



## Norfolk Swift Response

Norfolk Swift Response provides a 24-hour, 365 day a year service which offers help, support and reassurance if a person has an urgent, unplanned need at home but doesn't need one of the Emergency Services.

For example, if a person falls and needs help but does not need an ambulance or unexpectedly needs assistance with personal care.

The service is a free for people living in Norfolk and aged 18 or over.

You do not have to be eligible for social care funding to use it.

**Call: 0344 800 8020 (Option 1)**

### **Swift Response can help in lots of ways:**

**Falls:** We can often help people with getting up following an uninjured fall.

**Personal Care:** We can respond to people who need unplanned help with personal care, which can include catheter/stoma care, toileting and assistance to get up in the morning or go to bed.

**Welfare checks:** We can visit to check on people if there are concerns about their safety, for example if a person is not responding to a community alarm or answering the telephone.

**Domestic Emergencies:** We can help people who have a domestic problem such as power failure, loss of lighting or heating.

**Shopping:** We can undertake emergency shopping for people who need help unexpectedly. This may be because of illness or to help a person be safely discharged from hospital.

**On-going care needs:** If people need more help than a one-off visit can provide, we will assist with arranging further support. This could be from Norfolk First Support, a Social Worker or Occupational Therapist who can carry out a Care Act assessment. We won't leave anyone in difficulty without support, we can often visit for a short period of time until the right support is in place.