



Norfolk County Council

**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,