



Contents

	Information and Advice	4
	Telephone Befriending	6
	Dementia in Your Community	8
	Adapting Your Home or Relocating	10
	Home Help	12
	Day Care Centres	16
	Short Term/Respite Care	18
	Housing with Extra Care	22
	Business Space for Hire	24
	Our Shops	26
	How You Can Support Us - Volunteer	28
	How You Can Support Us - Donate	30

Calls to 0300 and 0303 cost the same as calling a UK landline

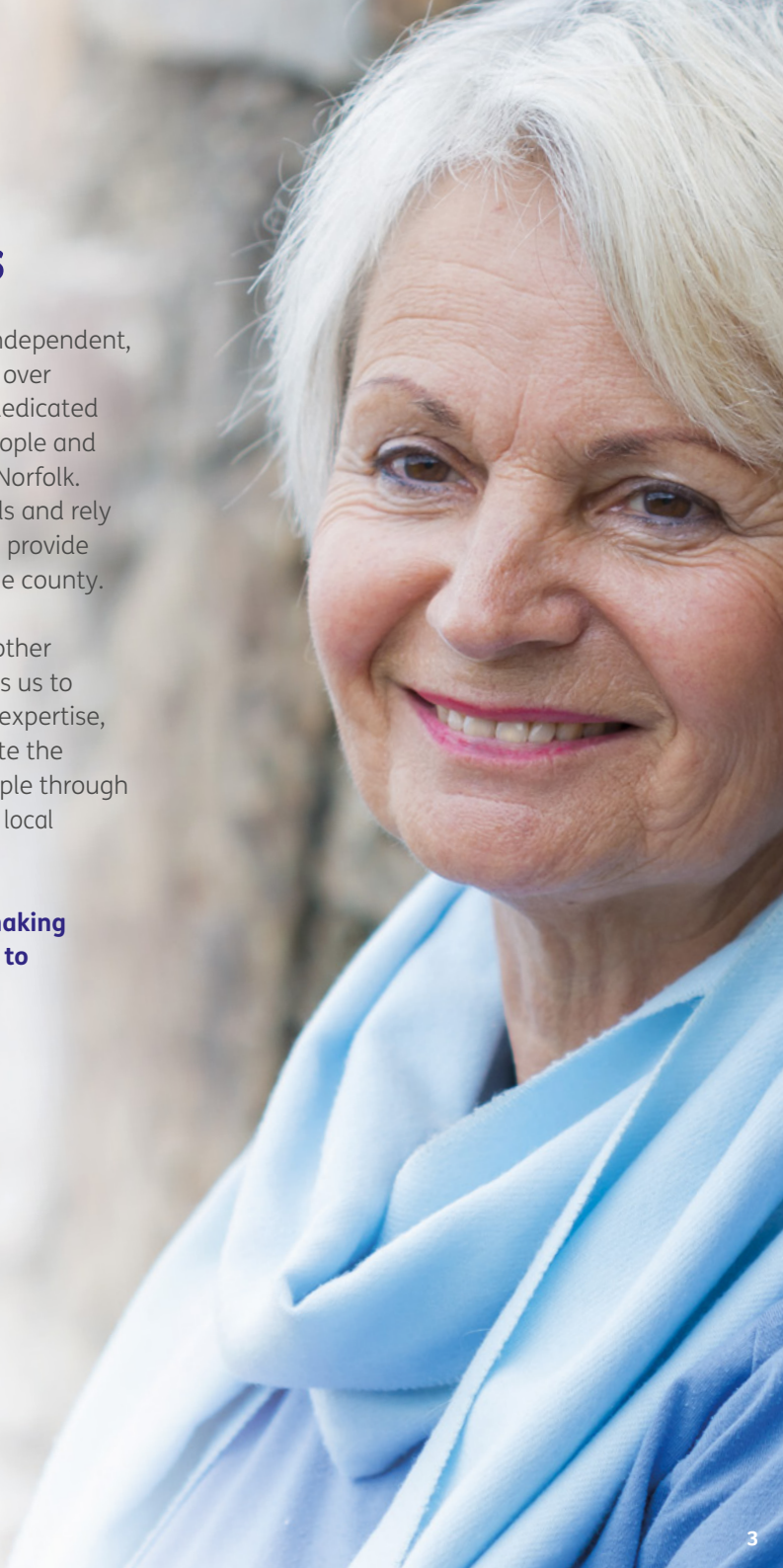
Photo credit: Top right on front cover is courtesy of Eastern Daily Press

About Us

Age UK Norfolk is an independent, local charity. We have over 70 years' experience dedicated to supporting older people and their families living in Norfolk. We raise our own funds and rely on local fundraising to provide vital services across the county.

