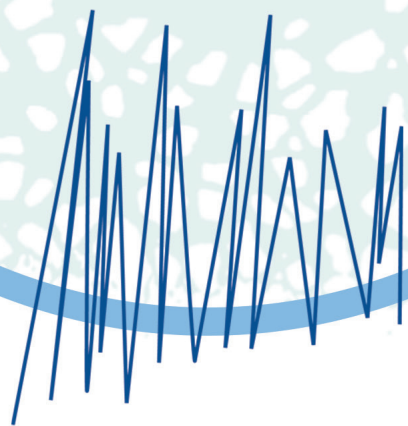




Royal Papworth Hospital
NHS Foundation Trust

Access to your local community - Norfolk

A patient's guide



Patient name:

Ward:

Ward telephone:

Contents:

Age UK 5

British Red Cross 5

Care needs assessment 6

Norfolk Swift Response 7

Community alarms 7

Citizens Advice 9

Cleaning services 9

District nurses/community nursing: Norfolk community Health and Care NHS Trust.....10

Good Neighbour Scheme 11

Healthwatch..... 11

Library services 12

Lily loneliness and social isolation service 13

Mind 14

Meals on wheels services 15

The Silver Line 15

Social clubs and activities..... 16

EngAge..... 16

Social prescribing 17

Sport/leisure centres..... 18

All information within this leaflet has been sourced from the relevant webpage and accumulated for the benefit of information sharing.

Age UK

Age UK is a national charity with local networks. They provide support, companionship, and advice. They also provide services including:

- Home help
- Foot care
- Handyperson services
- Exercise classes
- IT training
- Transport
- Shopping
- Social activities

Age UK Norfolk

Telephone: 01603 787111 or 0300 500 1217 - lines are open 10:00-16:00, Monday-Friday

Email: advice@ageuknorfolk.org.uk

Website: ageuk.org.uk/norfolk/

National Age UK

Telephone: 0800 678 1602 - lines are open 08:00 - 19:00 every day of the year

Website: ageuk.org.uk

British Red Cross

The British Red Cross provides practical, local, and emotional support to people around the UK.

The following list are areas the British Red Cross can support with:

- Help transitioning back into the home environment after a hospital stay
- Assistance with shopping
- Collecting prescriptions
- Companionship
- Telephone support services
- Extreme weather welfare monitoring and support

This is not an exhaustive list of support. Please discuss any support needs on initial contact and referral. Please note, there may be a financial cost to some services provided.

The British Red Cross support line is staffed by experienced Red Cross volunteers who can provide emotional support in more than 200 languages. The support line is free to call and completely confidential.

Telephone: 0808 196 3651 (lines are open 10:00 - 17:00 Monday - Friday)

Website: redcross.org.uk/get-help

Norfolk County Council Care Act assessment

Most people would like to live independently in their own homes for as long as possible. However, in the future your situation may change, and you may find you need assistance with:

- Washing and dressing
- Meal preparation
- Managing your medications
- Doing things around your home and getting out into your local community

A care act assessment will explore:

- Exploring your present circumstances
- Your strengths and current abilities
- What is working well for you
- What is not working so well at home

The assessment will summarise your needs and wishes. The assessor will look at your health and wellbeing, including any risks to you, and discuss how this can be managed.

A professional opinion will follow regarding eligibility for support from Norfolk County Council. Care and support may be available from other organisations which may be more appropriate to meet your needs which the assessor can signpost you to.

Information that you provide will be confidential and will not be shared without your permission. For further information, please visit:

Telephone: 0344 800 8020 – the line is open 24 hours a day

Website: norfolk.gov.uk/care-support-and-health/start-with-social-care

Norfolk Swift Response

Norfolk Swift Response is a free 24/7 service that can provide support with urgent and unplanned needs at home such as:

Support following a fall – ensuring no serious injuries. They have access to special lifting equipment to help make moving as safe as possible for you

Getting up, washed, and dressed - for example, if your partner or carer is suddenly admitted to hospital

If you believe someone is in danger, or their life is at risk - call 999.

