

COMMUNITY RESOURCE PACK

NORFOLK

2020/ 2021

PERSONAL ALARMS

KEYSAFES

MEAL SERVICES

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RED CROSS

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PALS

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These Documents are reviewed Yearly. All numbers and information recently updated on
26th August 2020

PERSONAL ALARM SYSTEMS AND KEYSAFES

CARELINE COMMUNITY SERVICE – 01553 616200

Supporting you to live safely and independently in your own home

Careline community service is operated by The Borough Council of Kings Lynn & West Norfolk

West Norfolk Resident

Weekly rental cost (exc VAT) £2.96

Installation cost (exc VAT) £32.00

Non West Norfolk Resident

Weekly rental cost (exc VAT) £2.96

Installation cost (exc VAT) £38.00

KEYSAFES C500 – 01553 616200

If you need carers, emergency services or loved ones to access your home then a keysafe can provide secure storage for your house keys which are accessible via a code

West Norfolk Resident

Cost to supply and fit (inc VAT) £68.00

Non West Norfolk Resident

Cost to supply and fit (inc VAT) £71.00

MEAL SERVICES

OAKHOUSE FOODS – 0808 588 0918

Delivering delicious frozen ready meals

Explore our wide range of delicious frozen ready meals and desserts where you can find all your favourite dishes. We also cater for a wide range of dietary needs and preferences

Your order is then delivered to you by your local friendly driver, right to your home. They can even pack your meals away for you, and you see the same friendly faces each time!

WHILTSHIRE FARMFOODS – 0800 077 3100

There are over 300 tasty dishes to choose from, hand-delivered by local drivers who are reliable, friendly and here to help you

CLASSIC CATERING, MEALS ON WHEELS – 01366 858383

07891 998462 for King's Lynn

At Classic Catering we offer a great selection of hot and cold homemade meals for the elderly freshly prepared on the day, covering King's Lynn, Downham Market, Swaffham and the surrounding areas

7 days a week delivery service

EQUIPMENT SERVICES

RED CROSS WHEELCHAIR AND EQUIPMENT HIRE

Kings Lynn 01553 766969

Our wheelchairs cost £15 per week to hire.

The charge for accessories is £3 per week.

There is an initial minimum hire period of 1 week and you can extend your booking up to a maximum of 20 weeks.

Where possible we offer delivery and collection for people who may not be able to get to our local services.

The charge is £10 for delivery and £10 for collection.

MOBILITY SHOP

Kings Lynn Mobility Centre 01553 768751

If you are seeking trustworthy mobility equipment, then visit us. We also serve many areas outside of King's Lynn too, covering a 70-mile radius

NRS EQUIPMENT COLLECTION – 0300 100 0716

Unwanted equipment can be collected, recycled and sent to those people who really need it.

If you have been loaned equipment by NRS Healthcare which you no longer need we can arrange a collection FREE of charge

NORFOLK COUNTY COUNCIL ADULT SOCIAL SERVICES

0344 8008020 - This number is open 24 hours a day

For information on care, support and health. If you need help with your care, or need to report an adult at risk of harm

HOME FROM HOSPITAL SCHEME- BRITISH RED CROSS

Based at the Queen Elizabeth Hospital

01553 613613 ext 2721

Provides support at home following a hospital discharge, provide companionship, encourage independence, collect prescriptions, collect shopping and more

LILY – LIVING INDEPENDENTLY IN LATER YEARS –

01553 616200

Lily provides a comprehensive range of support in West Norfolk to combat loneliness and social isolation in adults of all ages

NORCAS 65+ SERVICE - 01603 660070

Anyone living in Norfolk or Suffolk aged 65 and over, who needs support, information and advice around alcohol, drugs or prescribed and over the counter medication

THE WELLBEING SERVICE – 0300 123 1503

Wellbeing is important to us all. We want to feel good about ourselves, to get the most out of our lives and feel connected to other people. 'Wellbeing' means feeling more than just happy and confident, it means feeling able to cope when things get tough in our lives or when our physical health suffers

COMMUNITY MENTAL HEALTH TEAM – 01553 609933

We provide psychological interventions including assessments and treatments

Chatterton House, Goodwins Road, Kings Lynn, PE30 5PD

WEST NORFOLK MIND COMMUNITY SERVICES –

01553 776966

We aim to help people who have experienced a mental health problem to recover what they have lost – and to rediscover their lives

AGE UK NORFOLK - 0300 500 1217 (Mon – Fri 10-4pm)

Age UK Norfolk provides Information, advice and befriending services to those over 50 who live in Norfolk. Our services remain open to new referrals from professionals and members of the public

PATIENT ADVICE AND LIASON SERVICE

Based at the Queen Elizabeth Hospital

01553 613351 or 01553 613343

There is a 24-hour answer machine if no one is available. If nobody is available to take your call you should leave a message and we will respond within 24 hours

Patient Advice and Liaison Service (PALS) is confidential and can help when you need advice, don't know where to turn to or have concerns about your healthcare at The Queen Elizabeth Hospital

CARE NAVIGATOR –

Sally Martin - 07760390248

(Kings Lynn, Downham Market and Swaffham areas)

David Cousins - 07850645178

(West Norfolk coastal areas)

Providing support and navigating care for over 75s in West Norfolk. The focus of the role is to help people navigate around health, community and voluntary services by providing information, providing advice, coordinating care and support and assisting individuals and carers to access support and services

NORFOLK SWIFT RESPONSE – 0344 800 8020 – option 1

Help with any urgent, unplanned care needs

Help with falls if you are uninjured

Service operates 24 hours a day and is FREE for Norfolk residents over the age of 18

CARE AND REPAIR – 01553 616200

Supporting you to live safely and independently in your own home

We aim to provide a high quality, cost-effective service which will help to improve housing conditions and in turn, keep people living safely in their own homes for as long as possible

THE CINNAMON TRUST – 01736 757900

The National Charity for the elderly (over 60s), the terminally ill and their pets

The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets