

# Norwich Bulletin



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Due to the current situation we are sharing some information which you might find helpful.

If you would like to update us on your own organisation, current operating capacity, contingency plans for your service users or any other information then please do contact us at

[CommunityFocusCityandSouth@norfolk.gov.uk](mailto:CommunityFocusCityandSouth@norfolk.gov.uk)

## Volunteer to support the Coronavirus (Covid-19) response

Voluntary Norfolk, Momentum and Community Action Norfolk are working with Norfolk County Council and local health providers to recruit volunteers for a county wide effort to respond to the Coronavirus (Covid-19) crisis. **We are particularly keen to hear from people who have the skills to volunteer in health and social care roles, which have been identified as priority areas.**

- When you register, tick the **COVID-19 (Coronavirus) Call for Volunteers** box, as your Area of Interest.
- You only need to complete the mandatory fields, but please make sure you include your phone number.
- After you submit your details, you will receive a call back in due course from a member of our Covid-19 Volunteering Response Team to discuss what you can offer, what volunteers are needed in your local area and the next steps. Please be aware that this may take a bit of time as we coordinate our efforts with our partners
- You may also be contacted by a VCSE organisation directly if they think you would be a good fit for their Covid-19 volunteering role.

<https://www.voluntarynorfolk.org.uk/home-2/volunteering-2/register-to-volunteer-2/>

## Alzheimer's Society - Dementia Support

Alzheimer's Society are continuing to provide support, advice and information to people affected by dementia during this time. We have suspended our home/face to face visits and groups but are still very much providing support via the telephone and other electronic means.

Our Norfolk helpline number is 01603 763556.

The line is staffed by experienced Dementia Support Workers Monday to Friday 9am to 5pm. Dementia Support Workers offer information and practical guidance to help people understand the condition, cope with day-to-day challenges and prepare for the future.

This number is there for any one affected by dementia and can be used by professionals to make referrals on someone's behalf.

If anyone would like support outside the hours detailed above:

Alzheimer's Society National Helpline is on 0300 222 1122 and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day. <https://www.alzheimers.org.uk/get-support/talking-point-our-online-community>

### **Baby Bank Norfolk Update**

Very regrettably we've had to make a decision to put donations and referrals on hold until the current situation passes. We are such a small team and several of us are on family total isolation due to health conditions, meaning that we are simply not able to sustain our operations.

We are so sad and sorry to do this - it goes totally against the grain for us, and we have thought hard about it before making the decision. We hope you understand why it has been necessary, and we look forward to providing our service again as soon as we are able.

In the meantime, we have donated our nappies to the food bank so that they can be used.

Thank you all and stay safe - Baby Bank Norfolk volunteer team

### **Change Grow Live Update**

Dear colleagues,

We have put our Business Continuity Plan into action and this will inevitably have implications for the way we operate. We remain open, but like all organisations we are facing particular staffing challenges. We have a number of staff self-isolating across the County, most of whom are working from home, and while we continue to have staff in all our offices our BCP focuses on us delivering our core responsibilities:-

1. We are not closing our doors, but are discouraging drop ins and will be limiting the number of people allowed into the office at one time. Our doors are locked, but we have a doorbell or intercom system in place. We are triaging new presentations to prioritise those that we assess. Non-dependant drinkers and non-opiate users are being signposted to online resources and telephone support.
2. We will continue to assess high risk individuals, i.e. opiate users, people who are alcohol dependent, prison releases, hospital discharges and where there is a known safeguarding risk.
3. We are ensuring our service users continue to receive prescribed medication and are working to produce new prescriptions that will reduce the frequency of collections from their pharmacies. Most service users will be moving to a 14 day pick-up regime. This is because our pharmacy colleagues are really struggling with footfall and have asked us to reduce this where possible, we also have real concerns that if a pharmacy were to close, service users may be left with no supply of OST medication, thus increasing use of illicit drugs, which are increasingly more variable in quality. I am aware that this has caused some level of anxiety amongst stakeholders, but we are risk assessing each service user. We are offering naloxone and secure medication storage boxes to service users. If you are aware of any abuse of this, please contact us asap.
4. Titrations will still go ahead as face to face appointments.