This service is for people who are:

- Aged 18 and over
- Live at home
- Need physical or practical support with daily living tasks

Telephone: 0344 800 8020 and select option 1

Website: norfolk.gov.uk/article/41830/Help-at-home-from-Norfolk-Swift-Response

Community alarms

A community alarm is a pendant a person wears either round their neck or on their wrist. When pressed, the pendant will call a response team which raises the need for help and they can then contact an assigned next of kin, neighbour or the emergency services. This provides comfort and peace of mind for service users and their loved ones, especially in the event of a fall or a medical emergency.

There are multiple community alarm services in Norfolk. Some companies also offer provision of a key safe so that trusted people can access your home in an emergency.

Access to community alarms is dependent on which district council area you live in and there is a weekly charge for their services.

Age Co Personal Alarms (AgeUK)

- Nationwide provider
- Posted to property
- A range of different alarms including those with GPS-tracking and falls detection

Telephone: 0800 085 8032

Website: personalalarms.ageco.co.uk/

Careline

- Nationwide provider
- Posted out to property
- A range of different alarms including those with GPS-tracking and falls detection

Telephone: 0808 304 5088

Website: careline.co.uk/

Careline Community Service

- Local service, run by King's Lynn Borough Council covering North Norfolk
- Posted out to property
- Variety of community alarms as well as key safes, smoke and carbon monoxide detectors and signposting to other assistive technology

Telephone: 01553 616200

Website: careline-cs.org.uk/

LifeLine 24

- Nationwide provider
- Posted out to property
- A range of different alarms including falls detection

Telephone: 0800 999 0400

Website: lifeconnect24.co.uk/

Sanctuary 365

- Nationwide provider
- In-person installation
- Over-the-phone consultation, offering a range of products including pendant alarms, lifestyle monitoring sensors and GPS locating devices

Telephone: 0330 1233365

Website: sanctuary-supported-living.co.uk/what-we-do/technology-enabled-living

Telecare 24

- Nationwide provider
- Posted out to property
- Variety of community alarms which can include GPS-tracking, as well as key safes and smoke detectors

Telephone: 0800 1808540

Website: telecare24.co.uk/

n-able (Norse Ltd)

- East Anglia (Norfolk, Suffolk, Essex, Cambridgeshire)
- Variety of community alarms, as well as key safes and other assistive equipment

Telephone: 01603 894120

Website: n-able.org.uk/digitalfallalarms/

Please note: this is not an exclusive list. There are other community alarm companies available so please research the most suitable for you and your lifestyle. The financial cost of a pendant alarm can vary.

Citizens Advice

Norfolk Citizens Advice offer free, confidential, and impartial advice to anyone in Norfolk. They are a local charity providing high-quality, accredited advice on a broad range of issues.

You can search their website for advice, or you can give them a call to discuss your query. You can also email or see them face to face.

There are eight Citizens Advice offices in Norfolk:

- Attleborough
- Holt
- Norwich
- Dereham
- Fakenham
- Kings Lynn
- Great Yarmouth
- North Walsham

General advice line: 0800 144 8848

Advice request form: ncab.org.uk/email-advice-form

For opening hours and location information visit:
ncab.org.uk/our-offices

Cleaning services

To find cleaners in your local area you can visit the Norfolk community directory here: communitydirectory.norfolk.gov.uk/Categories/11

Alternatively you can call or email Norfolk Trusted Trader:

Telephone: 03448 008 020

Email: trustedtrader@norfolk.gov.uk

Website: norfolk.gov.uk/business/trading-standards/trusted-trader

District nurses/community nursing:

Norfolk Community Health and Care NHS Trust

If district nurses are being referred to, please place details below:

Location.....

Telephone.....

No. of visits.....(Daily or weekly)(Delete as appropriate)

Reason.....

.....

.....

District nurse teams are community based and assess, plan and provide nursing care to those who are housebound due to ill health. Care provided is holistic and focused to meet a patient's needs within their own home. District nurses also visit those in care homes, that are not registered as nursing homes. District nurses can support with, among other services:

- Wound care
- Medication management
- Catheter care
- Post operative care
- Management of long-term conditions
- Teaching self-administration of insulin and catheter care

The community nursing team works closely with GP's, acute hospitals to support discharges, adult social care, and link with voluntary services. The Norfolk district nursing services and community nursing services can be accessed via the integrated care teams.

