

FREE

Norfolk

Your guide to care and support for adults **2025/26**



The essential guide to finding the right support for you

In association with



Norfolk County Council



NHS
Norfolk and Waveney
Integrated Care Board



Care that works **for you**

Our founder, Peter Shaw, was less than impressed with the care received by a number of his relatives, he believed there must be a better way.

Focusing on the quality of care, careful recruitment, high quality training and paying The Home Team's professional carers better and more fairly than other home care companies.

Above all, it's about allowing enough time to care for our clients as they would really like. On time and never rushed, our care is tailored specifically to the individual client. Which is why, according to the national review site homecare.co.uk, The Home Team is one of the top client-rated home care companies in Norfolk.

- ♥ Companionship
- 👐 Personal care
- 💊 Medication
- 🏠 Home help
- 🧠 Dementia care
- 📅 Appointments
- 🛒 Shopping & errands
- 👴 End-of-life care

Please contact us to discuss how we might be able to help:

📞 **01603 926465**

info@thehometeam.care
www.thehometeam.care



The Home Team is a **Norfolk company.**



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Welcome – from Norfolk County Council and the NHS in Norfolk

Welcome to Norfolk's Your guide to care and support for adults, a resource intended to guide you through adult care and support in the county in 2025/26. It aims to provide information to help you, and anyone you know, stay independent, safe and well for as long as possible, as well as details of services and organisations to assist along the way.

Health and social care work together to both support people in, or at risk of, crisis and hospital admission and also give support for those returning home from a hospital stay.

Other organisations and services also offer support to people in temporary difficulty, such as the Norfolk & Waveney Community Support service (more information on this service can be found on page 63).

For individuals challenged by daily living activities, whatever the cause, we know that regaining independence and staying at home is often the most desired outcome.

Norfolk is proactive in promoting independence. We have an extensive reablement service, provided by Norfolk First Support, and offer access to occupational therapy both through social services and health. Information on support for staying in your own home begins on page 18.

The essential work of unpaid carers is recognised and valued in Norfolk. We are committed to supporting them when needed. Guidance for carer support begins on page 49, where you will also find information for specialist support services.

We know that choice is important when it comes to deciding where to live, so Norfolk County Council is continuing to invest in new Independent Living homes. A new scheme in Hunstanton is on site and due to open in 2026, and another scheme in Harleston is due to open in 2027. These homes are designed for people who are getting older and want to continue living in their own home, with the peace of mind of 24-hour on-site care if needed.

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

Ian Wake, Executive Director of Adult Social Services, Norfolk County Council

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

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

For more information about health in Norfolk, visit: <https://improvinglivesnw.org.uk>

Listings – care homes/care homes with nursing

	East Norfolk	85
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For extra free copies of this Guide, call **Norfolk County Council** on: **0344 8008020** or email: information@norfolk.gov.uk

Alternative formats

This Guide is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.



Staying healthy and well

Norfolk Community Directory



This online directory can be used to find a range of services, clubs, events, groups and organisations in your local community that can help you stay independent and manage your own wellbeing. The directory gives you greater choice and control of the services you need, allowing you to compare and shortlist helpful services and activities in your area – whether it's for support in your own home, or to help you get out and about.

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

You can now use our referrals tool to request certain services for yourself or someone else and they will get in touch with you directly. You can use this for participating services that provide things like help at home, meals, gardening or personal assistants. If the service you are interested in accepts referrals, you'll see a button on their service profile, 'Refer to this service'.

We welcome submissions from relevant providers and organisations – it's free to add your service. Visit: <https://communitydirectory.norfolk.gov.uk/Information/add-your-service>

To find out more or to contact us, visit: <https://communitydirectory.norfolk.gov.uk>

Lily



Lily provides a comprehensive range of support in West Norfolk to support adults of all ages. It encourages residents to develop friendships, engage in their local communities and access the Lily Community Directory to explore support options within West Norfolk.

Lily provides support to help people:

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

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



Lily Community Directory

Looking for help and support in West Norfolk?

Search the Lily Community Directory for information on:

- Things to do.
- Learning, work and volunteering.
- Health, care and support.
- Advice, safety and other information.
- Transport and getting around.
- Housing and care homes.
- Money matters.
- Childcare and family support.
- Green Choices.

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



Improving your transport options

Most people prefer to live independently for as long as possible and we want to help you keep your independence. Transport is an important part of keeping independent and staying in your own home.

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

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

Tel: **0344 8008020**

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

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

Information and advice

There are lots of useful services and organisations that can help you remain independent and well. Sometimes it can be difficult to find information to help you decide what is best for you.

The information in this Guide can help you discover what support there is to help you stay independent and what's available in your local community. As well as this Guide, there is lots more information on the Norfolk Community Directory (see page 5).

The following organisations can help you make the right choices for you.

Age UK Norfolk

An independent local charity with over 75 years' experience in providing information, advice, advocacy and community wellbeing services to older people in Norfolk. Free, impartial advice can be given on a range of topics.

Tel: **0300 5001217** (advice line).

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

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

Age UK Norwich

As an independent charity, its mission is to improve the quality of later life by working with residents to create an age friendly and inclusive city where they can thrive, supported by opportunity and services that enhance and protect their health and wellbeing. The charity offers a wide range of services that enable it to support people holistically across different presenting needs. Services start for anyone aged 50+ living in greater Norwich.

Tel: **01603 496333** (advice line).

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

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

Al-Anon Family Groups

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

Tel: **0800 0086811** (helpline, open Monday to Friday, 8.00am to 10.00pm; weekends, 10.00am to 10.00pm).

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

Web: **https://al-anonuk.org.uk**

Alcoholics Anonymous (AA)

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

Tel: **0800 9177650**

Email: **help@aamail.org**

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

General queries

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

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

Alzheimer's Society – Norfolk and Waveney Dementia Support Service

Too many people face dementia alone. People with dementia, their carers, family and friends often share how difficult it is to find out who to turn to when faced with dementia. If you need information, advice or support, the service is here to help and support you, and is a partnership between Alzheimer's Society, Norfolk & Suffolk Foundation Trust and Dementia UK.

Tel: **01603 763556** (single point of access, open Monday to Friday, 9.00am to 5.00pm) or:

0333 1503456 (Alzheimer's Society national helpline).

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

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

Bridge Plus+, The

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

Room 7, Charing Cross Centre,
17-19 St John Maddermarket, Norwich NR2 1DN
Tel: **01603 617076** • Email: **office@bridgeplus.org.uk**
Web: **https://bridgeplus.org.uk**

Carers Matter Norfolk (CMN)

CMN supports adults looking after another adult. It can talk to you about your situation and needs to identify the right support for you and the person you care for. This could include information on services or support you're entitled to, support with your wellbeing or a break from your caring role. Carers can also have their say on issues affecting them.

Tel: **0800 0831148** (Monday to Friday, 9.00am to 5.00pm).
Email: **info@carersmatternorfolk.org.uk**
Web: **https://carersmatternorfolk.org.uk**
Facebook: **@CarersMatterNorfolk**
X: **@CarersMatterNfk**

Caring Together Charity

This charity provides support and services for people with care needs in Norfolk. Including care at home, helping people to be part of activities in the community, and providing carers with breaks. It delivers activities for young carers and is part of the CMN partnership.

Tel: **0345 2410954** • Email: **hello@caringtogether.org**
Web: **www.caringtogether.org**
Facebook: **@CaringTogetherCharity**
X: **@CaringTogether**

Change, Grow, Live

Provides the Alcohol and Drug Behaviour Change Service in Norfolk. This includes medical treatment, individual and group support, harm minimisation advice and an affected others service for people impacted by substance misuse. Services are for anyone aged 18+ living in Norfolk, or registered with a Norfolk GP, who are affected by drug or alcohol misuse.

Tel: **01603 514096** (daily, 8.00am to 8.00pm).
Email: **norfolk.info@cgl.org.uk**
Web: **www.changegrowlive.org/alcohol-drug-behaviour-change-norfolk**

Deaf Connexions

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

Tel: **01603 660889** • Text: **07932 069352**
Web: **www.deafconnexions.org.uk**

Dementia Friends

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

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

Equal Lives

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

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

Hear for Norfolk

Offers practical and emotional support and assistance to people of all ages with all degrees of hearing loss and related conditions. This includes routine maintenance of NHS hearing aids, ear wax removal, hearing assessment and issuing of NHS hearing aids, ear otoscopy, hearing loss awareness training, emotional support (Cuppa Care Project), advice and information. • Tel: **01603 404440**

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

Nansa

Day centre service supporting adults with learning disabilities. Promotes independence and wellbeing in an inclusive and friendly environment. Based in a fully accessible building with a purpose-built kitchen and care room with hoist. There is an arts and crafts room, relaxation room and a games room, plus a garden and conservatory. The service has use of a minibus for outings. Nansa supports individuals to engage in activities, be empowered and motivated with the aim of improving the individual experience of each member.

Adults Centre, 200 Bowthorpe Road, Norwich NR2 3TZ
Tel: **01603 627662** • Email: **referrals@nansa.org.uk**
Web: **www.nansa.org.uk** →

→ **Norfolk and Waveney Mind**

Your local Mind mental health charity, offering an extensive range of mental health services, along with associated training, advice and information. Tel: **0300 3305488** (option one for advice and support).

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

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

Norfolk Community Advice Network Directory

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

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

Norfolk Community Law Service

Provides free, independent and confidential legal advice on a range of issues including welfare benefits, immigration, debt, family, employment, domestic abuse and general (civil) law matters.

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

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

Norfolk Integrated Domestic Abuse Service (NIDAS), The

Offers free, confidential and non-judgemental support to people affected, and their children, to help them escape and recover from abuse.

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

Text: **07860 063464**

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

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

Opening Doors

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

Tel: **01603 631433**

Email: **admin@openingdoors.org.uk**

Web: **www.openingdoors.org.uk**

Patient Advice and Liaison Service (PALS)

Provides advice about your local health services in Norfolk.

James Paget University Hospital

Lowestoft Road, Gorleston,
Great Yarmouth NR31 6LA

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

Norfolk and Norwich University Hospital

Colney Lane, Norwich NR4 7UY

Tel: **01603 289036**

Email: **palsandcomplaints@nnuh.nhs.uk**

Queen Elizabeth Hospital

Gayton Road, King's Lynn PE30 4ET

Tel: **01553 613351** or: **01553 613343**

Email: **pals@qehkl.nhs.uk**

West Suffolk Hospital

Hardwick Lane, Bury St Edmunds IP33 2QZ

Tel: **01284 712555** • Email: **pals@wsh.nhs.uk**

POhWER Norfolk

Works in partnership with colleagues at Age UK Norfolk, Royal Association for Deaf People and other partners to support people in Norfolk.

POhWER provides a range of advocacy services in Norfolk including Independent Mental Health Advocacy, Independent Mental Capacity Advocacy, Relevant Paid Person's Representative Service, Care Act Advocacy and NHS Complaints Advocacy. Its services are free to access, confidential and independent.

Tel: **0300 4562370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/norfolk**

REST

Rest Community Wellbeing Hubs are walk-in services based in the heart of the community. The hubs provide one-to-one and group support to people experiencing mental health difficulties in a non-clinical environment. REST stands for Recover, Eat, Support and Talk, reflecting the ways we can all be more connected in the community.

Tel: **0300 3305488**

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

Hub locations

- 1 Red Lion Street, Aylsham, Norwich NR11 6ER
- 56 High St, King's Lynn PE30 1AY
- Breckland House, St Nicholas Street, Thetford IP24 1BT
- Churchman House, 71 Bethel Street, Norwich NR2 1NR
- 28-31 Dene Side, Great Yarmouth NR30 3AX

Silver Line, The

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

Tel: **0800 4708090**

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

SSAFA – the Armed Forces Charity

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

Tel: **02045 669129** (Monday to Friday, 9.30am to 5.00pm).

Email: **east.region@ssafa.org.uk**

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

Vision Norfolk

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

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

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

Great Yarmouth

12 Hall Quay NR30 1HP

Tel: **01493 745973**

King's Lynn

20 Thorseby College, Queen Street PE30 1HX

Tel: **01553 660808**

Norwich

Bradbury Activity Centre, Beckham Place, Edward Street NR3 3DZ

Tel: **01603 573000**

West Norfolk Deaf Association



Offers a range of specialist services and practical help, advice and support for D/deaf children and their families, adults and elders, and for people with acquired hearing difficulties.

Tel: **01553 773399** • Email: **info@wnda.org.uk**

Web: **www.wnda.org.uk**

Norfolk Armed Forces Covenant

Norfolk has lots of support services for Armed Forces personnel, veterans and their families. Access support via:

- **www.gov.uk/support-for-veterans** – Lists Government and charity support, enabling veterans to find help in their local area. Initially the directory will list COBSEO members and current referral partners.
- **www.gov.uk/government/collections/find-support-for-veterans-and-their-families** – Helps veterans find help by need, including housing, employment, health, compensation, bereavement, care needs and more.

- **www.norfolk.gov.uk/directory** – Search 'Military' and 'Veteran' for Norfolk-based support.
- Forces Connect App – A free app where you can find local support by searching 'Norfolk'.

Royal British Legion (RBL)

The RBL helpline can provide information and referral support to veterans, and their friends and family. There is also an online chat available to those in need. The helpline, online chat and email is open Monday to Sunday, 8.00am to 8.00pm.

Tel: **0808 8021212**

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

Web: **www.britishlegion.org.uk**

Protect your health this winter by keeping warm and well

This winter it's more important than ever to take care of your health. Check you have everything you need to look after your health to prevent common winter illnesses from developing into more serious health issues.

If you do get ill and you're worried about your health, don't put off getting help.

The NHS wants to see you before any health concerns become bigger problems.



Visit **www.carechoices.co.uk** for further assistance with your search for care

→ The following places can provide help and advice:

- **NHS website:** Has a complete guide to conditions, symptoms and treatments, including what to do and when to get help. Visit: www.nhs.uk
- **NHS 111:** If you're unsure about which health service to use, NHS 111 can provide advice and direct you to the care you need. Call: **111** or visit: <https://111.nhs.uk>
- **Pharmacy:** Pharmacists can give treatment advice for a range of minor illnesses, can suggest when you need to see a doctor and can arrange for your medicines to be delivered to your home.
- **Your GP surgery:** Use your GP's website, app or telephone service.
- **Other services:** Visit the walk-in centre in Norwich or the minor injuries unit in Cromer.
- **999 or Emergency Departments:** For serious and life-threatening emergencies like chest pain, breathing difficulties, symptoms of stroke or sepsis, serious allergic reactions, trauma or blacking out.

Make sure you're vaccinated against flu and respiratory syncytial virus (RSV)

To protect from serious illness, it's important to get

your flu and RSV vaccinations, if you're eligible to do so. Call your GP surgery or visit: www.nhs.uk for information about both vaccinations.

Your health and wellbeing are important. There are things you can do to protect yourself and those around you this winter. For more information and other resources to help you stay well this winter, visit: <https://improvinglivesnw.org.uk/our-work/our-campaigns/warm-and-well>

Keep your home warm

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

Take on the Ready to Change 30-day health challenge

Do you want to eat healthily, drink less alcohol, quit smoking, achieve a healthy weight, or be more active? Step up to the 30-day health challenge. You can register for free, access guidance and support at: www.norfolk.gov.uk/readytochange

Drive safer for longer with GOLD

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

GOLD is a driver development session conducted

by specially trained and friendly instructors and this can be tailored to suit drivers' individual needs. Our trainers will come to you, and you will drive in your own car. GOLD costs £42 for a one-hour session.

To book a session or for further information, visit: www.norfolk.gov.uk/gold or call Norfolk County Council on: **0344 8008020**.

Norfolk Library and Information Service

Norfolk libraries are safe, welcoming spaces available to everyone – and it's free to join. You can use any Norfolk library to borrow books, including large print.

Open Library

Access your local library's books, computers and spaces while the building is unstaffed. For more information, visit: www.norfolk.gov.uk/openlibrary

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

All libraries have computers and free public Wi-Fi access. To use one of the library computers you

need to be a registered library member. You can book a computer before you visit the library by completing our online booking form. For more information, visit: www.norfolk.gov.uk/computers

The free Spydus Mobile app lets you access library services and manage your membership. Visit: www.norfolk.gov.uk/librariesapp for more information.

Mobile Libraries

Norfolk has a county-wide mobile library service which visits around 450 villages and around 960 stops on a monthly basis. All mobile library vans have a lift for people with mobility issues and wheelchair users. For more information (including timetables), visit: www.norfolk.gov.uk/mobilelibraries

Home Library Service

The Royal Voluntary Service and Norfolk County Council's Home Library Service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility. To use this service, contact the Norfolk Library and Information Service on: **01603 774777** (option one) or email: libraries@norfolk.gov.uk

We also provide a range of social activities, including Just a Cuppa sessions, which provide the opportunity to meet and chat with others while enjoying a hot drink. Visit: www.norfolk.gov.uk/libraries and select 'What's on' for more information.

Reading Well

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

- Reading Well for dementia recommends helpful reading and digital resources for people living with dementia. There are also books for family, friends and carers.
- Reading Well for mental health provides books with helpful information and support for adults managing common mental health conditions or dealing with difficult feelings and experiences.
- Reading Well for teens suggests recommended reading and digital resources to help young people understand their feelings and boost confidence.
- Reading Well for children provides quality-assured information, stories and advice to support children's mental health and wellbeing. The booklist targets children in Key Stage 2 (aged 7-11).

For more information, visit:

www.norfolk.gov.uk/readingwell

Digital Health Hub

We can help you, or someone you care for, learn the digital skills you need to access online health services. For example, how to make an online appointment with a GP and ordering repeat prescriptions online.

We can also show you how to find reliable health information on NHS websites and NHS apps. These are one-to-one sessions in person in Norfolk Libraries, or online over Zoom.

For more information, visit:

www.norfolk.gov.uk/healthylibraries

Norfolk Employment Service (NES)

NES includes area-based employment co-ordinators and a manager. The service works with people aged 18-65 who have been assessed under the Care Act 2014, are supported by Adult Social Services and are looking for paid work, voluntary work, an apprenticeship, work placements or education and training.

For more information, visit:

www.norfolk.gov.uk/norfolkemploymentservice



Healthwatch Norfolk – make your voice count

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

At a time when care services are under pressure and going through significant change, Healthwatch Norfolk is a key part of the way health and social care services in Norfolk are improved.

Healthwatch Norfolk can help ensure that your voice is heard and can also help signpost you to other services or information sources.

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

Tel: **0808 1689669**

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

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

Keeping safe

Norfolk Trusted Trader Scheme



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

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

Key to the scheme is customer feedback.

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

To search the **Norfolk Trusted Trader directory** and see members' feedback, visit:
<https://trustedtrader.team/norfolk>

Falls in Norfolk

Falls are the most frequent type of accident for people over 65 and can be serious. Many people are admitted to hospital with injuries caused by falling.

You may be at risk if you:

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

There is a lot you can do to help prevent yourself or

someone you care for from falling:

- Eat a healthy diet and drink plenty of water.
- Have a medication review.
- Get your eyesight checked.
- Have a hearing test.
- If you drink alcohol, reduce the amount.
- Keep active – especially focus on strength and balance.
- Remove trip hazards.
- Arrange for essential repairs to be done, like replacing a light bulb or fixing a curtain rail.
- Be careful when bathing or showering.
- Consider handrails for steps, stairs or in your bathroom.

- Check your shoes and slippers.
- Always keep walking aids at the right height and near you.

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

- Ask someone to help you write it.
- Know who you can call for help, and how to call them.
- If you have a mobile phone, always keep it with you.
- Think about having a care alarm to get help 24/7 if you fall and cannot reach the telephone.
- There are also different gadgets available that can be linked to the care alarm that can automatically send an alert if you fall. See page 18 for more details.

Watch the video 'How to get up safely after a fall' at: <https://www.rosa.com/home-safety/falls-prevention/after-life>

What to do if you have a fall:

1. Keep calm. Take time to think – are you injured or in pain?

2. If you are unhurt and you feel strong enough to get up, don't get up quickly. Roll onto your hands and knees and look for a stable piece of furniture, like a chair or bed. Hold onto the furniture with both hands to support yourself and, when you feel ready, slowly get up. Sit down and rest for a while.
3. If you need help, but do not need to go to hospital, ring a friend or family member or call Norfolk Swift Response (see page 36): **0344 8008020** (option one).
4. If you are hurt or can't get up and need immediate medical help, try to call for help, bang on the wall or floor, or use your care alarm button if you have one. If possible, crawl to a telephone and dial: **999** for an ambulance. Try to find a blanket or something to keep you warm. Move your leg and arm muscles regularly to produce heat.
5. Always tell your GP and someone close to you that you have had a fall, even if you were unhurt.

For more information and advice, visit:
www.norfolk.gov.uk/falls

Fire safety at home

In the last two years, six people died by fire in their homes in Norfolk. The most common cause in 2023-24 was unsafe smoking practices, some were combined with emollient cream use that acted as an accelerant.

Statistically, older people are more at risk of a fire in the home. This risk of being injured increases without a working smoke alarm. As we age, we are more likely to live alone, we may have reduced mobility or sense of smell and a reduced ability to tolerate smoke inhalation or burns.

We want you to be safe, sleep soundly and reduce the risk of home accidents. Other lifestyle choices can also increase the risk of injury in a fire – such as clutter, hoarding, smoking, alcohol, drugs or medications.

Key home fire safety advice:

- Fit smoke alarms in your home, not in your kitchen, but at least one per floor on your escape route.

