



Dear Resident

NCC contact number: 0344 800 8020
Text relay no.: 18001 0344 800 8020

Your Ref:
Date: 16 February 2026

My Ref: Norse Care Consultation February 2026
Email: haveyoursay@norfolk.gov.uk

Dear Resident

Subject: Your Views on the future of Norse Care Homes

In January, Norse Care wrote to you about Norfolk County Council's proposals to sell Norse Care's Residential care homes to Stow Healthcare through a **share sale**. The enclosed consultation document gives more details about the proposals.

Norfolk County Council is now looking at progressing this sale and as part of the process is required to consult and gather views on the proposal, finding out what impact it may have and how we can make the process easier for you.

You have received this letter because you are a resident within a Norse Care home, a designated contact for a resident or are an organisation who funds a placement within a Norse Care home.

To enable time for a full response, we're running our consultation from Monday 16 February through to Sunday 22 March.

There are two ways you can take part:

- **On paper:** we have produced the consultation pack attached to this letter; this allows you to complete the consultation on paper. This includes not only the questions, but a range of background information, some of which you may already know. There is also an Easy Read version for your convenience. Once completed, the consultation can be returned to us using the enclosed free post envelope.

You can also email us a scanned copy of your completed form to haveyoursay@norfolk.gov.uk

- **Online:** if you prefer, you can find and complete our consultation, as well as additional information, on our website at: <https://norfolk.citizenspace.com/consultation/norse-care-homes>

To support the consultation, sessions will be arranged at each care home to enable face to face conversations. The dates and times of these sessions will be advertised within each care home.

I understand that any changes to the place you call home can be worrying and I want to assure you that Norfolk County Council is working closely with all parties to make any changes as smooth as possible for those most directly impacted by this change.

If you need a copy of this consultation document in a different format, please email haveyoursay@norfolk.gov.uk, call 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.

Yours sincerely



Ian Wake
Executive Director of Adult Social Services
Norfolk County Council

Enclosed: Consultation Pack: Your Views on the future of Norse Care Homes, Easy Read Consultation Pack: Your Views on the future of Norse Care Homes and a freepost address envelope.