Our relationship with other Age UK charities allows us to share knowledge and expertise, and to actively promote the wellbeing of older people through collective national and local campaigning work.

We are proud to be making Norfolk a great place to grow older!





Information and Advice

Our confidential FREE information and advice service is available to anyone aged 50 or over, their family, carers or professionals. Our experienced Age UK Norfolk advisers can help you plan for later life on a wide range of subjects, including:

Benefits and Entitlements

- Benefit entitlements check
- Support in claiming benefits

Household Finances

- Day to day management of finances
- Help with paperwork

Funding and Grants

- Help to maintain caring role
- Carer's learning grants
- Help with heating costs
- Help with other grants

Lasting Power of Attorney

- Assisting you to complete forms and registration

Social Care Assessment

- Eligibility
- Paying for care and support at home

Local Services and Support

- Clubs and groups
- Transport

Norfolk Advocacy

Our independent advocates support older people who are most vulnerable or in vulnerable situations to make informed decisions affecting their lives. We ensure that you have a voice that other people listen to, and that you do not experience any inequality or discrimination.

NHS Complaints

We also support you if you are making, or thinking of making, a complaint about NHS services or treatment. This service is completely independent of the NHS.

If you are aged over 55 we can also help you with:

Housing and Care Options

- Home and care options
- Adaptations
- Relocation
- Care home finder

You can contact us by phone, email or via our website (details below). Or book an appointment and drop into one of our information hubs at the following locations:

Our Age UK Norfolk Centres

Head Office

300 St. Faith's Road, Norwich, Norfolk NR6 7BJ

Thetford Office

Riversdale Centre, Tanner Street, Thetford, Norfolk IP24 2BQ
(Tue and Wed, 9am to 1pm)

Our Age UK Norfolk Shops

King's Lynn Furniture & More Store

Unit 9 and 11, Paxman Road, Hardwick Industrial Estate,
King's Lynn, Norfolk PE30 4LJ

Age UK Norfolk in your Local Hospital

Norfolk and Norwich University Hospital

Colney Lane, Norwich, Norfolk NR4 7UY
(Age UK Norfolk advisers visit wards every Tue and Thu, 2pm to 4pm)

The Queen Elizabeth Hospital

Gayton Rd, King's Lynn, Norfolk PE30 4ET
In the main hospital entrance opposite Costa Coffee.
(Age UK Norfolk advisers are available every 2nd and 4th Wed each month, 10am to 1pm)

Our Information and Advice service is FREE

We welcome the support of volunteers and donations to help us continue running this free service. See pages 28 to 31.

Contact Us

Our helpline is open
Monday to Friday
10am to 4pm

 **0300 500 1217**

 **advice@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**



Telephone Befriending

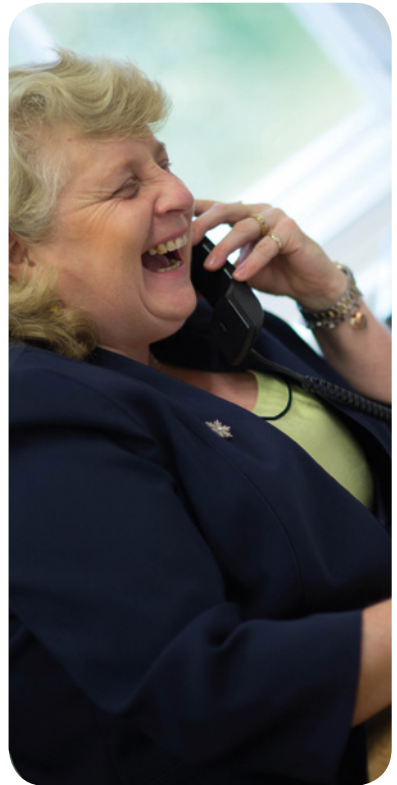
There are times in everyone's life when we can feel lonely or isolated. For some people it can be that they live on their own, for others it may be that they are caring for their loved one.

