



Norfolk County Council

# Being healthy as an adult

A guide for parents/carers and young people

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This guide was co-produced in July 2021 by a number of partners including Norfolk County Council, Norfolk and Waveney Clinical Commissioning Group, Family Voice Norfolk, City College Norwich and Sidestrand Hall School.

# What do we mean by being healthy?

**Good health is important for everyone.** It increases opportunities for independence. This guide highlights the help available for young people in Norfolk, including those who need specialist health care.

Being healthy means understanding how to take care of both physical and emotional health. Lifestyle choices, such as diet and exercise, can affect wellbeing in many ways. You can find information about other kinds of independence such as [Employment](#), [Community and relationships](#) and [Independent living](#).





# How to use this guide

**This guide is a good starting point to help find more detailed information, advice and support on health matters.**

It is part of a set of [Norfolk information guides](#) that help young people prepare for adult life. These can be found on the Norfolk County Council website below, alongside other guides and links which may be helpful.

**Other resources available include:**

- [Transition from secondary school to post-16 – A guide for parents and carers](#)
- [Transition and training at 18+ – A guide for young people, parent carers and settings](#)
- [Post-16 parent/carer guide](#)
- [Being independent as an adult](#)
- [Being part of the community as an adult](#)

This guide can be used by parents/carers, young people and those who support them.

# Advice and support available

Advice and support on [preparing for being healthy](#) includes:

- How to keep healthy – eg guidance about smoking, drinking, sexual health, eating healthily, sleeping, medication etc
- Health documents and equipment that can help a young person
- How to communicate health needs
- Keep records about their health
- Being independent in managing health
- Making health appointments with a GP, optician, dentist or sexual health service

## **It is important to be registered with a GP.**

Young people over the age of 16 can register with a GP themselves.

Futher advice can be found through the NHS on [how to register with a GP](#).



### Just One Norfolk

A comprehensive NHS health information website for families in Norfolk, including resources to support mental health for 0–25 year olds.

[Visit the NHS website Just One Norfolk](#) for more information.

Or call Just One Norfolk on  
**0300 300 0123**.

You can ring Monday to Friday  
8am to 6pm or Saturday 9am to 1pm



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### Chathealth

A secure NHS-approved text-messaging service for 11–19 year olds. All Norfolk young people aged 11–19 can text **07480 635060** to start a conversation with a trained health professional.

This is available 9am to 6pm Monday to Friday and 9am to 1pm on Saturdays.  
Parents and carers can also text Parentline on **07520 631590**

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### Kooth

If you're 11–25 you can get advice and help on mental health issues, 7 days a week until 10pm.  
[Visit the Kooth website](#) for more information.

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### Mancroft Advice Project (MAP)

FREE confidential support, information and advice on issues such as housing, money and mental health for people aged 11–25.

[Visit the MAP website](#) for more information or call the MAP helpline on **0800 0744454**

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### Mind

Offers information and support on mental health problems.

Call **0300 123 3393** or [visit the Mind website](#) for more information

### Young Minds Parents Helpline

Offers three different services to parents and carers who are concerned about their child's mental health, up to the age of 25. Find out more [about the Parents Helpline](#), Email Service and Webchat on the young mind parent helpline website.

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### The Mix

Offers up to eight sessions of free, over-the-phone or online counselling to any young person living in the UK who is aged 25 and under.

[Visit The Mix website](#) for more information.

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### 14+ learning disability yearly health checks

If you have a learning disability and are 14 and over you can have the [14+ learning disability health check](#) every year.

There is also [guidance and information on annual health checks](#) on the Local Offer.

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**“ A yearly health check helps you stay healthy, giving you an opportunity to talk to a professional about your health ”**

### Nelson's Journey

Supports children and young people in Norfolk who've experienced the death of a significant person. They provide a range of information and services, and families or a professional can contact them directly.

[Visit the Nelson's Journey website](#) for more information

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### Better Together

Works across Norfolk to support people over the age of 18 who are experiencing loneliness and social isolation.

