



Getting ready for getting older

Tell us what you are doing to get ready and what the council can do to help



The questions in this survey are for people aged 55 and older to answer

About our survey



We are Healthwatch Norfolk.
We are working together with Norfolk
County Council.



We are doing some work looking at
supporting people when they get
older.



When people get older, their needs
might change. Things like:

- Having a home that they are happy in and that works well for them.
- Needing more help with health problems.





Changing how they look after their money and what they spend it on.



We want to understand:

- What people are doing to get ready for getting older.



- What the council can do to help people get ready for getting older.



- What people think about the council supporting people to do more things for themselves.

Who can answer the questions in this survey

You can answer our questions in this survey if you:



- Live in Norfolk.



- Are aged 55 or older.



- Do not get day to day support from **social care**.

Social care is care and support that you get in your own home or in a care home.

Filling in our survey



If you are a carer, please answer the questions for the person you support.



You do not have to answer all of the questions. You can stop at any time.



You can answer the questions on the phone instead if you want.



Phone us to sort out a time on:
01953 856029



You must tell us what you think by:
16th July 2025.

Using the information you tell us



We will use what people tell us to write a report.



We will give the council the report.



It will help them to understand what they need to think about when they plan services.



We might use some of your answers in the report. But nobody will be able to tell it was you who told us.



When we have finished writing our report, we will put it on our website for other people to read.



☐ Please tick this box if you understand how we will use the information you tell us



You can find out more about how we look after your information on our website:

healthwatchnorfolk.co.uk/about-us/privacy-statement/



The information is not in easy read.

How people can get ready for getting older



Stay healthy and well in your body and mind

Things like:



- Move around and do more exercise.



- Eat healthy foods.



- Make friends and meet up with other people.

Make changes to your home to help you live at home for longer

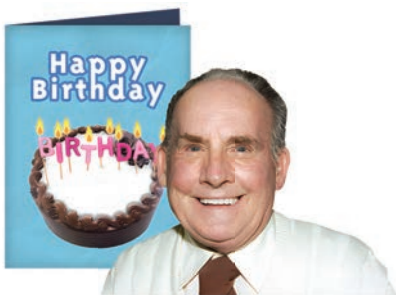


Things like handrails, ramps and showers that you can walk in.

Save money and put money into a pension



A **pension** is money you save when you are working. You get the money when you finish working.



This is usually when you are older than 66.

Use technology in a better way



Technology means things like a computer, phone or tablet.



It can also be special machines that help people stay at safe and well at home.

This could be things like:



- An alarm to press if you fall or become ill. The alarm lets other people know you need help.



- A speaker to tell you when to take your medicines.

Make a will



A **will** is a legal document. It says what should happen to all of your things after you after died.



Things like your house, money or things you own.

Set up a lasting power of attorney



When you get older there might be a time when you are too ill to make decisions.



Before this happens you can choose someone to help you make decisions or make decisions for you.



When you choose someone, you write it down in a booklet called a **lasting power of attorney**.



The person will only make decisions for you when you can't make decision anymore.

Part 1. Questions about getting ready for getting older



Question 1: What you are doing to get ready for getting older? Please tell us here:

☐

I haven't done anything yet



Question 2: Is there anything you are going to do but you haven't done yet? Please tell us here:

☐

I am not going to do anything

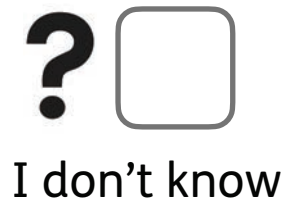


These next questions ask you about a **lasting power of attorney**.

This is when you agree to someone helping you make decisions or making decisions for you.



Question 3: Have you set up a lasting power of attorney?



If you said **no**, go to **question 4**.



If you said **yes**, go to **question 5**.



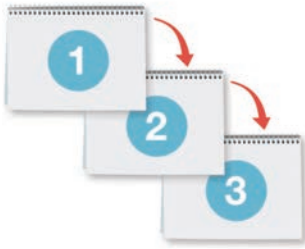
Question 4: Please tell us why you have not set up a lasting power of attorney:



Question 5: Please tell us why you have set up a power of attorney:



Question 6: Think about things people can do to get ready for getting older.



What 3 things do you think are the most important things people can do? Please tell us here:

1.

2.

3.

Part 2. Questions about supporting people to stay independent for longer



Independent means doing some things for yourself or with some support.



Social care costs the council a lot of money.



The council is getting less money to pay for care and support.



This means they need to find a different way of working.



The council wants to support people to stay independent for as long as possible.



This means less people will need a lot of care and support.



People can stay at home longer before they need to go into a care home.



This new way of working will:

- Help people to do more things for themselves and live better lives

and

- Help the council to save money and still give good care and support.