This service offers people aged 60 and over companionship by phone with one of our local volunteers or Befriending Co-ordinator.

We call weekly for an enjoyable and stimulating chat and also offer the opportunity to take part in a fun quiz, all of which can help to ease feelings of loneliness and isolation.

Our Telephone Befriending service is FREE

We welcome the support of volunteers and donations to help us continue running this service. See pages 28 to 31.



Contact Us

To find out more
and get connected

 **01603 785 223**

 **befriending@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**

Need help at home?

.....
A helping hand to make life a little easier
.....

- Housekeeping • Companionship • Shopping •
- Meal preparation • Accompanied appointments •



Why choose us?

- ✓ Reliable & consistent service from a local charity
- ✓ Dedicated & friendly staff, who are:
- ✓ Fully trained, dementia aware and police checked

Call us now for a free consultation:

☎ 0303 3000 124

(Calls cost the same as a UK landline)

ageuknorfolk.org.uk

D

Dementia in Your Community

Recognising that you have memory problems or dementia can be worrying. If you are living with dementia or you are caring for someone with dementia, we can help you to regain your confidence, try new activities, live a positive life and make a valuable contribution to your community.

Dementia Cafés – Pabulum

Our Pabulum Cafés offer a great place for people living with dementia and their carers to meet and socialise, providing support in a relaxed café-style setting. We currently have four cafés operating across Norfolk. You are welcome to drop in and meet us.

We know that caring for a loved one with dementia can be, for some, an isolating and frightening experience. Often the most powerful support you can receive is to meet others who are going through the same experience as you and discovering you are not alone.

Our volunteers lead reminiscence activities for those with dementia to stimulate interaction, conversation and laughter. Carers can remain with those they care for throughout the session or take time out to chat amongst themselves.

Dementia Training for Businesses

We also help organisations to enhance their customer service and their corporate social responsibility, by providing training for staff and volunteers who work in a customer facing role and who may come into contact with people who have memory problems or dementia.

We provide advice about creating a dementia friendly environment and have tips and resources available online.



Dementia Friendly Communities

Dementia friendly communities are towns, villages and districts where residents have an awareness of dementia. The communities help people with dementia and their carers tackle the problems they face day to day and support them to live independently for longer.

Age UK Norfolk works with local communities providing dementia information, training and support for businesses, services, leisure facilities and schools, so that people within the communities and visitors are welcomed when out shopping and taking part in recreational and local activities.

**Our Dementia Cafés
are FREE**

**We welcome the support
of volunteers and
donations to help us
continue running this
service. See pages 28 to 31.**

Contact Us

If you are interested in our Dementia Cafés, Dementia Friendly Communities or Training

 **01603 787 111**

 **dementia.services@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**



Adapting Your Home or Relocating

Thinking about your housing and care options can be a stressful time, so why not let us do the hard work for you?



You can have peace of mind and reassurance, knowing that we are providing you with the necessary information, advice and practical support to help with your care options, adapting your home or relocation.

Are you?

- Struggling to manage at home and want to remain independent
- Planning to stay in your own home and want advice
- Considering downsizing or moving to a retirement home and need to talk through your options

Or maybe you are:

- Worried because your housing situation has changed and you want advice

If so, we can help you!

Contact Us

For FREE advice

 0300 500 1217

 advice@ageuknorfolk.org.uk

 ageuknorfolk.org.uk

We can provide practical help and support*



If you need to make your home work better for you

We can help you to arrange:

- Essential maintenance and repairs
- Aids and adaptations

We can help you to choose and arrange:

- Home care and support agencies
- Cleaning and gardening services
- Day services, transport and respite breaks

We can help you to learn about:

- Technology - to assist you in your home and to keep in touch

If you need to relocate

We can help you to find and liaise with:

- Suitable properties, retirement or care homes
- Estate agents, surveyors and conveyancing solicitors

We can oversee:

- Your move and settling you into your new home

Contact Us

To arrange a FREE consultation*

*We make a charge for the practical element of the service.