- If using portable heaters, ensure there is one metre of clear space around them, they are on a flat surface and avoid using extension leads to power them.
- All emollient creams, including those that are oat-based or naturally sourced, significantly increase clothing and bedding flammability, so take extra care when smoking or near naked flames.
- Protect yourself and reduce the risk of fire by not leaving cooking unattended.
- Keep doors closed at night. A door will slow the spread of smoke and fire, giving more time to escape or get help.
- Take care with any smoking materials. Don't smoke in bed or when tired.
- Use electric blankets correctly and have them checked regularly by a qualified electrician.
- Don't dry clothes on heaters or fireguards. →

- ➔ • Make an escape plan. Think about how you would escape the house, and ensure this pathway remains clear and exit doors open easily.
- Be safe with electrical appliances; ensure the right chargers are used and not charged overnight, and don't overload plug sockets.
- Switch off and avoid using electrical appliances overnight, particularly tumble dryers, washing machines and dishwashers.
- Fit a fireguard to open fires and ensure chimneys are swept regularly. Take care with candles and naked flames, particularly with young children and pets.

Early detection, raising the alarm and getting to a place of safety is vital. It is important to consider if you could react, call for help and escape if there's a fire. If you are uncertain, we encourage installing a community alarm with linked and monitored fire detection, enabling the Fire and Rescue Service to be sent immediately where a fire is detected.

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

What is a home fire safety visit?

A trained member of Fire and Rescue staff or volunteer will visit your home and carry out a free home fire safety visit at a time convenient to you. Personnel won't offer to sell anything. They will offer home fire safety advice, discussing actions you can take to reduce your fire risk, how to make an escape plan and (if not fitted) install a smoke alarm(s). On arrival, personnel will be in Fire Service uniform and carry ID that will be shown to you.

To check how safe you are from fire in the home, scan the following QR code to use our online home fire safety check. If you qualify for a visit, you will be asked for your contact details and if you are happy for NFRS to have your details. Once these details are provided, the service will contact you to schedule a visit. The online form can be completed for yourself or someone else.



You can access the form and other safety advice online by scanning the QR code or visiting:
www.norfolk.gov.uk/fire

Safeguarding adults

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

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

Abuse can happen anywhere and can be carried out by anyone. It can happen once or repeatedly.

Abuse is anything that harms another person and might include:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication and restraint.
- **Domestic abuse** – including psychological, physical, sexual, financial and emotional abuse; controlling or coercive behaviours: so-called 'honour-based' violence.
- **Sexual abuse** – including rape, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting to.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming,

controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements (like wills, property, inheritance or financial transactions) or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – including slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory abuse** – including harassment or slurs because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice/policies within an institution or a specific care setting, like a hospital or care home or in care or support services provided in an adult's own home.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failing to provide access to appropriate health, care and support or educational services, withholding medication, adequate nutrition and heating.
- **Self-neglect** – including behaviour such as neglecting to care for one's personal hygiene, health or surroundings or hoarding.

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

- Has needs for care and support (whether or not the County Council is meeting any of those needs), and
- Is experiencing, or is at risk of, abuse or neglect, and

- As a result of these care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Norfolk Safeguarding Adults Board (NSAB)



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.

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.

If you or someone you know is at risk of, or experiencing, abuse or neglect, don't dismiss your concerns. Safeguarding is everyone's business – if you see something, or hear something, say something. It is important to tell someone you trust, or call: **0344 8008020**. For more information, visit: **www.norfolksafeguardingadultsboard.info**

In an emergency, always dial: **999**.



Hate incident – Stop Hate in Norfolk

What is a hate incident/crime?

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

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



→ For example:

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

If police determine a hate incident is not a crime and therefore does not go to court, actions and interventions are frequently undertaken by the police and public agencies to work with perpetrators and victims to prevent future hate incidents.

Information on how to do so can be found at:
www.norfolk.police.uk/ro/report

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

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

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

Domestic abuse

Domestic abuse is everyone’s business. The Government’s definition of domestic violence is ‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality’.

Family members are defined as mother, father, sister, brother and grandparents, whether directly related, in-laws or stepfamily. This is not an exhaustive list and may also be extended to aunts, uncles, and cousins, for example.

Domestic abuse is a pattern of behaviour used by abusers to establish and maintain power and control over another person. It’s not always physical violence and can take different forms.

It’s defined by the Domestic Abuse Act 2021 as any malicious behaviour that is:

- Physical.
- Sexual.
- Violent.
- Threatening.
- Controlling.

- Coercive.
- Psychological.
- Emotional.
- Of an economic nature.

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.

While a major purpose of criminal law is to punish an offender, civil law can also be used to protect victim-survivors of abuse.

To help someone survive life after domestic abuse, or to keep them safe from non-criminal abuse such as verbal, emotional, psychological, or financial, a civil court can impose:

- Non-molestation order – chiefly used to stop a perpetrator from attacking, intimidating, pestering or harassing their ex-partner and children. It’s a criminal offence to break this order.

- Occupation order – these say who can reside in the family home. They're often applied to stop the abuser from living in the family home with the victim-survivor.
- Prohibited steps order – granted by courts when a person with parental responsibility for a child has taken that child away from their ex-partner, attempted to take the child or refused to return the child after contact.
- They constantly check up on you or follow you – they may also track you via your mobile phone or other technology.
- They wrongly regularly accuse you of flirting or of having affairs.
- They get extremely jealous and possessive.
- They humiliate you or criticise or insult you, often in front of others.
- 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.

The Domestic Abuse Act 2021 strives to achieve three things:

- Raise awareness of domestic abuse, and the impact it can have.
- Increase efficiency in protecting victim-survivors and addressing abuse.
- Provide better support for victim-survivors (and their children) of domestic abuse across the UK.

One of the most important things this Act seeks to achieve, is defining what domestic abuse is. It introduced the nation's very first standardised description of domestic abuse, which is building the necessary foundations to identify, address, and reduce future abuse.

Am I in an abusive relationship?

It's not always easy to know if you're being abused. Perpetrators may try to persuade you that what they are doing is normal, is a sign of love or that they're sorry.

Some possible signs are:

- Things just do not feel right.
- You fear 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 or college or from working.

- They constantly check up on you or follow you – they may also track you via your mobile phone or other technology.
- They wrongly regularly accuse you of flirting or of having affairs.
- They get extremely jealous and possessive.
- They humiliate you or criticise or insult you, often in front of others.
- 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 are unsure whether something that has happened to you is abuse, it can help to imagine whether you would be worried if the actions against you happened to a friend or a close relative.

The Domestic Violence 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 apply by:

- Calling the police on: **101**.
- Speaking to staff at any police station.
- Speaking to a police officer on the street.
- Reporting online through the Norfolk Constabulary website, visit: **www.norfolk.police.uk** (search 'Domestic abuse').

Staying safe

In an emergency, always call **999**.

Local councils (see page 54) can provide advice and support to help you find safe accommodation and may be able to help you remain safely in your own home via a Sanctuary Scheme.

If you know someone is suffering from abuse, call: **101**, visit: **www.norfolk.police.uk** or call: **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 8008020**. Or call the National Domestic Abuse 24-hour helpline: **0808 2000247**.

For further details about various agencies providing practical or emotional support or if you need to leave your home because of domestic abuse, visit: www.norfolk.gov.uk/gethelpnow

The Norfolk Integrated Domestic Abuse Service (NIDAS) offers free, confidential and impartial support to those affected by domestic abuse. See page 8 for contact details.

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

Staying in your own home

Key safe initiative

A key safe is a secure box with a combination-code that can be used to hold a spare key. This is useful for anyone who has multiple visitors but has difficulty getting to the door to let them in. The council recommends the Supra C500 key safe as it is police approved. Contact your home insurance provider for further information and advice.

Private companies also offer key safes, visit: <https://trustedtrader.team/Norfolk> to find a reputable trader.

You can also register your key safe with the East of England Ambulance Services for emergency use, visit: www.eastamb.nhs.uk/form/keysafe-access-form

Assistive technology and community alarms

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

There are different types of assistive technology depending on your needs and situation. These range from simple battery-operated items to more complex devices, like Telecare equipment that links through your telephone line, broadband or a mobile connection to a community alarm monitoring centre so that help is available 24 hours a day, giving security and peace of mind that you will be taken care of.

Telecare sensors that are linked to a community alarm can automatically detect things such as fire and heat, low temperature in a room, carbon monoxide, a fall in the home or a vulnerable person exiting the property. Simpler sensors that do not need to be linked to a community alarm can alert a carer in the same house to a call for support, movement in an area or the opening of a door.

Assistive technology is also available for raising an alert and locating a person in their community via GPS satellite location devices, or for detecting a person's activity within their home. Furthermore, there is an increasing amount of mainstream mobile and internet-linked assistive technology that can contribute to the safety and wellbeing of a vulnerable person and support carers.

Much of this can be provided free of charge if Norfolk County Council think this will support you to live independently at home. Where Telecare equipment is provided, there is a weekly community alarm service rental charge.

Tel: **0344 8008020**

Web: www.norfolk.gov.uk/assistivetechology

Community alarms

These offer peace of mind 24/7 and are ideal for anybody who feels vulnerable and may need an urgent response. The pendant alarm is worn around your neck or wrist and connects to your alarm device. At the touch of a button, you will be able

to speak to an operator who will help assess what support is needed, like contacting your next-of-kin or the Emergency Services.

Check which care alarm service covers your area from the following list and see the checklist on page 21 for a list of questions to consider about assistive technology.

Countywide – **CareLine Community Service**
Provided by the Borough Council of King's Lynn and West Norfolk.

Tel: **01553 616200** (option six).

Countywide – **Careline365** • Tel: **01603 964306**

Countywide – **n-able (Norse Ltd)**

Tel: **0300 3730199**

Equipment to aid daily living

Medequip is commissioned to provide the Norfolk and Waveney Community Equipment Service. Your local service centres are in Norwich and Downham Market. Medequip provides this service on behalf of Norfolk County Council, NHS Norfolk and Waveney Integrated Care Board and Suffolk County Council (for Waveney only).

Community Equipment Service

This provides a range of equipment to help you live independently, whether it's equipment for your home, or things to help you while out and about. The service is funded by your local authority and the NHS, and Medequip provides the equipment on loan. This includes delivery and fitting, servicing, collection and recycling.

You may be eligible for specific equipment following an assessment, where health or social care prescribers such as an occupational therapist can work with you to find ways of managing tasks, offer advice and provide potential solutions.

To access equipment and request an assessment, you can ask your GP for a referral or if you are to be discharged from hospital, an assessment can be arranged. To enquire or request an assessment directly, you can contact Norfolk County Council.

Call: **0344 8008020** or complete the self-referral form online at: **www.norfolk.gov.uk/41762**

Returning equipment

If you have equipment loaned to you that you no longer need, you can request a free collection so Medequip can reuse it and help others in need.

Call: **01603 511124** or email:

norfolkcs@medequip-uk.com

Self-care

This empowers you to live independently for longer, giving you the confidence to remain in your own home and complete everyday tasks safely.

There is a wide range of equipment to choose from and Trusted Assessor advice, available through local mobility retailers or online, to help you find equipment that is right for you. This can range from food preparation and mobility to dressing and bathing aids.

A self-assessment tool via Medequip offers free impartial advice about all types of equipment, to make daily living easier. Visit:

www.medequip-uk.com/selfhelpguide

You could also visit Medequip's online retail store, Manage At Home (**www.manageathome.co.uk**), for a choice of products from leading manufacturers of daily living aids, delivered directly to your home. Order your free catalogue at: **www.manageathome.co.uk/catalogue-request**

VAT relief is also available on many products, giving you financial help if you are disabled or have a chronic illness. To find out more, visit:

www.manageathome.co.uk/vat-relief



→ Other support options

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

British Red Cross Mobility Aids Scheme

Including short-term wheelchair loan. You can also book online at: www.redcross.org.uk/get-help/hire-a-wheelchair and find details about your nearest branch at: www.redcross.org.uk/get-help/hire-a-wheelchair/find-your-local-wheelchair-service

Great Yarmouth

Tel: **01493 663626** (Monday to Friday, 10.00am to 2.00pm).

King's Lynn

Tel: **01553 766969** (Monday to Friday, 10.00am to 4.00pm).

Norwich

Tel: **01603 253403** (Monday to Friday, 10.30am to 4.00pm).

your GP. They can refer you to the local wheelchair service for an assessment to discover if you fit the criteria for a long-term wheelchair loan.

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

Shopmobility

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

Norwich (now managed by Equal Lives)

Manual and powered wheelchairs and scooters are available from the Chantry Place shopping centre (day hire only). Open Tuesday to Friday, 9.00am to 4.00pm. • Tel: **01603 365100**

King's Lynn

Ground floor, St James multi-storey car park
Tel: **01553 770310**

There may also be a mobility shop in your local area. If the issues remain unresolved and it appears that the situation will require professional support, an online referral can be made via our enquiry form: www.norfolk.gov.uk/41762 or by calling: **0344 8008020**. Much of this can be provided free of charge if Norfolk County Council thinks that this will support you to live independently in your home.

Wheelchairs

These can make it possible for you to get out and move around safely and can also help your carer (if applicable). If you need a wheelchair for over six months and have a permanent disability, talk to

Buying a wheelchair privately is an alternative option.



Rollators • Bath Lifts • Riser Recliner Chairs
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It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit: <https://www.medequip-uk.com/selfhelpguide>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

Do you need to take it with you when you leave the house? Is it transportable? ☐

Does the equipment have any limitations that would make it unsuitable for you? ☐

Will it work alongside any assistive technology you already have? ☐

Usability

Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐

Does the equipment need a plug socket and will any wires cause a trip hazard? ☐

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐

Are you able to use it? Are there any aspects you don't understand? ☐

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

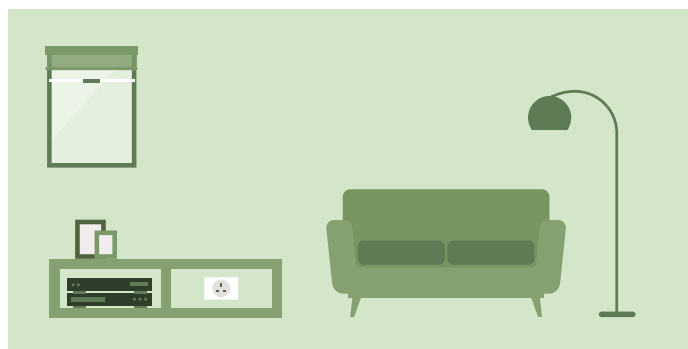
Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 25.

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

Norfolk County Council • Tel: **0344 8008020**
Complete the online support needs form at:
www.norfolk.gov.uk/41762



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Handyperson schemes

Broadland and South Norfolk

The Independent Living Team provides support and services to residents in both districts to help them live safely and independently in their own homes, prevent falls and other accidents, delay the need for health and social care services or prevent the need for increased support.

This ranges from quick and simple jobs like installing a grab rail, smoke alarm or assistive technology to housing adaptations, such as a walk-in shower, stairlift, access ramp and adaptations to aid access and mobility around the home.

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

The Handyperson Service carries out small repairs, maintenance and installations to support residents to live safely and independently. This service is available to all residents at a charge. For some older and vulnerable people, the work is free, but a discounted service is also available. For more information, visit: **www.southnorfolkandbroadland.gov.uk** (search 'Handyperson Service').

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

Broadland District Council

Tel: **01603 430431**

Email:

hstandards.bdc@southnorfolk&broadland.gov.uk

South Norfolk Council

Tel: **01508 533933**

Email:

hstandards.snc@southnorfolk&broadland.gov.uk

Norwich City Council (home improvements)

The Norwich Safe at Home Scheme (including dementia adaptations) is provided to help people manage better in their own homes. The Safe at Home Scheme provides grants of up to £2,500 for small works to help with everyday tasks and provide emergency repairs. This also applies to dementia adaptations to allow people to live independently for longer and to be able to manage the condition more easily.

The grant can also be used to help vulnerable homeowners with minor adaptations where a disabled facilities grant is unsuitable, or for 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 across all tenures.

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

Tel: **0344 9803333**

Email: **homeimprovement@norwich.gov.uk**

Web: **www.norwich.gov.uk/healthyhomes**
(online referral form).

For inpatients, the Home Improvement Team can offer grants of £15,000 and a fast-track adaptations service to enable a timely discharge. Referrals must be made by a health professional using the previously mentioned web form or email.

King's Lynn and West Norfolk

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

- CareLine Personal Alarm Service.
- Care and Repair Service.
- Handyperson Prevention Service.
- Integrated Housing Adaptations Team (IHAT).
- Lily (see page 5).

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

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

The Handyperson Service can help with minor adaptations, such as falls prevention enabling people to live safely and independently at home. Preventing falls and reducing risks in and around the home is a priority when it comes to helping people maintain their independence. Funding for this service is available to anyone living in West Norfolk with a disability or health condition.

For more information, call: **01553 616200** (option one, then option two) or visit: **www.careline-cs.org.uk** or **www.careandrepair-wn.org**



Norfolk First Support (NFS)

NFS provides support and reablement in the home environment, supporting people to regain and maximise their independence after a hospital stay and/or deterioration in physical and/or mental health in the community.

You will be supported within a Multidisciplinary Team (linked to wider health and social care colleagues), working together with you to develop a comprehensive individual plan with person-centred goals. This will help and support you to regain and/or learn new skills to maximise independence in your home.

This approach supports individuals to do things for themselves. Using techniques that support retraining or regaining skills and building confidence so people can learn to manage after

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

If any ongoing needs are identified, we will help to arrange alternative provision. For further details, see page 57. To access the service, you will need to be assessed by a GP, community nurse, social worker and/or therapist.

Norfolk First Support

Tel: **0344 8008020** or **0344 8008026** (if you are a health professional, including mental health practitioners and physiotherapists).
Complete the online support needs form at: **www.norfolk.gov.uk/41762**

Home care and home support

Support at home is known as many things – including home care, home support and domiciliary care. These services provide practical help for people to stay living independently at home. There are various organisations that provide a range of services to help you continue to do this.

Visit: **<https://communitydirectory.norfolk.gov.uk>**

If you fund your own care or have a Direct Payment from Adult Social Services for your care and support, you can arrange support at home directly with a provider. A list of providers starts on page 31. →

Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- Peace of mind & independence
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Norwich – 01603 385 617

Fakenham – 01328 410 028

Helping Hands



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www.freedomtransport.co.uk

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- Day Centre/Community Hubs
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TRANSPORT**

→ Services that can be provided could include:

- Personal care, such as help with getting up or bathing.
- Help with eating, menu planning, preparing and cooking food and different types of meal services.
- Looking after your health, reminding you when to take medication, applying creams and lotions, simple dressings and eye drops.
- Night care or night sitting services, which means a home care assistant in your home during all or part of the night to ensure you are safe and to provide personal care services.
- Live-in care: in some cases, it's preferable and more economical to have a care worker living in your home 24 hours a day. This can be for a short period, for example to provide respite breaks for regular carers, short-term support following hospital discharge or ongoing.
- Help for you to become independent again by learning new skills or regaining old ones.
- Ongoing support to help delay the need for increased future support.
- Promoting your wellbeing by helping you to get involved with things in your local community, which may mean needing fewer services.

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

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

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

We will ensure that the services we arrange:

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

Who provides these services?

Comprehensive information about providers in Norfolk starts on page 31.

We commission a range of organisations to support the people of Norfolk to lead independent and dignified lives at home. All home care/home support providers are regulated and inspected by the Care Quality Commission (CQC) which issues quality ratings and publishes inspection reports on its website: www.cqc.org.uk/ For more information on the CQC, see page 60.

Home care/home support charges

If you have capital or assets over £23,250, you can make private arrangements with a provider and pay the full cost of the service to the provider.

Alternatively, you can ask Norfolk County Council to arrange this for you. Typical charges for this service depend on the amount of care and support and the particular skills required.

If you have capital of less than £23,250, we can arrange your care and you may (subject to being assessed as having eligible care and support needs, and after a financial assessment), be required to contribute towards the cost of the services you receive. You will be given clear information about what you can expect to pay. See page 76 for information on paying for care.

You should also refer to the booklet 'A guide to charges for home care and other non-residential care services'. A copy is available online at: www.norfolk.gov.uk/payingforcare (select 'Care charges and charging policies').

Anne

Norwich & North Norfolk

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be home

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Or email

[norwich@
bluebirdcare
.co.uk](mailto:norwich@bluebirdcare.co.uk)

*Find
out more*



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the provider

- How long has the provider been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the provider in an emergency or outside office hours? ☐ ☐ ☐
- Does the provider have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the provider have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the provider accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the provider have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the provider's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the provider's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 60.



