Torbay and South Devon
NHS Foundation Trust

Bathing and Showering (P02)



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Document Information

- Date of Issue: November 2026
- Next Review Date: April 2027
- Last Review Date: September 2019
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Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373.

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

Where possible, we try to keep our information up to date. However, we cannot guarantee that all of our information is constantly up to date - details change often and there may be changes to services of which we are not aware. If you know of a change to any of the services listed, please advise us of this so that we can amend the details.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:
www.torbayandsouthdevon.nhs.uk/disinfosheets

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service
4th Floor, Union House
Union Street, Torquay TQ1 3YA
Telephone: 0300 456 8373
Email: tsdft.dis.torbay@nhs.net

Introduction

Some people have difficulties with bathing and showering (e.g. with getting in and out of a bath) because of disability, poor health (risk of falls or dizziness) or increasing age. The purpose of this information sheet is to give advice on ways around these difficulties and provide information on help available.

Many people manage by “strip-washing” with soap and flannel and this may be the simplest and safest way to continue.

This sheet offers ideas on ways to continue bathing and showering safely and describes help that is available.

If you are a carer, please note that there is a telephone helpline service for carers called *Signposts for Carers* – see page 20 for further details.

Further Support

For information and advice about further support, please contact Torbay Adult Social Care Services on (01803) 219700 to discuss

your concerns. If you live outside Torbay contact Care Direct on 0345 155 1007.

The Care Act 2014

Please be aware that the rules about getting and paying for social care started to change with the introduction of the Care Act in April 2015. To find out more about the Care Act and how it may affect you, please refer to the following pages on our Trust's website: www.torbayandsouthdevon.nhs.uk/services/adult-social-care - these include a link to Independent Age's information about getting help with your care needs. You can also call us on 0300 456 8373 to request further information.

Local Bathing & Showering Facilities

The following care homes have advised us that they are able to offer bathing and showering either as part of day care or on a stand-alone basis. Other day care providers offer bathing and showering as part of day care only (please see our information sheet C09, 'Care Homes - Day Care, Torbay' for details). Contact care homes direct for details of prices and availability.

- Bascombe Court (01803) 842360
  Bascombe Road, Churston Ferrers, Brixham, TQ5 0JS

- Didsbury Court (01803) 329735
  17-19 Park Road, St. Marychurch, Torquay TQ1 4QR

- Grange-Lea (01803) 522342
  38 Preston Down Rd., Paignton, TQ3 2RL

- Hadleigh Court (01803) 327694

Stanley Road, Cary Park, Babbacombe, Torquay, TQ1 3JZ

- Harbour Rise (01803) 551834
  2 Alta Vista Road, Paignton TQ4 6BZ

- Oldway Heights (01803) 527088
  40 Headland Park Road, Paignton, TQ3 2EL

- Pendennis (01803) 551351
  64 Dartmouth Road, Paignton, TQ4 5AW

Aids for use at Home

Grab Rails

Grab rails can be fitted at the side of the bath to help give support when you are getting in and out a bath. There are also bath rails, which are fixed to the bath itself or fixed to the floor. Any type of rail should be securely fitted, either by a competent friend/relative or by a builder.

Bath Boards

Bath boards wedge between the bath rims, providing a platform seating area over the bath for a person who is unable to step into the bath in the usual way. When seated on the board, they can either be used with a shower spray (a slatted board may be preferred if using in this way), as part of a progressive transfer down onto a bath seat, or to have an all over wash from the seat (some have a cut-away at the front to help personal washing). The type of use will be determined by the ability to get out safely. The board must fit across the top of the bath securely for maximum

safety. Bath boards should be regularly checked for pressure points when used on plastic baths.

Choosing a Bath Board

There are many types available. They can vary in material (wooden, plastic, etc), type of support (wedged, on legs, fitted by a wall bracket etc), type of seat (padded, slatted etc), size and price. It is important to consider these features for comfort and safety when choosing a board (see also page 8 for sources of assessment/advice). Some points to consider:

- Do you want a smooth seat surface (e.g. plastic) to help slide across on the board?
- How comfortable is the board surface. If the user is very thin or in pain a padded board may be better; if it has a perforated seat, are the holes going to cause discomfort (some companies provide nylon covers for protection)?
- How heavy is it? This is important if you want a portable board, or if it will be moved frequently.
- Does it have the right strength for your weight?
- Is it the correct size for the bath?
- Do you need assistance getting on and off the board?

