

A guide to our services



Making Norfolk a great place to grow older

About Us & Our Services

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 work.

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

Contact Us

01603 787 111

www.ageuknorfolk.org.uk

Head Office

300 St Faith's Road, Old Catton,

Norwich, Norfolk, NR6 7BJ

Information, Advice and Advocacy



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:

- Social Care Assessment
- Local services and support
- Norfolk advocacy
- NHS complaints
- Norfolk care home finder

Contact Us

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

0300 500 1217

advice@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Telephone Befriending



Our Telephone Befriending service offers people aged 60 and over companionship by phone with a friendly, weekly call from one of our local volunteers or befriending co-ordinator to help ease feelings of loneliness and isolation.

Contact Us

01603 785 223

To find out more and
get connected

befriending@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Dementia Services

We run three Pabulum dementia cafés in Diss, Costessey and Horstead and help to support other dementia cafés in Norfolk with our monthly digital newsletter, 'The Umbrella'. We also organise bi-annual networking events for dementia friendly community groups and cafes.

Contact Us

01603 787 111

To find out more and
get connected

dementia.services@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Short Term / Respite Care

Grays Fair Court in Costessey, Norwich, 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 guests to socialise and take part in a wide range of activities.

Contact Us

01603 594 747

To find out more and
discuss your stay

customerservice@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Day Care Centre



Our day care centre at Grays Fair Court in Costessey, Norwich, (Monday-Friday 9.30am-4pm) offers people a variety of social activities, including a freshly prepared lunch in our restaurant, entertainment, a wheelchair friendly courtyard and gardens plus internet access and the opportunity to take advantage of a bathing service.

Contact Us

01603 594 747

To find out more

customerservice@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Our Charity Shops



Our Furniture and More Stores in Dereham and King's Lynn and our charity shop in Sheringham are ideal bargain hunting grounds, filled with exciting and unusual items. We also stock a wide range of furniture, electrical items and white goods, all at incredible prices. Please don't throw away your unwanted belongings - donate them instead. We'll even collect large or multiple items free of charge. Just call our team on **01603 785 207** to book your collection!

Visit our website for our charity shop locations and opening times:
www.ageuknorfolk.org.uk

How You Can Support Us



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.

To donate to Age UK Norfolk, visit our website or call our office:
www.ageuknorfolk.org.uk T: 01603 787 111