



YOUR VOICE IN NORFOLK
NEWSLETTER
of
Norfolk Older People's Strategic Partnership
(NOPSP)

January 2023- Edition 41

Word from the Chair

I would like to start by thanking David Button for all his hard work as chair of Norfolk Older People's Strategic Partnership over the past four years. He stood down for personal reasons on 31 December having served for one year longer than the usual term. During his period in office the Partnership has seen an enormous upheaval in the environment in which it operates. The pressures from COVID-19 and the effects on cost of living of the war in Ukraine have affected us all. But at the same time, the management of health and care was changing, culminating in the launch of the Integrated Care System (ICS) on 1 July last year, while Adult Social Services faced increasing pressure because of a shortfall in funding and a growing shortage of care staff. But David kept the Partnership alive; meetings were difficult because everyone was so busy, but we kept in touch by email and our monthly newsletter 'Your Voice In Norfolk'. There are many changes still to come and David will continue to support us as we continue to seek the best way forward. We will miss him.

David's last act as chair was a meeting on 1 December to relaunch the Partnership. It was well attended by both partners and older people, including representatives of district

councils, the voluntary sector to members of the public. The speakers, Tracey Bleakley, Chief Executive of the ICS, and James Bullion, the Executive Director of Adult Social Services, spoke with clarity and honesty about their current position and the issues they face in the future and were happy to answer questions. (Notes of the meeting will be issued in due course.)

David had been seeking a replacement for many months and at the end of the meeting he invited those present for one last time for nominations to become the chair or an additional vice-chair of the Partnership. There was some interest this time but nobody who can step in immediately. As a result, I have agreed to stand in as interim chair until the situation can be resolved. My name is Mary Ledgard and I have been a vice-chair of the Partnership and chair of the Norwich Older People's Forum for the past four years. I have lived in Norwich for 30 years and have worked with the public and voluntary sectors particularly in relation to older people and carers.

As we move forward, there are several key principles that the Partnership needs to bear in mind. It is important that we represent the genuine voices of older people. There are many organisations within the voluntary sector that can represent some of their experiences but there is not one individual organisation that can tell the whole story. In this context it is important to remember that the Partnership reaches far beyond health and social care: it covers, for example, public transport; access to services including food shops, banks and post offices; housing; information and advice, and services that can help with the cost-of-living crisis.

The way in which the health and social care system works is developing rapidly, including both the way it works with the organisations that provide related services but also the way in which it communicates with the public. Much of this will be done at Place level. (The Norfolk and Waveney ICS has five of these which have borders which overlap with but are not identical to the eight district councils, which include Waveney). The Partnership will need to adapt the way in which it operates to take these changes into account but also to collaborate with the organisations involved to avoid duplication.

In recent years several of the older people's forums have faded. This has in part been a result of the difficulty of holding meetings during COVID-19 but also ageing members, ill health, and the shortage of new, younger members to take over. The two that are still working, in Broadland and Norwich, will need to adapt to the changing circumstances. The Partnership will need to provide some support to develop them.

Following the meeting we met with Adult Social Services who confirmed their commitment to giving older people a voice and their willingness to support us in adapting the Partnership to the emerging health and care systems, reviving the forums, and finding a new chair and additional vice-chairs.

We look forward to your continuing support in the New Year and to working with you in the future. In the meantime, I wish you all a happy and less worrying New Year.

Best wishes

Mary Ledgard

Interim chair

Norfolk Older People's Strategic Partnership

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Health

ReSPECT

What should happen to you in an emergency? What is it? The ReSPECT process creates personalised recommendations for your clinical care in emergency situations in which you are not able to decide for yourself or communicate your wishes.

<https://norfolkandsuffolkcaresupport.co.uk/information-hub/respect>

Thinking Ahead – My wishes for my Advance Care Plan

Advance Care Plan

This gives the person you're caring for the chance to prepare for the future by writing down their preferences and care priorities for the end of their life. The plan itself is called a Thinking Ahead (*Yellow) Folder and is kept in the house for reference. It can be shared with other carers as well as with their GP and/or other health or social care professionals, so that everyone can help complete the plan and is aware of the patient's preferences. You can get a copy of the Thinking Ahead (*Yellow) Folder from your GP or District Nurse.

Depending on what is and isn't formalised it contains any or all the following depending on circumstances:

ReSPECT form

Current prescription list

Emergency contact list – next of kin/friends

Will or Solicitors name

Preferred undertaker/prepaid funeral plan

Who needs to be contacted to look after your dependents

Advanced care plan

Living will

List of songs/hymns for your funeral

Details of personal finances

LPA's health and or financially

State anything you don't want

<https://www.knowledgeanglia.nhs.uk/LinkClick.aspx?fileticket=t6UdOPRRVfg%3D&portalid=1>

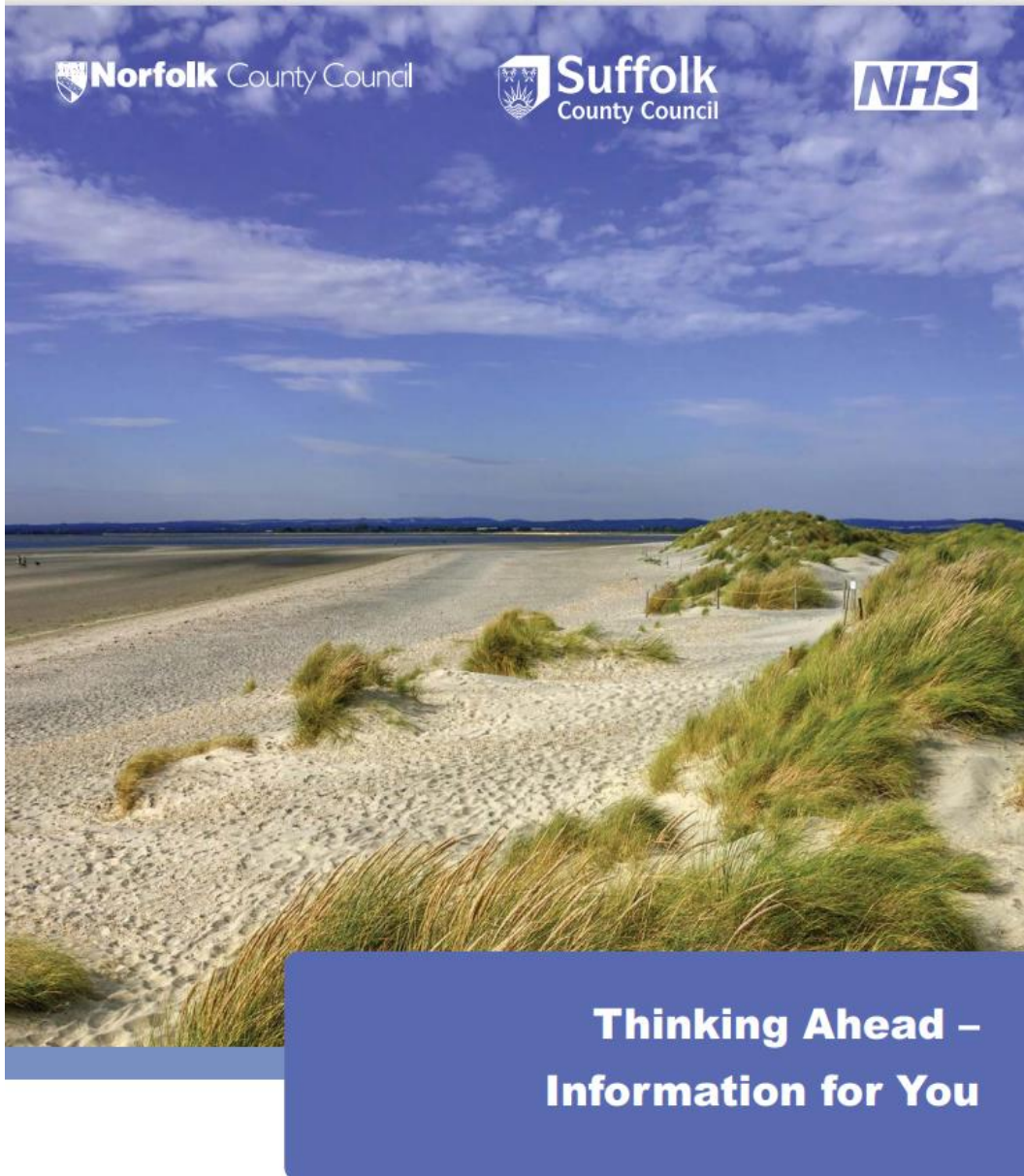
*Although the colour yellow is universally used across the Integrated Care System (ICS)- it's bright so stands out in the home- the contents may vary depending on the provider managing the patients care. The ICS are looking at how they can standardise the contents.

