane	Harleston	01379 853919
IP21 4EE	Oaklands	Norwich Road	Diss	01379 740646
IP22 5SR	Walcot Hall Nursing Home	Walcot Hall	Diss	01379 641030
IP24 2EP	Ford Place Nursing Home	Ford Street	Thetford	01842 755002
IP25 6QA	Thorp House	Church Road	Thetford	01953 881786
NR2 2AJ	The Hawthorns Care Home	270 Unthank Road	Norwich	01603 452302
NR3 4DG	St Clements Nursing Home	170 St Clements Hill	Norwich	01603 427487
NR4 7TP	Oakwood House Care Home	Old Watton Road	Norwich	01603 250101
NR5 8BF	Ivy Court Care Home	Ivy Road	Norwich	08082 020478
NR6 5RQ	Woodland Care Home	189 Woodland Road	Norwich	01603 787821
NR7 0UD	Dussindale Park	26 Mary Chapman Close	Norwich	01603 701900
NR7 9XJ	Woodside House	Woodside Road	Norwich	01603 702002
NR8 6HB	Brooklands Nursing & Residential	Costessey Lane	Norwich	01603 262666
NR8 6LF	Oak Court Care Home	321 Fakenham Road	Norwich	01603 860095
NR9 4JB	Hassingham House Care Centre	Hardingham Street	Norwich	08444 725173
NR11 6YA	St Michaels Court	St Michaels Avenue	Norwich	01263 734327
NR12 8RZ	Heron Lodge	163 Norwich Road	Norwich	01603 782194
NR15 1TH	Saxlingham Hall Nursing Home	The Green	Norwich	01508 499225
NR17 2AG	Brooklyn House Nursing Home	Queen's Road	Attleborough	01953 455789
NR19 2PG	Oak Manor Nursing Home	Oak Manor	Dereham	08082 235528
NR19 2SD	Sanford House Nursing Home	Danesfort Drive	East Dereham	01362 690790
NR20 4LT	Lincoln House Care Home	Woodgate Lane	Dereham	01362 637598
NR24 2QT	Swanton House Care Centre	Dereham Road	Swanton Novers	01263 860226
NR26 8PW	St David's Nursing Home	52 Common Lane	Sheringham	01263 822671
NR31 6LJ	Gresham Care Home	49 John Road	Great Yarmouth	01493 661670
NR31 8DQ	The Heathers Nursing Home	50 Beccles Road	Great Yarmouth	01493 652944
PE31 7HY	Millbridge Care Home	4 Lynn Road	Kings Lynn	01485 570349
PE37 7QY	Holmwood House Care Centre	40 White Cross Road	Swaffham	01760 724404
PE37 8DD	Meadow House Nursing Home	Norwich Road	Swaffham	01760 725146

- let friends and family know your contact details and when you might feel up to receiving visitors

### Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services. The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

### What's extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities. This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

### What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community



- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

### Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We've compared some later life housing options:

#### Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

#### Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

#### Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

#### Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.



## Age UK Norfolk

Henderson Business Centre  
51 Ivy Road, Norwich NR5 8BF

Information and Advice Helpline: 0300 500 1217

Email: [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

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