

WE WANT TO HEAR OLDER PEOPLE'S VIEWS ON HOW WELL SOCIAL SERVICES LISTEN TO THEM

Healthwatch Norfolk are working with Norfolk County Council's Adult Social Services to understand older people and their carer's experiences of social services



WHO DO WE NEED TO TALK TO?

People who:

- Are 65 or older, or
- Look after someone who is 65 or older
- Have had contact with Adult Social Services in the past 18 months

This would apply to you if you have:

- Support to live in a residential or nursing home
- Care in your own home (domiciliary care)
- Help to make your home safe and comfortable to return to after hospital
- Reablement support (including Norfolk First Support)
- Visited Day Centres
- Received welfare or money advice from Norfolk County Council
- Assistive technology to help you live independently
- Used a service to help you to communicate with Norfolk County Council such as POhWER advocacy services, Age UK welfare advice, or Citizen's Advice

If you would like to do a telephone interview with us, please contact

John Spall, Research and Projects Manager:

Tel: 0808 168 9669

Email: john.spall@healthwatchnorfolk.co.uk

We will be Interviewing people from 20th October - 15th December 2023