Useful related links-

<https://www.norfolk.gov.uk/care-support-and-health/start-with-social-care/types-of-care/end-of-life-care>

<https://www.nhs.uk/conditions/end-of-life-care/>

Thinking Ahead- Information for you



**Thinking Ahead –
Information for You**

“helping you make the right choice

for your future care”

■ Introduction

Health and social care organisations in Norfolk and Waveney have worked together to develop these documents which will help you to plan your current and future care. The documents will be given to you in a yellow folder which contains this Information for You leaflet plus:-

- Thinking Ahead – Introduction
- Thinking Ahead – My wishes for my Advance Care Plan
- Your guide to decisions about cardiopulmonary resuscitation (CPR)
- stickers to identify the use of your yellow folder and its location

You or your health and social care professional may add further information following discussion with you.

■ 1. “What is an Advance Care Plan?”

An Advance Care Plan is a process of discussion and decision making, which is done in anticipation of a possible change in your medical condition. It is an opportunity to think about what care you want now and in the future, and to discuss this with people who are closest to you, and those who provide your care such as doctors, nurses, care home managers or carers. Of course not everyone wants to do this, which is fine. However if you became too unwell to tell people what you want, an Advance Care Plan will help the people looking after you to know what your thoughts and wishes are, and take these into account in any decisions made about you and your care.

Of course your views and feelings may change over time and this Advance Care Plan can be rewritten as many times as you want. It will be used as a guide if you are too unwell to express these views and feelings yourself.

■ 2. “What should I include in my Advance Care Plan?”

This is likely to be personal to you and your specific care needs, and will include things which are important to you. Some areas people often include are:

- What you would and would not like to happen to you in relation to your future care
- On-going care and support
- Whether there is an Advance Decision to refuse treatment
- Whether there is a Lasting Power of Attorney in place
- Where you would like your care to be provided, e.g. usual place of residence, nursing home, hospital etc
- Whether you would like to be admitted to hospital in the last few days of your life
- Concerns about practical issues, e.g. who would look after your pet
- Your beliefs and values

■ 3. “Should I talk to other people about my Advance Care Plan?”

Although it can sometimes be upsetting, it is often helpful to discuss your future care with your family and friends who know you best. This might help you to identify any needs they would have if they are going to take on a caring role. The professionals who provide your care such as your GP, specialist nurse or social worker will also be able to help you plan what care might be appropriate for you and highlight potential decisions that you might need to consider.

■ 4. “What if I change my mind?”

You can change your mind about your Advance Care Plan at any time. Your health and social care team will give you the opportunity to review your plan regularly but you can also rewrite or update this plan yourself as and when you want to.

■ 5. “Is my Advance Care Plan legally binding?”

No. It provides people looking after you with an idea of your thoughts and wishes about your care. However they aren't legally bound to fulfil them. This is different from an “Advance Decision” which is legally binding. If you have any questions or need further information please contact your GP.

■ 6. “What is an Advance Decision?”

An Advance Decision to refuse treatment (also known as a Living Will) is a formal, legally binding document which allows an individual to agree to, or refuse, certain treatments. It does not allow for a request to have life ended and cannot be used to request medical treatments that would hasten the end of your life.

An Advance Decision is very specific and is used in situations when you would not want particular treatments. An example would be if a person had a severe stroke which resulted in swallowing problems. If the thought of being fed by alternative methods, such as tube feeding, was not tolerable then this could be written formally as an Advance Decision.

Anyone deciding to draw up an Advance Decision should ideally ask advice from a member of their healthcare team who understands the complexities of such a document. You should usually do this in conjunction with a solicitor to make sure that it is written, signed and witnessed appropriately so that it is legally binding. It is very important that the medical and social care team looking after you are aware of your Advance Decision if you have one.

An Advance Decision will only be used if, at some time in the future, you lose the ability to make your own decisions about your medical treatment. While you retain capacity to do so, you can change your mind or amend the Advance Decision at any time. However to be legally binding, an Advance Decision must be made before you lose your ability to make such decisions.

If you have any questions or need further information please contact your GP.

■ 7. “What is a Lasting Power of Attorney (LPA)?”

There are some situations when you might expect mental deterioration (e.g. dementia). If this is the case you may decide to ask a specific person to undertake the responsibility for making decisions for you if and when you are unable to do so yourself. That person is given

Lasting Power of Attorney (LPA). The person you choose (known as your attorney) can be a friend, relative or a professional such as your solicitor. More than one person can act as your attorney. The amount of power, and limits of that power, are decided by you. There are two types of LPA.

Health and Welfare Lasting Power of Attorney

This allows your attorney to make decisions regarding your health and personal welfare (e.g. where you should live, your day to day care, or your medical treatment). It only comes into force if/when you lose the ability to make these decisions for yourself, and is only valid once it has been registered with the Office of the Public Guardian.

Property & Financial Affairs Lasting Power of Attorney

This gives your attorney the power to make financial decisions for you (e.g. manage your bank accounts or sell your house). Your attorney has the power to take over the management of your financial affairs as soon as the document is registered with the Office of the Public Guardian, unless the LPA states that this can only happen after you lose the capacity to manage your own financial affairs.

(Enduring Power of Attorney documents which were completed before 1 October 2007, and are still valid, are legally binding.)

Many people who choose to make an LPA will make both at the same time, but you can make just a Health and Welfare LPA, or a Property and Financial Affairs LPA if you prefer. You can nominate the same person as attorney for both types of LPA should you wish to do so.

All LPA documents must be registered with the Office of the Public Guardian and you will have to pay to register them. The forms can be completed and registered without the input of a solicitor, but this can be a complex procedure without guidance. If you have legal help, then there is likely to be a cost attached.

■ 8. “Do I need to make a Will?”

Many complications occur when a person dies without making a Will. The time taken to sort things out can be lengthy and expensive and will cause added stress to your family/next of kin. In addition, the outcome of this process may not be as you would wish, so it is advisable to make a Will to ensure that your personal effects are left to the people you want to inherit them.

You can make a Will without a solicitor, and forms can be bought from stationers or via the internet. This is only advisable if the Will is straightforward; the Law Society suggests that you ask a solicitor for specialist advice.

Think about the following aspects before visiting a solicitor as this will save you time and money.

- Who you would like to benefit from your Will and what you would like them to receive
- A list of your possessions – savings, pensions, insurance policies, property etc.
- Arrangements for your dependants or pets
- Who will be your executor(s) – this is the person who will deal with distributing your money and possessions after your death. You may have up to four but it is a good idea to have at least two in case one dies before you do. They can also be beneficiaries and care should be taken when choosing executors to make sure that they are suitable and also willing. Your solicitor may be your executor if you wish.

■ 9. “Do I need to put my affairs in order?”

It is important to make sure that your paperwork and documents are up to date and easy to find. This will save time and reduce anxiety for your family/next of kin if you become unable to attend to your affairs or if you are taken ill or die suddenly.

You may like to tick the boxes below to show that you have thought about the details listed and recorded them in a safe place. Have you nominated someone you can trust who will be able to access these details if the need arises?

- Bank Name/Account Details (including credit card)
- Insurance Policies
- Pension Details
- Passport/Birth/Marriage Certificate
- Mortgage Details
- Hire Purchase Agreements
- Will and/or Lasting Power of Attorney
- Other Important Documents/Contacts e.g. Solicitor
- Details of any Funeral Arrangements
- Addresses and Contact Numbers for Family, Friends and Colleagues
- Organ Donation/Donor Card
- Tax Office Address and Contact Details
- Other

If you would like more information please refer to <http://bereadyforit.org.uk> or telephone Dying Matters on 08000 21 44 66

Produced by Norfolk County Council, Norfolk NHS and Suffolk County Council in consultation with patients and the public.



If you want to speak to someone or request this in another format, please call 01603 751638

Norfolk Swift Response

Norfolk Swift Response Team

Get urgent help at home (Norfolk Swift Response Team)

Norfolk Swift Response is a free 24-hour service you can call if you have an urgent, unplanned need at home but don't need the emergency services. If, for example, your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up, washing and dressing. They can also help if you have a fall but are not seriously injured and can bring special lifting equipment to help make moving as safe as possible for you.

<https://www.norfolk.gov.uk/care-support-and-health/start-with-social-care/urgent-help/get-urgent-help-at-home-norfolk-swift-response-team>

Norfolk Swift Response postcards are available to be ordered via HILS (Health Information Leaflet Service)-

<https://www.brochure.norfolklivingwell.org.uk/product/urgent-unplanned-care-needs-fallen-but-unhurt-call-norfolk-swift-response-postcard>

**Urgent, unplanned care needs?
Fallen but unhurt?
Call Norfolk Swift Response**

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

0344 800 8020 – option 1

Swift Response Main Functions

Falls - The service offers support to people in Norfolk where they have fallen and are stating they are uninjured.

Personal Care- The service provides help with personal care tasks where the person has an unplanned/urgent need which can include catheter/stoma care, toileting and assistance to get up or go to bed

Welfare checks can be undertaken by the service for people where there has been a need identified

Domestic Emergencies e.g. Power Failures/Lighting/other domestic emergency

Shopping - The service will undertake emergency shopping for a person. This may be because of illness, an informal carer illness or a discharge from hospital where essential items are required.