5. A reduced number of Alcohol detoxes may still go ahead, but this will be on a case by case basis. We will not be having ambulatory detoxes at our hubs, but we will do home detoxes (where safe to do so and we have the staffing resource) and residential detoxes (if available.)
6. For existing service users and affected others we are offering them support via telephone, Skype and our digital platforms. Phone interaction will include harm minimisation advice and checking on wellbeing.
7. Medical reviews for existing service users will be conducted by telephone or Skype.
8. Staff have been advised not to attend external meetings and we are scaling back on our own team meetings.
9. Evening clinics are no longer being offered to enable us to safely staff the hubs during our core business hours of 9.00am to 5.00pm.
10. Our SPOC phone will still be available 7 days a week from 8.00am to 8.00pm 01603 514096.
11. We have agreed with the Courts that DRR reviews can still be done, but this will be over the telephone and we will not be doing Urine Drug Screening.
12. Urine screening will only be for clinical testing if the prescriber is considering putting the person on methadone.
13. All Required Assessments for DTOA and follow up appointments can be completed over the telephone (agreed with Robin Pivett).

Kind regards

**Graeme Malcolm**

**Services Manager**

**Change Grow Live Norfolk**

## **Updates from Thrive**

The role of The Thrive Approach is to offer support and training to anyone working with children and young people. Most of our work is in schools through our Thrive Licensed Practitioners. To support our schools, parents and communities affected by school closures, we have set up a Facebook page dedicated for this crisis time only. This is open to all and has links to resources, support and ideas for anyone who has an interest in working with children and young people. Here is the link to share as you feel appropriate

<https://www.facebook.com/groups/145621073473221/>

Our new website also has links and advice specifically related to Thrive and the work we do.

[www.thriveapproach.com](http://www.thriveapproach.com)

Physically, we are not operating any direct services to children and families but are available to support schools with advice as we are all working from home.

## Changes to Operational Opening Hours British Red Cross Mobility Aids Service Norwich

We have had to revise the opening hours of our Mobility Aids Service. Owing to a reduction in staff and volunteer availability, our current opening times in our Norwich branch are:

Monday 10:30am – 4:00pm

Wednesday 10:30am- 4:00pm

Friday 10:30am- 4:00pm

Delivery service available Tuesday and Thursday

For more information call 01603 253403 or 0300 456 1914 Option 3

## Boots Update

A small number of Boots stores will remain open to care for those with essential eye and hearing care needs. You can view a list of these stores at [bootsopticians.com](https://www.bootsopticians.com) or [bootshearingcare.com](https://www.bootshearingcare.com) from Tuesday 24th March. If you have a problem with your glasses or contact lenses that cannot wait or an eye sight problem that means you require emergency care, please contact our team on **0345 125 3768**. For Hearingcare please call **0345 202 7039**.

Boots Longwater is serving via dispensing hatch as of today

## Reaching out to Covid 19 Community Groups

Dear partners,

I am reaching out to you for your help link in with the hyper local Covid 19 Community groups that are setting up in the Norwich City area and doing some incredible self-organising to support their neighbours.

As you may know the Government has identified what we're referring to as a 'top tier' of people with vulnerabilities and they are providing for this group of around 1.4 million UK residents (I believe with weekly food parcel deliveries). However, we know there will be residents that are vulnerable but not on the Government list.

The hyper local groups are already playing an valuable role in supporting each other and enabling services and organisations like yourselves to support those who need it most. From my own experience in my own street I am witnessing that whilst people are physically isolated they are coming 'together apart' and doing amazing things.

I need your help to link in with these groups. At first it will be to:

- Capture who is supporting vulnerable residents in their Street not on the Government shielded list and/or help them to refer to NCC where they are unable
- Capture who is and supporting vulnerable residents in their Street on the shielded list but still waiting for support and help refer to NCC where they are unable

Following on from that we can:

- Support these groups
- Link residents who are not in groups already with their hyper local group
- Support residents to set up hyperlocal C.C groups
- Inform and support hyper local groups about the Norfolk Community Foundation Covid 19 fund

[Covid-19 Community Response Fund | Norfolk Community Foundation](#)

I am very conscious that this is a big ask, I am completely aware that in normal circumstance communities build at the speed of trust especially when there is no established relationship with the Council, trust is and remains very important but in a crisis we are traveling at the speed of necessity.