☎ 0300 500 1217

✉ advice@ageuknorfolk.org.uk

🌐 ageuknorfolk.org.uk



Home Help

If you need help at home, our Home Help service can provide a helping hand to make life a little easier. This reliable service is tailored to your support needs.

Our Home Help services range from assisting with everyday tasks including housekeeping, meal preparation, shopping, errands, accompanying clients to appointments or simply someone to offer friendship and support.

Many of our clients find our services help them to remain independent, feel more confident and less isolated. For carers, our service offers valuable respite.





Our SupportGivers

Our dedicated team has earned a deep level of trust among clients and relatives, as well as the support of local health and social care professionals.

Where possible we will always ensure that you have the same SupportGiver, who will get to know your individual needs to make sure the help is carried out to your satisfaction.

All of our SupportGivers are fully trained, dementia aware, insured and police checked.



Home Help

We can give you a helping hand with the following:

Housekeeping

We can help you with a range of housekeeping tasks, to help lighten the load:

- Changing beds
- Laundry
- Dusting and polishing furniture
- Vacuuming
- Cleaning baths, sinks and toilets
- Washing floors
- Emptying rubbish bins



Shopping and Errands

We can either do your shopping for you, or simply accompany you whilst you run your errands:

- Collect your prescriptions
- Collect weekly shopping from your preferred shop

Meal Preparation

Our SupportGivers can prepare light meals for you, to relieve the fuss of preparation and to keep you well fuelled for the day.

Companionship

No matter what our age, we can all feel a little lonely or isolated at times. Our companionship service provides regular friendship and support for those over 60, whether that is through sitting with you in your home or accompanying you to restaurants, the theatre, bingo or other activities.

Accompanied Appointments

For that extra piece of mind, we can accompany you and make sure you meet appointments, such as your:

- Bank
- Doctors
- Dentist
- Hairdressers

Why Choose Us?

- ✓ Trusted local charity
- ✓ Reliable dedicated service
- ✓ All staff are police checked, fully trained and dementia aware
- ✓ Same person delivering your help (where possible)
- ✓ High levels of hygiene
- ✓ Identification card carried by all staff
- ✓ Spot checks are carried out to ensure our service meets high standards and expectations

Cost of Service

SupportGivers can help for as long as they are needed – from a few hours a week up to several hours daily – and are available five days a week.

Contact Us

We offer a FREE consultation and costs are tailored to your needs and requirements

 **0303 3000 124**

 **customerservice@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**



Day Care Centres

We have two day care centres in Diss and Norwich. The Denny Centre is located in the market town of Diss, and Grays Fair Court is located in New Costessey, on the outskirts of Norwich.

They both provide a friendly and welcoming setting for you to meet others, socialise and enjoy a wide range of activities, as well as being able to relax in comfortable homely surroundings.

If you are a relative or carer you can trust Age UK Norfolk to take good care of your loved ones, providing you with peace of mind, knowing that they are in safe hands.



Activities

At both centres we have a variety of activities that you can get involved in, including: arts and crafts, quizzes and games, singing, entertainment, sharing memories, exercise classes and much more. Throughout the year we book entertainers and involve our customers in those decisions.

Our Care Staff

Headed up by a very experienced Day Services Co-ordinator, the skilled and knowledgeable care staff are fully trained, police checked and dementia aware. They are on hand to offer as much or as little care support as required, to make sure your day with us is a comfortable and enjoyable one.

Denny Centre (Open Tuesday & Friday, 10am to 4pm)

Our Denny Centre has a lovely sheltered courtyard and sensory gardens. We have activities and quiet areas, a café serving tea and coffee and a restaurant serving lunch with a choice of dishes from the menu. There is also a computer room with internet access, and we can offer you the opportunity to be pampered by visiting hairdressers, masseurs and foot care specialists.