On-going care needs – If, after visiting, the Swift team feel further help is needed, they are able to refer to either directly to Norfolk First Support or to a social work/OT team for a Community Care Assessment, they can also provide more visits until the resolution is found,

NHS- GP-led Out of Hours service in Norfolk and Waveney

Share your views and feedback on the GP-led Out of Hours service in Norfolk and Waveney. The NHS in Norfolk and Waveney is committed to listening and engaging with local people and communities so that they can look at ways to improve and develop health and care services for the future.

The GP-led Out of Hours service is accessed by visiting NHS 111 online or by calling NHS 111. If you have ever used the GP-led Out of Hours service or are a staff member who has worked or is working as part of the service, they want to hear from you. They want to understand what you think works well, and if there is anything you think could work better.

This survey is completely anonymous.

<https://www.smartsurvey.co.uk/s/UNEX4E/>

The image shows a promotional leaflet for the NHS. At the top left is the UK Health Security Agency logo. At the top right is the NHS logo. The main headline reads 'We're here to help you stay well this winter'. Below this, it says 'Some important information from the NHS to help you stay well this winter' and 'www.nhs.uk'. On the right side, there is a photograph of a staff nurse, Nancy Mutai, wearing a blue uniform. At the bottom left, there is a logo that says 'Your health matters' and 'Help us help you'.

Stay Well this Winter leaflet

The Stay Well this Winter leaflet for 2022/23 is now available to download from

the Campaign Resource Centre (CRC).

This helpful resource is updated annually and provides health information and guidance on how to stay well over the winter months.

Content includes advice on getting the flu and COVID-19 booster vaccinations; keeping warm; fire safety at home; accessing NHS mental health support; adequately stocking your medicine cabinet; handwashing; looking out for each other; and ways to access NHS services.

In addition to the downloadable online versions of the leaflet, more than 2 million physical copies have been distributed to households across England.

Fire Service personnel across England are also delivering physical copies during their scheduled home visits across the winter months.

The leaflet has been produced collaboratively by NHS England and the UK Health Security Agency.

Best wishes,

NHS England

<https://campaignresources.phe.gov.uk/resources/>



Help shape local health and care services in Norfolk and Waveney

People and communities across Norfolk and Waveney are being asked to share their thoughts and views on health and care services of the future. Over the past few years, health and care

services have worked together with increasing collaboration in Norfolk and Waveney, as they have done across the country, with the development of Integrated Care Systems.

Together, as a collective set of organisations and by listening to people and communities, they have developed the Integrated Care Strategy, which sets the overall direction for how they will help people in Norfolk and Waveney to live longer, healthier and happier lives. This strategy builds on what local people have already told them over the last four years; what matters to people and how they would like to see local health and care services develop in the future.

The priorities in the Integrated Care Strategy are around how they will join-up services, prevent people from getting ill or their conditions worsening, address health inequalities, build more resilient communities and support people to remain independent.

<https://improvinglivesnw.org.uk/norfolk-and-waveney-five-year-joint-forward-plan-2023-2028/>



Healthwatch Norfolk

@healthwatchnorfolk2390

30 subscribers

Healthwatch- Shared Care Record in Norfolk and Waveney

You may have heard of Shared Care Record in Norfolk and Waveney and want to know more, or how to explain what they are to those you support. Healthwatch in Norfolk have produced a really useful YouTube video to explain what a Shared Care Record is:

<https://www.youtube.com/watch?v=XKKHoQtx3x0>

Please do share this link with your contacts and those you support.

Activities

and

events

Wellbeing- January Socials Update

Wellbeing kick the new year off with a range of new socials! They're teaming up with Redwings Horse Sanctuary again and bringing you a social at their location in Caldecott (near Great Yarmouth), as well as the regular Aylsham one. They're also taking to the beach at Heacham for a new walk in the West. If you'd prefer to stay inside, they're running a Mindful Colouring social at REST in Norwich (email to book this, so they can ensure they have enough resources!) and new Wellbeing Cafes with Morrisons in Diss and Pakefield.

Don't worry, they've got all your old favourites including online crosswords, men's football groups and regular walks throughout the county.

All of the socials are staffed by the Community Development Team who will be there to welcome you along, whether it's your first time in joining or you're a regular, they look forward to meeting you!

Remember, their socials are open to everyone 16+, with no need to book). If Wellbeing do have any bookable events, these will be advertised on the webpage, so make sure you check on there to ensure you don't miss any exciting opportunities!

<https://www.wellbeingnands.co.uk/norfolk/get-support/socialsupport/>

Community Socials January 2023

Date & Time...	Event...	Location...
Tue 3rd 10:00	*New* Wellbeing Café with Morrisons	Diss
Tue 3rd 12:00	Coffee with Halesworth Volunteers	Chinny's Halesworth
Tue 3rd 14:00	*New* Have Your Say Social	REST hub, Norwich
Tue 3rd 18:00	Have Your Say! Get Involved Online	Online
Wed 4th 18:00	Quiz	Online
Thu 5th 13:00	Allotment Group	Lowestoft

Week
1

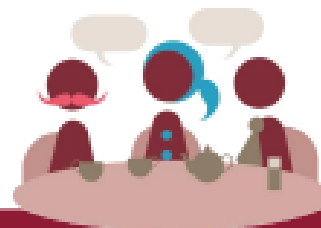
Mon 9th 13:30	Virtual Café	Online
Mon 9th 14:00	Wellbeing Café with Morrisons	Beccles
Wed 11th 18:00	Crosswords	Online
Thu 12th 11:00	Wellbeing Café with Morrisons	Riverside, Norwich
Fri 13th 10:30	Coffee & Catch Up	Dersingham
Fri 13th 13:00	*New* Wellbeing Café with Morrisons	Morrisons Cromer

Week
2

Mon 16th 13:30	Virtual Café	Online
Tue 17th 10:30	Coffee & Catch Up – Reeds café	Downham Market
Tue 17th 14:00	*New* Wellbeing Café with Morrisons	Pakefield, Lowestoft
Wed 18th 10:30	*New* Wellbeing Café with Morrisons	Fakenham
Wed 18th 18:00	Quiz	Online
Thu 19th 13:00	Allotment Group	Lowestoft

Week
3

Socials continue on the next page...



 facebook.com/WellbeingNorfolkandWaveneySocials

 twitter.com/WellbeingSocial1

 wellbeingnands.co.uk/norfolk/social-events/

Sign up!



facebook.com/WellbeingNorfolkandWaveneySocials

twitter.com/WellbeingSocial1

wellbeingnands.co.uk/norfolk/social-events/

Sign up!



wellbeing

Helping you live your life

NHS
iapt

Improving Access to
Psychological Therapies

Community Socials January 2023

Socials continued...

Date & Time...	Event...	Location...
Mon 23rd 13:30	Virtual Café	Online
Wed 25th 18:00	Crosswords	Online
Fri 27th 14:00	*New* Coffee & Catch Up at REST	King's Lynn

Week
4

Mon 30th 10:00	*New* Cuppa Care	Norwich
Mon 30th 13:30	Virtual Café	Online
Tues 31st 15:30	*New* Mindful Colouring (<i>booking required</i>)	REST, Norwich

Week
5

Our socials are open to anyone aged 16+ with no need to book (unless indicated), just turn up! They are based upon the '5 Ways to Wellbeing' - these are a set of evidence-based recommendations which can improve your mental health and wellbeing.

Get these updates monthly! Sign up to our email list at <http://eepurl.com/ha9nLT>

Full details and access to virtual socials [via our website](#).

Any questions? Contact us at socials@wellbeingnandw.co.uk



facebook.com/WellbeingNorfolkandWaveneySocials

twitter.com/WellbeingSocial1

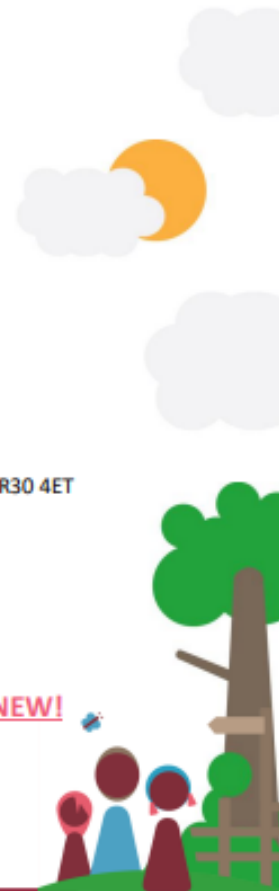
Sign up!



Wellbeing Walks – January


Our Wellbeing Walks are a great way to get out and get active while connecting with others. This is not a therapy session, but an opportunity to make social connections with like-minded people. For casual wanderers and seasoned ramblers alike, everyone is welcome – Please check the weather forecast and dress appropriately – Our socials are open to anyone aged 16+ – No booking necessary unless indicated, just turn up!