[Visit the Better together website](#) for more information.

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# Transferring to specialist health services

This section describes services, help and support for young people who need more specialist health care. Some people need a lot of support with their health because they are very ill, have had an accident or are disabled.

Information on this and links to some important guides can be found on the [Norfolk County Council's transition between children and adult health services guide](#).

“ Young people move from children's to adult health services usually between the ages of 16 and 18 ”





## Continuing Care

Children and young people up to age 18 with complex health needs may also be eligible for ongoing support, called Continuing Care. It considers physical, emotional and intellectual development as a young person moves towards adulthood. These needs may be so complex that they cannot be met by the services that are routinely available from GP practices, hospitals or in the community.

There is the [National Framework for Children and Young People Continuing Care](#) for completing assessments to ensure that there is no gap in a young person's support.

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## Continuing Healthcare

A young person may need help with breathing, eating and drinking, taking medicines, walking, their memory or thinking. Young people who have lots of health needs and are 18 or over may be able to get NHS Continuing Healthcare. This means the NHS will pay for the care and support.

To be eligible for NHS Continuing Healthcare, the young person or adult must be assessed by a team of healthcare professionals (a multidisciplinary team). A health professional who knows the young person or adult well can contact the Continuing Care team. For most people, there's an initial checklist assessment. This is used to decide if the young person or adult needs a full assessment.

There are significant differences between children's and young people's Continuing Care and NHS Continuing Healthcare for adults. Although a child or young person may be in receipt of a package of Continuing Care, they may not be eligible for NHS Continuing Healthcare. The clinical commissioning group (CCG) will assess any young person in receipt of Continuing Care when they are aged 16–17 to see if they are likely to be eligible for NHS Continuing Healthcare when they turn 18.

The NHS has written down what needs to happen in planning a transition to adult Continuing Healthcare called [The National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care](#).

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## Starfish and Starfish Plus

These are specialist health teams for young people up to the age of 18 who have a learning disability as well as another condition that is linked to their emotional or mental health. This includes behaviours that may challenge and young people with autism. Information about the [transition of young people with learning disabilities who have specialist health needs](#) is provided by Norfolk County Council.

### **The Norfolk Adult Learning Disability Health and Social Care Teams**

The Norfolk Learning Disability Service supports adults aged 18+ who have been diagnosed with a learning disability or autism and a learning disability. They are a team of health and social care professionals from Norfolk County Council and Norfolk Community Health and Care Trust. Together they provide a range of [support services to people with learning disabilities](#).

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### **Together for Shorter Lives**

This organisation provides lots of advice and support for children and young people with life-limiting conditions and their families.

[Visit the Together for Shorter Lives website](#) for more information

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### **Norfolk and Waveney Children's and Young People's Mental Health Service**

Gives access to advice and guidance on mental health and help in a crisis.

[Visit the JustOne Norfolk website](#) for more information

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### **Personal health budgets**

A personal health budget is an amount of money from the NHS allocated to your health and wellbeing needs, for those who are eligible to receive it. Using the [guidance on Personal Health Budgets](#), people are able to plan their care and use their budget to buy services and equipment that best meets their needs and helps maintain independence.

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### **Care Education Treatment Review (CETR)**

This is focused on children and young people who have a learning disability and/or autism and who might have been or are about to be admitted to a specialist mental health or learning disability hospital. This could be either in the NHS or in the independent sector. Norfolk County Council provide [Care Education Treatment Reviews](#).

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### **Care Treatment Review (CTR)**

A CTR is for adults with learning disabilities, autism or both. They may be living in the community or in learning disability or mental health hospitals. CTRs help to improve care for people whose behaviour is challenging and/or for people with a mental health condition. The NHS provides more [information on My Care and Treatment Review \(CTR\)](#).

### **Navigator Team**

A named key worker for children and young people with learning disabilities and/or autism who are at risk of hospital admission. The navigator helps the family to receive the health, social care and education support needed to prevent crisis.

