

## AGE UK NORFOLK IN GP PRACTICES

A lady lives with her son on a farm but is often on her own during the day. She recently had a fall resulting in a nasty gash on her arm. Her son brought her in to ask about emergency alarms. Our adviser telephoned Contact Care who work with South Norfolk Council and made an appointment for that week. The alarm was fitted and the installation fee met by the council.

A man came to discuss support in caring for his mum who is living with dementia. We were able to refer him to the Pabulum café where he and his mum could go together and he could talk to other carers. She was also referred to the Life Story Book scheme where an adviser would go round to her house for several weeks and complete a book based on her memories. She is also going to be referred to the new Admiral Nurse Service for specialist support.

A couple visited a surgery asking about a stair lift, both of them have difficulty walking and can manage the stairs only once a day. Our adviser contacted Breckland Council on their behalf and established that they might be entitled to a Disabled Facilities Grant. They are on the waiting list for a visit. Also our adviser ordered an Attendance Allowance form for the lady, who was unaware that she could claim AA in addition to her husband. We will visit them at home to complete the forms.

A lady living on her own wanted to join some social groups. Our adviser showed her a selection of interest groups in the town to consider. She was also interested in a lunch club in another village so we provided the number to call and also the number of a local community transport scheme that would be able to take her there.

We helped a lady seeking company by introducing her to a local church lunch club. Also, we have signposted her to the Barclays Bank Tea and Teach scheme for computer training

A lady came to see an adviser in the surgery with her husband. They explained that she is beginning to show early signs of dementia and that she would like to complete Lasting Power of Attorney forms so that her husband and her son will be able to act as her attorney in the future, if her condition deteriorates. We explained the process, and that a certificate provider does not need to be a doctor or solicitor, and referred the case to Age UK Norfolk's LPA service. A trained volunteer will be visiting the couple to complete both types of LPA.

Our adviser was asked to contact a lady who wanted to find out about social groups in the Diss area. Knowing of a new project offered by the Diss Citizens' Advice Bureau and Equal Lives to identify groups in that area, she contacted them for advice. They were able to suggest a group in Diss she could join. The adviser referred her to the Royal Voluntary Service who would be able to provide transport but could also act in a home befriending capacity at times when the lady was unable to go out due to ill health.

A daughter living away from her parents attended a surgery with her parents hoping that we would complete the AA form for mum. Although we do not complete forms in the surgery we pointed out that both mum and dad could and should apply for AA and we will help complete the forms at home. Also we have referred them to an Admiral Nurse.