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caringtogether.org

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About with Friends

Cromer

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LDA YA

ACDC Home Care Services

King's Lynn

Tel: 07852 441102

OP D

Acorn 2 Oak Care Ltd

Wymondham

Tel: 01953 558131

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OP D PD MH SI YA

ACT Centre

Norwich

Tel: 01263 733385

D PD MH YA

All Day Care Services Ltd

Norwich

Tel: 07846 794489

OP YA

Almond Tree Care Ltd

Norwich

Tel: 01508 578807

OP D PD MH SI YA

Ambition Community Healthcare

Dereham

Tel: 01362 289398

OP D PD LDA MH SI YA AD

Apple Homecare Ltd

Norwich

Tel: 01603 211080

OP D PD LDA MH SI YA

Ashtree Care Village

Norwich

Tel: 01603 394360

OP D

Avall (Norwich)

Norwich

Tel: 01603 633999

OP D PD LDA MH SI YA AD

Aylsham Homecare

Norwich

Tel: 01263 735654

OP D PD SI

Bainbridge Close

North Walsham

Tel: 01692 500639

PD LDA SI

BB Healthcare

King's Lynn

Tel: 01553 761400

OP D PD LDA MH SI YA

Bee Home Care Ltd

Norwich

Tel: 01603 331729

OP D PD LDA MH SI YA

Better Oasis Ltd

Norwich

Tel: 01603 380339

OP D PD YA

Bluebell Support Services

Castle Rising

Tel: 01553 631694

OP D PD LDA MH YA

Bluebird Care (East Suffolk and Great Yarmouth)

Great Yarmouth

Tel: 01502 446150

OP D PD SI YA

Bluebird Care (Norwich & North Norfolk)

Norwich

Advert page 28

Tel: 01603 735999

OP D PD LDA MH SI YA AD

Care Company UK Ltd, The

King's Lynn

Tel: 01553 660130

OP D PD LDA MH SI YA

Caremark Norwich

Norwich

Tel: 01603 433855

OP D PD LDA MH SI YA AD

Carers Elite Ltd

Downham Market

Tel: 01366 380707

OP D

Carewatch (Norfolk)

Dereham

Tel: 01362 696967

D PD MH SI AD

Caring Together

Swaffham

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Tel: 0345 241 0954

OP D PD LDA MH SI YA AD

Cavell Healthcare

Norwich

Advert page 30

Tel: 01603 340044

OP D PD LDA MH SI YA

Cera – King's Lynn

King's Lynn

Tel: 01553 401744

OP D PD LDA MH SI YA AD

Cera – Norwich

Norwich

Tel: 01603 320360

OP D PD LDA MH 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



24 Hour Live In Care

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What Does This Care Include?

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

Have a question? get in touch...

paul@clarkjames.co.uk

www.clarkjameshomecare.co.uk



Cera Norfolk

Norwich

Tel: 01508 447310

OP D MH SI YA

Clarity Homecare (Norwich)

Norwich

Tel: 01603 555220

OP D PD LDA MH SI YA

Clark James HomeCare – Norwich

Norwich

Tel: 01603 300364

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OP D PD LDA MH SI YA AD

CNS Norfolk

Norwich

Tel: 01905 977045

OP D PD MH SI YA

Compkey Healthcare Ltd

Norwich

Tel: 01603 762318

OP D PD LDA MH SI YA

Complete Caring Ltd

Wymondham

Tel: 01953 423424

OP D PD MH SI YA

Connect Nursing Norwich

Norwich

Tel: 01603 821000

OP D PD MH SI YA AD

Daybreak Support Services

King's Lynn

Tel: 01553 768154

OP D PD LDA MH SI YA

Dedicated Care East Anglia Ltd

King's Lynn

Tel: 01553 766844

OP D PD LDA SI YA

Dell Care

Wymondham

Tel: 07825 894171

OP D PD YA

Dimensions Norfolk Domiciliary Care Office

Norwich

Tel: 0300 303 9016

OP LDA YA

Doughty's

Norwich

Tel: 01603 621857

OP

Eagles Recruitment and Healthcare

Norwich

Tel: 01603 514202

OP D

East Anglia Domiciliary Care Branch

Norwich

Tel: 01603 568266

OP PD LDA MH SI YA

East Point Care Wymondham

Wymondham

Tel: 01953 605364

OP D PD LDA MH YA

Eastern Specialist Service T/A Cavell Healthcare

Cromer

Tel: 01263 801333

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Elite Care

Cromer

Tel: 01263 512528

OP D PD LDA MH SI YA

Errand Plus and Personal Services

Norwich

Tel: 01603 319998

OP D PD LDA MH YA

Estuary House Ness M Care Services Norfolk

King's Lynn

Tel: 01553 766806

OP D PD LDA MH YA

Ever Care Ltd

King's Lynn

Tel: 01553 777763

OP D PD LDA

Everyday Living Healthcare Ltd

Dereham

Tel: 07741 528816

OP D PD YA

Extra Care Home Services Ltd

North Walsham

Tel: 01692 780530

OP D PD LDA MH SI YA AD

Extra Hands of Heacham Ltd – Broadland Office

Norwich

Tel: 01603 898623

OP D PD LDA MH SI YA AD

Extra Hands of Heacham Ltd – Heacham Office

King's Lynn

Tel: 01485 570611

OP D PD LDA MH SI YA AD

Fairway House

Dereham

Tel: 01362 695588

LDA YA

Faith Community Healthcare

Downham Market

Tel: 01366 659390

OP D PD MH SI YA

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Tel: 07932 491915

OP D PD YA

First Choice Home Care

Norwich

Tel: 01603 980394

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North Norfolk: 01263 650983

West Norfolk: 01553 387 967

South Norfolk: 01953 565005

Norwich: 01603 340384



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First Choice Home Care

Snetterton

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Fisher Healthcare East Anglia

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Fuchsia Homecare Gorleston

Great Yarmouth

Tel: 01493 602434 **OP D PD LDA MH SI YA**

Fuchsia Homecare Norwich

Norwich

Tel: 01603 542949 **OP D PD SI YA**

Gentle Folk Community Care

Norwich

Tel: 01953 887187 **OP D PD SI YA**

Grays Fair Court

Norwich

Tel: 01603 819805 **OP PD YA**

Guild Healthcare

North Walsham

Tel: 01493 751869 **OP D PD LDA MH SI YA**

Hales Group Ltd – Norwich

Norwich

Tel: 01603 358639 **OP D PD LDA MH SI YA AD**

Hales Group Ltd – Swaffham

Swaffham

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

Hamlet Charity, The

Norwich

Tel: 01603 215193 **PD LDA SI YA**

Heart to Heart Home Care Agency

Norwich

Tel: 01603 871903 **OP D**

Helping Hands North Norfolk

Fakenham

Tel: 01328 410 067 **Advert page 26**
OP D PD SI YA

Helping Hands Norwich

Norwich

Tel: 01603 385 632 **Advert page 26**
OP D PD LDA YA

Home Instead

Mid Norfolk **Advert page 34 & outside back cover**

Tel: 01953 306965 **OP D PD MH SI YA**

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North Norfolk **Advert page 34 & outside back cover**

Tel: 01263 650983 **OP D PD MH SI YA**

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Tel: 01553 387967 **OP D YA**

Home Team, The

Norwich

Tel: 01603 926465 **Advert inside front cover**
OP D YA

I Care Service

Dereham

Tel: 01362 690533 **OP D PD LDA SI YA**

INA Healthcare Ltd

Great Yarmouth

Tel: 07720 614876 **OP YA**

Independence Matters C.I.C.

– Floating Support City

Norwich

Tel: 01603 222874 **OP D PD MH YA**

Independence Matters C.I.C.

– Norwich Supported Living

Norwich

Tel: 07767 384316 **OP D PD LDA MH YA**

Independence Matters C.I.C.

– Personal Assistant Services East

Great Yarmouth

Tel: 01493 650504 **OP D PD LDA YA**

See the checklist on page 29 for useful suggestions of questions to ask when looking at home support providers.

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

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- Welfare checks
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Norwich

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OP D PD LDA YA

Independence Matters C.I.C.

– Personal Assistant Service South

Attleborough

Tel: 01953 450849

OP D PD LDA YA

Insignia Healthcare Group

Norwich

Tel: 01603 952626

OP D PD LDA MH SI YA

Kings Lynn Supported Living

King's Lynn

Tel: 01553 614908

OP D PD LDA MH SI YA

Kingsley Home Care Services

Norwich

Tel: 0333 230 1300

OP D PD YA

Kingsley Home Care Services Ltd

Diss

Tel: 01379 313112

OP D PD MH SI YA

Later Life Care Ltd

Sheringham

Tel: 01263 649375

OP D PD YA

Leaf Care Services

Great Yarmouth

Tel: 01603 618111

OP D PD LDA MH SI YA AD

Norwich

Tel: 01603 618111

OP D PD LDA MH SI YA AD

Long Stratton Supported Living

Norwich

Tel: 01508 530820

OP D PD LDA MH SI YA

Love to Care Home Care Norfolk

Norwich

Tel: 01603 328328

OP PD YA

Loved Ones Home Care Ltd

Great Yarmouth

Tel: 01502 446150

OP D PD SI YA

Luminous Domiciliary Care Ltd

Norwich

Tel: 07960 879777

OP D PD YA

MaK Healthcare

Great Yarmouth

Tel: 01493 887466

OP PD SI YA

Malindi Care Services Ltd

Thetford

Tel: 07361 811928

OP D PD LDA MH YA

Manorcourt Care (Norfolk) Ltd – Norwich

Norwich

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Tel: 01603 576080

OP D PD LDA MH SI YA

Master Care

Norwich

Tel: 01603 380341

OP D PD MH SI YA

Medicaps Healthcare

Norwich

Tel: 07899 714173

OP D PD SI YA

Mercylink Care Norfolk

Diss

Tel: 07365 273990

OP D PD LDA MH SI YA

Mill Lodge

Norwich

Tel: 01603 868202

OP D PD LDA MH SI YA

Mimarcare Ltd

Norwich

Tel: 01603 213830

OP D PD YA

MUTEURO Ltd

Norwich

Tel: 07944 085991

OP D PD MH SI YA

NCC First Support – Children Specialist

Intervention TeamNorwich

Norwich

Tel: 01603 306425

PD

NCC First Support – Eastern

Great Yarmouth

Tel: 0344 800 8026

OP PD YA

☎ 07848 292744

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🌐 www.nextstephealthcare.uk



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☎ 01953 303288 ✉ office@pridehomecare.co.uk
Queens Square | Attleborough | NR17 2AE

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- 🧠 Dementia
- 📅 Appointments
- 📞 Telephone Monitoring
- 🏠 Cover for Existing Carers
- 🤝 Palliative Care
- 📅 Long Term Conditions

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NCC First Support – Northern

Norwich

Tel: 01263 739000

OP PD YA

NCC First Support – Norwich

Norwich

Tel: 01603 224060

OP PD YA

NCC First Support – Southern

Dereham

Tel: 01603 365789

OP PD YA

NCC First Support – Western

King's Lynn

Tel: 01553 669300

OP PD YA

NCC Swift Response

Norwich

Tel: 0344 800 8020

Advert page 36

OP D PD YA

Ness M Norfolk

Thetford

Tel: 01553 766806

D PD LDA MH

Next Steps Healthcare Domiciliary Care (Norfolk)

Norwich

Tel: 07848 292744

Advert page 37

OP D PD LDA MH SI YA

Nightingale Homecare (Gorleston)

Great Yarmouth

Tel: 01502 566879

OP D PD SI YA

Nightingale Homecare Norfolk (Norwich)

Norwich

Tel: 01603 516498

OP D PD SI YA

Norfolk Affinity Care Services Ltd

Norwich

Tel: 07540 778571

OP D PD LDA MH SI YA

Norfolk Transforming Care

North Walsham

Tel: 07771 123920

PD LDA SI YA

Norvic Healthcare Anglia

Norwich

Tel: 01603 865665

OP D PD LDA MH SI YA AD

NR Care Head Office

Norwich

Tel: 01603 407976

OP D PD LDA SI YA AD

Nurseplus UK – Norwich

Norwich

Tel: 01603 966801

OP D PD LDA MH YA

Nursing Care Personnel Ltd (Norwich)

Norwich

Tel: 07946 618367

OP D PD YA

Old Hall Farm Barn

Diss

Tel: 01379 741103

OP D YA

One to One Home Care Agency Ltd

Great Yarmouth

Tel: 01493 656266

OP D YA

Ontime Response Healthcare Ltd Norfolk

King's Lynn

Tel: 0333 577 0844

OP D PD SI YA

Orchard Healthcare (Norfolk) Ltd

King's Lynn

Tel: 01553 386108

OP D PD LDA SI YA

Outreach Care and Staffing – Norfolk

Norwich

Tel: 07590 672923

OP D MH YA

PCT Care Services Ltd Head Office

Wymondham

Tel: 01953 602299

OP D PD LDA MH SI YA

Phoenix Homecare (Norfolk) Ltd

Swaffham

Tel: 01760 720335

OP D PD LDA MH SI YA

Premier Homecare

Thetford

Tel: 01842 824415

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OP D PD MH YA

Prestbury Care Providers

Downham Market

Tel: 01553 615600

OP D PD LDA MH SI YA

Prestige Nursing Norwich

Norwich

Tel: 01603 666643

OP D PD LDA MH SI YA AD

Prevail Healthcare

Norwich

Tel: 01603 393515

OP D YA

Pride Home Care Attleborough Branch

Attleborough

Tel: 01953 303288

Advert page 38

OP PD SI YA

Pride Home Care Watton Branch

Thetford

Tel: 01953 303200

Advert page 38

OP D PD SI YA



Roster
Home
Care

You Trust We Care

GET CARE
IN THE
PLACE
YOU
LOVE



OUR OBJECTIVE

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

WHY CHOOSE US

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

WHAT WE OFFER

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



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ON CALL 24/7



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**231 Queens Road
Norwich
NR1 3AE**

FOLLOW US TODAY



Professionals Care For You Ltd

King's Lynn

Tel: 07306 562222

OP D YA

Prompt Healthcare**Staffing Norfolk**

Norwich

Tel: 07580 413737

OP D PD LDA MH SI YA AD

Provider Services HQ

Norwich

Tel: 01603 693624

OP D PD LDA MH SI YA AD

Pulms Ltd

Norwich

Tel: 01603 512774

OP PD SI YA

Pure Heart Homecare Ltd

Wisbech

Tel: 01945 773861

OP D PD LDA MH SI YA

Purely Care

Norwich

Tel: 01603 407707

OP D PD LDA MH SI YA

QCM Healthcare Kings Lynn

King's Lynn

Tel: 01553 432532

OP D PD LDA MH YA

Restore Empathy Healthcare Ltd

Norwich

Tel: 07720 259999

OP D PD MH YA

Riseup Healthcare Ltd

Attleborough

Tel: 01953 797130

OP D PD LDA SI YA

Roster Home Care Ltd

Norwich

Tel: 01603 323653

Advert page 40

OP D PD SI YA

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

Thetford

Tel: 01842 766444

OP LDA YA

Semy Care Ltd

Norwich

Tel: 07852 725591

OP D PD MH YA

SMAT Healthcare Ltd

Norwich

Tel: 07947 500350

OP YA

South Norfolk Carers Ltd

Norwich

Tel: 01508 558218

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OP D PD SI YA

Squirrels

Aylsham

Tel: 01260 734938

PD LDA MH SI

St Barnabas Church**Compton Room**

Norwich

Tel: 01603765875

OP D PD SI YA

SuAnne Home**Care Services Ltd**

Norwich

Tel: 01603 380333

OP D PD YA

Sunrise Healthcare Ltd

Diss

Tel: 01379 641250

OP D PD LDA MH SI YA AD

Support Me at Home

North Walsham

Tel: 01692 531241

OP D PD MH SI YA

Swallowtail Place

Norwich

Tel: 01493923149

OP YA

Swanton Community Support

Norwich

Tel: 01603 285205

OP PD LDA MH YA

TAMA75

Norwich

Tel: 07735 033072

OP D PD LDA MH SI YA

Taylor Care Norfolk

Fakenham

Tel: 01328 863611

OP D PD MH SI YA

TCOU at Home Ltd

Norwich

Tel: 07368 378612

OP D PD SI YA

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

Home support providers continued

Thetford and Lowestoft Domiciliary Care Agency

Thetford

Tel: 01842 766444

OP LDA YA

Thornage Hall Independent Living

Holt

Tel: 01263 860305

OP LDA YA

Total Care Norfolk

Downham Market

Tel: 01366 858070

OP D

Trust Care Agency

Norwich

Tel: 01603 617770

OP D PD LDA MH YA

UNIQUE DOMCARE Ltd

Norwich

Tel: 07359 222121

OP D PD SI YA

Ur Choice Care Ltd

Norwich

Tel: 01603 628397

OP D PD LDA MH SI YA

Utopia Care Ltd

Thetford

Tel: 01603 319430

OP D PD LDA YA

Voyage (DCA) Norfolk

Dereham

Tel: 01362 696139

OP PD LDA MH SI YA

Wensum Way

Fakenham

Tel: 01328 863440

OP PD LDA SI YA

Westminster Homecare Ltd (Norfolk and Suffolk)

Norwich

Tel: 01603 466801

OP D PD LDA MH SI YA AD

Woodgate Park

Dereham

Tel: 01362 637555

OP D PD SI YA

Woodspring Care at Home

Fakenham

Tel: 01328 863753

OP D PD YA

WSB Care Ltd

Great Yarmouth

Tel: 01493 719010

OP D PD SI YA

Your Priority Healthcare Ltd

Norwich

Tel: 07846 410347

OP D PD MH SI YA

Yourlife (Hunstanton)

Hunstanton

Tel: 01485 532420

OP D PD SI YA

Your Life (Norwich)

Norwich

Tel: 01603 456328

OP D PD SI YA

Yourlife (Hunstanton)

Hunstanton

Tel: 01485 532420

OP D PD SI YA

Zara Healthcare

Norwich

Tel: 07942 468046

OP D PD LDA MH SI YA

Zera Healthcare Ltd

Norwich

Tel: 01603 579797

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

Day services

These are available in various locations, ranging from care homes and care homes with nursing, to different community venues across Norfolk. These services help people live as independently as possible by providing a wide range of meaningful activities and opportunities. Some of the services provide specialist care and support. For example, for people with dementia or learning disabilities.

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

See the following listings for contact details of day services and day centres. The services on these pages are accredited by us, which means several

checks have been carried out to ensure they meet certain standards.

There is also information about day centres and groups on the Norfolk Community Directory – organisations listed here are not necessarily accredited by us: <https://communitydirectory.norfolk.gov.uk>

If you have been assessed and you are eligible for support from us, we can help you to find activities which will help promote your independence. See page 57 for more information on assessments and eligibility and page 76 for information on paying for care.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Guide. For the latest information, contact providers directly.

Day services listings

EAST

Avery Lodge

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

Caister Community Hub – Independence Matters

High Street, Caister-on-Sea,
Great Yarmouth NR30 5EH
Tel: **01493 722552**

Centre '81

Yare House, Morton Peto Road,
Great Yarmouth NR31 0LT
Tel: **01493 852573**

Ealing House

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

East Personal Assistant Service (Independence Matters)

Suffolk Road, Gorleston, Great Yarmouth NR31 0LJ
Tel: **01493 650504**

Florence Outreach Community Service

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

Great Yarmouth Community Hub – Independence Matters

Suffolk Road, Great Yarmouth NR31 0LJ
Tel: **01493 650504**

Headway Norfolk and Waveney – Great Yarmouth

The King's Centre, 30 Queen Anne's Road,
Great Yarmouth NR31 0LE
Tel: **01493 442994**

Headway Norfolk and Waveney Lowestoft

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

Huggle Farm

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



→ Icenicare

St James Health and Resource Centre,
Great Yarmouth NR30 3DG
Tel: **01493 718684**

Lowestoft day centre

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

Oliver Court Ltd

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

Pathways Care Farm

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

Seabreeze Day Service

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

SOLD

Boston Lodge, Boston Road, Lowestoft NR32 1UG
Tel: **01502 512617**

NORTH

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About with Friends

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

Acle and District Voluntary Aid

Bridewell Lane, Acle NR13 3RA
Tel: **01603 270240**

Allcare Community Support (Honeysuckle Lodge)

Honeysuckle Lodge, Stonehouse Road, Salhouse,
Norwich NR13 6EZ
Tel: **01263 478188**

Andrew Frederick Adult Support

Heath Farm, Norwich Road, Little Plumstead,
Norwich NR13 5JG
Tel: **01603 722756**

Argyll Support

Strand House, 43 Church Street, Cromer NR27 9HH
Tel: **01263 515118**

Aylsham Care Trust

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

Barrington Farm

Walcott NR12 0PF
Tel: **01692 650707**

Brackendale House

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

Briarcare Community Day Service

Swanton Village Hall, 45 Giles Road,
Swanton Novers, Melton Constable,
Fakenham NR24 2RB
Tel: **01263 688000**

Burlingham House

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

Dalmeny House

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

First Focus

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

Fitzroy Support (The Maltings)

Hall Staithe, Fakenham NR21 9BW
Tel: **01328 856089**

Glaven Caring CIO

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

House

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

Headway Norfolk and Waveney – Holt

Thornage Hall, Thornage Holt NR25 7QH
Tel: **01603 788114**

Heath End Farm (SHES)

Dyes Road, Blofield Heath, Norwich NR13 4DH
Tel: **01603 722270**

Heritage House Day Care

Heritage House, Mill Road,
Wells-Next-The-Sea NR23 1RF
Tel: **01328 711333**

Hickling House

Town Street, Hickling NR12 0AY

Tel: **01692 598372**

Holt Community Hub – Independence Matters

Charles Road, Holt NR25 6DA

Tel: **01263 712451**

LAMS Day Group

Southrepps Village Hall, Southrepps NR11 8NW

Tel: **07951 928583**

Nurture Project (The)