Bath Seats

Bath seats are usually used together with a bath board and provide a sitting platform halfway down for people who wish to shower in the bath, or to sit near or in the water.

Some people also use them to transfer from a bath board into the bath. Users need to be fairly strong in their arms to move themselves up and down between the board and the seat. It is recommended that they be used together with a slip resistant mat.

Choosing a Bath Seat

Bath seats can be made of wood, plastic or metal. The material can affect the weight, which can be important, if the seat is moved during bathing or taken away on holiday. Some have a cut-out to make personal cleaning easier. Seats are usually perforated or slatted so that water drains away easily. Different heights are available. The weight capacity should be suitable for the weight of the user.

Certain types of bath seat must not be used with plastic baths. When buying, it is essential to check suitability for the bath with which it is to be used.

Advice on Buying and Adaptations

Advice on Adaptations

It is essential to obtain informed advice before purchasing equipment or adapting your property.

Detailed consumer advice is given in our 'Equipment Centres' sheet (P07); please obtain this sheet from us before making any equipment purchases.

If you are undertaking adaptations requiring building work you need to ensure that you are fully advised about your legal rights. You may be able to obtain advice and information from various organisations, including the Torbay Home Improvement Service or the Citizens Advice Consumer Service (see contact details on pages 9 and 10). Further information is given in our Home Maintenance Services sheet (P10). See also current CMA (Competition and Markets Authority) guidance on unfair contract

terms on the GOV.UK website at: https://www.gov.uk/government/publications/unfair-contract-terms-cma37 (this replaces the OFT's 'Guidance on unfair terms in Home Improvements Contracts', which has now been withdrawn).

Bathing Assessments

An assessment by an Occupational Therapist will help find the best and safest solution for you. They will be able to advise you on various solutions and on the choice, use of, and fitting of equipment aids. You can contact Torbay and South Devon NHS Foundation Trust for an assessment on (01803) 219700.

For advice and the chance to view and try out equipment, you may choose to contact the Independent Living Centre – please see below for details.

Independent Living Centre
Devon House, Brunel Road, Newton Abbot, TQ12 4PB
Telephone: (01392) 380181
Email: ilc-exeter@devon.gov.uk Website: http://devon.cc/ilc

Free assessments are available at the Centre by appointment only. It has a wide range of equipment to try out, and its Occupational Therapists can advise on the best equipment for your needs. The Centre also has available 'Before you Buy' guides to download from its website, including guides about buying a bath lift, buying bath equipment, buying a walk-in bath and buying shower equipment.

Available for support or advice over the telephone or email. Also re-opened for bookable appointments only Monday to Friday at the

Independent Living Centre for free and impartial equipment and technology related advice or support. Wheelchair accessible toilets. **Please note that the above details may be subject to change - please contact the Independent Living Centre for current information.**

Consumer Advice

For consumer advice on, for example, problems and disagreements you may be having with suppliers of goods or services, contact the Citizens Advice Consumer Service (formerly Consumer Direct) on 03454 04 05 06 or textphone: 18001 03454 04 05 06. For further information, visit consumer advice pages on GOV.UK at: www.gov.uk/consumer-protection-rights

Gas Workers' Registration

Gas Safe Register

From 1 April 2009, Gas Safe Register replaced the CORGI gas registration scheme as the official gas safety body. Gas Safe registered engineers have an ID card with their licence number and photograph. To check registration visit www.gassaferegister.co.uk or call 0800 408 5500.
Alternatively, you can contact the Gas Safe Register via email: enquiries@gassaferegister.co.uk

All registered gas installers are inspected regularly and also have to obtain certification by undertaking tests which show that they are competent to do the work. Businesses that allow gas workers to operate without evidence of competence will be struck off the Register.

If you are a home owner, you will now receive a safety certificate (called a Declaration of Safety) after a gas appliance has been installed - this proves that the appliance has been installed by a professional. You will also need to inform your Local Authority Building Control department of the work, which will require an inspection and will cost up to £300. However, if you use a registered installer, make sure that they notify the installation of your gas appliance to Gas Safe Register, who will notify your local Building Control, offering you significant savings. You will then receive Declaration of Safety and/or Building Regulations Compliance Certificates.