- **Lowestoft Sea Front – Wed 4th Jan, 13:00**
Meeting by the Triton Statue - South Pier, Lowestoft , NR33 0AX
- **Waterloo Park Coffee & Walk – Thu 5th Jan, 10:00**
Meeting at Feed Cafe Waterloo Park Pavilion, Norwich, NR3 3HX
- **Redwings Horse Sanctuary, Aylsham – Fri 6th Jan, 10:30**
Meeting at Redwings, Spa Lane, Aylsham, NR11 6UE
- **Heacham Beach Walk – Tues 10th Jan, 12:30 – NEW!**
Meeting at South Beach Car Park, South Beach, Heacham, PE31 7LH
- **Cromer – Fri 13th Jan, 10:30**
Meeting in front of Cromer Pier, Cromer, NR27 9HE
- **Norwich – Mon 16th Jan, 10:30**
Meeting at the steps of City Hall, St Peter's Street, Norwich, NR2 1NH
- **Great Yarmouth – Wed 18th Jan, 10:30**
Meeting at The Boating Lake, Near Munchies Café, North Drive, Great Yarmouth, NR30 4ET
- **Wymondham – Fri 20th Jan, 10:30**
Meeting at the Tiffey/Becketswell Car Park, Wymondham, NR18 9PH
- **Thetford – Tue 24th Jan, 10:30**
Meeting at the Light Cinema, 17 Bridge Street, Thetford, IP24 3AE
- **Redwings Horse Sanctuary, Caldecott – Fri 27th Jan, 10:30 – NEW!**
Meeting at Caldecott Hall, Beccles Road, Fritton, NR31 9EY
- **Riverside King's Lynn – Fri 27th Dec, 12:30**
Meeting behind The Customs House, 1 King St, King's Lynn, PE30 1ET



 facebook.com/WellbeingNorfolkandWaveneySocials

 twitter.com/WellbeingSocia1

 socials@wellbeingandw.co.uk

Sign up!



wellbeing

Helping you live your life

NHS

iapt

Improving Access to
Psychological Therapies

Wellbeing Champion Online Training

Wednesday 11th January (11am)

This FREE training is for anyone, but especially useful for organisations such as schools, businesses, charitable or community organisations. If you would like to increase your understanding about mental health and create a supportive and positive mental health environment where you live, work or volunteer, becoming a *Wellbeing Champion* may be for you! Easy to book via [Eventbrite](#) with new dates added regularly.

This training will last up to an hour and a half with a break, and there will be time for Q&A's after.

For more information please email:
socials@wellbeingandw.co.uk





Creative Arts East

Come and join an Our Day Out session!

The award-winning 'Our Day Out' is all about engaging people aged 50+ in a high quality, fun, accessible, participatory arts workshops. The sessions are free to attend and gives participants the chance to meet new people, get out and about, have a cuppa, and try a new type of creative activity, which are all led by a professional artist. Past activities have included song writing, drumming, contemporary dance, creative writing and mindful walks and printing too. 'Our Day Out' is suitable for carers and is dementia inclusive.

For more information or to let them know you are coming, contact Lauren on 01953 713390 or email lauren@creativeartseast.co.uk

In January, welcome in the new year with a photography workshop with artists Claire Atherton and Mary Blue.

- Great Yarmouth St Georges Theatre Café, Tuesday 3rd & 17th January 1-3pm
- Great Massingham Village Hall, Wednesday 4th & 18th January 1-3pm
- Watton Methodist Centre, Thursday 5th & 19th January 2-4pm
- Dereham Trinity Methodist Church, Friday 6th & 20th January 1-3pm
- Hunstanton Community Centre, Monday 9th & 23rd January 1-3pm
- Wells WI Hall, Tuesday 10th & 24th January 1-3pm
- South Wootton Village Hall, Wednesday 11th & 25th January 1-3pm
- Attleborough Methodist Church, Thursday 12th & 26th January 1-3pm
- Thetford Methodist Church, Friday 13th & 27th January 2-4pm

February will see some print making with printmaker and artist Donna Thompson and some photography sessions mixed in with artist Rachel Wright.

- Great Massingham Village Hall, Wednesday 1st & 15th February 1-3pm
- Watton Methodist Centre, Thursday 2nd & 16th February 2-4pm
- Dereham Trinity Methodist Church, Friday 3rd & 17th February 1-3pm
- Great Yarmouth St Georges Theatre Café, Tuesday 7th & 21st February 1-3pm
- South Wootton Village Hall, Wednesday 8th & 22nd February 1-3pm
- Attleborough Methodist Church, Thursday 9th & 23rd February 1-3pm
- Thetford Methodist Church, Friday 10th & 24th February 2-4pm
- Hunstanton Community Centre, Monday 13th & 27th February 1-3pm
- Wells WI Hall, Tuesday 14th & 28th February 1-3pm

FREE creative activities for people aged 50+

January Creative Writing Workshops

with *Ellena Woolf*

Join poet and artist
Ellena Woolf as you
explore messages to
your younger selves!

*Free tea and cake
will be provided*

When and where?

- **Tues 17th Jan 1-3pm** at Swaffham Community Centre, Campingland, Swaffham PE37 7RB
- **Weds 18th Jan 1-3pm** at Ashill Community Centre, 8 Hale Road, Thetford IP25 7AX
- **Thurs 19th Jan 1-3pm** at Toftwood Village Hall, 47 Shipdham Rd, Dereham NR19 1JL
- **Weds 25th Jan 1-3pm** at Bawdeswell Village Hall, Reepham Road, Bawdeswell, NR20 4RU
- **Thurs 26th Jan 1-3pm** at Litcham Methodist Church, Front Street, Litcham, PE32 2QG
- **Mon 30th Jan 1-3pm** at Watton Library, George Trollope Road, Watton, IP25 6AS



These events are free to attend and no booking is required, simply turn up on the day!

They also offer a chance to meet others and have a chat with us about the services and activities you might like to access.

Inspiring  

  @TheSilverSocial
thesilversocial.com



The Silver Social presents a
special cinema screening...

Forever Young

A new archive documentary celebrating
the music, fashion and youth culture of
East Anglia



REEL
CONNECTIONS

With a special Q&A
from producer and
editor Guy Martin of
Reel Connections

Tues 24th Jan, 1.30-3pm

The Carnegie, Cage Lane, Thetford, IP24 2DS

Fri 27th Jan, 1.30-3pm

Attleborough Town Hall, Queens Square,
Attleborough, NR17 2AF

Tickets for both: Pay what you can (suggested price £5)

Pay on the door or book in advance via

www.ticketsource.co.uk/creative-arts-east

SCAN ME



TO BOOK

  @TheSilverSocial | www.thesilversocial.com

For more information email
kaitlin@creativeartseast.co.uk
or call 01953 713390

 creative
ARTS EAST

Inspiring 
communities



The Conservation Volunteers (TCV) news

Depending on when you read this, let TCV firstly wish you a Merry Xmas and/or a Happy New Year!

Recently it was said that people tend to eat 10,000 calories on Xmas Day, 4 times as much as usual. If this is sounding horribly familiar to people, then they need to get out and start burning them off, by cutting and burning some gorse, and other such tasks...the season of goodwill may be fading away, but TCV are still of good cheer and are looking forward to welcoming everyone that you can send after the winter break. Plenty of warming bonfires at Queen's Hills (an extra day this month) and East Ruston, where the blitz against a sea of invasive gorse gathers pace. Plus, there's old favourites Mousehold Heath and Oulton Broad, more research into plastic pollution, clearing along the lovely Wensum Riverside Walk, and more tree planting at a brand-new site in Horsford. The first Friday back is an exciting new task – sowing wildflower seeds– something to look forward to seeing in the summer.

<https://www.tcv.org.uk/eastern/tcv-norfolk/norwich-environmental-action-team/>

THE
SHED
PROJECT
SWANTON MORLEY & DISTRICT

We're looking to set up a 'Men's Shed' in Swanton Morley.

A space for men to gather, talk, build, learn, support and encourage.

A space filled with ideas, challenges, tools, materials and fun.

A space to trust, to try, to talk, to laugh - or sometimes just to sit and drink coffee and relax with friends.

Swanton Morley Parish Council are supporting The Shed Project as part of our becoming a 'Mindful Village', looking out for each other's wellbeing.

Come and find out more - the Village Hall, Sunday January 15th at 3pm - or contact Bob Almond, bob@revbob.org, 01362 637266



Free Dementia Training

When: Thursday 26th January 2023 at 11am - 12:30pm

Where: St Catherines House, All Saints Green, Norwich, NR1 3GA

Home Instead and Clapham & Collinge Solicitors are joining forces to provide free dementia training for family, friends and unpaid carers of those with dementia.

The training is also suitable for those who through their work or volunteering come into contact with people experiencing dementia and want to learn more.

The training will cover:

- What is dementia?
- What are the symptoms and impact on behaviour?
 - Planning ahead
 - Tips and techniques for managing behaviours
- Activities to encourage engagement and wellbeing

The training is free of charge and places are limited to provide an informal and relaxed environment.

For more information or to reserve a place contact:
Lauren.pashley@homeinsteadnorwich.co.uk or call 01603 482116 and speak to Lauren



Dementia Awareness

This free 1hour on-line Zoom session for Norfolk based voluntary, community and social enterprise organisations, is delivered by Training in Healthcare and CAN - part of Empowering Communities Partnership.