Kettleston House, Kettlestone, Fakenham NR21 0JA

Tel: **07976 233777**

Sheringham Community Hub

7-11 Cromer Road, Sheringham NR26 8RY

Tel: **01603 410377**

Sheringham Day Centre

35b Cremer Street, Sheringham NR26 8DZ

Tel: **01263 821188**

Shipbourne House

6 Vicarage Road, Cromer NR27 9DQ

Tel: **01263 514370**

Taverham and District Day Centre

Scout HQ, Sandy Lane, Taverham NR8 6JR

Tel: **01603 865839**

Thera Willowdene

Market Street, Tunstead NR12 8EL

Tel: **0300 3031280**

Woodspring House

43 Bridge Street, Fakenham NR21 9AX

Tel: **01328 863753**

Your Choice Social Centre

2 Cornish Way, North Walsham NR28 0AW

Tel: **01692 218121**

NORWICH
.....**Asperger East Anglia**

The Charing Cross Centre,

17-19 St John Maddermarket, Norwich NR2 1DN

Tel: **01603 620500**

Assist Trust

20 Colegate NR3 1BQ

Tel: **01603 230200**

Better Oasis Limited

Sapphire Business Park, Roundtree Way,

Norwich NR7 8SQ

Tel: **01603 380339**

Bowthorpe Community Trust

St Michaels Workshop, Hall Road,

Bowthorpe NR5 9AA

Tel: **01603 746106**

BUILD

Church House, Church Alley,

Redwell Street NR2 4SN

Tel: **01603 618029**

Centre, The (Bury St Edmunds) Ltd

30 Eastern Way, Bury St Edmunds IP32 7AB

Tel: **01284 758278**

City Personal Assistance Service

(Independence Matters)

120 Ipswich Rd, Norwich NR4 6QS

Tel: **0300 790 0508**

Community Action Norwich (Lakenham Day Centre)

New Hope Christian Centre,

2 Martineau Lane NR1 2HX

Tel: **01603 617771**

Complex Community Support Service

(Age UK Norwich Ltd)

69-75 Thorpe Road, Norwich NR1 1UA

Tel: **01603 496333**

Floating Support City (Independence Matters)

95 Oak Street, Norwich NR3 3BP

Tel: **01603 222874**

Hamlet Centre, The

Marion Road, Norwich NR1 4BN

Tel: **01603 616094**

Headway Norfolk and Waveney – Norwich

Methodist Church,

Bowthorpe Road NR5 8AB

Tel: **07780 439060**

→ Klair House

236 Wroxham Road, Sprowston NR7 8BE
Tel: **01603 417617**

Lingwood Care Farm

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

NANSA

200 Bowthorpe Road NR2 3TZ
Tel: **01603 627662**

North Personal Assistant Service (Independence Matters)

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

Norwich Dementia Community Hub

Grays Fair Court NR5 0SN
Tel: **01603 453668**

Old Vicarage, The

85 Silver Road NR3 4TF
Tel: **01603 767578**

Special Needs Enterprises Norfolk Ltd

52 Magdalen Road NR3 4AQ
Tel: **01603 419996**

Sprowston Community Hub

Aslake Close, Sprowston, Norwich NR7 8ET
Tel: **01603 410377**

St Martins Independent Living Programme

120 Thorpe Road NR1 1RT
Tel: **01603 699150**

Your Priority Centre

1 Ropemakers Row, Norwich NR3 2DG
Tel: **01603 335497**

SOUTH

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Amber Lodge

394-396 London Road South, Lowestoft NR33 0BQ
Tel: **01502 588189**

Attleborough Community Hub – Independence Matters

Station Road, Attleborough NR17 2AT
Tel: **01953 450840**

Attleborough Day Centre

St Mary's Community Hall, Church Street,
Attleborough NR17 2AH
Tel: **01953 454613**

Autism Anglia

Unit 24-27 Bertie Ward Way, Rashes Green,
Dereham NR19 1TE
Tel: **01362 654477**

Beyond The Wall

Thornham Field Centre Trust, Thornham Walled
Garden, Thornham Magna IP23 8HA
Tel: **01379 788700**

Brambles Therapeutic Care Farm

School Road, Bedingham, Woodton,
Near Bungay NR35 2DB
Tel: **01508 483846**

Brandon Day Centre

Warren Close, Brandon IP27 0EE
Tel: **01842 819777**

Breakforth

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

Bury Community Hub

Bury Resource Centre, Hollow Road,
Bury St Edmunds IP32 7AY
Tel: **01284 719373**

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**

Day Treatment and Therapy Centre, The

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

Dereham Community Hub – Independence Matters

Rashes Green, Dereham NR19 1JG
Tel: **01362 654654**

Dereham Meeting Point

Jubilee Suite, St Withburga Lane, Dereham NR19 1ED
Tel: **01362 698866**

Genesis – Orwell Mencap

6 Wright Road, Ipswich IP3 9JG

Tel: **01473 723888**

Gressenhall Farm and Workhouse

Gressenhall, Dereham NR20 4DR

Tel: **01362 869251**

Headway Norfolk and Waveney – Dereham

Meeting Point, Jubilee Suite, St Withburga Lane,

Dereham NR19 1ED

Tel: **07355 036055**

Headway Norfolk and Waveney Long Stratton

Long Stratton Council Pavilion, Manor Road Playing

Fields, Manor Road NR15 2XR

Tel: **07780 439060**

Headway – West Suffolk

St George's House, Olding Road, Bury St Edmunds,

Suffolk IP33 3TA

Tel: **01284 702535**

Heywoods Grange (DissCovery)

Burston Road, Diss IP22 5SX

Tel: **01379 652265**

High Oaks

Rectory Road, Gissing IP22 3UU

Tel: **01379 674456**

JDT Music Academy

20 Charles Wood Road, Rashes Industrial Estate,

Dereham NR19 1SX

Tel: **01362 694817**

Loddon and District Day Centre

Brian Clarke Room, Mallard Close,

Chedgrave NR14 6JB

Tel: **01502 678197**

Mid Norfolk Mencap

Tavern Lane, Dereham NR19 1PX

Tel: **01362 693013**

Onwards Enterprises

18a Carver Way Industrial Estate, Harleston IP20 9LT

Tel: **01379 854234**

Onwards Enterprises (Thetford)

1 Telford Way, Thetford IP24 1HU

Tel: **01842 766055**

Redgate House

Green Lane, Thetford IP24 2EZ

Tel: **01842 800400**

Sense East (Aldeby Resource Centre)

Unit 18, Aldeby Business Park, Common Road,

Aldeby, Beccles NR34 0BL

Tel: **01362 854153**

Sense East (Dereham Resource Centre)

32 Bertie Ward Way, Rashes Green Estate,

Dereham NR19 1TE

Tel: **01362 854153**

Shipdham Manor

Chapel Street, Shipdham IP25 7LB

Tel: **01362 820939**

**South Personal Assistant Service
(Independence Matters)**

Attleborough Community Hub, Station Road,

Attleborough NR17 2AT

Tel: **01953 450840**

Street Forge Workshops

The Street, Thornham Magna IP23 8HB

Tel: **01379 678543**

Sudbury Community Hub

Chilton Industrial Estate, Sudbury CO10 2XQ

Tel: **01787 464380**

Sunset Barn Care Farm and Care Café

125 Undley Hall, Lakenheath IP27 9BY

Tel: **01842 860376**

Swardeston Day Centre

93 Gurney Road, Norwich NR5 0HL

Tel: **01508 578826**

Waveney Enterprises

13 Smallgate, Beccles NR34 9AB

Tel: **01502 716065**

WEST

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Aspires

Chapel Farm, Downham Road,

Fincham PE33 9HF

Tel: **01366 347721**



➔ **Crossroads Community Hub**

– **Independence Matters**

Grimston Road, South Wootton,
King's Lynn PE30 3HU
Tel: **01553 614947**

Darwin Nurseries

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

Engage Norfolk

47 Bergen Way, North Lynn Industrial Estate,
Kings Lynn PE30 2JG
Tel: **01553 768299**

Fenland Area Community Trust (FACET)

Harwick Centre, March PE15 8PH
Tel: **01354 655080**

Forward Day Centre

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

Headway Norfolk and Waveney – King's Lynn

South Lynn, Community Centre,
10 St Michael's Road PE30 5HE
Tel: **07798 702515**

Headway Norfolk and Waveney – Swaffham

Swaffham Methodist Church,
3 London Street PE37 7DD
Tel: **07708 818073**

Involve

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

John Chapman Day Centre

The Old Maltings, Cley Road,
Swaffham PE37 7JW
Tel: **01760 721398**

King's Lynn Hub Services

– **Independence Matters**

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

Meadow House nursing home

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

Merle Boddy Centre

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

Opportunities Without Limits

Sawston Village College, New Road,
Sawston CB22 3BP
Tel: **01223 835329**

Prospects Trust, The

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

Rosebank Centre

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

Rowan Humberstone

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

Tennyson Lodge

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

Victoria Lodge

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

Volunteering Matters (CSV)

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

West Norfolk Mind (Heacham Service)

4 Poplar Avenue,
Heacham PE31 7EA
Tel: **0300 3305488**

William Day Centre

– **Independence Matters**

Magdalen Road, Tilney St Lawrence,
King's Lynn PE34 4RF
Tel: **01945 880161**

Looking after someone

What do we mean by being a ‘carer’?

A carer is anyone who helps and supports somebody who due to an illness, disability or mental health difficulty. You might be helping them with their washing, dressing or eating, taking them to appointments or keeping them company when they feel lonely or anxious. You may also provide other forms of support and could be caring for more than one person.

Many people are carers without knowing it. Once you recognise you are a carer, and if you are providing unpaid care or support to someone, you can get free help, advice and information to support you.

This could include practical, emotional or financial support. As a carer, it’s important that you look after your own wellbeing, and can carry on doing the things that are important to you and your family.

You may want to consider:

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

Support available for carers

Carers Matter Norfolk (CMN), see page 7 for contact details, delivers personalised services to unpaid carers on our behalf, including:

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

CMN can talk to you about your individual circumstances. It will offer you relevant information and advice as well as practical and emotional support. This is called a carer’s assessment. You can find lots of information at: <https://carersmatternorfolk.org.uk/> Details of what a carers’ assessment provides is on page 50.

Other resources

We have also teamed up with Carers UK to provide

carers in Norfolk with access to a wide range of digital tools and resources.

If you are looking for information and support, this website includes a range of tools and resources:

- ‘About Me’ eLearning course – to help you find resources, technology and support to help you continue caring.
- ‘Jointly’ care co-ordination app – a central place to store and share important information about the person you are caring for.
- Carers UK guides – free publications for carers.
- Local resources links.

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

Preparing for Adult Life (PfAL)

Preparation for adult life should begin early. It’s never too soon for young people to start thinking about what they might want and need once they become an adult. There is a lot of information available on the Norfolk Special Educational Needs

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

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

➔ The PfAL Service is responsible for the transition of young people into Adult Social Services including carrying out Care Act assessments. Some helpful guides written for parents/carers and young people are also now available on the topics of being healthy, being independent and being part of your community. Visit: **www.norfolk.gov.uk/transitionineducation**

Referrals can be made if:

- The young person is 14-17 years old. They can be referred at 13 years old, if the referral follows an Education, Health and Care (EHC) plan review in Year 9 of school.
- The young person has a disability. For example, a learning disability, mental health needs, autism or physical disability.

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

Referrals to the PfAL Service can be made by the allocated worker in Children's Services.

Professional referrals can be made by ringing the Children's Advice and Duty Service (CADS) Professionals Referral Line. Alternatively, members of the public can make a referral by calling: **0344 8008020**.



Carers' assessments

Carers Matter Norfolk (CMN) provides carers' assessments on our behalf. These are for people aged 18+ providing unpaid care and support to an adult family member or friend. You can have a carer's assessment even if the person you care for doesn't get help from Norfolk County Council. A carer's assessment is a conversation about your wellbeing, it's not a test of your ability as a carer.

You will have the opportunity to talk about how you feel and identify sources of support, looking at:

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

If you'd like someone to call you to chat about your needs, visit: **<https://carersmatternorfolk.org.uk>** or call: **0800 0831148**.

What happens next?

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

Your carers' assessment will establish what support you need.

This might include:

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

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

It may be that the best way to meet your needs is to provide care and support directly to the person whom you care for. For example, by providing replacement care to enable you to take a break. This is possible, provided the person needing care agrees. It would also require them to have a Care Act assessment completed by Norfolk County Council.

Will I have to pay for services?

Norfolk County Council's current policy is that we provide services to carers which are not subject to charging. Therefore, no financial assessment is required for services provided directly to carers.

Services to the person a carer supports are chargeable, and a financial assessment will be conducted with them to work out how much they will pay and how much we'll pay. Carers assessed by Norfolk County Council, who receive a Personal

Budget, will be offered a Direct Payment which will give them control over how their support is provided. If you would like a carers' assessment, visit: <https://carersmatternorfolk.org.uk> or call: **0800 0831148**.

Have a combined assessment with the person you care for

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

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

Carers' breaks

This refers to all activities or practical support designed for you as a carer. This could include attending a craft group, swimming or even just having time for a coffee with friends. Short breaks are accessed through CMN.

You are entitled to a carers' assessment (www.norfolk.gov.uk/carers) to establish if you are eligible for monetary support from us or whether you will be signposted to community and voluntary services instead. Any services you receive from us to support you in your caring role will be provided free of charge.

What is short replacement care?

If you undertake a caring role, you may experience problems with stress or ill health. You and the person you care for may benefit from short replacement care, which would require a Care Act assessment for the cared-for person.

You may be entitled to short replacement care (previously known as respite care) services if you care for:

- An older person.
- Someone who has a learning disability or autism.
- Someone with a mental health problem.

- Someone with a physical disability.

Short periods of replacement care, either at home or in a day centre, can be provided to support you to do the things you want or need to do. Residential replacement care can also be provided to enable you to have a break from your caring role.

How much does it cost?

If the person you are caring for is eligible for any of these services, they may need to contribute something towards the cost. Norfolk County Council will carry out a financial assessment and benefits check for them to determine any contribution they are required to make. Contact us using the following details.

Tel: **0344 8008020** • Text: **07767 647670**
Text relay: **18001 0344 800 8020**
Web: www.norfolk.gov.uk/adultcare



Planning and emergencies

What can I do if I need urgent help?

Norfolk Swift Response (advert page 36) provides a 24-hour, 365-day-a-year service which offers help, support and reassurance if a person has an urgent, unexpected need at home but doesn't need one of the emergency services.

For example, if a person falls and needs help but does not need an ambulance or unexpectedly needs assistance with personal care.

With your consent, the Swift Response team can make referrals to other professionals to ensure that you have any ongoing support needed.

The service is free for individuals living in Norfolk aged 18 and above.

To contact Norfolk Swift Response, call: **0344 8008020** (choose option one, followed by option one).

Urgent out-of-hours help

The Norfolk Emergency Duty Team deals with social work emergencies outside working hours (at night, weekends and public holidays). An emergency is something that cannot safely wait to be dealt with until the next working day. Call: **0344 8008020**.

Carer's emergency card

If you look after someone it can be worrying to think that you don't know what they would do in an emergency. It can be reassuring to know you have plans in place for if something unexpected happens.

Completing an emergency plan allows you to plan what could happen and what actions are needed if you are taken ill or something unexpected happens. Emergency services can contact family members or look to put the correct support in place.

Visit: **www.norfolk.gov.uk/carersemergencyplan** to create a plan and complete the online form.

This includes:

- Details about the person you care for and anything important about their needs.
- The things you do to help them.
- Emergency contact name/s and any actions that need to be taken.

If you are unable to fill in the online form, call Carers Matter Norfolk on: **0800 0831148**. You will be sent a carer's emergency card which you should always carry with you. The card clearly states that you are a carer and that someone relies on you to keep them safe and well. It includes your emergency plan number and the emergency helpline number.

What happens in an emergency?

You, or someone on your behalf, should call Norfolk County Council on: **0344 8008020** and give your emergency plan number. We will then carry out the actions on your plan to make sure the person you look after is safe.

If we cannot reach your named contact/s or you don't have anyone who can help, we will provide an initial response to allow enough time to plan what will need to happen next.

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



Young carers, young adult carers and families

Young carers are children and young people up to the age of 18 whose lives are affected by a caring responsibility. Young adult carers are defined as a person aged from 18 years.

They might be caring for a parent, sibling, other family member or a friend who has a long-term physical, mental illness or disability, or they might have an alcohol and/or drug dependency. The support the child or young person provides is relied on by the cared-for person, and others in their family.

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

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

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

All carers living in Norfolk have a right to an assessment of their help and support needs from us. To request help and support, contact us on: **0344 8008020**. We currently provide an information and support service to young carers, their parents, family members, communities and professionals through the young carers and families service, visit: **www.youngcarersmatternorfolk.org/advice-for-young-carers/** You can also get support and advice from the Family Hubs at: **www.norfolk.gov.uk/40406**

If you are a carer of any age needing information or support, or you think a child or young person might be a young carer or young adult carer in need of support, visit: **www.youngcarersmatternorfolk.org** or: **<https://carersmatternorfolk.org.uk>**

Housing choices

Housing options

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

Homelessness

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

If you are at risk and/or are fleeing domestic abuse, councils and support providers can also give advice and assistance to find alternative accommodation or, where possible, help you to remain safely in your own home if the perpetrator has left. Further information is provided on page 55. In an emergency, always call: **999**.

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

You can apply for social housing through your local district council in Norfolk. As well as general housing, social housing includes sheltered housing, Housing with Care and Independent Living 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.

District councils in Norfolk

There is a lot of information online or from their housing teams about all aspects of housing, including housing options, applying for social housing, homelessness, benefits, tenancy and

landlord issues, private sector repair, mortgage difficulties, home adaptations, environmental health issues, being safe and warm at home and more.

Borough Council of King's Lynn and West Norfolk

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

Email: **housingoptions@west-norfolk.gov.uk**

Web: **www.west-norfolk.gov.uk**

Breckland District Council

Housing advice.

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

Email: **housing.advice@breckland.gov.uk**

Web: **www.breckland.gov.uk**

Great Yarmouth Borough Council

Housing Option Team.

Tel: **01493 846140**

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

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

North Norfolk District Council

Housing advice.

Tel: **01263 513811**

Email: **housing@north-norfolk.gov.uk**

Web: **www.north-norfolk.gov.uk**

Norwich City Council

Tel: **0344 9803333**

Web: **www.norwich.gov.uk/site** or **www.norwich.gov.uk/contactus** (online enquiry form).

South Norfolk and Broadland District Councils

Tel: **0808 1682222**

Email: **housing.advice@**

southnorfolkandbroadland.gov.uk

Web: **www.southnorfolkandbroadland.gov.uk**

Renting from a private landlord

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

If you rent a property either from a private landlord or from a social housing provider, you may be eligible for Housing Benefit and/or Council Tax Benefit towards the cost of the rent/Council Tax.

Contact your local district council 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.gov.uk/affordable-home-ownership-schemes** for information about the Government's home-buying options.

Support options

You may need some support to live in your home. Any support you need should be flexible to meet your individual needs. This could include things like visiting support in your home, equipment to help with day-to-day tasks, assistive technology (community alarms and other technology, see page 18) and home care.

Accessible homes

Newer homes must comply with building regulations regarding accessibility. Some landlords (including social housing providers) rent out mobility or wheelchair-standard properties. Contact your local district council's Housing Team for advice and information about your property requirements.

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

Shared Lives scheme

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

Supported living

This is the term for shared properties or clusters of individual homes, where support is provided to people who are tenants in their own homes. There is a range of supported living properties across Norfolk.

Some supported living is for longer term living, and some is shorter term, to give people a stepping stone to help them to live more independently.

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

Advice and support for young people

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

Advice and support for people experiencing domestic abuse

Your local council can provide advice and support to help you find safe accommodation or remain safely in your home. You can also contact support organisations directly. If you need to leave your home because of domestic abuse, the following organisations can provide you with the advice and support you need. However, always call: **999** in an emergency.



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.

Leeway Domestic Violence and Abuse Services

Tel: **0300 5610077**

Web: www.leewayssupport.org

ManKind Initiative

Tel: **01823 334244** or **0808 8001170**

(freephone). • Web: <https://mankind.org.uk>

National Domestic Abuse Helpline

Tel: **0808 2000247**

National LGBT+ Domestic Abuse Helpline

Tel: **0800 9995428**

Norfolk Integrated Domestic Abuse Service (NIDAS)

Tel: **0300 5610555** (Monday to Friday, 9.00am to 6.30pm; and Saturday to Sunday, 9.00am to 3.00pm) or: **0808 2000247** (out of hours).

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

Orwell Housing

Tel: **0345 6010030**

Web: www.orwell-housing.co.uk

(search 'Supporting people in or leaving abusive relationships').

Pandora Project

Offers a confidential live chat Monday to Friday, 1.00pm to 3.00pm.

Web: www.pandoraproject.org.uk

Women's Aid

Web:

www.womensaid.org.uk/information-support

As well as individual flats or bungalows, the schemes may also provide communal areas that are used for activities and promote community involvement. Many sheltered housing schemes also have laundry facilities, lifts, door entry systems and specially adapted facilities. There are sheltered properties available across Norfolk to rent or buy.

For more information, contact your local district council (see page 54) or visit:

www.norfolk.gov.uk/contactlocalcouncil

Independent Living and Housing with Care

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

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

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

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

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

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

Who can move into Independent Living and Housing with Care?

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

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

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

To make an application, you will need an up-to-date assessment of your care and support needs. This assessment looks at your independence needs, finances and current living arrangements. To request an Independent Living and Housing with Care assessment, contact: **0344 8008020**. Or complete the support needs form online at: **www.norfolk.gov.uk/41762**

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

Housing with Care flats are only available to rent. They are well-established sites, ranging in size. With 19 sites across Norfolk, there's plenty of choice in terms of location. Depending on location on-site care is provided by Norse Care, Radis Community Care or Norfolk First Response.

Independent Living flats are available to rent or to buy through shared ownership and tend to be larger than at Housing with Care sites. The first Independent Living site, Meadow Walk, opened in 2021 in Fakenham, followed in 2022 by Swallowtail Place in Acle.

