

Our Charity Shop



Our Furniture and More Store in Dereham has clothing, household items, DVDs, a wide range of furniture and electrical items all at incredible prices. Please don't throw away your unwanted belongings - donate them instead. *We will collect large or multiple items free of charge, call 01362 694 596 to book collection.*

Dereham Furniture and More Store: 31 Yaxham Road, Dereham, Norfolk, NR19 1HR

Telephone: 01362 694 596

Opening Hours: Tuesday - Saturday 10am to 4pm

Visit our website for more information:
www.ageuknorfolk.org.uk

How You Can Support Us



Age UK Norfolk is an independent, local charity. We raise our own funds and rely on local fundraising and the generosity of the public to help us provide vital services to older people and their carers throughout Norfolk.

Ways you can get involved and help Age UK Norfolk:

- Donate
- Volunteer with us
- Fundraise for us
- Shop with us

To donate to Age UK Norfolk or find out more about fundraising, volunteering or shopping with us, visit our website or call us:

www.ageuknorfolk.org.uk T: 01603 787 111



A guide to our services



Making Norfolk a great place to grow older

About us & our services

Age UK Norfolk is an independent, local charity. We have over 70 years' experience of supporting older people and their families living in Norfolk. We raise our own funds and rely on local fundraising to provide vital services across the county.

Our relationship with other Age UK charities allows us to share knowledge and expertise, and to actively promote the wellbeing of older people through collective national and local work.

We are proud to be making Norfolk a great place to grow older

Information, advice and advocacy

Our confidential FREE information and advice service is available to anyone aged 50 or over, their family, carers or professionals. Our experienced Age UK Norfolk advisers can help you plan for later life on a wide range of subjects including:

- Social care assessment
- Local services and support
- Benefits and entitlements
- Funding and grants
- Lasting power of attorney

The **advocacy** service supports and enables people over 50 to have their voice heard. We can help you with making phone calls, writing letters and ensuring procedures are followed.

The **money matters** service supports and empowers over 65s to remain independent when handling the day to day management of household finances and paperwork.

The **bereavement advocacy** service provides support to people over 50 who are recently bereaved by offering practical help with completing paperwork and notifying companies.

The **NHS complaints** service supports people over 60 who are making, or thinking of making, a complaint about NHS services or treatment.

The helpline is open Monday - Friday 10am to 4pm
0300 500 1217 advice@ageuknorfolk.org.uk
www.ageuknorfolk.org.uk

Norfolk care home finder

Norfolk care home finder service has a dedicated website of current vacancies in care homes across Norfolk. See the website for information on choosing and paying for residential care.

See out dedicated website norfolkcarehomefinder.co.uk

Telephone befriending

The telephone befriending service offers people aged 60 and over companionship by phone with a friendly, weekly call from one of our local volunteers or supporting and enabling officers to help ease feelings of loneliness and isolation.

To find out more 01603 785 223
befriending@ageuknorfolk.org.uk www.ageuknorfolk.org.uk

EngAge and let's get digital

Age UK Norfolk and Age UK Norwich have developed **EngAge** to help people find something they can get involved in even during these different times. From exercise, friendship, learning new skills, to creative classes and digital skills, there is something for everyone.

As more and more organisations and individuals use online services some people are being left behind and so feel more isolated than ever. Age UK Norfolk **let's get digital** team provide one-to-one remote teaching for people over 50 on how to use a tablet/iPad, either their own or one that we loan to them for a 12 week period.

To find out more 01603 863 811
digitalinclusion@ageuknorfolk.org.uk
www.norfolkengage.co.uk