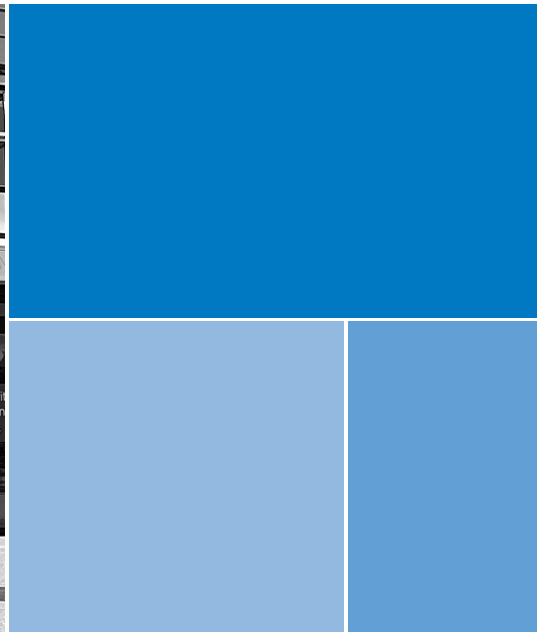




**James Paget
University Hospitals**
NHS Foundation Trust

Local services and resources in the Norfolk area following your discharge from hospital



[Patient Information](#)

Introduction

This guide is a list of resources for services in your local area that may be able to assist you when you are discharged from hospital.

These resources are **NOT** endorsed or recommended by James Paget University Hospital or its staff. They are an example of services you may benefit from on discharge from hospital.

Similar services are available via:

Internet search engines such as Google, Bing or Yahoo

Telephone such as Yellow Pages or Thomson Local

Norfolk Care Connect (Norfolk Social Services): 0344 800 8020

- Occupational Therapy assessments
- Major adaptations
- Care provision

Medequip Integrated Community Equipment: 01603 511124

For repairs and returns of loaned equipment.

British Red Cross: 0845 054 7181 or 01493 663626

Medical loans: short term (up to six months) loan of equipment (commodes, backrests, raised toilet seats, wheelchairs, perching stools, bath boards etc.).

Home from Hospital: 01493 452080

Help with shopping.

Six weeks maximum. Various tasks undertaken that individuals may have difficulty with - please call to discuss your personal needs.

Advice and Assistance

DIAL Norfolk: 01493 856900

Benefits information.

Age UK Norfolk: 01603 787111

Wide range of support services for older people and their carers.

Norfolk Association for the Blind: 01603 629558

East Coast Community Healthcare: 01493 809977

- Occupational Therapy and Physiotherapy (Community Therapy)
- Also the number for other community health services, including district nurses and primary care networks.

Norfolk Family Carers: 01603 219924

A range of services to support family carers.

Carers Matter Norfolk: 0800 083 1148

Support and advice for unpaid carers in Norfolk.

Norfolk Swift Response: 0344 800 8020

Norfolk Swift Response is a 24-hour service that provides help, support and reassurance if you have an urgent, unplanned need at home but do not need the emergency services. They can also help if you have had a fall and are not seriously injured, bringing lifting equipment to help make moving as safe as possible.

Volunteer Services

Housing Benefits for Great Yarmouth

(Great Yarmouth Borough Council): 01493 846576

Citizens' Advice Bureau: 0344 411 1444

Advice and assistance with benefits and finances etc.

Meals

Wiltshire Farm Foods: 0800 077 3100 (frozen ready meals)

Oakhouse Foods: 0333 370 6700 (frozen ready meals)

Transport

Great Yarmouth Door-to-Door Bus Service: 01493 332253

Door-to-door bus service covering different parts of Great Yarmouth borough for the elderly or disabled who are unable to access the regular bus service. Runs four days a week.

Swift Taxis: 01493 300300

Compass Taxis: 01493 445544

Albie's Taxis: 01493 331111

Local Equipment Suppliers

Broadland Mobility: 01493 330455
102-105 St Nicholas Road
Great Yarmouth
Norfolk NR30 1NL

Collins Care Limited: 01603 483833
Email: mail@collinscare.co.uk

2 Sprowston Road
Norwich
Norfolk NR3 4QN

Mobility Independence: 01493 657071
125 High Street
Gorleston
Great Yarmouth
Norfolk NR31 6RE

Cleaning Services

Mary Moppins: 01493 662388

Bobby Dazzlers (will also remove furniture): 01493 663900

Pendant Alarms

Yare Care: 01493 846654
01493 846674

Out of Hours: 01493 330369

Email: yarecare@great-yarmouth.gov.uk

Services for Older People

Great Yarmouth Borough Council

105 Caister Road

Great Yarmouth

Norfolk NR30 4DG

Walking Aids

We are unable to collect walking frames or crutches from your property if no longer required. If you are able to return them to the James Paget University Hospital then we recycle these items.

Your Feedback We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

OUR VALUES

Proud of the Paget

Collaboration

We work positively with others to achieve shared aims

Accountability

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

Respect

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

Empowerment

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

Support

We are compassionate, listen attentively and are kind to ourselves and each other

Before leaving please complete a Friends and Family Test feedback card.

Help us transform NHS services and to support patient choice.



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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