New schemes are coming soon to Harleston and Hunstanton, with plans for more sites to be built across Norfolk in the coming years. Visit the website on page 57 for more information.



You may be charged for the care element of your chosen scheme based on your financial circumstances. Charges differ slightly depending on whether you move into Independent Living or Housing with Care. You will be given clear information about what you can expect to pay when making your decision about where to live. The housing provider will discuss your tenancy and housing costs with you.

Ready to find out more?

Visit: www.norfolk.gov.uk/independentliving

If you don't have internet access, you can talk to someone about Housing with Care and Independent Living on: **0344 800 8020**.

Residential care

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

For more information, see page 64.



Broadland Housing Association

Independent living across Norfolk and north Suffolk

Our housing with care schemes offer self-contained flats, each with its own front door. Plus, 24-hour support is available if needed.

Flats available in your area. Contact us today!

www.broadlandgroup.org

☎ **01603 750128**    



Care and support

What happens if I think I need care and support?

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

They will be able to:

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

If you are a carer, we can put you in touch with carers' support services that can help or work with you to plan your support. If the adviser thinks you might need support or services from us, you will need to have a carers' assessment. An assessment can be carried out over the phone, or, in more complex cases, we may be able to arrange a visit to your home. This would be considered on a case-by-case basis.

Wherever you're assessed, we will ask about your personal circumstances and current situation. You will be asked to describe your care and support needs, what you can do for yourself and how your wellbeing is affected. This will include identifying what is important to you in how you live your life.

Everyone's situation and wellbeing are different. Identifying your needs and the things you want to achieve will help us to decide if we can help. Depending on your needs, we may give you

Help us help

SHERMAN

Smoker

Hoarder

**Elderly
or lives
alone**

**Reduced
mobility,
hearing
or visual
impairments**

**Mental
health
issues**

**Alcohol
misuse,
drugs/
medication
dependence**

**Needs
care or
support**



People who show these characteristics could, potentially, be more at risk of a fire; so it's very important to get them the help they need.

Norfolk Fire and Rescue Service can provide free home fire safety advice and offer an in person home visit to those most at risk.

By scanning the QR code, you could help improve the safety of those most at risk.



Norfolk County Council

So if you know a
SHERMAN

GAIN THEIR PERMISSION AND REQUEST A VISIT FROM NORFOLK FIRE AND RESCUE SERVICE BY SCANNING THE QR CODE, VISITING OUR WEBSITE WWW.NORFOLK.GOV.UK/FIRE OR VIA 0300 123 1669

→ information and advice about a range of support available locally, such as other statutory agencies, voluntary organisations or community groups. There is a national level of care and support needs that all councils must consider when assessing what help we can give you. We will assess your care and support needs with you and decide if they are at the level where you need help from us. Your needs will only be eligible if you are not able to do a combination of certain things that seriously affect your wellbeing. Even if this is not the case, we will provide you with information and advice about help and support available in your local community. After the assessment, we will write to you about our decision and give you reasons to explain our decision.

If you have eligible needs, we will discuss what help might be available and work with you to develop your care and support plan. This will be based on the information you gave us during your assessment. Your care and support plan will set out

how you can get the right level of care and support so that you can do the things that are important to you. We will try to do this through the support of your friends and family or services in your local community wherever possible and will give you advice about other kinds of support available locally that can help you, such as community groups and voluntary organisations.

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

For more about paying for care, visit: **www.norfolk.gov.uk/payingforcare** and see page 76.

Your choices

If you have an Adult Social Services assessment and the outcome is that you need a service from us, you have a choice about how this is arranged. Adult Social Services can arrange (on your behalf) for one or more services to be provided to you, via your Personal Budget (see page 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 not eligible for council funding, you can ask us to arrange services for you in certain circumstances, however you may be charged an arrangement 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.

If you are eligible for care and support, you can also choose to arrange one or more services yourself. In this instance, we will arrange to pay our contribution to you, or an agent acting on your behalf. This means your Personal Budget (see page 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 76).

This will enable you to have more control over the care that you receive, and how and when you receive it. We will only do this if you are assessed as eligible for council funding. Regardless of how you receive your support, we have a responsibility to ensure the services and/or Direct Payments are meeting your eligible needs in the most cost-effective way.

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

If you are able to achieve greater independence, or you no longer have eligible needs, we will either reduce or end the package of care and support. Our aim is to promote your independence in your own community, rather than to simply provide you with services. See page 76 for more information on Personal Budgets and Direct Payments.

Statutory advocacy in Norfolk

Advocacy means supporting a person to understand information, express their needs and wishes, secure their rights and represent their interests if they might have substantial difficulty doing so themselves. The service is for people with support need(s) who don't have an advocate representative, like a family member.

The statutory (adult) advocacy provision in Norfolk is delivered by POHWER in partnership with other organisations. Alongside local advocates, they work with Age UK Norfolk and the Royal Association for Deaf people (RAD) to provide advocacy support for Deaf people. It covers:

- Independent Health Complaints Advocacy (IHCA/NHS Complaints).
- Independent Mental Capacity Advocacy (IMCA).
- Relevant Person's Paid Representative Service for DoLS (RPPR).

- Independent Mental Health Advocacy (IMHA).
- Independent Social Care Advocacy (ISCA).

The provision provides a free integrated service which meets the expectations of relevant legislation. POHWER covers all statutory requirements placed upon Norfolk County Council across all categories of need including adults with learning disabilities, dementia, mental health needs, acquired brain injury, physical and sensory impairment and young people in transition to adult services.

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

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/norfolk**

(information including self-help toolkits, referral forms case studies, Easy Read and volunteering opportunities).

Inspection and registration of care services

The Care Quality Commission (CQC) monitors, inspects and regulates services to ensure they meet fundamental standards of quality and safety. They 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 the inspection is on the standards of care that people using the service receive and whether they are happy with their care. Virtually all inspections are unannounced, and all ask the same five questions of the services they inspect.

CQC assurance – local authority assessment

Since July 2023, the CQC has used a new duty to assess the adult social care functions of local authorities across England. The CQC will visit local authorities to assess their processes and how they are making a difference to people's lives.

The CQC assessment

A key part of the CQC assessment is to measure how local authorities place people's experiences at the heart of their decisions. A local authority should expect to demonstrate how it effectively delivers its services against the following assessment themes:

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

For more information, visit

www.cqc.org.uk/local-systems/local-authorities

For any enquiries or to register a concern or a complaint, contact the **CQC**.

Tel: **0300 0616161**

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

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

Norfolk Care Association Ltd

At Norfolk Care Association (NorCA), we're proud to be the voice of Norfolk adult social care providers. Our mission is to support and sustain the vital work of this sector while driving positive change.

Our vision

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

What we do

NorCA advocates for and brings care providers together, fostering collaborations and partnerships with health services, local commissioners and other key stakeholders.

We represent the voices of adult social care providers at important strategic meetings, ensuring their concerns and insights shape decisions impacting the sector.

How we make an impact

- **Advocacy:** We champion providers' needs, raising issues such as hospital discharges, market sustainability and workforce challenges.
- **Collaboration:** Through our quarterly subgroup meetings and subsequent Joint Consultative

Forum with Norfolk County Council leaders, we work to improve outcomes for providers and those they support.

- **Support:** From hosting the Norfolk Care Awards 2024 to providing up-to-date market intelligence and resources, we empower providers to grow, adapt, and innovate.

Looking ahead

This year, we remain dedicated to strengthening our relationship with the adult social care sector and building impactful partnerships that drive meaningful change. Our advocacy efforts will continue to ensure the providers' voices are heard at every level. We're also focused on expanding support by securing valuable sponsorships, creating new collaboration opportunities, and offering enhanced resources to navigate the challenges ahead.

Together, we can ensure a brighter future for social care in Norfolk. Join us in making a difference.

Norfolk Care Association (NorCA)

Tel: **01603 972517**

Email: **info@norfolkcareassociation.org**

Web: **www.norfolkcareassociation.org.uk**

Search for care in your area

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



Scan to search now

www.carechoices.co.uk



 CareChoices

Leaving hospital

It is important for you to recover at home as soon as you are ready, allowing our hospitals to look after other people needing hospital care. The ward staff will talk to you about your plans for discharge early in your hospital stay. Most people will return home after their hospital stay to continue their recovery.

In supporting you to leave hospital as soon as it is safe and appropriate to do so, we will ensure that any care and assessment you need is continued out of hospital. We call this approach HomeFirst. This is about supporting you to remain at home during a health crisis and to return home after a stay in hospital, wherever possible.

The hospital ward staff will help make any arrangements for you to be discharged. If you need some additional support to recover at home, the hospital can arrange some equipment or ask for a settling-in service to contact you once you are home.

Some people need a further period of NHS rehabilitation in a community hospital or intermediate care bed. You will be offered the first available unit suitable to meet your needs and this may not be your first choice, or closest to your home.

If you need formal care and support at home on your hospital discharge, this will be short term and aid your recovery at home. Ward staff will speak to you and seek your consent to contact the Multidisciplinary Discharge Team, called the HomeFirst Hub, who will make the arrangements.

To support your recovery, Reablement services are provided free of charge for up to six weeks or until you can manage independently, or a long-term care need is identified. After this time, you may be required to contribute towards the cost of your care. A social services worker will be able to advise you of any charges for care following your period of reablement.

Exceptionally on discharge from hospital, you may require a stay where 24-hour care and support

is available to you for further assessment and rehabilitation. The ward staff will talk to you, and your representatives, where this might be needed, and the HomeFirst Hub will make the necessary arrangements. This will be to an available setting most appropriate to meet your needs, and may not be your first choice, or the closest to your home. There may be a charge for services, and a social services worker will be able to advise you before you are discharged from hospital.

Professionals in the community will work to support you to return home as soon as possible. You will not be asked to make a long-term decision about your care and support arrangements whilst in hospital.

You would not generally be assessed for NHS Continuing Health Care (CHC) when you are in hospital but there are discharge pathways designed to ensure that case management and funding are appropriate to your needs and CHC would then be considered when you have reached a point of recovery and stability where it is possible to make an accurate assessment. For more information on CHC, see page 63.

After your discharge from hospital, community health and social services professionals will review your care and support arrangements, and where necessary talk to you about making any longer-term arrangements needed. This will include talking about the choices available to you in making longer term arrangements.

Any charges for care will be worked out and explained to you by the Finance Assessment Officer from Norfolk County Council. For a package of home care, you will be financially assessed under the non-residential care charging policy, and for a place in residential care, you will be financially assessed under the residential care charging policy.

For more information on care homes, see page 64.
For more information on paying for care, see page 76.

Norfolk & Waveney Community Support Service



Norfolk & Waveney
COMMUNITY SUPPORT

The service is a multiagency model, led by Voluntary

Norfolk and works in partnership with the British Red Cross and Age UK Norwich. It uses staff and volunteer models, providing people with local support and linking them with networks and groups to enable them to be confident, resilient and engaged with their community.

The service focuses on providing short-term,

practical support for people across Norfolk and Waveney to help with temporary issues and avoid escalation and potential hospital admittance. Support is short-term (typically two to four weeks but this can be extended up to 12 weeks according to complexity and/or need).

Tel: **01603 972374**

Email: **referral@communitysupportnw.org.uk**

Web: **www.communitysupportnw.org.uk** (for referrals, select the 'Make a referral' button).

NHS Continuing Healthcare (CHC)

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

Fast Track

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

NHS-Funded Nursing Care (FNC)

If you are being considered for placement in a nursing home, an assessment should be undertaken to confirm if you need to be assessed for CHC.

As part of this process, your nursing needs will also be assessed to consider if you may be eligible for FNC.

This is a weekly set amount of money from the NHS paid to contribute to the costs of providing nursing care. It is important to note that Norfolk County Council cannot legally financially support your contract for nursing care unless you are confirmed as eligible for FNC.

Information and advice

Hospital ward staff and social care workers are there to help you, so ask them about any extra support, advice or services that you think you may need. Beacon is a social enterprise running a free information and advice service on behalf of NHS England in support of people going through the CHC assessment process.

For more information, visit: **<https://beaconchc.co.uk>** or for other organisations that can provide you with further information and advice, visit:

www.norfolk.gov.uk/helpfromotherorganisations



Care homes

Types of care home

Care homes (personal care only)

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

Care homes with nursing

If you think you have health needs which can only be met by a nurse, then you may need nursing care in a home. You will need to be visited by a worker from the Social Work Team or a Registered Nurse to determine what care you will need. This visit might be in your own home, or in hospital if you've been ill or in a care home. You will be fully involved in planning your care needs. See page 57.

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 and social care. It is important that you get your nursing assessment done before you go into the care home.

For information on how to contact the Nurse Case Management Team for your area, contact your local Patient Advice and Liaison Service. See page 8. Alternatively, for help finding a care home or care home with nursing in your area, visit: www.carechoices.co.uk and for more information on paying for care, see page 76.

Care homes that accept pets

Some care homes allow you to take your pet with you when you move. Trusted Care has a Pet Friendly Care Home Register which lists care homes and retirement properties that are happy to accept residents with pets. Care homes and care homes with nursing that accept pets are marked in the listings section of this Guide with 🐕.

Out of county care options

Did you know you can choose a care home or supported living accommodation outside your home county? You may want to be closer to friends or family or you may want to relocate to another part of the country. If your care home place is council-funded, your home county local authority is still responsible for your care fees subject to your financial assessment, even if you choose a care home in another region.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. It may offer you the fees you would receive if you stayed within the county, or the fees that the local authority would

pay in your chosen area. You must seek further advice before making your decision.

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



No.1
non-profit
homes in
Norwich &
Diss *

It's time to *feel good* about care

With award-winning non-profit care homes, flexible trial stays and Home for Life funding assurance.

**Finally, a care decision
you can feel good about.**

De Lucy House

40 Victoria Road, Diss,
Norfolk IP22 4HZ
01379 778 367



Broadacres

Hall Road, Barton Turf,
Norwich NR12 8AR
01692 665 546

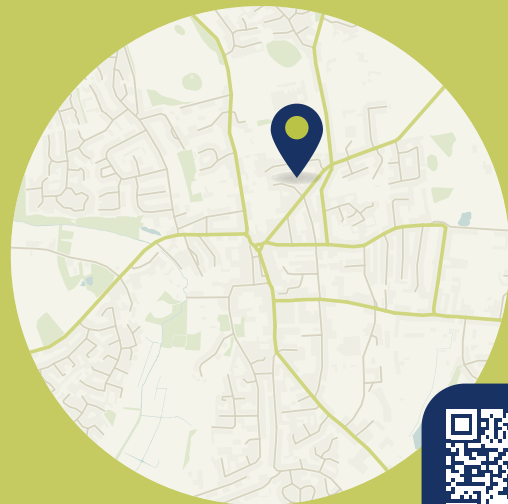
greensleeves
care

* Based on independent reviews on carehome.co.uk at time of printing

Search for care in your area

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



Scan to search now

www.carechoices.co.uk



 **CareChoices**



Heartfelt Care

Every Step of the Way

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We offer high-quality residential, dementia and respite care in a welcoming and engaging environment. Arrange a visit to discover comfort, companionship, and expert care.

Learn more about our heartfelt care:

Mousehold View Care Home - **01603 805775**

West Wood Care Home - **01263 793135**

Carrstone House Care Home - **01366 542532**

Or visit our website:

averyhealthcare.co.uk

Scan to see our
exclusive offers



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 60.



Glendon House

Residential home for the elderly specialising in Dementia care

- * Spacious ground floor and sea view rooms
- * 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 0PS

For further information or to arrange a visit please contact the Manager
e-mail: **ghmgr@fireflyuk.net** • Tel: **01263 578173** • Fax: **01263 579164**

Norfolk Care Homes offers: Long stay care • Short stay care • Day care • Respite Care

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
- * 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 NR12 0AY

For further information 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



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 67. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

- Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐
- Are residents encouraged to be independent? ☐ ☐ ☐
- Can residents decide what to do each day? ☐ ☐ ☐
- Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

- Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐
- Are there activities on each day? ☐ ☐ ☐
- Can residents walk around outside on their own? ☐ ☐ ☐
- Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐
- Are there rummage boxes around? ☐ ☐ ☐

Health

- Can residents get help with eating and drinking? ☐ ☐ ☐
- How often does the home review residents' medication? ☐ ☐ ☐
- Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐
- Do GPs visit the home regularly? ☐ ☐ ☐

Staff

- Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐
- Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐
- Do the staff have any dementia-specific training/experience? ☐ ☐ ☐
- Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐
- Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐
- Does the home have a specific approach to end of life care? ☐ ☐ ☐
- Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 60.



Don't just live life, ENGAGE with it!

We provide tailored packages of care & support to adults aged 18 and over with disabilities and complex needs, enabling them to take control of their lives, achieve their personal goals and aspirations, and live life their way.

Created by a parents desire to see her daughter supported to live the life she wanted, our services continue to place each person we support at the very centre of their care.

Specialising in supporting people with high or complex learning disabilities and/or autism, our person-centred approach to care planning and delivery enables us to support across a range of service types.

- Home Support
- Community Support
- Supported Living
- Domestic Support
- Day Services
- At-Home Respite



Hub Based Day Service

Based at our fully equipped Hub in King's Lynn, our Day Service provides a bespoke schedule of activities and social opportunities, tailored to the interests and hobbies of each individual. With personalised 1-to-1 support from our friendly team, you are encouraged to develop your skills, pursue your hobbies and build friendships.

Community Services

Our Community Support team assist people within their own homes and the local community to live full and rewarding lives. Each individuals care & support is tailored to their needs and can range from a few hours a week through to 24/7 support. Whether you need assistance with day-to-day tasks/routines or support to attend a community activity or club, our team is here to help.



KING'S LYNN

DOWNHAM MARKET

HUNSTANTON

WISBECH

To find out more about our service and how we could support you to live life your way, visit our website or pop in for a chat with one of our team.

Specialist care

Learning disability

Learning disabled people should be empowered to have ambition, choice and opportunity to be equal members of their community.

Learning disabled people assist and work in partnership with officers from Norfolk County Council, NHS Norfolk and Waveney Integrated Care Board (ICB) and with wider stakeholders, to achieve the objectives of the co-produced Learning Disability Plan for 2023-2028. To view the plan, visit: www.norfolklidpartnership.org.uk

Norfolk County Council works with a range of partners to meet the needs of the learning disabled population. The Preparing for Adult Life Team (PfAL) supports young people to ensure a seamless transition to adult services. See page 49 for more information about the Preparing for Adult Life (PfAL) Team.

The Norfolk Learning Disability Partnership works to ensure people with learning disabilities:

- Are a partner alongside Norfolk County Council in decisions about services that provide support to learning disabled people.
- Have support to access the healthcare they need and that they are supported to live healthy lives.
- Are supported to gain access to employment, training or voluntary opportunities.
- Have the choice to form friendships and relationships.
- Can live as independently as possible and achieve their potential.

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

Dementia care

If you or someone you support has dementia, you can access services via your GP. Some dementia-like symptoms (cognitive impairment) can be caused by a range of emotional, physiological and physical ailments. It is important to ask your GP to check any unusual symptoms before seeking a dementia diagnosis.

To obtain a diagnosis, your GP may refer you to a specialist, such as a consultant in old-age psychiatry or a community psychiatric nurse. There are also many voluntary sector organisations providing information and support for people concerned about dementia, those diagnosed and for carers. Visit: www.alzheimers.org.uk

For local information and advice and to discuss dementia issues with a trained professional, Alzheimer's Society's Norfolk and Waveney helpline is available Monday to Friday, 9.00am to 5.00pm on: **01603 763556**. You can also make a referral over the phone, on-line via their portal: www.alzheimers.org.uk/dementia-professionals/make-

a-referral or email: norfolk@alzheimers.org.uk.

For weekend and evening support, Alzheimer's Society's National Helpline operates Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm on: **0333 1503456**.

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

You can request an assessment to help find out what help and support may be available to you and whether you will need to contribute to its cost. See page 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. ➔

➔ There are a range of services available to support people at home – contact Norfolk County Council.

Tel: **0344 8008020**

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

Complete the online support needs form at:
www.norfolk.gov.uk/41762

Dementia care: Care homes

If the time comes when remaining at home is no longer viable, you may consider residential or nursing care. There are many homes which specialise in providing dementia care. When visiting a home, ask if they are registered to care for people living with dementia. Ask to have a look around and use the checklist on page 69 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 the staff interact with people.

Ask about meal choices and whether activities are organised to suit what people enjoy.

Further information about finding a care home can be found at: **www.norfolk.gov.uk/carehomes** and many organisations, such as Alzheimer's Society and Age UK, have information and factsheets with advice for people choosing a care home.

See page 6 for contact details as well as a list of other useful contacts operating in Norfolk.



Two Acres
Care Home with
Nursing

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

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

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



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

Mental health

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

The Wellbeing Norfolk and Waveney Service is a community-based primary care mental health service, designed to improve people's mental wellbeing. To access this service, self-refer by calling: **0300 1231503** or visiting: **www.wellbeingnands.co.uk** where you can also find more information on local mental health support services. Lines are open Monday to Friday (excluding Bank Holidays), 8.00am to 8.00pm. You can also email the service at: **admin@wellbeingnandw.co.uk**. Alternatively, speak to your GP who may refer you.

Your GP should be the first point of contact if there is concern about your own or a person that is cared for in relation to mental ill health.

The GP will consider whether they can provide the help and treatment needed and/or whether you should be referred to a specialist mental health service(s). You can find more information at: **www.nhs.uk/mental-health**

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

24/7 First Response Helpline

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

Tel: **111** (select option two – mental health) or **999** (in an emergency).

