

Adult Social Services

Care and support in Norfolk

Many people can stay independent with little or no support from health and social care services, other people have a range of care and support needs and may need some help.

We are working with voluntary organisations in Norfolk to help you to:

- Get the information and advice you need to plan for your current and future care needs
- Remain as independent as possible and stay in your own home
- Get the care and support services you need
- Carry on caring and look after your own wellbeing if you're a carer

Helping you to stay independent

Care and support can help adults with an illness or disability to live as well and as independently as possible. It includes help with things like getting out of bed, going to the toilet, dressing, getting to work, cooking meals, caring for families and being part of the community.

If you think you need care and support, you can contact us for advice and a trained worker will discuss your concerns.

First of all we will always talk to you about whether there are ways you can get support from your local community, or if there is equipment or technology that might be able to help you. We will try to connect you with activities or services available in your community through local voluntary organisations or other support networks. Our aim is to help you live as independently as you can for as long as possible.

If you need support urgently we will see if there is short term help that will help you manage the immediate situation, and enable you to make use of community based support in the long term.

If you have care and support needs

If we conclude that you need long term care and support we will work with you to complete an assessment of your care and support needs. An assessment will consider the things you are able to do, things that you would like to be able to do for yourself, people who may be able to support you, the support available locally and the help you need. The person doing the assessment will ask about your wellbeing, how it is affected by not being able to do certain things and what is important to you right now. We will assess you over the phone or in person.

There is a national level of care and support needs that all councils will consider when assessing what help we can provide. You will be eligible for care and support from Norfolk County Council if you're not able to do several things that are seriously affecting your wellbeing. This might include not being able to wash and dress on your own, prepare a meal and get to the shops. All or some of these could be affecting your health and ability to manage your daily life.

Your plan, your decisions

If you need care and support, we will agree a care plan with you. 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.

Whatever your level of need, we will be able to put you in touch with the right organisation to support your wellbeing and help you remain independent for longer.

Where Adult Social Services are contributing towards the cost of the support you need, your care plan will include a breakdown of how much it costs to meet your needs. This is called your Personal Budget. This is the amount of money that Norfolk County Council works out it will cost to meet the needs which the Council is going to meet. You may have to pay something towards the cost of the services you need. Your Personal Budget will confirm the amount you will need to contribute and how much we will pay.

Where you are eligible for care and support from us you can ask that we arrange the services you need, or you can choose to organise these for yourself by taking a Direct Payment.

How to contact us

There are a number of ways you can contact us to find out more about the support that's on offer. If you have an urgent need for support you can contact us at any time of the day or night.

Telephone: 0344 800 8020
Minicom: 0344 800 8011
Fax: 0344 800 8012
Email: information@norfolk.gov.uk
Web: www.norfolk.gov.uk

If you are a carer

Caring for someone can cover a lot of different things, like helping with their washing, dressing or eating, taking them to appointments or keeping them company when they feel lonely or anxious.

If this sounds like you, and you're providing unpaid care or support to an adult family member or friend in Norfolk, you can contact us for help and advice and/or an assessment of your needs and practical support. You can do this even if the person you care for doesn't get any help from us.

A carer's assessment will give you the chance to talk to someone about:

- The help you are giving
- How caring affects your life
- How you can carry on doing the things that are important to you and your family
- Your physical and emotional wellbeing

To find out more about the support that could be available to you, call Carers Matter Norfolk on 0800 0831 148 or visit <http://www.carersmatternorfolk.org.uk>



If you need this leaflet in another format or language please call 0344 800 8020 and we will do our best to help.