This session aims to provide up-to date information, to increase and raise awareness, reduce stigma and signpost to further resources and covers:

- Knowledge of the different types of dementia
- The importance of early diagnosis and potential misdiagnosis with differing presentations
- Recognising possible signs and symptoms of dementia

Time: 11am – 12pm via Zoom

Date: 19th January 2023

To book a place please email
jackie.cushing@communityactionnorfolk.org.uk

Please let us know if you have any learning requirements when you book.

Empowering Communities Training

Introduction to DBS

This free 1 hour on-line session for Norfolk based voluntary, community and social enterprise organisations, is delivered by the Regional Adviser for the Disclosure and Barring Service and CAN - part of Empowering Communities Partnership.

This session covers:

- What is DBS
- What is Disclosure
- What is barring
- Levels of check
- Eligibility for a check
- Legal duty to refer

Time: 1pm - 2pm

Date: 8th February 2023

To book a place please email
jackie.cushing@communityactionnorfolk.org.uk

Please let us know if you have any learning requirements when you book.



Norfolk County Council

Sensory Support tech drop-in sessions

Norfolk County Council libraries and Sensory Support department will be holding a bring your own tech drop-in support session for anyone who has a significant visual impairment and would like support with their device or to find out more about options with regards to tech.

This will be held at Millennium Library Norwich on Thursday 19th January between 10-2pm – there will also be tea provided and a chance to meet other people with a visual impairment.

It is hoped that if a successful it will be rolled out across the county in local libraries.

Contact- Lauren Wilson-LeFevre, Rehabilitation Officer for the Visually Impaired-
l.wilsonlefevre2@norfolk.gov.uk

Living Well Slow Cooking

Are you looking for some healthy, affordable meal ideas for your family?

In this fantastic FREE course you will create easy-to-prepare family meals.

You may be entitled to a free slow cooker when you join this course!

**Thetford Library—Every Tuesday for 4 weeks starting
10th January 2023, 10:00—12:00**

**Watton Library—Every Monday for 4 weeks starting
27th February 2023, 10:00—12:00**

To book visit:- www.norfolk.gov.uk/adultlearning or call the Learner Services team on 0344 800 8020 and select option 5

Meet up for
Autistic Adults at
Thetford Library

hi!

Raymond Street,
Thetford IP24 2EA

3rd Wednesday of the
month
11 pm – 12 Noon

No Booking
necessary

Email:
Thetford.lib@libraries.norfolk.gov.uk

Adult Learning

Norfolk Adult Learning offer a wide range of courses for everyone, including many that are free. The service is award-winning and delivers courses across the county and online. The courses include job skills such as English and Maths, digital skills and construction.

They offer qualifications too in the following subjects:

- Access to HE
- Accountancy and bookkeeping
- Childcare
- Teaching
- Health and social care
- Counselling
- Learning disabilities
- Mental health awareness
- Information, advice and guidance

Along with courses, they offer apprenticeships. If you're an individual looking to get your career going, an apprenticeship is a great place to start. If you're a business, you need to partner with a training provider to offer an apprenticeship learning programme. Norfolk Adult Learning can be that partner and run learning programmes with businesses. They fully support and guide businesses on all aspects of apprenticeships, including funding.

Adult Learning have lots of free courses including well-being for people 19 years and over, you can find all the courses here: <https://www.norfolk.gov.uk/education-and-learning/adult-learning>

If you would like to discuss bespoke courses for your clients contact Christine.flude@norfolk.gov.uk or al.bdt@norfolk.gov.uk

Ethical Framework

The Safeguarding Adults Review into Cawston Park Hospital highlighted the need to implement a framework.

Join the conversation and start to co-produce a set of principles and ways of working for everyone doing business with or receiving adult social care services.

**Thursday
19th January
10am to 1pm**

**Microsoft
Teams**

Come and discuss:

- What would make you feel good about the services and support you receive?
- What good or bad experiences have you seen?
- Join us and be part of a shared approach so together we can ensure people who receive care and support services in Norfolk have a high-quality service.

Book your place [here](#) or email hello@curatorsofchange.com

WINTER SOUP KITCHEN

EVERY FRIDAY

4.45 TILL 6 at
THE STEAM HOUSE CAFÉ
TANNER STREET
IP24 2BQ

FREE SOUP AND BREAD
ROLL FOR ANYONE THAT
WILL BENEFIT

JOIN US IN A WARM, FRIENDLY, INCLUSIVE
ENVIROMENT... EVERYONE WELCOME



Information

and

advice

The Feed leaflet

The Feed have produced a new leaflet about the support they offer and have asked us to share this with our distribution lists. If you've not heard of The Feed before, they are a social enterprise with a mission to motivate change in people to prevent poverty, hunger and homelessness in Norwich.

SOCIAL SUPERMARKET

- ◆ The Feed's shop for people struggling to afford food in Norwich.
- ◆ Fresh, chilled, frozen, store cupboard, toiletries at low prices.
- ◆ Free fruit, vegetables, bread and hygiene products.
- ◆ Support with debt, budgeting, housing and employment plus cooking workshops.



Sign up for free membership on our website or on your first visit.

Opening times:
Mon, Tue, Wed & Fri 10am-3pm, Thu 12pm-6pm

Address:
65 Hall Road, Norwich, NR1 3HL

www.thefeed.org.uk/our-projects/socsup

NEXT STEPS

For enquiries about all the services here contact The Feed in one of these ways:

EMAIL

support@thefeed.org.uk

PHONE

01603 850447

OUR FOOD MAKES A DIFFERENCE

www.thefeed.org.uk

78-80 Prince of Wales Road, NR1 1NJ



SUPPORT FROM THE FEED



78-80 Prince of Wales Road, NR1 1NJ

INTRODUCTION

The Feed is a social enterprise with a mission to motivate change in people to prevent poverty, hunger and homelessness in Norwich.

We support people by helping them to overcome barriers to employment. Difficult life experiences, such as homelessness, substance misuse, a history of offending and learning difficulties can make it harder to gain employment.

In The Feed's venues we teach people new skills, give them confidence and help them on their path to employment and independence.

We are flexible to take account of individual needs and provide a welcoming and supportive environment, whatever challenges you are facing. Call us or pop in to find out if our services are right for you.

IMPORTANT

There are several projects described in this leaflet. These are all for people who are ready to commit time and focus on their path into training, education and employment.

If you are ready to take a positive step forward, read on!



www.thefeed.org.uk

SUPPORTED WORK EXPERIENCE

- ◆ The Feed's support team will work with you one-to-one to help you set your goals. You will work together to create a plan and start putting it into action.
- ◆ You will gain confidence and improve self-esteem through taking part.
- ◆ Learn about customer service, barista skills, food preparation and hygiene and teamwork.
- ◆ Training takes place in one of The Feed's venues in Norwich.
- ◆ Suitable for people ready to get back into work but currently unemployed.
- ◆ Minimum age is 18.
- ◆ There is no cost.

BLOOM

- ◆ A holistic support programme for women who are unemployed.
- ◆ Run by female members of our team.
- ◆ Held in a safe, women only space.
- ◆ We will help you identify your strengths and give you the confidence to tell people about them.
- ◆ It takes place over 12 weeks with a 3-hour session each week.
- ◆ Each week there is a different activity or topic to discuss. Examples are bread making, art and crafts, mindfulness.
- ◆ You will gain new skills, improve your wellbeing and be able to make positive changes to your life.
- ◆ There is no cost.





Independent Age

Winter wise guide Independent Age

The new Winter wise guide has been published and you can order in bulk free from the Independent Age website-

https://www.independentage.org/get-advice/advice-guides-factsheets-leaflets?gclid=EAlalQobChMI09ex5dHG-wlViKztCh1OAw5FEAAYASACEgK_EvD_BwE



Government joins with households to help millions reduce their energy bills

A new £1 billion ECO+ scheme will see hundreds of thousands of homes across the country receive new home insulation, saving consumers around £310 a year. ECO+ will extend support to those in the least energy efficient homes in the lower Council Tax bands, as well as targeting the most vulnerable. A new £18 million campaign will give the public advice on how they can save hundreds on their own bills without sacrificing comfort.

<https://www.gov.uk/government/news/government-joins-with-households-to-help-millions-reduce-their-energy-bills>



Norwich City Council's new Sustainable Warmth Strategy

Norwich residents are being encouraged to apply for funding for energy efficiency improvements ahead of this winter, as a new strategy to tackle fuel poverty is agreed.

Norwich City Council's new Sustainable Warmth Strategy 2022-2025, which has been agreed by cabinet and builds upon the work of the previous Affordable Warmth Strategy, is vital for leading and coordinating all the activities the council undertakes to reduce fuel poverty.