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

You can also request an assessment of your social care needs from our Mental Health Social Work Service. You will receive information, advice and signposting and, in some instances, support to meet your social care needs, such as help to access your community or manage your home. For more information, call: **0344 8008020** or complete the online support needs form at: **www.norfolk.gov.uk/41762**

Preventing suicide



Everyone can help prevent suicide. If you know someone who may be thinking of ending their life and needs support, or are looking for help yourself, visit: **www.norfolk.gov.uk/iamokay**

There is a range of information including a 'Safety plan template' under 'if you feel like taking your own life'. It's based on the advice and experiences of survivors of suicide attempts and their families. The site offers practical help for individuals, plus support and resources for those affected by suicide. It includes how to recognise the signs that somebody may be at risk of taking their own life, and useful prompts to encourage individuals to open up and discuss their feelings.

Help for you

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

For advice that can help when you need it most, visit: **www.norfolk.gov.uk/iamokay** or download the free Stay Alive app. This suicide prevention resource is packed full of useful information and tools to help you stay safe in a crisis. You can use it if you are having suicidal thoughts or are concerned about someone else who may be considering suicide. If you've been bereaved by suicide, visit the 'affected by suicide' section for information and support, including the Norfolk and Waveney Mind Suicide Bereavement Service.

Try talking to someone

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

Campaign Against Living Miserably (CALM)

Aims to prevent male suicide.

Tel: **0800 585858**

Change, Grow, Live (CGL)

Help and support for people with drug and alcohol problems.

Tel: **01603 514096**

Childline

Tel: **0800 1111**

Cruse Bereavement Support

Support for people who are suffering from bereavement.

Tel: **0808 8081677** (helpline).

Web: **www.cruse.org.uk/postcode-lookup**

Just One Norfolk

Parents, children and young people's support.

Tel: **0300 3000123**

MIND

Helpline providing a mental health information and signposting service.

Tel: **0300 1233393** • Text: **07520 631590**

PAPYRUS

Help for young people considering suicide.

Tel: **0800 0684141**

Samaritans

Tel: **116 123** (freephone) or **0330 0945717** (Norwich Samaritans).

Silver Line

Helpline for older people. • Tel: **0800 4708090**

Shout

Free crisis text line.

Text: **85258** (send the word 'SHOUT').

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

You Are Not Alone (YANA)

Support for people in farming and other rural businesses. • Tel: **0300 3230400**

Email: **helpline@yanahelp.org**

Bereavement support

Norfolk County Council has a web page to help you find support if you have lost someone or if you are helping someone else cope with a bereavement. Visit: www.norfolk.gov.uk/grief

Finding support

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

You can find these groups in the following ways:

- Search for local support groups at: <https://communitydirectory.norfolk.gov.uk>

- Ataloss can help you find national groups and services at: www.ataloss.org
- Cruse Bereavement have a helpline offering support to those who have lost a loved one, call: **0800 8081677** or visit: www.cruse.org.uk



Palliative and end of life care

You might wonder what is meant by the term 'palliative care'. The adjective 'palliative' usually describes a type of care that focuses on relieving symptoms rather than treating the underlying cause. In practice, palliative care services look after people who have an illness that is likely to shorten their lives. Many of those who benefit are close to the end of their lives, but you can be a patient of palliative care services for years and they look after people with any life-limiting illness.

The term 'end of life care', tends to refer to the last year of life. You might also hear the term, 'the gold standard framework' mentioned. This system is used locally by community health and care organisations to help them work together to identify and support everyone in what might be their final year of life.

It might be useful to know that there is a difference between general and specialist palliative care services.

General palliative care is delivered by professionals in GP surgeries, the community (district) nursing service, social workers, pharmacists and voluntary organisations.

Specialist palliative care treats harder to resolve symptoms, which can include pain, fatigue,

breathlessness, sickness, loss of appetite and distress. It also answers questions, tries to ease worries and help people make plans. In Norfolk, there is a community palliative care team which looks after patients through telephone calls and visits. All Norfolk's hospitals have palliative care teams too. You will need to be referred to these services by a health professional.

'Hands-on' care is provided by social services except in the terminal phase when the NHS becomes responsible.

If you are looking for information, a good place to start is with voluntary organisations, such as Marie Curie or Hospice UK. You can also contact the **Community Palliative Care line** on: **0330 1588011** (option 2, available 24/7).

Residents in the Great Yarmouth area can call **St Elizabeth Hospice's 24/7 specialist palliative care advice line** (OneCall) on: **0800 5670111**.



Sensory impairments – Sensory Support Unit

If you or someone you care for has a sensory impairment, our team can carry out a range of services and early support to help.

The main services are:

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

All assessments required by sign language users should be referred to the Sensory Support Unit. If additional specialist assistance is required, we will carry out joint assessments with the relevant specialist.

Technical support and environmental aids

Our team provides assessments for people where their hearing causes barriers to communication and daily living. 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

Reablement is for people who are visually impaired and hold a Certificate of Visual Impairment that has been issued by their hospital.

Our team provides:

- Mobility training.
- Help with communication skills.
- Support to manage domestic needs, such as cooking, cleaning and safety.

The service also provides specific interventions around emotional support and assists you to pursue hobbies and social interaction.

Dual sensory loss assessments

People with little or no sight combined with a severe hearing loss can find communication extremely difficult and might lack confidence to engage in activities.

Our team can carry out these assessments if an individual was born with significant sight loss, holds a Certificate of Visual Impairment and significant hearing loss, known to audiology or you were born profoundly Deaf (BSL) and have a Certificate of Visual Impairment.

Communicator Guide service

This service provides short-term interventions. Where appropriate, they build confidence and help people to become active and motivated. To be eligible, an individual would have been born with significant sight loss (hold a Certificate of Visual Impairment) and have significant hearing loss known to audiology.

Or you were born profoundly Deaf (BSL) and have a Certificate of Visual Impairment. In either case, you have no informal/formal support. If other (Care Act) needs are identified, you may not meet the criteria for this service.

Useful contacts can be found on page 6 of this Guide.

You can contact the **Sensory Support Unit** using the following details.

Tel: **0344 8008020** • Text: **07767 647670**

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

Complete the online support needs form at: **www.norfolk.gov.uk/41762**



Paying for care

Your Personal Budget

If you have eligible care and support needs (see page 57), we will discuss with you what help might be available and work with you to put together a care and support plan, tailored to your needs. Your plan will work out how you can do the things that are important to you and your family, with the right level of care and support. You will also be told how much it will cost to meet your needs and how much we will contribute towards the cost.

This is your Personal Budget.

There is no obligation for you to manage your Personal Budget yourself, and you have a 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 a disabled child or children.

Carers aged 16 or over may have a Direct Payment for a specific carer's service following a carers' assessment, even if the person they care for declines an assessment or service. The aim of a Direct Payment is to give more flexibility in how services are provided.

People have greater choice and control over their lives and can make their own decisions about how their care and support needs are met. Following an assessment, or reassessment, you can choose whether to have services arranged by us or to have a Direct Payment.

What am I allowed to spend the money on?

You can use the money to employ a personal assistant, or you can use an agency to provide staff to support you. Alternatively, you can 'mix and match' and have some of your support arranged by

us and take some as a Direct Payment.

You can also use this money to pay for long-term residential care, as long as this has been agreed with the worker from Adult Social Services who is working with you to agree your care and support plan. However you choose to use this money, it must reflect what was agreed in your care and support plan to meet your assessed needs.

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

What else do I need to know?

We will open a dedicated bank account for your Direct Payment to be paid into. You will have the option to manage the bank account yourself and pay for the care you receive from this account. Or, you can have the account managed by the Direct Payment Support Service who will make payments from the account on your behalf.

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

What can the Direct Payment Support Service provide?

- Information and advice sessions for service users, operational staff and personal assistants. Call: **01603 223392** (option one) or email: **dpcst@norfolk.gov.uk**
- Payments Service using a supported or self-managed bank account. Call: **01603 223392** (option one) or email: **dpcst@norfolk.gov.uk**
- Employment support including recruitment of personal assistants. Call: **01603 223392** (option two) or email: **dpssemploymentservices@norfolk.gov.uk**

- Payroll including processing personal assistants' pay. Call: **01603 223392** (option three) or email: **dpsspayroll@norfolk.gov.uk**

The Direct Payment Welcome Team can help Norfolk residents (or those who represent service users) who are thinking about or who have chosen a Direct Payment to meet their eligible care needs. Call: **01603 223392** (option four).

What happens if my circumstances change?

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

What will you have to pay for your care?

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

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

1. If you move into long-term residential care, supported living, Independent Living or Housing with Care, the value of your home will be included in the assessment of your capital unless one of the following still lives there:
 - Your partner (that is, your spouse, civil partner or someone you live with as if they were your spouse or civil partner).
 - A relative who is over 60 or disabled.
 - A child under 16 who you or a former partner are responsible for.
2. The value of any land or property that you own but do not live in may also be included as capital in your financial assessment.
3. If you are receiving care in your own home or attending day services, then your home will not be included as capital in the financial assessment. However, the value of any land or property that you own but do not live in may be included.

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

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

If you have capital between £14,250 and £23,250 you will pay £1 a week for every £250, or part of, that you have above £14,250. This will be in addition to any income you are receiving, for example state benefits, occupational pensions, etc. Your choice of care home will be limited to those that accept our funding level. If you want to choose a more expensive home, you will have to arrange for a third party – such as a family member or charity – to 'top-up' the difference. 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 up to the first 12 weeks. After this time, you may be eligible to enter into a Deferred Payment Agreement until your property is sold, explained on page 80. →

→ For further information, visit:
www.norfolk.gov.uk/moneymatters

Whatever your circumstances

Remember:

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

Consider claiming:

- New style Employment and Support Allowance (ESA). ESA is a benefit for people who are unable to work due to illness or disability. New style ESA is based on your national insurance contributions. Claim by downloading a form from: **www.gov.uk** (search 'Employment and support allowance') or by calling the Universal Credit Helpline: **0800 0556688**.
- Universal Credit (UC). UC is a single monthly payment for people in or out of work. You will not be awarded UC if you have capital over £16,000. Claims can only be made online at: **www.gov.uk** (search 'Universal Credit'). If you need support applying online call: **0800 3285644**.
- Pension Guarantee Credit. Pension Guarantee Credit is an income-related benefit with no upper capital limit, although £1 will be reduced from any entitlement for every £500, or part of, you have above £10,000. You can claim by calling: **0800 991234**.
- Savings Credit. Savings Credit is payable if you were 65 before 6th April 2016. It is paid if you have a certain amount of capital and/or income. It is assessed when you claim Pension Guarantee Credit.

Definitely claim:

- Attendance Allowance (AA), worth either £73.90 or £110.40 a week depending on your care and support needs. AA is claimed when you reach

State Pension age. AA should stop after 28 days in residential/nursing care or hospital. You can continue to get AA as long as your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.

- Personal Independence Payment (PIP) (Daily Living)*, worth either £73.90 a week or £110.40. This is paid if you are aged over 16 and under State Pension age. PIP (Daily Living) stops after 28 days in residential/nursing care or hospital. It will continue to be paid in residential/nursing care if your capital is more than £23,250 and you are paying the full cost of your residential/nursing care.
- Personal Independence Payment (PIP) (Mobility)*, worth either £29.20 or £77.05, if you are under State Pension age and regardless of your level of capital. Please note this allowance is completely disregarded in your financial assessment. Mobility will stop after 28 days in hospital.

*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 from the DWP 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 £254.06 a week, depending on your assessed care and support needs. A registered nurse assessor employed by NHS Norfolk and Waveney Integrated Care Board (ICB) will determine whether your care and support needs include registered nursing. If so, a contribution towards the cost of your care and support will be made to your care home provider by us on behalf of the ICB.

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

your own arrangements for residential care in a care home with nursing (self-funding), or have had arrangements made for you by us, but we have worked out that you will pay the full cost of your care, the amount you pay will be reduced by the NHS FNC contribution, i.e. £254.06 per week. If you are being financially supported by us, your FNC contribution should not be taken into account in the financial assessment.

Always seek advice

If you are paying the full cost of your care and have savings, you should seek independent financial advice to maximise any investment returns. We also have a team of financial assessment staff and a Welfare Rights Team who are happy to assist with advice on benefits and the charging policy.

For more information about what we will pay towards care costs, email: fab@norfolk.gov.uk or call: **01603 222133** (choose option two). Some of the figures mentioned here may change in April 2026. Check with us after this date for up-to-date information.



Targeting **FREE** Health Care

Are you or a loved one facing high care costs due to complex health needs?

You may be entitled to NHS Continuing Healthcare (CHC) – funding that covers 100% of care costs, including accommodation. CHC is fully NHS-funded, but navigating the system can be difficult, and many eligible people miss out without expert support.

At **ARROW** – a small, specialist consultancy with a strong track record – we manage the entire CHC process on your behalf, from starting an application and gathering evidence, to attending assessments, challenging unfair decisions, and ensuring everything is handled properly and in line with national guidelines.

We support:

- Families paying for or arranging care for someone with long-term or progressive conditions
- Those worried about losing their home or savings to pay for care
- People confused or misled by NHS or Social Care guidance
- Individuals at any stage in their CHC journey

Professional representation can significantly increase your chances of success.



You're in safe hands with ARROW



07376 916536

✉ info@arrowchc.org

🌐 www.arrowchc.org

Scan the QR code to find out more

Advice if you are paying for your own care

Paying the full cost of care yourself – being a ‘self-funder’

If you know that you will need to pay the full cost of your care, either in your own home or in a care home, and will arrange this yourself, you do not need to be assessed by us. You can still contact us at any point for advice and guidance, or to request a care and support assessment if you would like one. If you are moving into residential care and you are funding your own care, you may be entitled to some of the following financial assistance and support.

12-week property disregard

This applies if your:

- Former home is included in your financial assessment.
- Other capital is less than £23,250.

We will help with the cost up to the first 12 weeks of permanent residential care, provided your assessment has shown that this is the kind of care you need. This is called the ‘property disregard’ period.

Deferred Payment Agreements

A Deferred Payment Agreement is an arrangement with us that will enable you to use the value of your home to help pay care home costs. If you are eligible, we will help to pay your care home bills on your behalf. You can delay repaying us until you choose to sell your home, or until after your death.

Refer to the booklet ‘Residential care home and nursing home charges’. A copy is available under ‘Care charges and charging policies’ at:

www.norfolk.gov.uk/payingforcare

Until your property is sold, you will be expected to make a part-payment every four weeks towards the cost of your care, based on your weekly income. Once the property is sold, a review will take place to determine whether it is appropriate for you to make private arrangements to pay the home directly.

If this is the case, you will be advised of the date you should start to pay the home from. It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

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

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

Administration fees for self-funders

Individuals that have been financially assessed as a ‘self-funder’, due to having capital or assets over £23,250, Norfolk County Council will charge fees for sourcing and contracting a package of care on their behalf. If the council holds the contract, a weekly ongoing fee will be applied to cover management of the contract and invoices.

From April 7th 2025, the fee rates are as follows:

- Sourcing only – £48.64 plus VAT one off fee per service.
- Contract only – £26.43 plus VAT one off fee per service.
- Sourcing and contract – £75.07 plus VAT one off per service.
- Weekly fee – £2.62 plus VAT ongoing.

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP. It’s paid at the lower rate of £73.90 a week if you need care by day, and at the higher rate of £110.40 a week if you need care during the day and night. Everyone who needs care over State Pension age can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to claim Attendance Allowance.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled, following an assessment, to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently a standard weekly amount of £254.06 and is paid directly to the home.

Third party payments for care home fees

Some care homes and care homes with nursing charge fees that are higher than the maximum amount we can contribute. If we are contributing towards your care home fees and you choose to move into a home which charges a higher fee, the difference between the two amounts must be paid for by a third party, usually a relative or a charity.

Third-party payments are sometimes referred to as 'top-up' payments. Please note, this amount will be charged in addition to your assessed contribution. As the name suggests, this payment must be made by someone other than us or yourself. The general rule is that you cannot use your own money to fund a third-party payment.

First party top-up for care home fees

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

You can enter into a first party top-up:

- When you are eligible for the 12-week property disregard (see page 80).
- Where we have agreed to a Deferred Payment until your home is sold.
- When your care is provided under Section 117 of the Mental Health Act.
- If the fees at the home you have chosen are higher than the maximum we can contribute.

If you top-up your care home fees, after the first 12 weeks of permanent care, you can also defer payment of the top-up fees until your home is sold. We recommend that you seek independent financial and legal advice if you are considering these options.

If you need further advice about how a top-up to your care home fees might be arranged, and you are currently working with an Adult Social Services worker, they will be able to advise you. If not, information relating to finance can be found at: **www.norfolk.gov.uk/moneymatters** or by contacting: **0344 8008020**.

If you move to a care home where a third-party payment is required, the person who will make the payment must have an affordability check and sign a contract with us. They must not pay the home directly. In signing the contract with us, we must also confirm that they have the financial means to make the third-party payments (including any future increases) for the whole time you will live at the care home.

We will carry out a means test to ensure the amount that the third party agrees to pay is affordable. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within our funding levels.

If a change to your arrangements is made at your request or with your agreement, for example you move to a more expensive room, then a third-party payment can become due. Equally, you may move to a cheaper room which no longer requires a top-up, or a lesser amount to be paid; this would result in the top-up being cancelled or reviewed.

Running out of money while in care

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

If the home's fees are more than what we will pay and you cannot find someone to help you meet the extra cost, you may have to move to a home within our funding levels. Understanding your rights before moving into care is essential. →

➔ There are several financial products and specialist companies which may be able to help. It is important to seek advice about the various options you may have before committing yourself.

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

Independent financial advice

We have a team of financial assessment staff, visiting officers and a Welfare Rights Unit who are happy to assist with advice on benefits and the charging policy. However, it is also a good idea to take some independent financial advice to help you understand what your choices are and how any decisions you make may affect your finances.

Many advice agencies and voluntary organisations in Norfolk provide free advice to help you manage your money and make informed decisions about your care and support. You can also access specialist care fees advice from a qualified independent financial

Client Hardship Team

The team can offer help with personal budgeting, benefits, money management and grant applications. It can help you connect with other organisations that could further support you.

The team can also help you gather information and apply for disability related expenses. If you would like to speak to a member of the team, call: **01603 306131** (option one) or email: **chs@norfolk.gov.uk**

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.

Useful contacts

Web: www.moneyhelper.org.uk/en

Web: <https://societyoflaterlifeadvisers.co.uk>

Web: www.norfolk.gov.uk

Essential information

How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and power of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees. Lasting Power of Attorney (LPA) allows you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs, if you are unable to do so yourself.

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

not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An Advance Directive allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an Advance Decision, setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether it is a compliment or a complaint. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under the essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you.

If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action.

The problem may be resolved quite easily once they are made aware of it. You should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact the Care Quality Commission. See page 60 for contact details. If Norfolk County Council has arranged and funded your care, another option is to contact Adult Social Services.

Tel: 0344 8008020

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

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

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

Tel: 01603 595857

Email: nwicb.complaintsservice@nhs.net

Write to: Complaints Service, County Hall, Martineau Lane, Norwich NR1 2DH

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Guide, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be

sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 60), indicating the quality of care provided. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit: **www.norfolk.gov.uk/careservices**

Care that's shaped around your loved one.

With Barchester we'll spend time getting to know your loved one, and the people and things that are most important to them, so that we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can support them to live happily, comfortably, and just the way they choose.