Telephone: 01603 518444 (Monday to Friday, 09:00 - 17:00 with an answerphone service available outside of these times)

Website: norfolkcommunityhealthandcare.nhs.uk

Good Neighbour Scheme

Good Neighbour schemes are run by local people to provide day-to-day support for other residents in their community who occasionally may need help. This could be:

- To monitor help at home
- Tidying up the garden
- Assisting with grocery shopping (if unable to leave the house)
- Assistance with getting to a GP / hospital appointments

There are several Good Neighbour schemes currently operating in Norfolk which you may find useful. This online map shows you where they are:

norfolkgoodneighbours.org.uk/find

Alternatively, you can contact Community Action Norfolk who oversee the scheme using the details below to find out if there is one local to where you live:

Telephone: 01362 698216

Email: hello@norfolkgoodneighbours.org.uk

Website: norfolkgoodneighbours.org.uk

HealthWatch

HealthWatch is the local health and social care champion for Norfolk. Have you or a relative used health and social care services in Norfolk, such as GPs, hospitals, dentists, pharmacies, care homes and other support services? HealthWatch would like to hear about your experiences.

As an independent statutory body, HealthWatch listens to feedback, raises this to NHS leaders and other decision-makers to improve standards of care.

They may be able to signpost you to other services that may be more appropriate.

Telephone: 0808 168 9669 or 01953 856029 (lines are open Monday to Friday 10:00 - 16:00)

Email: enquiries@healthwatchnorfolk.co.uk

Website: healthwatchnorfolk.co.uk

In person: The Healthwatch Norfolk office is based at Elm Farm Business Park in Wymondham which you can visit at this address:

Healthwatch Norfolk
Suite 6 The Old Dairy Farm
Elm Farm
Norwich Common
Wymondham
Norfolk
NR18 0SW

Library services

Home library services

Norfolk libraries offer a home library service which provide books on wheels to the homes of people who would like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility.

If you would like to use this service, please email libraries@norfolk.gov.uk to ask to be added to the local delivery route.

Events

They also run regular events in their libraries to support your health and wellbeing. You can search for events via: norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/health-and-wellbeing or you can contact your local library to find out more.

You will need to call the main county council enquiry line to find out the contact details for your local library:

Telephone: 0344 800 8020

Website: norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services

Lily Loneliness and Social Isolation Service

Commissioned by Norfolk County Council to help tackle loneliness and social isolation, Lily offer one to one support to adults, over the age of 18. This is when loneliness is the primary issue affecting their health and wellbeing.

People are supported by Lily to:

- Access social activities including, volunteering opportunities and community services
- Identify and overcome barriers that prevent them becoming connected within their local community
- Reconnect with family and friends and make new connections in their community

Lily charity partners are:

- Norfolk and Waveney Mind
- West Norfolk Carers
- Family Action
- West Norfolk Befriending

If you feel this service may be beneficial to you, please contact Lily via:

Telephone: 01553 616200

Online contact form: asklily.org.uk/kb5/westnorfolk/cd/contact.page

Website: asklily.org.uk/kb5/westnorfolk/cd/home.page

Mind: Norfolk and Waveney

Whether you are navigating a mental health problem, or supporting someone who is, you may find useful information and resources from Mind. They have lots of advice on a range of mental health issues and general well-being. These include, but are not limited to:

- Loneliness
- Stress and anxiety
- Sleep
- Physical activity
- Food and mood
- Bereavement
- Community support groups

As a local Mind, they are an independent charity, who raise their own funds. They also have their own Board of Trustees who are responsible for the running of the charity.

Contact Details

Mind: Norfolk and Waveney

Telephone: 0300 330 5488 - lines are open Monday to Friday (except for bank holidays)

Email: enquiries@norfolkandwaveneymind.org.uk

Website: norfolkandwaveneymind.org.uk

National Mind

Telephone: 0300 123 3393 (for non-urgent enquiries about mental health support and services)

Email: info@mind.org.uk

Website: mind.org.uk

Meals on Wheels services

Please visit the Norfolk County Council website and enter your postcode to find what services are available in your area. Norfolk County Council recommend customers to meal providers who have been accredited to the Norfolk Trusted Trader scheme and therefore, have had background checks carried out by Trading Standards. Providers are required to:

- Have appropriate level of public liability insurance
- Have a minimum of three star Environmental Health Food Star rating
- Ensure all of their employees have Criminal Records Bureau checks in place

Alternatively, please contact Norfolk County Council using the details below for further advice:

Telephone: 0344 800 8020

Website: norfolk.gov.uk/43425

The Silver Line: helpline for older people

The Silver Line helpline is a free, confidential telephone service for older adults. They can provide friendship, conversation and support 24/7. Calls to their confidential helpline are free and lines are open every day of the year. They can offer:

- Friendship
- Conversation
- Support to those who need it

The Silver Line team are also able to address any worries or questions. Dependent on what needs arise, they can signpost you to certain services, groups or resources that may be able to help.