NB

- ***It is always advisable to ask for a person's ID before letting them into your home.***
- ***it is always advisable to check a gas worker's registration prior to work being carried out.***

Electrical Safety

From 1 January 2005 new regulations relating to electrical safety came into force. All work that involves adding a new circuit to a dwelling or electrical work in kitchens, bathrooms or 'special locations' is now controlled. Householders will need to notify Building Control with a building regulation application or ensure that a competent person who is registered with a Part P Self-Certification Scheme carries out the work. For further information contact Torbay Council's Building Control Division on (01803) 208095. See also www.torbay.gov.uk/buildingcontrol
Email: building.control@torbay.gov.uk

Torbay Home Improvement Agency

Torbay Home Improvement Agency assists older, disabled and vulnerable people who live in Torbay. The service can help clients who need assistance to adapt their home, enabling them to remain safe and independent. They may be able to help people to arrange works funded through a Disabled Facilities Grant, subject to a financial assessment and eligibility checks, which may be available to cover some or all of the cost of the works. The Service liaises closely with Occupational Therapists from Torbay and South Devon NHS Foundation Trust as an assessment will be necessary to determine whether clients qualify for an adaptation. Please note that there is no showroom.

Contact: Anyone who may require a Disabled Facilities Grant should self-refer for an OT assessment via (01803) 219700. Torbay HIA is now part of Torbay Council and can be contacted for general advice on (01803) 208020.

VAT Relief

Purchases and installation of specialist equipment for daily living can be exempt from VAT if a declaration is signed by a disabled person and given to the supplier at the time of purchase (before making payment). The person doesn't need to be registered disabled in order to qualify. Also, people aged 60 or over can claim a reduced rate of VAT for certain mobility aids that are installed in their home by the supplier (grab rails, ramps, stair lifts, bath lifts, built-in shower seats or showers containing built-in shower seats and walk-in baths with sealable doors).

How to Claim VAT Relief

Making a declaration at the time is all you have to do to claim exemption. There is NO official form, but suggested templates for the declaration are included in VAT Notice 701/7: VAT Reliefs for Disabled and Older People, available online at: www.gov.uk/guidance/reliefs-from-vat-for-disabled-and-older-people-notice-7017 NB. Assistive equipment centres are usually well aware of the rules and have their own forms.

Further Information and Advice

For information and advice on the VAT reliefs available for people with disabilities and older people, contact the **VAT Disabled Reliefs Helpline** on **0300 123 1073**. You can also refer to VAT notice 701/7 (see above) for more detailed information.

Local Bathing Equipment Suppliers

Contact suppliers direct or refer to 'Equipment Centres' or 'Home Maintenance Services' information sheets for opening times.

Ability Bathe

C/o Cavendish Health Care & Mobility
Telephone: (01803) 814309
Website: www.abilitybathe.co.uk
Email: andrew@abilitybathe.co.uk

Cavendish Health Care & Mobility

Unit 1, Babbacombe Business Park
Babbacombe Road, TorquayTQ1 3UP
Telephone: (01803) 220378
Website: www.cavendishhealthcare.co.uk
Email: info@cavendishhealthcare.co.uk

Darren Evans Plumbing Services
18 Tor Close, Broadsands, Paignton, TQ4 6LB
Telephone: (01803) 845145
Website: www.devansplumbingservices.co.uk

First Class Independent Living
16 Rydon Industrial Estate, Kingsteignton, TQ12 3SJ
Telephone: (01626) 332210
Website: www.firstclassindependentliving.co.uk / https://www.firstclasswetrooms.co.uk/
Email: info@firstclassbuilders.co.uk

Inspirations at RGC
Collingwood Road, Dartmouth TQ6 9JY
Telephone: (01803) 834622
Website: www.inspirationsatrgc.co.uk
Email: info@rgcinspirations.co.uk

New Ability
371 Torquay Road, Preston, Paignton, TQ3 2BT
Telephone: (01803) 555961
Website: www.newability.co.uk Email: admin@newability.co.uk

Peace of Mind Servicing (POMS)
245 Torquay Road, Paignton TQ3 2HL
Telephone: (01803) 556555
Email: enquiries@pomservicing.co.uk
Website: www.pomservicing.co.uk

Riviera Tiles, Kitchens & Bathrooms
Unit 10, Chatto Way Industrial Estate
Chatto Way, Torquay, TQ1 4UE
Telephone: (01803) 327000
Website: https://rivieratkb.co.uk Email: info@rivieratile.co.uk