Residential Care • Nursing Care • Dementia Care • Respite Breaks



Call, scan or visit: [Barchester.com/NorfolkLM](https://www.barchester.com/NorfolkLM) to see how we can help

Ashfields
Salhouse Road,
NR13 6PD
01603 294 535

Hethersett Hall
Norwich Road,
NR9 3AP
01603 294 628

Ritson Lodge
Lowestoft Road,
NR31 9AH
01502 322 276

The Warren
Wroxham Road,
NR7 8AF
01603 294 648

Woodside House
Woodside Road,
NR7 9XJ
01603 294 649



Care home listings

East Norfolk care homes

Advertisers are highlighted

Amethyst Lodge

Station Road North, Belton,
Great Yarmouth NR31 9NW
Tel: 01493 780796

LDA MH YA

Avery Lodge Residential Home

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

OP

Broadland House Residential Care Home

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

OP D

Burgh House Residential Care Home Ltd

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

OP D YA

Church Farm Care Home

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

OP D

Coach House SBDP1 Ltd, The

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

OP D PD MH YA

Corner Oaks

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

LDA YA

Ealing House Residential Care Home

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

OP D PD MH

Elms Residential Care Home, The

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

OP

Florence House

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

OP MH YA

Gables, The

6 Marine Parade, Gorleston,
Great Yarmouth NR31 6DU
Tel: 01493 667839 **Advert page 86**

OP D

Hales Lodge

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

LDA

Ivydene Residential Home

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

OP MH YA

Joseph House

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

OP D PD LDA SI YA

Lapwing Lodge

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

OP LDA YA

Lydia Eva Court

Peterhouse Avenue, Gorleston,
Great Yarmouth NR31 7PZ
Tel: 01493 666300 **Advert page 92**

OP D

Marine Court Residential Home

25 North Drive,
Great Yarmouth NR30 4EW
Tel: 01493 859859

OP D PD SI YA

Martham Lodge Residential Care Home

34 The Green, Martham,
Great Yarmouth NR29 4PA
Tel: 01493 748740

OP D

Mill Lodge

10 Mill Road, Cobholm,
Great Yarmouth NR31 0HS
Tel: 01493 718684

LDA 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



Oliver Court

Bath Hill Terrace, Great Yarmouth NR30 2LF
Tel: 01493 332552

MH YA

Orchards Residential Care Home, The

Mill Lane, Bradwell, Great Yarmouth NR31 8HS
Tel: 01493 652921

OP D

Park House

6 Alexandra Road, Great Yarmouth NR30 2HW
Tel: 01493 857365

OP YA

Ritson Lodge

Lowestoft Road, Hopton-on-Sea,
Great Yarmouth NR31 9AH
Tel: 01502 322 276 **Advert page 84**

OP D PD YA

Salisbury Residential Home

20 Marine Crescent, Great Yarmouth NR30 4ET
Tel: 01493 843414

OP D SI

Sapphire House

56 Long Lane, Bradwell,
Great Yarmouth NR31 8PW
Tel: 01493 296781

PD LDA MH SI YA

Springdale

Cucumber Lane, Brundall, Norwich NR13 5QY
Tel: 01603 712194 **Advert page 92**

OP

St Davids Residential Care Home

36-38 Nelson Road South,
Great Yarmouth NR30 3JA
Tel: 01493 842088

OP D

St Edmunds Residential Home

3-5 Marine Parade, Gorleston NR31 6DP
Tel: 01493 662119

OP D

Sunnyside

12 Damgate Lane, Martham,
Great Yarmouth NR29 4PZ
Tel: 01937 40692

LDA MH SI YA

Vineries, The

Winterton Road, Hemsby,
Great Yarmouth NR29 4HH
Tel: 01493 732171

OP D PD YA

Windmill Care Home, The

Main Road, Rollesby, Great Yarmouth NR29 5ER
Tel: 01493 740301

OP D

Woodland Court Care Home

Guinevere Road, Beacon Park, Gorleston,
Great Yarmouth NR31 7RW
Tel: 01493 923350

OP D PD SI YA

See page 87 for the **Service User Bands** key



**Healthcare
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**Caring is at the heart
of everything we do**



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

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Our Norfolk homecare services are available in and around:

Brooke, Norwich, Swaffham, Thetford and Watton.

**Call us on 01206 646646
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one of our advisors.**

healthcarehomes.co.uk



Claremont Nursing Home

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

Tel: 01493 377041 **Advert page 86**

OP D PD

Decoy Farm

Browston Lane, Browston NR31 9DP

Tel: 01502 730927

OP LDA MH YA

Gresham Care Home

49 John Road, Gorleston, Great Yarmouth NR31 6LJ

Tel: 01493 661670

OP D YA

Heathers Nursing Home, The

50 Beccles Road, Bradwell, Great Yarmouth NR31 8DQ

Tel: 01493 652944

OP D PD YA

Pine Lodge

Repps with Bastwick, High Road,

Great Yarmouth NR29 5JH

Tel: 01692 670123

OP D PD LDA MH SI YA

See the checklist on page 67 for useful questions to ask when looking at care homes.

North Norfolk care homes

Abbottswood Lodge

Church Lane, Swanton Abbott, Norwich NR10 5DY

Tel: 01692 538119

LDA

Ailwyn Hall

Berrys Lane, Honingham, Norwich NR9 5AY

Tel: 01603 880624

D

Ashfields

31 Salhouse Road, Rackheath, Norwich NR13 6PD

Tel: 01603 294 535 **Advert page 84**

OP D YA

Ashwood House – Norwich

Church Corner, Coltishall Road, Buxton,
Norwich NR10 5HB

Tel: 01603 279851

OP LDA YA

Aylsham Manor, The

5-5a Norwich Road, Aylsham, Norwich NR11 6BN

Tel: 01263 733253

OP D

Badgers Wood

29 School Road, Drayton, Norwich NR8 6EF

Tel: 01603 867247

OP D PD MH YA

Belvoir House

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

Tel: 01603 714703 **Advert page 89**

OP D MH YA

Brackendale House

1-3 St Peter's Road, Sheringham NR26 8QY

Tel: 01263 824995

OP MH YA AD

Braydeston Court

4 Braydeston Avenue, Brundall,
Norwich NR13 5JX

Tel: 07794 199221

OP D YA

Broadacres Care Home

Advert page 65 & below

Hall Road, Barton Turf, Norwich NR12 8AR

Tel: 01692 665 546

OP PD SI



Broadacres
Hall Road, Barton Turf,
Norwich NR12 8AR
01692 665 546

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not-for-profit
care home
in Norwich *

*Based on independent reviews on
carehome.co.uk at time of printing

greensleeves
care

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

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Thetford IP24 2JE

CALL NOW:
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e: enquiries@danforthcarehomes.co.uk | w: www.danforthcarehomes.co.uk

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- ✓ Person centred care with exceptional levels of service
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Broadlands Lodge Care Home

Broadland Gate, Postwick,
Norwich NR13 5HB
Tel: 01603 515226

Advert page 88
OP D PD MH SI YA

Broadlands Park Residential Care Home

27 The Green, Upton, Norwich NR13 6BA
Tel: 01493 751521

OP D

Burrows, The

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

LDA YA

Callum House

234 Wroxham Road, Sprowston, Norwich NR7 8BE
Tel: 01603 408150

LDA MH

Caradon

Shortthorn Road, Stratton Strawless,
Norwich NR10 5NU
Tel: 01603 551135 **Advert below**

LDA YA

Casarita

270 Fakenham Road, Taverham, Norwich NR8 6AD
Tel: 01603 866755

LDA YA

Cascade (Bonetti House)

Beeston Lane, Rackheath, Norwich NR13 6ND
Tel: 01603 926226

LDA YA

Cascade (Charlton House)

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

LDA YA

Cascade Peters House

Townhouse Road, Costessey,
Norwich NR8 5BY
Tel: 01482 620988

LDA YA

Clarence House Care Home

40 Sea View Road, Mundesley,
Norwich NR11 8DJ
Tel: 01263 721490

OP D PD SI YA

Cranleigh

21 Vicarage Road, Cromer NR27 9DQ
Tel: 01263 512478

LDA YA

Cranmer House

Norwich Road, Fakenham NR21 8HR
Tel: 01328 862734 **Advert page 92**

OP D



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Norwich, NR13 5NN
01603 714703



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Stratton Strawless, NR10 5NU
01603 551135



KEVLIN HOUSE
66-68 Norwich Road,
North Walsham, NR28 0DX
01692 402355



TAMAR HOUSE
6 Vicarage Road,
Cromer, NR27 9DQ
01263 514370

info@rhenculencaregroup.co.uk

www.rhenculencaregroup.co.uk

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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



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Holly Cottage is located in rural Norfolk, where **You** will find lovely villages, historic churches, spectacular beaches, wildlife and countryside around every corner.



At Holly Cottage, **You** care will be tailored to **You** needs, so **You** can live a joyful and fulfilling life. We support people with Learning Disabilities, Down's Syndrome, Physical Disabilities and/or associated Mental Health needs, Autism, Epilepsy, Dementia, Dysphagia, End of Life care and more...

What to expect in Holly Cottage?

- 24h person-centred care
- Personalised single bedrooms with en-suite, mostly on the ground floor
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www.hollycottagecare.com





Crossways

1 The Boulevard, Sheringham NR26 8LH
Tel: 01263 823164

OP

Dalmeny House

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

MH YA

Dorrington House (Wells)

Westfield Avenue, Wells-next-the-Sea NR23 1BY
Tel: 01328 710861

OP D

Engelhard Lodge Care Home

Paul Engelhard Way, Cawston, Norwich NR10 4FB
Tel: 01603 380830

OP D PD MH SI

Faldonside Lodge

25 Cliff Avenue, Cromer NR27 0AN
Tel: 01263 512838

OP D PD SI YA

Field View

Hayes Lane, Fakenham NR21 9EP
Tel: 01328 856037

OP

Foxhill

Bell Lane, Salhouse, Norwich NR13 6RR
Tel: 01603 721618

PD MH LDA

Furze Hill House

73 Happisburgh Road, North Walsham NR28 9HD
Tel: 01692 502702

OP D

Gables, The

34 Church Road, Hoveton,
Norwich NR12 8UG
Tel: 01603 784203

OP LDA MH YA

Glendon House

2 Carr Lane, Overstrand, Cromer NR27 OPS
Tel: 01263 578173 **Advert page 68**

OP D YA

Glenholme

20-22 Cabbell Road, Cromer NR27 9HX
Tel: 01263 511101

OP LDA

Grenville Court Care Home

Horsbeck Way, Horsford, Norwich NR10 3BB
Tel: 01603 893499

OP D

Hazeldown Care Home

21 High Street, Foulsham, Dereham NR20 5RT
Tel: 01362 683307

MH

Heath Lodge Care Home

Nightjar Road, Holt NR25 6GA
Tel: 01263 493116

Advert page 88

OP D PD MH SI YA

Hellesdon Bungalows

27 Sutherland Avenue, Hellesdon, Norwich NR6 5LN
Tel: 01603 416340

LDA

Heronlea Residential Home



Mill Lane, Witton, Norwich NR13 5DS
Tel: 01603 713314

OP D PD

Hickling House

Town Street, Hickling, Norwich NR12 0AY
Tel: 01692 598372 **Advert page 68**

OP D YA

Holly Cottage

32 The Street, Hindolveston,
Dereham NR20 5BU
Tel: 07979 147778

Advert page 90

OP LDA MH YA

Homestead House

281 St Faiths Road, Old Catton, Norwich NR6 7BQ
Tel: 01603 486098

OP D

Honeysuckle Cottage

The Street, Sutton, Norwich NR12 9RF
Tel: 01692 581070

OP PD LDA MH SI YA

HoneySuckle Lodge

Stonehouse Road, Salhouse, Norwich NR13 6EZ
Tel: 01263 478188

OP LDA YA

Ingham Old Hall Care Home

Sea Palling Road, Ingham, Norwich NR12 OTW
Tel: 01692 580257

OP D

Kevlin House

66-68 Norwich Road, North Walsham NR28 0DX
Tel: 01692 402355 **Advert page 89**

OP D MH YA

Keys Hill Park

Park Road, Wroxham, Norwich NR12 8SB
Tel: 01603 784203

OP LDA MH YA

Service

OP

Older people (65+)

D

Dementia

PD

Physical disability

LDA

Learning disability, autism

User Bands

MH

Mental health

SI

Sensory impairment

YA

Younger adults

AD

People who misuse alcohol or drugs

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Klair House

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Tel: 01603 417617

LDA MH

Letheringsett Hall

Holt Road, Holt NR25 7AR

Tel: 01263 713222

OP

Lilas House

5 Cadogan Road, Cromer NR27 9HT

Tel: 01263 510803

LDA YA

Limes, The

16a Drayton Wood Road, Hellesdon, Norwich NR6 5BY

Tel: 01603 427424

OP D

Lindum

81 Norwich Road, Salhouse, Norwich NR13 6QQ

Tel: 01603 722096

PD LDA MH

Lulus

3 Tasman Drive, Mundesley, Norwich NR11 8XH

Tel: 01263 478188

LDA YA

Lyles House

7 The Street, Hindolveston, Dereham NR20 5AS

Tel: 01263 861812 **Advert below right**

OP D

Manor House

18 Yarmouth Road, Blofield, Norwich NR13 4JS

Tel: 01603 713965

OP D

Manor House, The

North Walsham Wood, North Walsham NR28 0LU

Tel: 01692 402252 **Advert page 86**

OP D YA

Mary Chapman Court

Mary Chapman Close, Dussindale, Norwich NR7 0UD

Tel: 01603 701188 **Advert page 94**

OP D

Meadows, The

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

Tel: 07487 831001

PD LDA MH SI YA

Middleton's Lane

157 Middleton's Lane, Hellesdon NR6 5SF

Tel: 01603 407138

OP LDA YA

Mill House & Cottages

Great Ryburgh, Fakenham NR21 0ED

Tel: 01328 829323

OP D MH YA

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

Munhaven

Munhaven Close, Mundesley, Norwich NR11 8AR

Tel: 01263 720451 **Advert page 92**

OP D

New Boundaries Group – 329 Fakenham Road

Taverham, Norwich NR8 6LG

Tel: 01603 867046

LDA

New Boundaries Group – 331 Fakenham Road

Taverham, Norwich NR8 6LG

Tel: 01603 868880

LDA

New Dawn

Dog Lane, Horsford, Norwich NR10 3DH

Tel: 01603 891533

PD LDA YA

Newhaven

19 Emerys Close, Northrepps NR27 0NE

Tel: 01263 576873

LDA MH SI YA

Old Rectory Care Home, The

Norwich Road, Acle, Norwich NR13 3BX

Tel: 01493 751322

OP

Old Rectory, The – Hevingham

Cromer Road, Hevingham, Norwich NR10 5QU

Tel: 01603 279238

PD LDA MH YA

Old Vicarage, The

Norwich Road, Ludham,

Great Yarmouth NR29 5QA

Tel: 01692 678346

OP D

Prime Life Ltd – 32 South Street

32 South Street, Sheringham NR26 8LL

Tel: 01263 824040

OP MH YA AD

Red Oaks Care Ltd

The Oaks, The Rosery Mulbarton, Norwich NR14 8AL

Tel: 07885 390116

LDA YA



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Redlands House

134 Reepham Road, Norwich NR6 5PB

Tel: 01603 427337

OP D MH

Rookery, The

Rookery Farm Road, Walcott, Norwich NR12 0PF

Tel: 01692 650707

LDA YA

Rose Meadow

64 Yarmouth Road, North Walsham,

Norwich NR28 9AU

Tel: 01692 660490 **Advert page 92**

OP

Rosedale House

9 Howards Hill, Cromer NR27 9BL

Tel: 01263 519654

LDA MH SI

Salcasa

Coltishall Road, Buxton, Norwich NR10 5HB

Tel: 01603 316853

OP LDA YA

Scarborough House

Clubbs Lane, Wells-next-the-Sea NR23 1DP

Tel: 01328 710309

OP

Shalimar

Beech Avenue, Taverham, Norwich NR8 6HP

Tel: 01603 869713

LDA

Shires, The

Bacton Road, North Walsham NR28 0RA

Tel: 01692 402875

OP LDA YA

Shulas

9 Cadogan Road, Cromer NR27 9HT

Tel: 01263 517195

LDA YA

Squirrel Lodge

Sandy Lane, West Runton, Cromer NR27 9LT

Tel: 01263 837538

LDA YA

St Brannocks

7 Cromer Road, Mundesley, Norwich NR11 8BE

Tel: 01263 722469

LDA

St Mary's Care Home

North Walsham Road, Crostwick, Norwich NR12 7BZ

Tel: 01603 898277

OP D

Sterling House

150-152 Thorpe Road, Norwich NR1 1GT

Tel: 01603 573591

OP D YA

Strawberry Field

Mill Common Lane, Walcott, Norwich NR12 0PF

Tel: 01692 650707

LDA

Sunny Court

13 Vicarage Road, Cromer NR27 9DQ

Tel: 01263 687850

MH YA

Sunnycroft Care Home

113-115 Fakenham Road, Taverham, Norwich NR8 6QB

Tel: 01603 261957

OP D PD

Sydney House

Brumstead Road, Stalham, Norwich NR12 9BJ

Tel: 01692 580520 **Advert page 92**

OP

Tamar House

6 Vicarage Road, Cromer, Norfolk NR27 9DQ

Tel: 01263 514370 **Advert page 89**

OP D MH YA

Walsham Grange

81 Bacton Road, North Walsham, Norfolk NR28 0DN

Tel: 01692 405818

OP D PD YA

Warren, The

157a Wroxham Road, Sprowston, Norwich NR7 8AF

Tel: 01603 294 648 **Advert page 84**

OP D

Wensum Way

31 Wensum Way, Fakenham NR21 8NZ

Tel: 01328 863440

OP PD LDA SI YA

West Wood Care Home

1 West Wood Road, Sheringham NR26 8AP

Tel: 01263 793135 **Advert page 66**

OP D PD SI YA

Whitehaven Residential Care Home

5 St Josephs Road, Sheringham NR26 8JA

Tel: 01263 832270

OP

Willowdene – Thera East Anglia

Market Street, Tunstead NR12 8EL

Tel: 01603 737896

OP LDA YA

Woodspring House

43 Bridge Street, Fakenham NR21 9AX

Tel: 01328 863753

OP D

Worstead Lodge

106 Cromer Road, North Walsham NR28 0NB

Tel: 01692 403865

OP LDA YA

See page 97 for the **Service User Bands** key



At Halsey House Care Home we share something special

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

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

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Halsey House Team

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



**Halsey House
Care Home**

Brooklands Nursing & Residential Home

Costessey Lane, Drayton, Norwich NR8 6HB

Tel: 01603 262666 **OP D PD LDA MH SI YA**

Dussindale Park

26 Mary Chapman Close, Dussindale,
Norwich NR7 0UD

Tel: 01603 701900 **Advert page 94** **OP**

Elsenham House Nursing Home

49-57 Station Road, Cromer NR27 0DX

Tel: 01263 513564 **OP LDA MH YA**

Gryphon Place

36 Wroxham Road, Sprowston, Norwich NR7 8TY

Tel: 01603 406351 **PD LDA MH**

Halsey House

Norwich Road, Cromer NR27 0BA

Tel: 01263 512178 **Advert page 96** **OP D**

Halvergate House

58 Yarmouth Road, North Walsham NR28 9AU

Tel: 01692 500100 **OP D PD LDA YA**

Heron Lodge

163 Norwich Road, Wroxham, Norwich NR12 8RZ

Tel: 01603 782194 **OP D PD YA**

Kings Court Care Home

Hempstead Road, Holt NR25 6DQ

Tel: 01502 502702 **OP D YA**

Mill House, The

Mill Road, Horstead, Norwich NR12 7AT

Tel: 01603 737107 **OP D YA**

Oak Court

321 Fakenham Road, Taverham, Norwich NR8 6LF

Tel: 01603 860095 **OP PD SI YA**

Oak Farm

276 Fakenham Road, Taverham, Norwich NR8 6AD

Tel: 01603 868953 **OP PD YA**

Oak Farm Bungalow

1 Cedar Court, Fakenham Road, Taverham,
Norwich NR8 6BW

Tel: 01384 217900 **PD SI YA**

Oakwoods Care Home

103 Norwich Road, Fakenham NR21 8HH

Tel: 01328 594010 **OP D PD YA**

Overbury House Nursing and Residential Home

9 Staitheway Road, Wroxham,
Norwich NR12 8TH

Tel: 01603 782985 **Advert page 86** **OP D**

St David's Nursing Home

52 Common Lane, Sheringham NR26 8PW

Tel: 01263 822671 **OP PD**

St Michael's Court

St Michaels Avenue, Aylsham,
Norwich NR11 6YA

Tel: 01263 734327 **OP D PD SI YA**

Sun Court Nursing Home

1 Morris Street, Sheringham NR26 8JX

Tel: 01263 823295 **OP D PD MH SI YA**

Swanton House Care Centre

Dereham Road, Swanton Novers NR24 2QT

Tel: 01263 860226 **OP D PD LDA MH YA**

Two Acres Care Home

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

Tel: 01603 867600 **Advert page 72** **OP D YA**

Woodland Care Home

189 Woodland Road, Hellesdon,
Norwich NR6 5RQ

Tel: 01603 787821 **Advert page 94** **OP**



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



Bay Tree House

423 Unthank Road, Norwich NR4 7QB
Tel: 01603 503528

OP D

Bishop Herbert House

34 Globe Place, Norwich NR2 2SG **Advert page 92**
Tel: 01603 620710

OP D PD MH SI YA

Broadland View Care Home

147 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0SA
Tel: 01603 432050

OP D PD LDA

Burlingham House

Dell Corner Lane, North Burlingham,
Norwich NR13 4EQ
Tel: 01603 270600

OP D MH YA

Cascade (Hurst House)

95 Grove Avenue, New Costessey, Norwich NR5 0HZ
Tel: 01603 443646

LDA YA

Cascade (Moore House)

55 Mousehold Lane, Norwich NR7 8HL
Tel: 01482 620988

LDA YA

Cavell Court

140 Dragonfly Lane, Cringleford,
Norwich NR4 7SW
Tel: 0333 321 1980

OP D PD MH YA

Chiswick House



3 Christchurch Road, Norwich NR2 2AD
Tel: 01603 507111

OP

Corton House

City Road, Norwich NR1 3AP
Tel: 01603 620119 **Advert page 99**

OP D

Cromwell House

Cecil Road, Norwich NR1 2QJ
Tel: 0345 125 8973 **Advert below**

OP

Ellacombe

Ella Road, Norwich NR1 4BP
Tel: 01603 519730 **Advert page 92**

OP D

Emerald House

Manor Farm, Dobbs Lane, Rackheath,
Norwich NR13 6NH
Tel: 01263 478188

OP LDA YA



Cromwell House care home in Norwich

We understand that finding the right care home can be a confusing time.

Our care team at Cromwell House will be ready to support you and your family, every step of the way.

Our mission is to enhance the comfort and independence of older people and surround them with like-minded people and a caring team that simply won't compromise in the quality of their support.

Take the first step...

Call us anytime to book a tour of Cromwell House care home.