Question 7: What do you think are the good things about this new way of working? Please tell us here:



Question 8: What do you think are not so good things about this new way of working? Please tell us here:



Question 9: Is there anything else you want to tell us about supporting people to stay independent for longer? Please tell us here:



Part 3. Things the council can do to help people get ready for getting older

Question 10: Here is a list of things we want to do in Norfolk.



Tick the box next to the 3 things that you think are the most important.



☐ Give people information about getting older



☐ Help people to move around and do more exercise



☐ Help people to eat healthy foods



Support people to make changes in their homes



Give people advice about using technology in better ways



Help people to make new friends and meet other people



Support families and carers to look after older people



Make community services easier for older people to use. Things like libraries, buses and trains

☐

None of these

☐

Other. Please tell us here:



Question 11: What things do you need more information about, to help you get ready for getting older?
Please tell us here:



Question 12: What is the best way for you to get information? This might be things like:



- Easy read leaflets.



- Online on a website or on **social media**. **Social media** is things like Facebook, X or Instagram.



- By phone.



- Face to face.



Please tell us here:



Question 13: Where is the best place for you to get leaflets from?
This might be places like:



- Your local doctors.



- A local library or community centre.



- At the supermarket.



Please tell us here:

Questions about you



The next few questions ask you about you.



These questions make sure we are asking lots of different people what they think.



You do not have to answer the questions if you do not want to.



We will keep what you tell us private.

We will not be able to work out who you are from the answers that you give.



Question 14: Do you have any of these conditions?



You can tick more than 1 box:



☐ **Dementia.** **Dementia** is the name for different illnesses that cause parts of the brain to stop working properly



☐ **Mental health** condition. **Mental health** is how you feel in your mind and how you cope with everyday life



☐ **Physical disability.** This is a disability that affects your body

☐

Long term health condition

A **health condition** is a problem that affects your body.

Things like having a bad back, pain, or problems with your heart or your breathing.

Long term means it lasts for 12 months or more.

☐

I don't want to say

☐

None of these

☐

Other. Please tell us here:

Question 15: What is your **ethnicity?** **Ethnicity** is your race, background and culture.



Asian or Asian British:

☐

Bangladeshi

☐

Chinese

☐

Indian

☐

Pakistani

Other Asian or Asian British.
Please tell us here:

Black or Black British:

☐

African

☐

Caribbean

☐

Other Black or Black British.
Please tell us here:





Mixed ethnic group:

☐

Asian and White

☐

Black African and White

☐

Black Caribbean and White

☐

Other mixed race or
backgrounds. Please tell us
here:

White:

☐

British, English, Northern Irish,
Scottish or Welsh

☐

Irish

☐

Gypsy, Traveller or Irish
Traveller

☐

Roma

☐

Any other White background.
Please tell us here:

Other ethnic group:

☐

Arab

☐

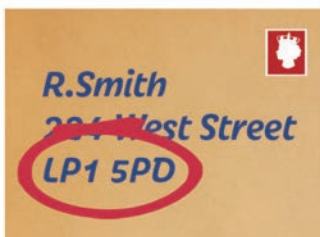
Another race or ethnic background. Please tell us here:

☐

I don't want to say



Question 16: How old are you?



Question 17: Your postcode is the letters and numbers at the end of your address. What is the first part of your postcode?

Question 18: What is your gender?

☐

Male

☐

Female

☐

Non-binary. This means you do not feel like you are female or male

☐

Genderfluid. This means your gender changes depending how you feel

☐

I am not sure

☐

I have my own way of saying what my gender is. Please tell us here if you want to:

☐

I don't want to say



Question 19: What is your **Sexual orientation**?

Sexual orientation mostly means who you are attracted to.

☐

I am a man who is attracted to women or a woman who is attracted to men

☐

I am man who is attracted to other men

☐

I am a woman who is attracted to other women



☐ I am attracted to both men and women



☐ I am not often attracted to anyone



☐ I am attracted to different people. I do not think about what gender they are



☐ Other. Please tell us your sexual orientation if you want to:



☐ I don't want to say

A thank you for taking part



If you fill in our survey, we will enter you in a prize draw. You could win a 10 pound shopping voucher.



If you want us to contact you about the prize draw and nothing else, tell us how to contact you.



Your phone number:



Your email address:



Thank you for answering our questions.



Contact us

For more information, or if you have any questions, you can phone us:



Phone:

0808 168 9669

It is free to call this number.

How to send your answers back

You can send your answers back to us:



By Email:

enquiries@healthwatchnorfolk.co.uk



By Post:

Healthwatch Norfolk
Suite 6, Elm Farm
Norwich Common
Norfolk
NR18 0SW