So if you know of any hyper local groups that you can directly link me into or share this email with groups you know or other partners please contact me on [community@norwich.gov.uk](mailto:community@norwich.gov.uk) with email subject : Covid 19 Community

Many thanks.

Sam Moon.  
Community Enabling Officer (East)  
Norwich City Council  
01603 213180

## Covid-19 Community Response



**The Covid-19 Community Response Fund has been created to support vital community projects as they respond to exceptional challenges over the coming months. For those charitable groups well placed to take action, this additional funding aims to help them to take steps to provide the much needed care and support for our vulnerable people.**

### **Funding available**

Grants of up to **£1,000** are available to support community action to help vulnerable people affected by the Covid-19 outbreak. We will aim to make funding decisions as quickly as possible on a rolling basis while the fund is open. All grants will be paid by BACS so please help us to process grants without delay by providing the correct bank details for payments, and providing a copy of a recent bank statement when you apply.

Please note the continued availability of these grants is dependent on the progress of the fundraising appeal working alongside, which is supported by the National Emergencies Trust and a range of other local partners and donors.

### **Who can apply**

Funding will be available to registered charities, constituted voluntary and community organisations, and Parish/ Town Councils taking an active role to respond to emerging needs in our communities. We will also consider applications from schools as, particularly during closure, they take an important role in supporting local children and families.

\*\*\* We are aware that there is emerging volunteer action in many communities, as people step up to offer practical and wellbeing support in response to the needs in their neighbourhood. Such projects may not have the structures and safeguards in place that are required to receive a grant, but by working with a partner organisation to support your work and receive the grant on your behalf, we can help. Your local parish or town council may be able to work with you, or contact Community Action Norfolk at [covid@communityactionnorfolk.org.uk](mailto:covid@communityactionnorfolk.org.uk) for help to make an application. \*\*\*

### **What activity can be supported**

Examples of activity that may be funded:

- Supply of food/ other items to ensure the continuation/ expansion of services to meet the needs of vulnerable people
- Recruitment and support of volunteers to provide additional capacity
- Rent or other costs relating to a new site or community hub where people can more easily access community support and services
- Transport costs to enable outreach services, or help people provide local transport
- Befriending support for people in isolation
- Equipment and other measures to enable community support to be delivered safely

Individuals cannot apply, and the fund cannot be used to support personal needs on an individual basis. We cannot accept applications from businesses.

**Where possible, please direct any queries to [grants@norfolkfoundation.com](mailto:grants@norfolkfoundation.com) to help us respond quickly while working remotely.**

### **Scam Alert – Emails referencing ‘Government Coronavirus Grants’**

We are warning businesses in Norfolk to be alert for emails referencing ‘Government Coronavirus Grants’ after receiving reports of examples circulating containing links to ‘check your eligibility’.

Businesses are reminded that genuine advice and information can be obtained from the [Business Support section of the Gov.uk website](#).

If you become aware of any attempts at this type of scam it can be reported to Action Fraud on 0300 123 2040.

## COVID-19: Free Business Support Advice



If you feel your business has been affected by Coronavirus contact the New Anglia Growth Hub to speak to one of their qualified business advisers. They can offer **free** support and advice and can help you to access the support measures put in place by Government.

Email [growthhub@newanglia.co.uk](mailto:growthhub@newanglia.co.uk) or telephone 0300 333 6536 (Mon-Fri 9am-5pm).

<https://www.newangliagrowthhub.co.uk/>

## BT Skills for Tomorrow support for society

***BT Skills for Tomorrow aims to give people the skills they need to flourish in the digital world. Due to the spread of the coronavirus, having these skills is more important than ever.***

*Large numbers of people are self-isolating or are confined to their homes. It is vital that people with low or no digital skills can keep in touch with family and friends and access health services. The spread of the coronavirus presents significant challenges to small businesses. Families with children at home from school need to get the best out of technology to help their children to learn and play. And many people need support as they work from home for the first time.*

*Working in partnership with leading digital skills organisations, we wanted to flag that BT Skills for Tomorrow has free resources and information to help people with each of these challenges:*  
[www.bt.com/skillsfortomorrow](http://www.bt.com/skillsfortomorrow)

## On Track services at this time

“On Track is continuing to support 16 – 24 year olds in Norfolk into education employment and training. We can no longer provide face to face coaching or activities but are delivering services by phone and on-line.