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South Western Aid Ltd.
Unit 9, Ipplepen Business Park
Edgelands Lane, Ipplepen, Newton Abbot, TQ12 5UG
Telephone: (01803) 813600
Website: www.southwesternaid.com
Email: sales@southwesternaid.com

Torbay Mobility
107 Dartmouth Road, Goodrington, Paignton, TQ4 6NF
Telephone: (01803) 558888
Email: enquiries@torbaymobility.co.uk
Website: www.paigntonmobility.com

Wignalls Kitchens and Bathrooms
43A Wolborough Street, Newton Abbot, TQ12 1JQ
Telephone: (01626) 354194 Email: enquiries@wignalls.co.uk
Website: www.wignalls.co.uk

Assistance in your Home

Some people feel safer if they have someone to help them get in and out of their bath or shower or just to be in the house when they are bathing.

An alternative is to pay for assistance from a private domiciliary (personal care) agency or a personal assistant (PA). Some care agencies have staff who can help people with bathing (personal care) or they can help with other tasks in the home and be on hand if you are in difficulty. The following care agencies provide domiciliary care services in the Torbay area. For further information on local domiciliary agencies, including care standards, or if you are thinking of employing a personal assistant, please refer to our 'Domiciliary (Personal Care) Services' information sheet (P05).

Abide Home Care Ltd.
King Street Rooms, King Street, Brixham, TQ5 9TF
Telephone: (01803) 852220
Email: helen@abidehomecare.co.uk
Website: www.abidehomecare.co.uk

Bay Care Domiciliary Care Ltd.
7A Dartmouth Road, Paignton TQ4 5AA
Telephone: (01803) 710002 Email: office@baycaregroup.co.uk
Website: www.baycaregroup.co.uk

Bluebird Care (Torbay)
Solaris House, Dunmere Road, Torquay, TQ1 1LR
Telephone: (01803) 215999
Email: torbay@bluebirdcare.co.uk
Website: www.bluebirdcare.co.uk/torbay

Care Plus Healthcare
5 Tor Hill House, Union Street, Torquay TQ2 5QW
Telephone: (01803) 311800
Email: support@careplusdevon.co.uk

Caretakers (SW) Ltd.
7 Torquay Road, Paignton TQ3 3DU
Telephone: (01803) 527659 or 524181
Email: info@caretakerssouthwest.co.uk
Website: www.caretakerssouthwest.co.uk

Devon C Air Ltd.
41 Seaway Road, Preston, Paignton, TQ3 2NX
Telephone: (01803) 529993 Email: devoncair@gmail.com
Website: www.devoncair.co.uk

Devon Home Care Limited
Priory Chambers, 38 Fore Street, St.
Marychurch, Torquay, TQ1 4LX
Telephone: (01803) 320023 Email: mail@devonhomecare.com
Website: www.devonhomecare.com

Helping Hands Home Care Torquay
Units 3 & 4, Tor Hill House, Union Street, Torquay, TQ2 5QW
Telephone: (01803) 225766 or (01803) 701044
Email: enquiries@helpinghands.co.uk
Website: www.helpinghandshomecare.co.uk

Home Instead Care
3rd Floor, 45 Union St, Torquay TQ1 1ET
Telephone: (01803) 611630 Email: wecare@southdevon.co.uk
Website: www.homeinstead.co.uk/southdevon

Homecare 2000 Ltd.
Nixon House, 119-121 Teignmouth Road, Torquay, TQ1 4HA
Telephone: (01803) 311117 Email: info@hc2k.com

Love2Care
Unit 17, Trojan Industrial Estate,
Borough Close, Paignton, TQ4 7EP
Telephone: (01803) 364000 Email: info@love2care.uk
Website: www.love2care.uk

Newcross Healthcare Torbay
28 Tor Hill Road, Torquay, TQ2 5RF
Telephone: (03300) 540511
Email: torbay@newcrosshealthcare.com
Website: https://www.newcrosshealthcare.com/branches/newcross-torbay

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Palm Tree Home Care Ltd.
79 Upper Manor Road, Paignton, TQ3 2TH
Telephone: 07900 571239
Email: palmtreehomecare@outlook.com

Potens Torbay Domiciliary Care Services
Conifer Lodge, Bronshill Rd. Torquay, TQ1 3HA
Telephone: (01803) 315633 Website: www.potens-uk.com
NB. Services for adults with learning disabilities and complex needs.