One of the ways the council is helping to reduce household bills and carbon emissions is through its retrofit programme. This includes £3.7 million available to private homeowners to apply for measures such as solar, insulation and more efficient boilers through the council's partner Eon. Residents can find out more and apply for home improvement upgrades on Eon's website- <https://www.eonenergy.com/green-homes-grant-finder.html>

<https://www.norwich.gov.uk/news/article/600/council-sets-out-plan-to-tackle-fuel-poverty-%E2%80%93-with-millions-of-pounds-available-for-energy-efficiency-improvements>



Working together to help you

Norfolk County Council are working in partnership with Anglian Water to help support people struggling with the rising cost of living. Here's some of the ways we're able to help.



Household Support Fund

Together we're supporting people of pensionable age who are finding it hard to keep on top of their water bill.

We've been able to work together to get Household Support Funding to people who need it most, **supporting hundreds of customers and helping them get back on track.**

Through the Norfolk Assistance Scheme (NAS), Norfolk County Council can provide support with cost of living expenses and other household goods.

If you're worried about rising fuel and food prices, or know someone who is, please contact the Norfolk Assistance Scheme to see if you can get some extra support. You can get in touch by calling **0333 996 8333** or emailing **helpline@ncan.co.uk**

Extra Care Support

If you're finding it difficult to pay your water bill, Anglian Water offer:

Tariffs with discounts of up to **50%**

Flexible weekly, fortnightly or monthly payment plans

Support to increase income and benefits

Payment breaks to give you time to get help with your finances

Priority Services Register

Anglian Water's Priority Services Register can help lots of people with free practical support, such as:



Letting you know about upcoming work in your area and **help if your water goes off**

Helping **protect you against bogus callers**, including setting a password for your account

Sending bills in different formats and communicating with you in **your preferred language**

Help you **nominate someone to manage your account**, and we can read your meter if you find this difficult

Find out more

 anglianwater.co.uk/watercare

 **0800 011 3774**

 anglianwater.co.uk/bsl



 **Scan here**



Norfolk County Council news

Help with living costs

You may be struggling with living costs for a range of reasons. This website link tells you what support is available and how to get advice- <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/help-with-living-costs>

North and West Norfolk first to benefit from increased bus services

The first bus services to benefit from funding secured from the Department for Transport are in operation. The Coastliner 36 service, operated by Lynx, will continue to run its summer timetable throughout the winter months.

This means that on Sundays and Public Holidays there will be an hourly service running from King's Lynn to Fakenham along the coast – (instead of every 2 hours).

There are also enhancements to the 35 service which runs from King's Lynn to Hunstanton which means that buses will now run every 20 minutes on Sundays and Public Holidays (instead of every 30 minutes). <https://www.norfolk.gov.uk/news/2022/12/north-and-west-norfolk-first-to-benefit-from-increased-bus-services>

Norfolk residents set to benefit from £2 bus fare cap

Nine bus operators in Norfolk have announced that they will be taking part in the Bus Fare Cap Grant scheme.

This means that a single journey on all services run by these operators between 1 January – 31 March 2023 will cost no more than £2 thanks to funding from HM Government.

The scheme is part of the Governments Help for Households campaign designed to support families through cost-of-living pressures.

Operators taking part are:

- BorderBus
- First
- Konect
- Our Bus
- Sanders
- Simonds
- Coach Services
- Stagecoach
- Semmence

At your Library

Start your good intentions for 2023 with reading

It's the time of year when we have good intentions of making changes for the better and why not include reading more as one of those?

"Studies have shown that those who read for pleasure have higher levels of self-esteem and a greater ability to cope with difficult situations. Reading for pleasure was also associated with better sleeping patterns." (The Reading Agency Website)

If your good intentions involve healthy lifestyle changes, we can also help with this. We have collections of books on health topics including stopping smoking, reducing drinking, getting active and eating healthier. You can find them in the "Health and Wellbeing" section of our online catalogue.

To keep those good intentions going beyond January, we recommend a visit to Norfolk County Council's recently launched behaviour change toolkit - "Ready to Change". It's endorsed by Dr Zoe Williams, GP and resident doctor on ITV's This Morning.

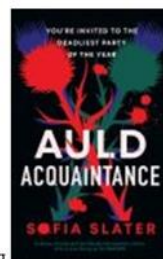
"If you're looking to lose weight, stop smoking, become more active or even just drink less, Ready to Change can really help you reach your goals."

"One of the best free behaviour change tools I've seen."

Stay Connected - Our libraries run regular groups where you can meet new people, learn new skills or just have a chat over a cuppa. You can pop into your local library to find out what groups they have or take a look at our "What's On" page on the library website.

Borrow— **Auld Acquaintance** by Sofia Slater

Should auld acquaintance be forgot and never brought to mind? Millie Partridge desperately needs a party. So, when her (handsome and charming) ex-colleague Nick invites her to a Hebridean Island for New Year's Eve, she books her ticket North. But things go wrong the moment the ferry drops her off. The stately home is more down at heel than Downton Abbey. Nick hasn't arrived yet. And the other revellers? Politely, they aren't exactly who she would have pictured Nick would be friends with. Worse still, an old acquaintance from Millie's past has been invited, too. Penny Maybury. Millie and Nick's old colleague. Somebody Millie would rather have forgotten about. Somebody, in fact, that Millie has been trying very hard to forget. Waking up on New Year's Eve, Penny is missing. A tragic accident? Or something more sinister?



Care Quality Commission newsletter

This edition includes-

- Who I am matters- new report looking at the experiences of being in hospital for people with a learning disability and autistic people
- Looking at the use of community treatment orders
- Promoting sexual safety in health and social care services

<https://content.govdelivery.com/accounts/UKCQC/bulletins/33980fe>

disability grants news

Disability Grants news

Welcome to the November 2022 edition of Disability Grants News - a monthly round up of highlights on the Disability Grants website and resources for anyone with a disability, caring for or working with disabled adults or children.

If you are new to the website and searching for grants, please read the following pages before starting your search....

<https://www.disability-grants.org/grants-for-the-disabled.html>

<https://www.disability-grants.org/>



Centre for Ageing Better news

How will the cost-of-living crisis impact older people?

The Resolution Foundation's latest 'intergenerational audit' presents grim reading for most of us for the years ahead.

In this blog, our Chief Executive examines how older people are likely to be impacted and the actions that can be taken to limit the severity of the consequences.

https://ageing-better.org.uk/blogs/difficult-years-ahead-all-warns-latest-intergenerational-audit?utm_source=Ageing+Better+Email+Updates&utm_campaign=750a776077-Research+and+Policy+December+22&utm_medium=email&utm_term=0_f4499c1616-750a776077-375027112

Photography competition launched to challenge stereotypical depictions of older people

Ageing Better and Alamy are launching an exciting new competition encouraging photographers to capture positive images of people aged 50 and over. The competition is an opportunity for photographers to showcase their style and produce inclusive imagery that avoids the stereotyping and objectifying of older people and the portrayal of ageing as a wholly negative experience – something commonly seen in stock images and the media.

https://ageing-better.org.uk/news/photography-competition-challenge-depictions?utm_source=Ageing+Better+Email+Updates&utm_campaign=6eb7502bebAB+news+8+December&utm_medium=email&utm_term=0_-6eb7502beb-%5BLIST_EMAIL_ID%5D



Independent Living newsletter

Welcome to the latest newsletter-

- Access2Funding
- One in four obese...
- Towards a National Care Service
- European Knowledge Tree Group
- Have cushions, will travel!
- Most visited 2022

<https://www.independentliving.co.uk/>



Carers Voice news

Carers Identity Passport Launch in Norfolk and Waveney

A Carers Identity Passport for all age Carers in Norfolk and Waveney has launched on Carers Rights Day. This has been co-produced with Carers and practitioners working across the Norfolk and Waveney Integrated Care System to ensure Carers are identified

and recognised in hospital settings. Many people provide care, unpaid, to their relatives and friends. Often, they know the needs and preferences of their family member or close friend. Many Carers become an expert in the condition of the person that they are caring for. In Norfolk and Waveney, there are 108,000 Carers, with one fifth (over 20,000) being Young Carers and Young Adult Carers. The Carers Identity Passport will be issued by a central organisation, Carers Voice Norfolk and Waveney. Carers can register for a Carers Identity Passport by completing a short form available at www.carersvoice.org/carers-identity-passport/

I am a Carer
I look after someone who depends on me

Carer Name:

Carer Identity Passport Number:

Issue Date:

Carer Passport

Carers Voice
norfolk & waveney


Improving lives together
Norfolk and Waveney Integrated Care System

Carers Voice
norfolk & waveney

Improving lives together
Norfolk and Waveney Integrated Care System

This card has been issued by Carers Voice Norfolk & Waveney on behalf of the Norfolk and Waveney Integrated Care System

To find out more information on the support available for Carers, visit improvinglivesnw.org.uk/carers or scan the QR code



If this card is found, please contact:
info@carersvoice.org



Are you an **UNPAID CARER** aged 25 + and have been unemployed for over six months?

Our project can help boost your personal skills!

We can support you with the following:

- Skills that you already have that may need revisiting.
- What home working/flexible work options are available to you.
- Better off calculations, and will this affect benefits which you may already receive.
- Checks to ensure you are in receipt of your full benefit entitlement.