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### **Key Worker Service**

This is offered to disabled children and young people, from birth to age 18 (19 if in a complex needs school) where a wide range of different health and care professionals are involved. The NHS Norfolk Community provides more details on the criteria for this [Key Worker Service](#) and how referrals are made.





# Young people who may need support through Adult Social Services

Young people who have more complex care and support needs might need services through Adult Social Services.

In Norfolk when the young person is under 18 the Preparing for Adult Life (PfAL) Service is responsible for carrying out the Care Act (2014) assessment to identify the young person's needs and the support required.

Young people can be referred to the PfAL Service when they are aged 14–17 when:

- They have a disability (learning disability, mental health needs, autism or physical disability) and
- They are likely to need support from Adult Social Services (under the Care Act) to achieve the four PfAL outcomes – good health, independent living, employment, and friends, relationships and community inclusion.

The PfAL service will normally start the Care Act assessment on the young person's 17th birthday. For those under 17 it will work with the young person and others to produce a person-centred PfAL plan.

The PfAL referral should be completed by someone who knows the young person well. This could be a social worker or other Children's Services worker. If there is no such worker involved, then the referral should be made via the Children's Advice and Duty Service (CADS) by ringing **0344 800 8021** (for professionals) or **0344 800 8020** (for young people themselves, family members or other supporters).

Norfolk County Council provide more detailed information online on [people who can help in transition to adult life](#).

**“ All young people under 18 who are likely to require Adult Social Services should be referred to the PfAL Service ”**

After the age of 18 people who may require services through Adult Social Services should be referred directly by calling **0344 800 8020**. Referral can be made by young people, families or professionals. As an alternative to this telephone number you can also email the Social Care Community Engagement team at [norfolkcareconnectbusinesssupport@norfolk.gov.uk](mailto:norfolkcareconnectbusinesssupport@norfolk.gov.uk)

Further [information on Adult Social Care, Support and Health](#) is provided online by Norfolk County Council.

Norfolk County Council also produces a helpful guide to adult care and support called [Your Guide to Care and Support for Adults](#).



# Support for carers

**A carer is anyone who helps somebody with an illness, disability or mental health difficulty that means they need support.**

Carers Matter Norfolk delivers personalised services to unpaid carers on behalf of Norfolk County Council including:

- Carers' assessments
- Information, support and advice
- Advice line open six days a week Monday to Saturday
- One-to-one support to find out about help available

Carers Matter Norfolk has also produced a handbook offering advice and information for carers on a range of topics including handling emergencies, benefits and self care. It also includes a list of useful contacts.

- If you'd like someone to call you and chat about your needs, [visit the Carers Matter website](#), or call **0800 083 1148**.
- [Information for young carers and family support](#) can be found on the [Young Carers website](#).

**“If you are an unpaid carer living in Norfolk Carers Matter Norfolk is there to support you”**

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## Emergency planning

Having a plan for emergencies can be a comfort for carers and those they care for, even if it never needs to be put into action. You can [sign up for a Carers Emergency Card](#) and Young Carers Matter provide [advice on making an escape plan](#).

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## Norfolk Community Directory

The Norfolk Community Directory provides wealth of [information and support for carers of all ages](#).

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## Norfolk Carers' Charter

[The Carers' Charter](#) has been produced by carers and councillors. It has three key strands – carers in work, young carers in education, and carers in the community.



# Support available through Adult Social Services Development Workers

This team works to improve links within communities as a whole, support new or struggling community groups, and help strengthen an individual's links to their communities.

The team includes Information Development Workers who focus on county-wide information-sharing, both within social services and with professionals working within organisations that seek to support individuals through early help and prevention. Development Workers can support practitioners by undertaking research requests for individuals who need support and are aged over 18 (by referral).

This includes putting together information on local community activities, funding opportunities, adult learning and volunteering opportunities. If appropriate they can work directly with an individual to identify social opportunities and community information so they can connect with other people.