0345 125 8973

Residential care • Short care breaks

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

Harvey Lane

9 Harvey Lane, Norwich NR7 OBG
Tel: 01603 304655

OP LDA YA

Heathcote

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

OP

Highwater House

104 Westwick Street, Norwich NR2 4SZ
Tel: 01603 766627

MH AD

Hillcrest

106 Thorpe Road, Thorpe, Norwich NR1 1RT
Tel: 01603 626073

OP D

Kemps Place

Rackham Road, Norwich NR3 3JQ
Tel: 01603 301090

MH YA

Laurel Lodge Care Home

19 Ipswich Road, Norwich NR2 2LN
Tel: 01603 502371

OP

Mayflower Court

93 The Meadows, Ladysmock Way,
Norwich NR5 9BF
Tel: 01603 594060 **Advert page 92**

OP D

Mountfield

Millcroft, Norwich NR3 3LS
Tel: 01603 576180 **Advert page 92**

OP D YA

Mousehold View Care Home

28 Mousehold Lane, Norwich NR7 8HE
Tel: 01603 805775 **Advert page 66** **OP D PD SI YA**

Point House

Sprowston Road, Norwich NR3 4QN
Tel: 01603 427249

LDA

Shaftesbury John Grooms Court

215 Sprowston Road, Norwich NR3 4HX
Tel: 01603 429400 **PD LDA MH SI YA**

St John's House

Heigham Road, Norwich NR2 3AT
Tel: 01603 299000 **OP D PD SI YA**

Talbot Care Services Ltd

13-15 Constitution Hill, Norwich NR3 4HA
Tel: 01603 78945 0 **OP MH YA**

Thomas Tawell House

106 Magpie Road, Norwich NR3 1JH
Tel: 01603 767526 **OP SI YA**

Whitehall Lodge Residential Home

56-112 Whitehall Road, Norwich NR2 3EW
Tel: 01603 618332 **OP YA**



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

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

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


Corton House
Loving Care and Support

City Road, Norwich, NR1 3AP

01603 620119

www.cortonhouse.co.uk

manager@cortonhouse.co.uk

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

Cascade (Cohen House)

55 Norwich Road, Norwich NR5 0EQ
Tel: 01603 479740

LDA MH YA

Church Green Lodge

Aslake Close, Norwich NR7 8ET
Tel: 01603 411855

OP D PD LDA MH SI YA

Hawthorns Care Home, The

270 Unthank Road,
Norwich NR2 2AJ
Tel: 01603 452302

Advert page 94
OP D PD YA

Ivy Court

Ivy Road, Norwich NR5 8BF
Tel: 0808 202 0478

OP D PD YA

Larchwood Nursing and Residential Home

133 Yarmouth Road, Thorpe St Andrew,
Norwich NR7 0RF
Tel: 01603 437358

OP D PD YA

St Clements Nursing Home

170 St Clements Hill, Norwich NR3 4DG
Tel: 01603 858980

OP D YA

Twin Oaks Nursing Home

1 Hudson Way, Chapel Break, Norwich NR5 9NJ
Tel: 01603 743195

OP D PD YA

Woodside House

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

Advert page 84 OP D PD YA

South Norfolk care homes

 Pet friendly – see page 64

Acres, 8

Long Street, Great Ellingham,
Attleborough NR17 1AW
Tel: 01953 454637

OP PD LDA MH YA

Alexander Court

Raymond Street, Thetford IP24 2EA
Tel: 01842 753466

OP D YA

Ashill Lodge Care Home

Watton Road, Ashill, Thetford IP25 7AQ
Tel: 01760 440433

OP D

Beauchamp House

Proctor Road, Chedgrave, Norwich NR14 6HN
Tel: 01508 508960

Advert page 92 OP D

Beeches, The

West Harling Road, East Harling, Norwich NR16 2NP
Tel: 01953 717584

OP D YA

Bilney Hall

East Bilney, Dereham NR20 4AL
Tel: 01362 860246

Advert page 86 OP D

Brooke House

Brooke Gardens, The Street, Norwich NR15 1JH
Tel: 01508 558359

OP D MH YA

Bungay House

8 Yarmouth Road, Broome, Bungay NR35 2PE
Tel: 01986 895270

OP D MH YA

Carleton House Care Home

Rectory Road, East Carleton,
Norwich NR14 8HT
Tel: 01508 570451

OP D PD SI

Claxton House

Church Lane, Claxton, Norwich NR14 7HY
Tel: 01508 480312

LDA YA

Coronation House Care Home

38 Norwich Road, Thetford IP24 2JE
Tel: 01842 313037

Advert page 88 OP D PD SI MH 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

OP LDA YA

Culrose Residential Home

Norwich Road, Dickleburgh, Diss IP21 4NS
Tel: 01379 741369

OP 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

De Lucy House **Advert page 65 & below**
40 Victoria Road, Diss IP22 4HZ
Tel: 01379 778 367 **OP D PD SI**

Dorrington House (Dereham)
28 Quebec Road, Dereham NR19 2DR
Tel: 01362 693070 **OP D**

Dorrington House (Watton)
73 Norwich Road, Watton IP25 6DH
Tel: 01953 883882 **OP D**

Eckling Grange
Norwich Road, Dereham NR20 3BB
Tel: 01362 692520 **OP D SI**

Fairland House
Station Road, Attleborough NR17 2AS
Tel: 01953 452161 **OP**

Feltwell Lodge
Lodge Road, Feltwell IP26 4DR
Tel: 01366 728282 **OP D**

Harker House
Flowerpot Lane, Long Stratton, Norwich NR15 2TS
Tel: 01508 530777 **Advert page 92** **OP D**

Hethersett Hall 
Norwich Road, Hethersett, Norwich NR9 3AP
Tel: 01603 294 628 **Advert page 84** **OP D YA**

Heywoods Grange
Burstons Road, Diss IP22 5SX
Tel: 01379 652265 **LDA**

High Oaks
Rectory Road (Hall Green), Gissing, Diss IP22 5UU
Tel: 01379 674456 **OP MH YA**

Hill Barn Care Home
Church Lane, Sparham, Norwich NR9 5PP
Tel: 01362 688702 **OP D**

Hill Grove
1 Colney Lane, Cringleford, Norwich NR4 7RE
Tel: 01603 504337 **OP D**

Hill House
Station Road, Pulham St Mary, Diss IP21 4QT
Tel: 01379 608209 **LDA**

Hollies and Hollies Lodge, The
Brick Kiln Lane, Morningthorpe,
Norwich NR15 2LH
Tel: 01508 530540 **LDA MH YA**

Kalmia & Mallow
Dereham Road, Watton, Thetford IP25 6HA
Tel: 01953 884597 **OP LDA YA**

Kittens Lane
5 Kittens Lane, Loddon, Norwich NR14 6JU
Tel: 01508 528163 **OP LDA YA**

Lancaster House
2 Portal Avenue, Watton, Thetford IP25 6HP
Tel: 01953 883501 **OP D MH YA**

Laurels Care Home, The
West Carr Road, Attleborough NR17 1AA
Tel: 01953 455427 **OP D PD LDA MH YA**

Lincoln House Care Home
Woodgate Lane, Swanton Morley,
Dereham NR20 4LT
Tel: 01362 637598 **OP PD**





De Lucy House
40 Victoria Road, Diss,
Norfolk IP22 4HZ
01379 778 367

No.1
not-for-profit
care home
in Diss *

**Based on independent reviews on
carehome.co.uk at time of printing*

greensleeves
care

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



Link House

Links View, Sandy Lane East, Dereham NR19 2ED

Tel: 01362 695588

LDA YA

Lynfield

22 Norwich Road, Ditchingham, Bungay NR35 2JL

Tel: 01986 897196

OP LDA YA

Maple Tree Care Ltd

2 Epsom Gardens, Dereham NR19 1TY

Tel: 01362 697124

PD LDA SI YA

Mayfields Care Home, The

Swan Lane, Tharston, Long Stratton,

Norwich NR15 2UY

Tel: 01508 535500

OP D PD SI YA

Melton House Care Home

47 Melton Road, Wymondham NR18 ODB

Tel: 01953 828190

OP D PD YA

Merle Boddy House

55 Norwich Road, Dereham NR20 3AX

Tel: 01362 694643

OP LDA YA

Millpool

4 Stockyard Close, Harleston IP20 9FG

Tel: 07824 154516

LDA

Moorings, The

Church Road, Earsham, Bungay NR35 2TJ

Tel: 01986 892269

OP D

Nightingale Care Home

Church Lane, Welborne, Dereham NR20 3LQ

Tel: 01362 850329

OP D

Northfields

49a Northfields, West Earham,

Norwich NR4 7ES

Tel: 01603 458865

PD LDA SI

Oak House

10a Victoria Road, Diss IP22 4HE

Tel: 01379 644444

OP LDA SI YA

Oak Trees (Respite)

26 Norfolk Drive, Attleborough NR17 1QW

Tel: 01953 457774

OP LDA YA

Oaklands

Norwich Road, Scole, Diss IP21 4EE

Tel: 01379 740646

OP D MH

Oaklands – Thera East Anglia

Burgate Lane, Alington, Norwich NR14 7NP

Tel: 07500 085111

OP LDA YA

Oaks & Woodcroft, The

2a Dereham Road, Mattishall, Dereham NR20 3AA

Tel: 01362 858040

OP LDA YA

Olive House

Olive Avenue, Newton Flotman, Norwich NR15 1PF

Tel: 01508 471718 **Advert page 86**

OP

Quebec Hall Ltd

Quebec Road, Dereham NR19 2QY

Tel: 01362 692504

OP D

Red House Residential Home

Norwich Road, Kilverstone, Thetford IP24 2RF

Tel: 01842 753122

OP D

Redgate House Residential Home

Green Lane, Thetford IP24 2EZ

Tel: 01842 800400

OP D YA

Royal Mencap Society – 6 Lamberts (Foxglove)

6 Lamberts, Thetford IP24 2EE

Tel: 01842 766156

OP LDA YA

Royal Mencap Society

– Woodlands Residential Home

51a Elm Road, Thetford IP24 3HS

Tel: 01842 762086

LDA YA

SENSE Holmlea

53a Shipdham Road, Toftwood, Dereham NR19 1JL

Tel: 01362 854165

LDA SI

Shipdham Manor

Chapel Street, Shipdham IP25 7LB

Tel: 01362 820939 **Advert page 86**

OP D YA

Springfield House

89 Norwich Road, Barnham Broom,

Norwich NR9 4BU

Tel: 01692 407549

LDA 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


St Edmunds

Surrogate Street, Attleborough NR17 2AW

Tel: 01953 661070 **Advert page 92**
OP
St Elmos

7 Edenside Drive, Attleborough NR17 2EL

Tel: 01953 457016

LDA MH YA
St Leonards Court


6 St Leonards Street, Mundford IP26 5HG

Tel: 01842 878225 **Advert page 86**
OP D YA
St Mary's Residential Care Home

Market Place, New Buckenham, Norwich NR16 2AN

Tel: 01953 860956

OP D
St Nicholas House

Littlefields, Dereham NR19 1BG

Tel: 01362 692581 **Advert page 92**
OP D YA
Taylor Road

7a Taylor Road, West Earlham, Norwich NR5 8LZ

Tel: 01603 259916

PD LDA SI
Walnut House

49 Norwich Road, Dereham NR20 3AS

Tel: 01362 698762

LDA
Westfield House

12 Westfield Road, Toftwood,

Dereham NR19 1JB

Tel: 01362 697828

OP LDA YA
Willows, The

Muriel Kenny Court, Hethersett NR9 3EZ

Tel: 01603 814915

LDA
Willows, The

School Lane, Besthorpe,

Attleborough NR17 2LH

Tel: 01953 451542

LDA YA
Windmill House

Browick Road, Wymondham NR18 0QW

Tel: 01953 607651

OP D PD SI
Woodstock Care Home Ltd

The Green, Gressenhall,

Dereham NR20 4DT

Tel: 01362 860861

OP D SI
York House


47 Norwich Road, Dereham NR20 3AS

Tel: 01362 697134

OP

South Norfolk care homes with nursing

All Hallows Neuro Rehabilitation Centre

Station Road, Ditchingham, Bungay,

Suffolk NR35 2QL

Tel: 01986 899688

OP D PD SI YA
Brooklyn House Nursing Home

Queen's Road,

Attleborough NR17 2AG

Tel: 01953 455789

OP D YA
Buckingham Lodge Care Home

Buckingham Close, Carbrooke,

Thetford IP25 6WL

Tel: 01953 858750

OP D PD SI YA
Ford Place Nursing Home

Ford Street, Thetford IP24 2EP

Tel: 01842 755002

OP D YA
Hassingham House Care Centre

Hardingham Street,

Hingham NR9 4JB

Tel: 0844 472 5173

OP D PD LDA MH SI YA
Lincoln House Care Home

Woodgate Lane, Swanton Morley,

Dereham NR20 4LT

Tel: 01362 637598

OP PD
Oak Manor Nursing Home

Dereham Road, Scarning, Dereham NR19 2PG

Tel: 0808 223 5528

OP D YA
Oakwood House Care Home

Old Watton Road, Colney,

Norwich NR4 7TP

Tel: 01603 250101

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

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: 01362 690790

D PD YA

Saxlingham Hall Nursing Home

The Green, Saxlingham Nethergate,

Norwich NR15 1TH

Tel: 01508 499225 **Advert page 86**

OP PD SI

Sutherlands Nursing Home

136 Norwich Road, Wymondham NR18 0SX

Tel: 01953 600900

OP D PD LDA YA

Thorp House

Church Road, Griston,

Thetford IP25 6QA

Tel: 01953 881786

OP D MH YA

Trees Nursing Home

12 Candles Lane, Harleston IP20 9JA

Tel: 01379 853919

OP D PD YA

Walcot Hall Nursing Home

Walcot Green, Diss IP22 5SR

Tel: 01379 641030 **Advert page 86**

OP PD SI

See the checklist on page 67 for suggestions of useful questions to ask when looking at care homes.

West Norfolk care homes



Pet friendly – see page 64

Ashville House

Fairfield Road, Downham Market PE38 9ET

Tel: 01366 383428

OP

Coralyn House

12 Glebe Avenue, Hunstanton PE36 6BS

Tel: 01485 535999

LDA

Beach View

2 Lincoln Square, Hunstanton PE36 6DL

Tel: 01485 535328

OP D PD YA

Crown Rest Home, The

Station Road, Little Dunham, King's Lynn PE32 2DJ

Tel: 01760 722039

OP

Briar House

Losinga Road, King's Lynn PE30 2DQ

Tel: 01553 760500

OP D YA

Delph House

Wisbech Road, Welney, Wisbech PE14 9RQ

Tel: 01354 610300

OP D PD SI YA

Burman House

Mill Road, Terrington St John, Wisbech PE14 7SF

Tel: 01945 669910 **Advert page 92**

OP D

Diamond House

Bennett Street, Downham Market, Norfolk PE38 9EJ

Tel: 01366 385100

OP D PD YA

Carrstone House Care Home

159 Bexwell Road, Downham Market PE38 9LJ

Tel: 01366 542532 **Advert page 66**

OP D PD SI YA

Docking House

Station Road, Docking, King's Lynn PE31 8LS

Tel: 01485 518243

OP D

Close, The

53 Lynn Road, Snettisham, King's Lynn PE31 7PT

Tel: 01485 540041

OP D

Driftwood House

Lynn Road, Hunstanton PE36 5HL

Tel: 01485 532241

OP D

Coopers Mill

Mill Road, Walpole Highway, Wisbech PE14 7QJ

Tel: 01945 880020

LDA SI YA

Fridhem Rest Home



79 Station Road, Heacham, King's Lynn PE31 7AB

Tel: 01485 571455

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


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 858670 **Advert page 92**

OP D

Iceni House

Jack Boddy Way, Swaffham PE37 7HJ
Tel: 01760 720330

OP D YA

King's Lynn Residential Home

Kettlewell Lane, King's Lynn PE30 1PW
Tel: 01553 769098

OP D PD YA

Linden Court

Church Walk, Watton IP25 6ET
Tel: 01953 881753 **Advert page 92**

OP

Mallards, The

161 Wootton Road, King's Lynn PE30 4DW
Tel: 01553 676004

LDA

Mandalay

The Street, Marham PE33 9HP
Tel: 01760 444175

OP PD LDA MH YA

Manton House

5-7 Tennyson Avenue, King's Lynn PE30 2QG
Tel: 01553 766135

OP D YA

Merrimore House

39 Avenue Road, Hunstanton PE36 5HW
Tel: 01953 880417

OP PD LDA MH SI YA

Mill House

Litcham Road, Gayton, King's Lynn PE32 1PQ
Tel: 01553 636654

MH

Nightingale Lodge


8 Austin Street, Hunstanton PE36 6AL
Tel: 01485 533590

OP

Norfolk Lodge

32 King's Lynn Road, Hunstanton PE36 5HT
Tel: 01485 532383

OP D

Phoenix House

6 Lynn Road, Snettisham, King's Lynn PE31 7LP
Tel: 01485 544415

LDA

Portland Street

12-14 Portland Street, King's Lynn PE30 1PB
Tel: 01553 769091

LDA MH

Rebecca Court

9 Staithe Road, Heacham,
King's Lynn PE31 7EF
Tel: 01485 570421 **Advert page 92**

OP LDA

Summerville House

Fenway, Heacham, King's Lynn PE31 7BH
Tel: 01485 572127

OP D

Terrington Lodge

2 Lynn Road, Terrington St Clements,
King's Lynn PE34 4JX
Tel: 01553 829605

OP D

Victoria Hall

New Road, Shouldham, King's Lynn PE33 0DF
Tel: 01366 347525

OP D YA

Westfields

Westfield Road, Swaffham PE37 7HE
Tel: 01760 721539 **Advert page 92**

OP D

Winchley Home

Rectory Lane, West Winch, King's Lynn PE33 0NR
Tel: 01553 841582

D

Woodlands

Grimston Road, South Wootton,
King's Lynn PE30 3HU
Tel: 01553 672076 **Advert page 92**

OP D

Wootton Road, 244

King's Lynn PE30 3BH
Tel: 01553 676004

LDA YA

Wyndham House Care

Manor Road, North Wootton, King's Lynn PE30 3PZ
Tel: 01553 631386

OP D PD SI YA

See page 104 for the **Service User Bands** key



Regency Manor

by AcaciaCare



RESIDENTIAL | DEMENTIA | RESPITE CARE

Offering the finest surroundings combined with *exceptional care*



ABOUT OUR CARE HOME

Regency Manor specialises in providing unparalleled residential and dementia care, ensuring residents lead fulfilling lives with the assurance of 24-hour support. Our dedicated team creates a warm, social environment, tailored to individual needs, fostering independence while providing the highest standard of care.

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SALON



CINEMA &
BISTRO

CONTACT US:

 **01485 522 844**

Manor Rd, Hunstanton, PE36 5AY

www.regencymanorcare.co.uk



Amberley Hall Care Home

55 Baldock Drive, King's Lynn PE30 3DQ

Tel: 01553 670600

OP D PD YA

Downham Grange

Clackclose Road, Downham Market PE38 9PA

Tel: 01366 387054

OP

Faro Lodge

Galyon Road, King's Lynn PE30 3YE

Tel: 01553 679233

OP D PD LDA MH SI YA

Goodwins Hall Care Home

Goodwins Road, King's Lynn PE30 5PD

Tel: 01553 777994

OP D PD YA

Holmwood House Care Centre

40 White Cross Road, Swaffham,

King's Lynn PE37 7QY

Tel: 01760 724404

OP D PD SI YA

Lower Farm Care Home with Nursing

126 Grimston Road, South Wootton,

King's Lynn PE30 3PB

Tel: 01553 671027

OP D PD SI YA

Meadow House Nursing Home

Norwich Road,

Swaffham PE37 8DD

Tel: 01760 725146 Advert page 86

OP PD YA

Millbridge Care Home

4 Lynn Road, Heacham,

King's Lynn PE31 7HY

Tel: 01485 570349

OP D PD SI YA

Paddocks Care Home, The

45 Cley Road,

Swaffham PE37 7NP

Tel: 01760 722920

OP D PD SI YA

Search for care in your area

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- Additional information, photos and web links
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 CareChoices

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



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

www.myfamilyourneeds.co.uk

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

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

Ask questions

Get involved

Join the family

Home support providers

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Aylsham Homecare	31		East Point Care Wymondham	33		Home Team, The	35	
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Bainbridge Close	31		Cavell Healthcare	33		I Care Service	35	
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Bee Home Care Ltd	31		Errand Plus and			Independence Matters C.I.C.		
Better Oasis Ltd	31		Personal Services	33		– Floating Support City	35	
Bluebell Support Services	31		Estuary House Ness M Care			Independence Matters C.I.C.		
Bluebird Care (East Suffolk and			Services Norfolk	33		– Norwich Supported Living	35	
Great Yarmouth)	31		Ever Care Ltd	33		Independence Matters C.I.C.		
Bluebird Care (Norwich &	31		Everyday Living Healthcare Ltd	33		– Personal Assistant Services		
North Norfolk)			Extra Care Home Services Ltd	33		East	35	
C			Extra Hands of Heacham Ltd			Independence Matters C.I.C.		
Care Company UK Ltd, The	31		– Broadland Office	33		– Personal Assistant Services		
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Cera – Norwich	31		First Choice Home Care	33, 35		Kingsley Home Care Services	37	
Cera Norfolk	33		Fisher Healthcare East Anglia	35		Kingsley Home Care		
Clarity Homecare (Norwich)	33		Fortress Care Services	35		Services Ltd	37	
Clark James HomeCare			Fuchsia Homecare Gorleston	35		Kings Lynn Supported Living	37	
– Norwich	33		Fuchsia Homecare Norwich	35		L		
CNS Norfolk	33		G			Later Life Care Ltd	37	
Compkey Healthcare Ltd	33		Gentle Folk Community Care	35		Leaf Care Services	37	
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