We are still taking new referrals. Our contact details are [contact@ontracknorfolk.org](mailto:contact@ontracknorfolk.org) and our administrative team can be contacted on 07770603008 and 07770610215

We are currently engaging young people online and our social media sites are On Track Norfolk on Facebook and @ontracknorfolk on Twitter. Our website is <http://www.ontracknorfolk.org>”

## GOV.UK Coronavirus Information Service Whatsapp

The new free to use service aims to provide official, trustworthy and timely information and advice about coronavirus (COVID-19), and will further reduce the burden on NHS services.

This will help combat the spread of coronavirus misinformation in the UK, as well as helping ensure people stay home, protect the NHS and save lives.

The GOV.UK Coronavirus Information Service is an automated 'chatbot' service which will allow the British public to get answers to the most common questions about coronavirus direct from government.

The service will provide information on topics such as coronavirus prevention and symptoms, the latest number of cases in the UK, advice on staying at home, travel advice and myth busting.

The service will also allow the government to send messages to all opted-in users if required.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

A set of menu options is then presented which the user can choose from and then be sent relevant guidance from GOV.UK pages as well as links to GOV.UK for further information.

Prof Yvonne Doyle, Medical Director, Public Health England, said:

This service will help us ensure the public has a trusted source for the right information about coronavirus, updated with the latest public health guidance and providing assurance that they are not misled by any of the false information circulating.

## Coronavirus scams prevention

***Wash your hands of coronavirus scams! Read it. Share it. Prevent it.***

The National Trading Standards (NTS) Scams Team has produced some helpful materials to help promote scams awareness around coronavirus (COVID-19) scams at this difficult time. Today the team has released a press release around criminals exploiting fears about coronavirus to prey on members of the public, particularly older and vulnerable people who are isolated from family and friends. There will also be media around this today on Sky and BBC, with your help the team would appreciate as much support as possible.

For more info please visit <https://www.friendsagainstscams.org.uk/>

Press release links:

- There is also a press release on the NTS website:  
<https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/>
- A link to the press release on our Friends Against Scams website:  
[https://www.friendsagainstscams.org.uk/article/505/beware\\_of\\_covid\\_19\\_scams](https://www.friendsagainstscams.org.uk/article/505/beware_of_covid_19_scams)



# Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

## Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home cleaning services.

## Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good friend, help to protect your family, friends and neighbours from scams.

**Read It.  
Share It.  
Prevent It.**

#Coronavirus  
#ScamAware



## Contact

For advice on scams call the Citizens Advice Consumer Helpline on **0808 223 11 33**  
To report a scam call Action Fraud on **0300 123 2040**  
Contact your bank if you think you have been scammed.

**NATIONAL  
TRADING  
STANDARDS**

Scams Team

To learn more about the different types of scams visit [www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk)

## Supporting you to get active in the home and outdoors

At Mind we won't give up until everyone experiencing a mental health problem gets support and respect. We use sport and physical activity to build resilience, to enable and support mental health recovery and to tackle stigma.

There are lots of resources available to help you to be more active in your home or outdoors in fun and creative ways. Here are some ideas, top tips and links to help support your physical and mental health whilst you are at home.

### Ideas to help you to get started and stay active

- [Active 10](#): A brisk daily walk is a great excuse to get outside and improve your health. The Active 10 app is a great way to help you monitor and gradually increase your brisk walking levels over time.
- [NHS 10 minute workouts](#): Only got a few minutes? The 10-minute workout ideas are perfect if you've only got a bit of spare time when you're at home.
- [Couch to 5k](#): This is a 9-week running programme designed for complete beginners by the NHS.
- [Gym-free workouts](#): Going to the gym isn't for everyone. Luckily, there are plenty of other ways to get active instead. The NHS have created routines that you can do anywhere, anytime including seated exercises, strength, balance and flexibility sessions.

- **Parasport**: Parasport have created accessible home workouts that ideal for wheelchair users and those just getting started or haven't been active for a while.
- **Fitness Blender**: - has over 500 free workout videos enabling you to choose the level of difficulty depending on whether you are new to exercise or looking for something more advanced.
- **Yoga with Adriene**:- Yoga instructor Adriene offers over 500 free YouTube videos supporting you to get started through to adaptations for the more advanced.