Internal Adult Social Services professionals can request this help. Self-referral is also an option through the Council's customer service centre on **0344 800 8020**. External professionals would also use this referral route. As an alternative to this telephone number you can email the Social Care Community Engagement team at [norfolkcareconnectbusinesssupport@norfolk.gov.uk](mailto:norfolkcareconnectbusinesssupport@norfolk.gov.uk)



# The changing legal status of young people at 16/18

“ At the age of 18 there are changes for a young person in respect of their legal status. They legally become an adult ”

At the age of 18 a young person legally becomes an adult. Below is some important information to consider about this.

## Mental Capacity Act

The Mental Capacity Act is designed to protect and support people who may lack the mental capacity to make their own decisions about a range of subjects.

- It applies to people aged 16 and over.
- Young people with a learning disability or autism may at times be assessed to check their mental capacity in relation to a decision.
- This is not about their overall capacity but about a particular decision or type of decision.
- This may be about everyday things or more difficult decisions about whether to have surgery or move to another home.
- The Act says how an individual can be supported and how ‘best interest’ decisions can be arrived at on their behalf if they are assessed as lacking capacity to make a certain decision.
- For example, a person may have capacity to decide what to wear or what to eat, but not have capacity to understand their own finances.

Full [guidance on the mental capacity act and making decisions](#) can be found on the Government website.

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## Becoming an appointee for someone claiming benefits

- A person – often a family carer – can apply for the right to deal with the benefits of someone whose disability means they are unable to manage their own affairs.
- Further [information on becoming an appointee for someone claiming benefits](#) is provided on the Government website.

## Power of attorney

- A lasting power of attorney (LPA) is a legal document that lets a young person appoint people to make decisions on their behalf. It can be about finances or about health and social care. A young person must be 18 or over and able to make their own decisions when they make the lasting power of attorney. If they do not have mental capacity a court-appointed deputy might be needed.
  - A deputy is a person appointed by the Court of Protection to make decisions for someone who is unable to do so alone. They are responsible for doing this until the person they are acting for dies or is able to make decisions on their own again.
  - The government provides more [information on power of attorney](#) via their website.
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## Wills

- A will lets a person decide what happens to their money, property and possessions after their death.
  - A person can write their own will, but it is better to get advice if the will isn't straightforward.
  - Special thought needs to be given when leaving money to someone who needs care, such as a child or a person with a learning or other disability. A professional with experience in these matters can help.
  - A will needs to be formally witnessed and signed to make it legally valid.
  - An existing will can be updated by making an official change (called a 'codicil') or a new will can be made. If a person dies without a will, the law says who gets what.
  - A person has to have the mental capacity to write a will.
  - The government provides more [information on making a will](#) via their website.
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## Mental Health Act

- The Mental Health Act is a law that can be used to provide support and treatment to people with a diagnosed mental illness.
- Being detained (also known as sectioned) under the Mental Health Act is a legal process that starts when an approved mental health practitioner and two specialist doctors have assessed that someone is not safe to be at home and needs to be kept safe while they are being assessed and/or treated. This law protects a person's rights.
- The NHS provides and [easy read document on your rights and the Mental Health Act](#).



### Children and young people – consent to treatment

People aged 16 or over are entitled to consent to their own treatment. This can only be overruled in exceptional circumstances. Adults and young people (aged 16 or 17) are presumed to have sufficient capacity to decide on their own medical treatment unless there is significant evidence to suggest otherwise. Children under the age of 16 can consent to their own treatment if they're believed to have enough intelligence, competence and understanding to fully appreciate what's involved in their treatment. This is known as being 'Gillick competent' (or within 'Fraser guidelines' when used in relation to sexual health consent). Otherwise, someone with parental responsibility can consent for them.

The NHS provides further advice in their [consent to treatment guidance](#).

# Ten steps to prepare for adult life

Norfolk County Council provides a useful [step by step guide on preparing for adult life](#) and the different stages involved.