Precious Homes Torquay
Lucentio House, Torquay TQ2 6PB
Telephone: (01803) 605654
Email: referrals@precious-homes.com
Website: www.precious-homes.co.uk
NB. Services for adults with learning disabilities and mental health issues living in Torquay within close proximity of TQ2 6PB.

Quality Care Devon Ltd.
Jayden House, 21 Starpitten Grove, Torquay, TQ2 8BX
Telephone: (01803) 322290
Email: office@qualitycaredevon.co.uk
Website: www.qualitycaredevon.co.uk

Sarah's Carers Torbay
41 Laura Grove, Paignton, TQ3 2LP
Telephone: 07833 492 450
Email: sarahscarersoffice@gmail.com
Website: www.sarahscarers.co.uk

Stella Care Devon Ltd.
3-5 Lucius Street, Torquay, TQ2 5UW
Telephone: (01803) 411050
Email: info@stellacaredevon.co.uk
Website: www.stellacaredevon.co.uk

YourChoice Devon Ltd.
Unit 22, Samara Business Park
Heathfield Industrial Estate, Newton Abbot TQ12 6TR
Telephone: (01626) 830391 or 07375 594338 (out of hours)
Email: admin@yourchoicedevonltd.co.uk
Website: www.yourchoicedevonltd.co.uk

Further Advice and Information

Living Made Easy Website: www.livingmadeeasy.org.uk

- A wide range of fact sheets giving advice and information on products for older people and people with disabilities, including 'Choosing Equipment for Showering' and 'Choosing Equipment for Bathing'.
- The pages on bathing give information and advice on the equipment available to help with bathing, showering and personal care for domestic use.

RiDC (Research Institute for Disabled Consumers)
Ground Floor, Unit 10, Blenheim Court,
62 Brewery Road, London N7 9NY
 (020) 7427 2460
Website: www.ridc.org.uk Email: mail@ridc.org.uk

RiDC (formerly RICA) is a consumer research charity that gives free, independent and unbiased information and advice on a wide range of products used by elderly people and people with disabilities.

RiDC's publications include its 'Bathing Guide', which brings together previous reports produced by RiDC: 'Bath Boards and Seats', 'Ins and Outs of Bathing' and 'Difficulty getting in and out of the Bath?' (also, still available as a stand-alone publication). The guide tells you about different solutions for people who are having difficulties with washing and bathing. It gives advice on getting into and out of a bath, and how this can be made easier with a range of bathing products, including hoists, boards and seats. The guide is available to view on the RiDC website.

Other Titles in this Series

For details of how to obtain copies of our information sheets, see page 3.

For Disability Support Series	
Bathing and Showering	P02
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Domiciliary Care Agencies	P05
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
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Care Home Series	
Care Homes: Assisted Living Torbay	C03
Care Homes: Nursing, Torbay	C02
Care Homes: Residential Torbay	C01

If you have any concerns or require further support with topics that are not mentioned above and are not sure where to go or who to contact, please contact Disability Information Service and we will try out best to help you.

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 25 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply call us on **0300 456 8373** or email us at **tsdft.dis.torbay@nhs.net**

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 19 web-based information sheets covering the questions that we get asked most frequently.

Open: Monday to Friday, 9.00am to 4.00pm

- **Signposts for Carers**
  Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers who are supporting someone who lives and/or pays Council Tax in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

☎ **(01803) 666620** 🖮 signposts@nhs.net

Torbay and South Devon
NHS Foundation Trust

Feedback Sheet

Was this information sheet useful?
We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at tsdft.dis.torbay@nhs.net or by post.

Our address is:
Torbay Disability Information Service
4th Floor, Union House
Union Street
Torquay TQ1 3YA

Q: Where did you get this information sheet from?
Q: How old are you?
Q: Was the information easy to read and helpful? (Please tick one box only) ☐ **Very Easy** ☐ **Fairly Easy** ☐ **Undecided** ☐ **Fairly Difficult** ☐ **Very Difficult**

Q: How might we improve it?
Q: What local disability related support do you struggle to find out about?

Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.



Partners in Care Ref: DIS, P02 – September 2023

This document can be available in other languages and formats. For more information telephone 0300 456 8373.