



Useful Contacts

Information for patients,
carers and families

Community Nursing team

If you have any concerns around symptoms (pain, breathlessness, nausea, restlessness) then please contact a district nurse.

They can administer the injectable anticipatory, (just in case) medications. District nurses also support with catheter care, pressure area care, wound care etc. District Nurses aim to arrive within two hours following your phone call, but this is not guaranteed.

Single point of contact (8am-6pm) - Norwich - 01603 518444

Out of hours (after 6pm) - 01603 481234

Great Yarmouth and Waveney (7am-8pm) - 01493 809977

Suffolk (24/7) - 0300 123 2425

Community Specialist Palliative Care 24/7 Advice Line (patients and carers)

Norfolk: Norfolk Community Health and Care: 0330 158 8011 (option 2)

Great Yarmouth and Waveney: St Elizabeth East Coast Hospice: 0800 567 0111

West Suffolk and Thetford: St Nicholas Hospice: 01284 766 133

Advice over the phone is available 24 hours a day. If you have not been referred to this service on discharge from hospital, then your GP or district nurse can refer to this service in the community.

Medequip - 01603 511124

If there is an issue with equipment that requires repairing, if any equipment needs collecting then please contact medequip.

SWIFTS - 0344 800 8020

Swift is a free service provided by Norfolk County Council that provides practical help to adults with urgent unplanned need at home.

Norfolk SWIFT response can help with practical things like:

- If you have a fall but are not seriously injured. They can bring special lifting equipment to help make moving as safe as possible for you.
- Getting up, washed, and dressed - for example if your partner or carer is suddenly admitted to hospital.

Adult Social Services - available 24 hours

For care that is not on the fast track or continuing health pathway, community therapy teams, any safeguarding or welfare concerns.

If you have care and support needs you are entitled to a care act assessment, and if you are a carer, the carers assessment.

Norfolk - 0344 800 8020

Suffolk - 0800 917 1109

Carers Matters Norfolk - 0800 083 11