For more information please contact Sophie or Toni at Carers Voice

T: 07932 095260 E: info@carersvoice.org

T: 07514 669116 E: toni@dial-greatyarmouth.org.uk

Norfolk

Community College



COMMUNITY FUND



European Union
European Social Fund

The Norfolk Community College project is funded by the European Social Fund and The National Lottery Community Fund
The Norfolk Community College project is a partnership led by East Coast College with Access Community Trust, DIAL, Future Projects and Voluntary Norfolk.

RNIB

See differently

RNIB- Talk and Support

Socialise, build friendships, and get peer support with RNIB Talk and Support telephone befriending social groups for adults with sight loss. The RNIB Talk and Support team run free, phone-based, social groups for adults with sight loss across the UK. They give people the opportunity to socialise, build friendships and get peer support with others who also experience sight loss. RNIB match individuals together for conversations based on age and group preferences. If you would like to join a Talk and Support group, you can register your interest by filling out their form.

Trained volunteers or RNIB staff facilitate the groups. Typically, Talk and Support groups meet on the same day, at the same time, each week. Each group runs for 55 minutes. Their facilitators help the group chat together and keep the conversation flowing. They can also offer advice on accessible connection options if individuals are keen to communicate outside of their befriending group. They have lots of people who successfully take part in our groups who have difficulties with hearing. If you use a hearing aid or amplified phone, then please email talkandsupport@rnib.org.uk so they can discuss your needs.

Register your interest <https://www.rnib.org.uk/your-eyes/navigating-sight-loss/resources-for-mental-wellbeing/talk-and-support/register-your-interest-in-talk-and-support/>

Benefit checks

Our advisors can also carry out a full benefit check with you and give you advice about applying for other benefits you may be missing out on.

Our Welfare Benefit Sight Loss Advisors are available to offer help if you would like to challenge a benefit decision or think you should be awarded more than you have been. Our advisers can help you with the mandatory reconsideration and First Tier Tribunal (appeals) process.

RNIB's Legal Rights service is available to offer you help with more complex benefit queries and appeals, such as those to the Upper Tribunal, once the initial appeals process to the First Tier Tribunal has been completed.

To access any of our services, call our Helpline on 0303 123 9999. You can also say, "Alexa, call RNIB Helpline" to an Alexa-enabled device. We're ready to answer your call Monday to Friday 8am – 8pm and Saturday 9am – 1pm. Alternatively, email helpline@rnib.org.uk or visit rnib.org.uk.

Connect with others

Meet or connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences, and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful, and knowledgeable team can link you up with opportunities to suit you. Visit rnib.org.uk/connect or call 0303 123 9999.



Supporting people with hearing loss
and related conditions

Help is at hand from Hear for Norfolk (the operating name of Norfolk Deaf Association (NDA))

Hear for Norfolk is a registered charitable company dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions. There are 12 million adults in the UK with some degree of hearing loss. This is equivalent to one in five adults. 6.7 million could benefit from hearing aids but only about 2 million people have them, and approx. 1.4 million use them regularly - 30% of hearing aids unused! At least 4.4 million people with hearing loss are of working age. Estimates suggest that by 2035, about 15.6 million people in the UK will have hearing loss – an increase of approx. 30%. It is estimated that there are 201,500 people with hearing loss in Norfolk (2019 ONS). This equates to 22% of the Norfolk population, 5% higher than the incidence in the UK population.

Hearing loss is socially isolating, is linked to loneliness, depression, anxiety, causes communication difficulties, is associated with cognitive decline and dementia, and has an impact on the overall quality of life. Many people that are helped live in rural communities, with scarce access to services or transport. Some are very vulnerable, have mobility problems, are housebound or live in care homes. Hear for Norfolk have developed their services in a way that they can take them close to where people live and provide the support and assistance that is responsive to people's needs, is accessible and is delivered by a team of highly trained, experienced, empathic, and professional staff and volunteers. They provide practical and emotional support, advice and information through a range of services:

Aural Care Service offers ear wax removal treatment using the Microsuction technique (safest and most effective method of ear wax removal), performed by fully trained, registered and experienced Nurses. The service is delivered through community-based clinics, mobile ear care clinic, and domiciliary & care homes visits for patients that are housebound. Patients registered with Medical Practices in the Central & West Localities of Norfolk & Waveney ICB can be referred to this service by their GP or they can self-refer and pay £40 for the procedure.

Adult Audiology Service offers NHS funded hearing testing and hearing aids fitting service to people age 50+ with age related hearing loss. This accessible service is provided by trained, registered, and experienced Audiologists. The service is delivered from community-based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients. Patients registered with Medical Practices in the Central Locality of Norfolk & Waveney ICB can be referred to this service by their GP or can self-refer.

Hearing Support Service helps users of NHS hearing aids by providing routine maintenance of NHS issued hearing aids, irrespective of which provider issued the hearing aids, and provides advice on assistive listening devices. The service is available from community-based and mobile clinics, as well as domiciliary & care homes visits for housebound people. As part of this service, they offer **Ear Otoscopy**, which is aimed at screening individuals for the presence of ear wax.

The Cuppa Care Project offers emotional, wellbeing and practical support, information, and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind, the Wellbeing Service and Age UK Norfolk.

Hearing Loss Awareness Training is available to both organisations and individuals and aims to increase the understanding of challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings.

For more information or to request support or to book an appointment, please contact nda@hearforfolk.org.uk, by phone 01603 404 440 or by visiting their website www.hearforfolk.org.uk.



NASP updates

Norfolk Trusted Trader launches new website

Norfolk Trusted Trader, the only approved trader scheme from Norfolk County Council, has launched a new and improved website providing an easy and accessible experience to both consumers and traders.

This is an exciting development which will provide many new opportunities to both consumers and scheme members, such as:

- A fully accessible website with the ability for consumers to leave reviews directly on the site
- A dedicated support line for consumers and businesses
- An online portal for scheme members to be able to request Trusted Trader support and assistance and upload photos and videos of work to boost their profile page
- Continued free access to an Alternative Dispute Resolution scheme

To search the updated Norfolk Trusted Trader website or to find out more about the scheme please visit www.norfolk.gov.uk/trustedtrader Traders who join the scheme before the end of February 2023 will enjoy 50% off their first year of membership.

Cold Calling Alert – Doorstep cold calling incidents

Norfolk Trading Standards are reminding residents to be on their guard to doorstep cold calling even if they are displaying a No Cold Calling sticker.

We often receive report from residents who have had cold callers at their door despite displaying a sticker, with some reporting that the callers can be difficult to turn away and, in some cases, verbally aggressive when the presence of the sticker is pointed out.

We are asking residents to report **all** doorstep cold calling incidents to us, especially if their property is displaying a No Cold Calling door sticker of any type. We are also offering the following advice:

- If someone cold calls at your property remember it is your doorstep so your decision whether you even answer the door, if you can check through a spy hole or look from a window to see who is there
- Think about your home security, make sure other doors to your property are locked before answering the front door
- If the person is offering services or trying to sell something politely but confidently say you are not interested and close the door
- If the person is claiming to represent an authority, organisation or charity ask to see ID. If ID is offered, ask if you can take it to check its validity. If you are given the ID close the door and contact the company or organisation on the ID by a number you find online or in the phone book, DO NOT use information on the ID, it could be fake. If no ID is offered, the caller refuses to let you check it, or you can not verify it is genuine politely but confidently say you are not interested and close the door
- As the cold caller leaves, if you can safely from inside your property watch and see:
Do they go to call at neighbouring properties?
Do they return to a vehicle, is it sign written, can you see the make, model, colour and registration plate?
Are they alone or working with others?
Note down a description of the cold caller, why they were calling and who they say they were representing – all of this information is very useful to Trading Standards and the Police when looking at Cold Calling incidents

You can report doorstep cold calling incidents to us via our partners the Citizens Advice consumer helpline on **freephone 0808 223 1133** or to Norfolk Constabulary on **101**. If you feel threatened or have concerns for vulnerable neighbours always dial **999**.

If you would like one of our No Cold Calling door stickers call the Norfolk County Council customer service centre on **0344 800 8020**.

Why not consider setting up a No Cold Calling Zone in your community? You can find out more about our scheme at www.norfolk.gov.uk/nccz

Norfolk Community Safety Magazine

https://issuu.com/peter2491/docs/norfolk_xmas_magazine

**Norfolk
Against
Scams
Partnership**

How to keep yourself and others safe from scams



- **Be cautious and listen to your instincts.** Never be afraid to delete, hang up or shut the door.
- **Don't assume everyone is genuine,** take your time and don't be rushed.
- **Be very wary of offers made during telephone cold calls and NEVER** give or confirm personal details.
- **Know who you're dealing with** and take a moment to think 'is my information and money safe?'.
NEVER deal with doorstep cold callers.
- **NEVER** click on links or open attachments in unexpected emails or text messages.
- **Your bank or the police will never ask for your bank details,** for you to withdraw cash to be collected or transfer money to another 'safe' account over the phone.
- **Protect your financial information,** especially from people you don't know. Think carefully before giving bank details and **NEVER** share your PIN number with anyone.