Grays Fair Court (Open Monday to Friday, 9.30am to 4pm)

Our day care centre at Grays Fair Court benefits from a quiet room and activity area, wheelchair friendly sheltered courtyard and gardens, a conservatory, refreshments and a variety of snacks available on request, as well as a restaurant serving lunch with a choice of dishes from the menu. In addition there is internet access, the opportunity to take advantage of a bathing service and to be pampered by visiting hairdressers and foot care specialists.

So you can see if you like us, we offer a free trial day!*

Cost of Service

Both day care centres offer half and full day rates, with the opportunity to include lunch. Prices are tailored according to your needs.

Why Choose Us?

- ✓ Trusted local charity
- ✓ Reliable, dedicated service
- ✓ All staff are police checked, fully trained and dementia aware

**If you are a family member or a carer, you are more than welcome to accompany your loved one on the trial day.*

Contact Us

To find out more and to book your free trial day*



0303 3000 296



customerservice@ageuknorfolk.org.uk



ageuknorfolk.org.uk



Denny Centre

Thomas Manning Rd, Diss, Norfolk IP22 4HL



Grays Fair Court

**266 Dereham Road, New Costessey,
Norwich, Norfolk NR5 OSN**



Short Term/ Respite Care

Grays Fair Court is the only dedicated respite centre in Norfolk. We offer a welcoming and safe environment for short term breaks in hotel style accommodation. 24-hour quality care is provided, as well as the opportunity for you to socialise and take part in a wide range of activities.

Conveniently located on the outskirts of Norwich in New Costessey, Grays Fair Court is a vibrant care complex, purposefully designed to enable guests to rest or recuperate following an accident or illness, or simply to have a break away from home. We are also able to take short notice emergency admissions and advance bookings.

If you are a relative, friend or carer, you can trust Age UK Norfolk to take good care of your loved ones. Knowing that they are in safe hands, providing you with peace of mind and help in planning for your own holiday or a break away.





Your Room and Facilities

Our rooms are spacious and comfortable with en-suite facilities and large TVs. For peace of mind, all rooms have an alarm system and some have hoists to meet guests' requirements.

The communal facilities at Grays Fair Court that you can enjoy include: a quiet room and activity area, a wheelchair-friendly sheltered courtyard, conservatory, TV room, in-house laundry, internet access, library, hairdressing salon, refreshments and a variety of snacks available on request, as well as a restaurant serving lunch with a choice of dishes from the menu.



Short Term/ Respite Care

Activities

At Grays Fair Court you can get involved with regular social activities such as entertainment, arts and crafts, quizzes and games, singing, exercise classes, sharing memories and much more. There are also opportunities for you to take advantage of an assisted bathroom and to be pampered by visiting hairdressers and foot care specialists.





Our Care Staff

Headed up by a very experienced manager and team, care and support are available 24-hours a day with care plans tailored to individual needs. Our care staff are fully trained, police checked and have a wealth of knowledge in older people's physical, emotional and mental health needs including dementia.

Why Choose Us?

- ✓ Trusted local charity
- ✓ Excellent reputation
- ✓ Reliable dedicated service
- ✓ All staff are police checked, fully trained and dementia aware

Contact Us

To find out more and to discuss our costs

☎ **0303 3000 298**

✉ **customerservice@ageuknorfolk.org.uk**

📄 **ageuknorfolk.org.uk**

🏠 **Grays Fair Court**
266 Dereham Road, New Costessey,
Norwich, Norfolk NR5 0SN



Housing with Extra Care

Grays Fair Court Housing with Extra Care is a homely, comfortable and safe environment, where you can live an independent lifestyle as well as having all of your personal needs supported.

Conveniently located on the outskirts of Norwich in New Costessey, Grays Fair Court is a purpose built vibrant care complex with open plan apartments and many facilities on-site for easy living. There is good access to local transport routes and shops, and plenty of opportunities for you to socialise and take part in a wide range of activities.