#### **Activities to take part in a family:**

- **Youth Sport Trust**: have a range of YouTube videos with fun challenges and activities that can be adapted to the space you have available.
- **Disney dance alongs**: This Girl Can have partnered with Disney to provide dance work outs, you can learn their moves or put your own spin on their routines.
- **Change4life Indoor activities**: Shake Up games inspired by your kids' favourite Disney characters.

#### **Got a great resource or idea? Tell us about it!**

Do you use a website, app or other resource to support you to be active that you would like to recommend we share with others? Then contact us at [sport@mind.org.uk](mailto:sport@mind.org.uk) with details including how it has helped you.

#### **Connect online**

**Elefriends** is a supportive online community for anyone aged 18 and over. It is a safe place to listen, share and be heard.

On Elefriends it's easy to find other people with similar interests to your own by clicking on one of the interest tags. For example, the #BeingActive tag will take you to conversations posted by people interested in being more active.

Find out more at > [elefriends.org.uk](http://elefriends.org.uk)

#### **Tips for individuals**

- Take part in fun challenges online/offline or create your own, examples include
  - "Get Active" bingo
  - how many "sit-to stands", "step ups" or other activities you can do in a minute
  - set yourself a challenge over a time period for example walk or run a marathon over a month
  - complete the A-Z of activity – how many different activities can you come up with
- Involve other people by doing them together over a video call or via a virtual event
- Make space to get outdoors whenever you can
- It doesn't have to be long or intense – moving more is the key and finding something fun

|   |   |  |
|---|---|--|
| <p><b>Tips for the Sport and Physical Activity sector</b></p> | <ul style="list-style-type: none"> <li>• Are your instructors able to livestream sessions or record themselves delivering activities? This could range from a complete session to an individual activity that can be shared as a social media post.</li> <li>• Do you have offline resources such as fun challenges, worksheets and how to guides you can share?</li> </ul>   |  |
| <p><b>Tips for mental health providers</b></p>                | <ul style="list-style-type: none"> <li>• Can you or your volunteers offer peer support over the phone or online?</li> <li>• Could you set up virtual challenges through using Facebook events or through agreeing to all take part at the same time and checking in afterwards?</li> <li>• Why not collate a pack of resources to send out to participants to help them stay active at home or in the outdoors?</li> </ul> <p>Other top tips? Share your ideas and what works with us at <a href="mailto:sport@mind.org.uk">sport@mind.org.uk</a></p> |  |

## Domestic Abuse Support Services

### Norfolk Wide:

**Leeway:** 0300 561 0077 **Email:** [referrals@leewaynwa.org.uk](mailto:referrals@leewaynwa.org.uk)

Norwich, Broadland, Breckland, West Norfolk

<https://www.leewayssupport.org/>



**Spurgeons (Norwich Connect):** 01603 628122 **Email:**

[norwichconnect@spurgeons.org](mailto:norwichconnect@spurgeons.org)

Norwich

<https://www.spurgeons.org/what-we-do/norwich-connect>



**Orwell (Haven Project):** 0845 4674876/ 01508 533933

South Norfolk

<https://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub>



**Norfolk and Suffolk Victim Care:** 0300 303 3706

**Email:** [nsvictimcare@victimsupport.org.uk](mailto:nsvictimcare@victimsupport.org.uk)

Norfolk Wide

<https://www.nsvictimcare.org/contact-us/>



**SARC – Sexual Assault Referral Centre – The Harbour Centre:** 01603 276381 (24/7)

**Email:** [contact@theharbourcentre.co.uk](mailto:contact@theharbourcentre.co.uk)

Norfolk Wide

<https://www.theharbourcentre.co.uk/>



**Daisy Programme:** 01953880903 Email: [help@daisyprogramme.org.uk](mailto:help@daisyprogramme.org.uk)  
Breckland  
<https://daisyprogramme.org.uk/>



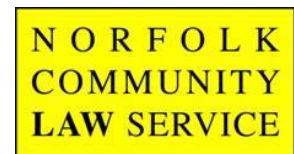
**Pandora:** (contact online)  
West Norfolk, North Norfolk  
<https://www.pandoraproject.org.uk/>



**Sue Lambert Trust:** 01603 622406 Email:  
[info@suelamberttrust.org](mailto:info@suelamberttrust.org)  
Norfolk Wide (based Norwich, and Great Yarmouth)  
<https://www.suelamberttrust.org/>