#NorfolkScamAware

Report or get advice on scams:



- **Citizens Advice consumer helpline**
Provides advice and shares information with Trading Standards.
☎ 0808 223 1133
🌐 www.citizensadvice.org.uk/consumer
- **Action Fraud**
Report all types of scams to Action Fraud, the UK's national reporting centre for fraud.
☎ 0300 123 2040
🌐 www.actionfraud.police.uk
- **Norfolk Police**
If a crime is happening now or recently occurred. If the victim is vulnerable or unable to protect themselves from fraud.
☎ 101
🌐 www.norfolk.police.uk
- **Norfolk Scams Prevention Service**
Offers specialist help and support if you've been the victim of a scam.
☎ 0300 303 3706
🌐 www.nsvictimcare.org

Norwich Primary Care Network recognised as the best in the country

Healthcare in Norwich has been recognised at a national level with the Primary Care Network (PCN) winning the PCN of the Year category at the recent GP Awards held in London.

The Norwich PCN, of 21 GP Practices, was also successful in the Public Health and Prevention category when its Integrated Motivational Proactive Anticipatory Care Team (IMPACT) led by Lewis Roope took the top spot. Norwich primary care services certainly showed strength in depth with two other services being shortlisted but ultimately not winning, these were, the Asthma in Schools Programme run by Gina Eyles and the St Stephen's Gate Medical Practice whose nurse practice team were highly commended in the GP Team of the Year category.

Read more here-

<https://onenorwichpractices.nhs.uk/news>



SCOPE

= Equality for
disabled people

SCOPE- Accessible bank accounts and services

If you have a bank or building society account, their products and services must be accessible. Under the Equality Act 2010, your bank must provide you with equal access to all its products and services. The UK's main current account providers have also agreed to publish better information about the services banks offer to all customers.

If you are unhappy with any part of your bank's service, you should talk to them. Some banks have a specific page for disabled customers. Use other banks as a guide to what you could ask your bank for. If you're still not happy after talking to your bank, make an official complaint or move to a more accessible account.

Joint accounts let both account holders manage the account. Make sure you trust the person you open the joint account with as they will also be able to withdraw cash. Ask your bank or building society to explain the security of any account you open with them.

While your bank has a duty to make its products and services accessible, there is also technology that can help.

<https://www.scope.org.uk/advice-and-support/accessible-banking-financial-services/>



Travel Companions

.....
Would you like to feel more confident getting out and about?
.....

Our Travel Companions can help you

Through FREE sessions delivered safely from your home and beyond, we can help you feel more confident and comfortable making trips around your local area.

You'll be paired up with your own Travelling Companion who can accompany you on any type of journey - whether it's by foot, public transport, taxi or even bike - and will help you build the confidence you need to travel independently. Simply give us a call or email us, and we'll connect you with your local Travelling Companion.



Contact Us

T 0300 500 1217

E travellingcompanionship@ageuknorfolk.org.uk

Registered Charity No: 1077097





OpenPROMPT- A UK cohort study that aims to measure the impact of long COVID

OpenPROMPT aims to measure the impact of long COVID among a cohort of adults registered with UK GP practices. Questionnaires covering a range of themes including quality of life, productivity and mental health will be made available electronically for participants to complete over a period of 12 weeks. These data will be merged with health records that give details of COVID diagnosis, symptoms, and treatment. The results could reveal whether the impact of long COVID upon quality of life varies between different age groups, ethnicities, geographic regions, or because of underlying health conditions. These results can be converted into standardised measurements used by the NHS to measure the impact of illnesses and the cost of long COVID to health services.

How to take part- https://www.lshtm.ac.uk/research/centres-projects-groups/openprompt?fbclid=IwAR0QByUTCuH5VoD5lwTNj3unQSGJWdyrzdxju_vMeVKqyzulNy8b7a7-FU4#how-to-take-part


Eastern Daily Press

Norfolk Healthwatch launches long Covid patient survey

People who have had long Covid in the past year are being urged to help build up a picture of the support they have been able to get in Norfolk. A total of 2.2 million people across the country are currently estimated to be suffering from long Covid - 3.4pc of the population.

And patient watchdog Healthwatch Norfolk has launched a survey to establish what support people have received - and what sort of help they would like to see.

<https://www.edp24.co.uk/news/23195144.norfolk-healthwatch-launches-long-covid-patient-survey/>



Norfolk
County Council
Public Health


Lost someone close to you?

Grief can affect us all.

With the right help or support, you can move forward with your grief.
This may take time.

For more information go to
www.norfolk.gov.uk/grief

GRIEF AWARENESS WEEK 2-8 DEC 2021



**TAKING
THE TIME
TO HEAL**

5 TIPS FOR COMMUNICATING WITH SOMEONE LIVING WITH DEMENTIA



Give them your focus

Remove distractions and give them your undivided attention. Moving to a quiet room or turning off the TV and phones may help.



Use their name

Saying their name is comforting and helps keep the conversation personal and friendly.



Converse at eye level

Avoid sitting too close to the person - it can feel intimidating. Instead, respect their personal space and try to sit or stand at eye level.



Avoid open-ended questions

Avoid open-ended questions and instead offer simple choices such as "would you prefer tea or coffee?"



Be patient

Give the person plenty of time to answer. They are trying their best to let you know what they want or need. Reassure them there is no rush.



Do you have a loved one living with dementia?
Discover how our Care Professionals can enable them to live well in their own home.

LIVING WITH DEMENTIA

1. Agree, never argue
2. Divert, never reason
3. Distract, never shame
4. Reassure, never lecture
5. Reminisce, never say "remember"
6. Repeat, never say "I told you"
7. Do what they can do, never say "you can't"
8. Ask, never demand
9. Encourage, never condescend
10. Reinforce, never force

Huey, 1996

CereScan.com/Conditions/Alzheimers

King's Lynn

King's Lynn acquired its regal name from Henry VIII. Previously it was called Bishops Lynn and was a major seaport in medieval times, one of only eight British members of the Hanseatic League. This was a sort of early E U, forging an alliance of northern European countries for trade and mutual defence. This stood Lynn in good stead as a maritime and trading town.

One sea captain from Lynn called John Smith was captured by the local people of what is now Virginia. He was about to be executed when a young girl, known as Pocahontas, intervened to save his life. There is much argument about the fact and the fiction of this event from around 1607 but Capt. Smith was released.



Pocahontas later met and married John Rolfe of Heacham. They returned to England where Pocahontas' life ended in 1617 in Gravesend aboard a ship bound for Virginia. She lives on, however, in history and legend, in the village sign of Heacham and in Disney animated film.

Another famous name with Lynn connections is George Vancouver. He was born in June 1757 in what is now New Conduit Street, the son of the deputy customs officer. He joined the navy when he was only 14 years old and served some of his apprenticeship under Capt James Cook. He was given command of HMS Discovery in 1790 and went on to explore and chart the north-west coast of America. His detailed maps and charts included British Columbia, Alaska,

Washington, and Oregon and further afield to Hawaii.



Vancouver's other voyages included South Africa, Australia, New Zealand and China. On his return to England Vancouver was attacked in the press by the Prime Minister, William Pitt the younger, and physically attacked on the street by Pitt's brother Thomas because of alleged harsh treatment of crew. Vancouver declined to fight a duel, and cartoonist James Gilray satirised the affair.



A sad footnote is that King's Lynn now has an extraordinary claim to fame. "The simple truth is that our buildings are in a desperate state and have reached the end of their life. We now have 3,397 steel and timber support props in 56 areas of the hospital. We now have more than six times more props than beds and we are the most propped hospital in the country"

<http://www.qehkl.nhs.uk>

Kind regards

Norfolk Older People's Strategic Partnership (NOPSP)

Email: nospb@aol.co.uk

Answerphone: 07963 304015

Website: <http://www.norfolkolderpeoplespartnership.co.uk>

Have you seen our 5th Living Longer, Living Well strategy? You can download a pdf version or order hard copies via the Health Information Leaflet Service (HILS)- <https://brochure.norfolklivingwell.org.uk/product/living-longer-living-well-the-5th-norfolk-older-peoples-strategy>

We do our best to ensure the accuracy, reliability and availability of the information contained in this newsletter but cannot be held responsible for this or for the views expressed.

UK General Data Protection Regulations 2020 (UK GDPR)

This came into force on 1 January 2021 and is the UK version of the GDPR legislation that was brought in during 2018 to replace the Data Protection Act 1998

Your contact details are held to send you information from the NOPSP. Data may include your name, address, email address, contact telephone number, name and address of your organisation and any job title. None of your data is shared with a third party except for the claims and payment of expenses. Please advise if you do not want your details to be held by the NOPSP.

For any enquiries please email: nospb@aol.co.uk or ring 07963 304015 and leave a message.



If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact nospb@aol.co.uk or ring 07963 304015