Your Apartment

Available for couples or single occupants, our open-plan apartments are unfurnished, so that you can personalise and make them feel like home. Each apartment offers a living room, kitchen, a spacious bedroom which includes a large en-suite shower room, and is fitted with an emergency pull cord call system. Family and friends can visit, with well-behaved pets, at any time.

Facilities

The communal facilities include: an activity area and quiet room, wheelchair-friendly sheltered courtyard and gardens, conservatory, TV room, laundry facility, library and hairdressing salon. Breakfast, lunch and tea are served in the restaurant as well as your own apartment.

Activities

At Grays Fair Court you can get involved with regular social activities such as entertainment, quizzes and games, singing, sharing memories and much more. Our tenants also arrange their own events and gatherings such as coffee mornings and bingo. There are also opportunities for you to take advantage of a bathing service and to be pampered by visiting hairdressers and foot care specialists.



Our Care Staff

Headed up by a very experienced manager, care and support plans are tailored to individual needs to provide a person centred service and are available 24-hours a day. All staff are fully trained and skilled in providing domiciliary and early stages of dementia care, they are police checked and have a wealth of knowledge in older people's physical, emotional and mental health needs; providing peace of mind for you and your family, knowing that you are in safe hands.


Why Choose Us?

- ✓ Trusted local charity
- ✓ Reliable dedicated service
- ✓ All staff are police checked, fully trained and dementia aware



Contact Us

To find out more and to discuss our costs

 **0303 3000 297**

 **customerservice@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**

 **Grays Fair Court**
266 Dereham Road, New Costessey,
Norwich, Norfolk NR5 OSN



Business Space for Hire

The Elms Business Space is situated in converted stable buildings in the leafy grounds of a 17th century manor house and offers business space suitable for meetings, conferences and training.

Located on the outskirts of Norwich, The Elms Business Space is within easy access of Norwich Airport and the Northern Distributor Route with good local transport links and ample parking.

We have three rooms available for hire, catering for small and large groups. All rooms can be configured to meet your requirements and are equipped with:

Wi-fi • Flip chart • Glass writing boards • Large LCD TV screens



Why Choose Us?

- ✓ Dedicated Co-ordinator to support your event
- ✓ Attractive surroundings
- ✓ Free ample onsite parking
- ✓ Locally sourced tea and coffee
- ✓ Reception/break out area

Contact Us

To book our
Business Space

☎ **01603 785 226**

✉ **space@elmsbusinessspace.co.uk**

🌐 **elmsbusinessspace.co.uk**

🏠 **The Elms Business Space, 7 The Elms,
St. Faith's Road, Norwich, Norfolk NR6 7BP**

Need short-term respite care?

.....
Grays Fair Court provides rest or recuperation following
an accident or illness, or simply a break away from home
.....



Why choose us?

- ✓ Pre-bookable
(plus short notice & emergency)
- ✓ Trusted local charity
- ✓ Excellent reputation
- ✓ Reliable dedicated service
- ✓ Quality checked by CQC
- ✓ Friendly staff who are fully trained,
dementia aware & police checked
- ✓ Located on the outskirts of Norwich

- Welcoming and safe environment • Hotel-style accommodation •
- 24-hour quality care • Wide range of social activities •

Contact us now for more details:

 **0303 3000 298**

(Calls cost the same as a UK landline)

ageuknorfolk.org.uk





Our Shops

Our shops in **Dereham**, **King's Lynn** and **Sheringham** are ideal bargain hunting grounds, filled with exciting and unusual items of clothing, accessories, bric-a-brac, books, DVDs and CDs, all at incredible prices.


Our **Furniture and More Stores** in **Dereham** and **King's Lynn** also stock a wide selection of furniture, electrical items and white goods to help you kit out your house!




Dereham Furniture & More Store


 31 Yaxham Road, Dereham, Norfolk NR19 1HR (opposite Roys)
 **01362 694 596**

King's Lynn Furniture & More Store

 Unit 9 and 11, Paxman Road, Hardwick Industrial Estate,
King's Lynn, Norfolk PE30 4LJ

Sheringham Shop

 33 Station Road, Sheringham, Norfolk NR26 8RF
 **01263 821 577**

 **For shop opening times, please visit our website:**
ageuknorfolk.org.uk

We Need Your Pre-loved Items



We can collect
LARGE or multiple
items, bulky furniture
or white goods FREE
of charge*

Donations Always Needed

We'll re-use your pre-loved items so please don't throw away your unwanted belongings. Without the generosity of the public, our retail shops would not function.