**Norfolk Community Law Service:** 01603 496623 Email:  
[info@ncls.co.uk](mailto:info@ncls.co.uk)  
Norfolk Wide  
<https://www.ncls.co.uk/>



**4 Women's Centre:** 0300 131 7983 Email:  
[4womenreception@homegroup.org.uk](mailto:4womenreception@homegroup.org.uk)  
Wensum, Coast and Broads  
<https://www.homegroup.org.uk/4women>



**Multi-agency Safeguarding Hub (MASH):** 0344 800 8020  
Norfolk Wide



### Nationwide

National Domestic Violence Helpline: 0808 2000 247  
<http://www.nationaldomesticviolencehelpline.org.uk/>



GALOP (LBGT): 0800 999 5428  
<http://www.galop.org.uk/>



Mankind Initiative (Male Victims): 01823 334244  
<https://www.mankind.org.uk/>



Men's Advice Line (Male Victims): 0808 801 0327  
<http://www.mensadviceline.org.uk/>

Respect (for abusers): 020 3559 6650  
<http://respect.uk.net/>





**Achieve**

**COVID-19  
RESPONSE**

FREE ready-to-go modules for anyone who wants to continue building their skills at home or in school



**Personal  
Development**



**Managing  
Money**



**Interpersonal  
Skills**



**Personal  
Project**

**Open to learners aged 11-19**

All modules are in **WORD** format and can be completed on the computer, or printed out and completed by hand  
**Making it easy to email to learners in school or at home**



Prince's Trust

**CORONAVIRUS**

**STAY HOME  
PROTECT  
THE NHS  
SAVE LIVES**

To access a module, email:  
[peter.hennessey@princes-trust.org.uk](mailto:peter.hennessey@princes-trust.org.uk)

**START  
SOMETHING**

Due to the current situation with Coronavirus (COVID-19), we have had to make some changes to the way we work in the community. We want ensure that the families, children and young people that really need our support can still access help.

As of Monday 23 March 2020, we will only be providing services that all the NHS have agreed are essential for families. In Norfolk these are:

## Just one Number

The Just One Number team can help you by providing health advice and information about your baby, child or young person. Just call **0300 300 0123** with any health questions or concerns you may have.

Mon – Fri 8am to 6pm (9am to 1pm on Sat)

**0300 300 0123**

## JustoneNorfolk.nhs.uk

Our digital platform which provides all sorts of advice, information and support for you, your baby, child and young person. It has advice on how to manage during the current coronavirus pandemic as well as links through to other services.

All this information is free, clinically approved by the NHS and available 24/7.

## Parentline

Text messaging advice service for Norfolk parents/carers of 0 - 19 year olds.

If you need advice about your child or young person's health or wellbeing, simply send a text and one of our team will text you back with advice.

**07520 631590**

Mon – Fri 8am to 6pm (9am to 1pm on Sat)

## Antenatal Visit

A health visitor will arrange a phone call with you after you are 28 weeks pregnant.

They will ask you about your feelings about the pregnancy, your health, and your unborn baby's health. It is also a chance for you to ask any questions you may have or to discuss any concerns.



## online Antenatal Programme

A digital antenatal programme for parents to be.

It helps you think about the development of your unborn baby and the first few weeks after birth. It includes how things may change and some of the practical skills to care for your baby.



Search for 'P2P' on JustOneNorfolk.nhs.uk

## New Birth Visit

A Health Visitor will arrange to make a phone contact with you between 10 and 14 days after your baby has been born.

This is to find out how you are feeling and to discuss the health and wellbeing of your new baby and your family. The Health Visitor can support you with advice about caring for your baby, feeding, safe sleeping, crying, immunisations, and any other health issues.

## Health Unlocked

[HealthUnlocked.com/one-norfolk-parents](https://HealthUnlocked.com/one-norfolk-parents)

Our online parent support forum, where families can talk and support each other by sharing their individual experiences.



## ChatHealth

Text messaging service for 11- 19 year olds.

From 9am to 5pm Monday to Friday ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.

**07480 635060**

## 16 - 19 Health Passport

The Just1Norfolk Health Passport has been developed to support Norfolk 16-19 year olds make the transition into adulthood and to help young people become more independent with their own health needs. The app provides general health information and advice on a variety of topics!



**All other services will pause until the NHS tells us we can start them again.**