Telephone: 0800 470 8090

Website: thesilverline.org.uk

Social clubs and activities

Norfolk community directory

The Norfolk community directory contains activities, services, and groups to help all Norfolk residents live active, meaningful lives.

You can search the directory online for clubs and groups you may be interested in joining.

It includes:

- Book groups
- Hobbies and games
- Lunch clubs

Email: communitydirectory@norfolk.gov.uk

Please note this email address is not constantly monitored

Website: communitydirectory.norfolk.gov.uk/Categories/51

EngAge

The EngAge website brings together activities specifically for those aged 50 and over around Norfolk that you can get involved with.

EngAge offers multiple different activities to get involved with, including but not limited to:

- Tea and coffee mornings
- Arts and crafts tutorials
- Courses for digital skills.

For more information, please search your local area to find out what's on and to find the activity that is right for you.

Website: engagenorfolk.co.uk/Contactus

Email address: hello@engagenorfolk.co.uk

Telephone: 01553 401200

Address: 47 Bergen Way
North Lynn Ind. Estate
King's Lynn
Norfolk
PE30 2JG

Social prescribing

Social prescribing schemes can involve a variety of activities which are usually provided by voluntary and community sector organisations.

Examples include:

- Volunteering
- Arts activities
- Group learning
- Gardening
- Befriending
- Cookery and healthy eating advice

Most social prescribing services involve a link worker, navigator or connector who works with people to access local sources of support.

You can self-refer, or your GP or other healthcare staff may be able to refer you. For this reason, there isn't a central Norfolk social prescribing contact.

The local links and contact details below may be useful. As this is not an exhaustive list, you will need to ask at your surgery what social prescribing services they offer and/or can refer you to.

Breckland

Website: breckland.gov.uk/social-prescribing

South Norfolk and Broadland

Email: helphub@southnorfolkandbroadland.gov.uk

Website: southnorfolkandbroadland.gov.uk/help-hub/community-connectors

Telephone: Broadland District Council: 01603 430431
South Norfolk Council: 01508 533933

North Norfolk

Telephone: 01263 516353

Email: social.prescribing@north-norfolk.gov.uk

Website: north-norfolk.gov.uk/tasks/projects/north-norfolk-help-hub

Sport/leisure centres

South Norfolk

Website: southnorfolkleisure.co.uk/

Diss

Telephone: 01379 652754

Email: dsfc@southnorfolkandbroadland.gov.uk

Long Stratton

Telephone: 01508 531444

Email: lslc@southnorfolkandbroadland.gov.uk

Wymondham

Telephone: 01953 607171

Email: wymondham.lc@southnorfolkandbroadland.gov.uk

Kett's Park

Telephone: 01953 423469

Email: ketts.park@southnorfolkandbroadland.gov.uk

Framlingham Earl

Telephone: 01508 533629

Email: framingham.LC@southnorfolkandbroadland.gov.uk

North Norfolk

Website: north-norfolk.gov.uk/tasks/sports/view-local-sports-and-leisure-centres

Telephone: 01263 516001

Email: leisureandlocality@north-norfolk.gov.uk

Royal Papworth Hospital NHS Foundation Trust

A member of Cambridge University Health Partners



Papworth Road
Cambridge Biomedical Campus
CB2 0AY



royalpapworth.nhs.uk



01223 638000

Large print copies and alternative language versions of this leaflet can be made available on request.

View a digital version of this leaflet by scanning the QR code.



Author ID:	Specialist occupational therapist
Department:	Occupational therapy
Printed:	July 2024
Review date:	July 2026
Version:	1
Leaflet number:	PI 240

© 2024 Royal Papworth Hospital NHS Foundation Trust