We can take a wide range of items from clothing to fridges, bric-a-brac to wardrobes, DVDs and CDs to sofas and anything in between!

You can drop off your pre-loved items at any of our shops or at the donation banks at our centres in **New Costessey**, **Old Catton** and **Diss**.

Contact Us

For more information or to
arrange a FREE* collection



01603 785 207



ageuknorfolk.org.uk

* We will collect saleable items. Some items we can't sell on for legal, safety or quality reasons. We will discuss this with you when you contact us to arrange collection.



How You Can Support Us

Volunteer

Every year, thousands of older people and their carers turn to Age UK Norfolk for support. Whether it's advice in a time of need, help filling out complicated forms or a friendly chat when they're lonely, we are here to help.

But we couldn't do it alone. Our dedicated team of volunteers are the backbone of our organisation and without their help; we simply would not be able to deliver all the services that we do.

No experience is necessary, and whatever your talents and interests, there is likely to be a voluntary opportunity where you can share your knowledge, make new friends and make a real difference to the lives of older people in Norfolk.





Some of Our Volunteering Opportunities Include:

- Care
- Administration
- Advocacy
- Information and Advice
- Telephone Befriending
- Dementia Cafés
- Fundraising
- Marketing
- Helping in our shops across the county

Why Volunteer for Us?

- ✓ Full training
- ✓ Ongoing support and advice
- ✓ Out-of-pocket expenses paid

Contact Us

To find out more about volunteering

- ☎ **01603 785 241**
- ✉ **volunteering@ageuknorfolk.org.uk**
- 🌐 **ageuknorfolk.org.uk**



How You Can Support Us

Donate

Age UK Norfolk is an independent, local charity. We raise our own funds and rely on local fundraising and the generosity of the public to help us provide vital services to older people and their carers throughout Norfolk.

All funds we raise benefit the lives of older people in Norfolk. Together we can make Norfolk a great place to grow older.

Leaving a Legacy

We would be delighted if you felt able to leave us a gift in your Will after you've taken care of the people closest to you. By doing this you would be leaving a lasting legacy, so that no matter what challenges lay ahead, we can be there for future generations of older people and their carers living in Norfolk. You can be assured that if you plan to leave us a gift we:

- Understand that your family and loved ones come first
- Respect your privacy and will not ask about your decision, the size or type of your gift
- Do not expect you to tell us if you have left a gift
- Will use your gift wisely and cost effectively, so that it has the greatest impact for older people and their carers in Norfolk
- Recognise that you may change your Will at any time

We always recommend that you consult a Solicitor when drawing up your Will. There is helpful information on the official Government website about 'Making a Will': www.gov.uk



Other Ways to Fundraise For Us

There are a number of ways in which you could raise funds for Age UK Norfolk; whether that is by making a regular donation, holding a local event, taking on a challenge, asking friends and guests for a donation in celebration of a special occasion; or by creating a lasting gift in memory of a loved one. Whether you wish to raise funds on your own, with friends, with your school or as part of a local group, association or business, our dedicated fundraising team will support you with ideas, advice on how to stay safe and supply you with fundraising materials.

Contact Us

For more advice about leaving a legacy or other ways to fundraise

 **01603 787 111**

 **fundraising@ageuknorfolk.org.uk**

 **ageuknorfolk.org.uk**



Head Office
300 St. Faith's Road
Old Catton
Norwich
Norfolk NR6 7BJ

Contact Us

 01603 787 111

 ageuknorfolk.org.uk

Helpline

 0300 500 1217

 advice@ageuknorfolk.org.uk

Follow us  |  @ageuknorfolk

COUNT
ME IN



By using Carbon Balanced Paper through the World Land Trust on this publication we have offset 276kg of Carbon & preserved 23sqm of critically threatened tropical forests.