Torbay and South Devon
NHS Foundation Trust

Care Homes (Nursing): Torbay (C02)



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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 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: dis.torbay@nhs.net

Introduction

This information sheet lists homes providing nursing care in Torbay. The information sheet does not give detailed information about how to choose a care home or issues about money, although it does provide sources of advice and information.

Please note that most of our care homes sheets cover care homes in Torbay only. For homes outside of Torbay please refer to the Care Quality Commission (CQC) website (see under Registration and Inspection on page 9).

Details about care providers published in this Information Sheet

Please note that details about care providers issued by the Care Quality Commission can change: the information provided in this information sheet is in line with the latest information that we hold and the public information available on the Care Quality Commission website at the time of the last information sheet update. For information about registration and quality standards see page 9.

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.

Making the Decision

Before deciding to go into a care home it is very important to consider other options, such as obtaining more help and care at home or moving into sheltered accommodation.

Choosing a Care Home

If you do decide to go into a care home it is important that you make your choice of care home very carefully. In making your choice, we would strongly advise you to gather as much information as you can. You could, for example, check care home inspection reports and standards on the CQC website (see page 9). After gathering information:

- Try to visit as many homes as possible in order to find the home most suitable for you. Some care home owners may be able to help you by arranging transport to the home for your visit if this is difficult for you.

- Think about spending half a day at different homes to look around and to meet and talk with staff and residents. This will help you gain a feel for the atmosphere and the way the home is run.

- If you are privately funded, it is very important that you check the terms of the contract. A leaflet about this, entitled 'Fair

Terms for Care' is available on the Elderly Accommodation Counsel's website Housing Care.org at: http://www.housingcare.org/information/detail-2237-fair-terms-for-care.aspx Please note that the Office of Fair Trading, which produced this leaflet, has now closed.

Funding

If you move into a care home it is important to understand how this will be funded. You may be self-funding or get funding from the state, depending on your income and savings. If Torbay and South Devon Health NHS Foundation Trust is arranging your stay in a care home, they will work out how much you should pay towards the cost, based on a means test. For further advice and information on care home funding, please refer to the Financial Assessment and Benefits page on our Trust website at www.torbayandsouthdevon.nhs.uk/services/financial-assessment-and-benefits and the following independent guides (these are available on Age UK and Independent Age websites, or you can request copies from us):

- 'Paying for Permanent Residential Care' (Fact Sheet 10) - Age UK.
- 'Paying Care Home Fees' - Independent Age.
- Various other fact sheets on care home funding published by Age UK and Independent Age.

For contact and website details of the above, please see Sources of Information and Advice, page 13.

NHS Funding for Healthcare and Nursing

If your medical needs are complex, intense or unpredictable you may get completely free care from the NHS, known as **NHS continuing healthcare**.

You should be assessed for **NHS continuing healthcare** before you move into a care home that provides nursing care, or when you are being discharged from hospital – assessment for **NHS-funded nursing care** is part of this process. You can also ask for an assessment if you live in a care home that doesn't provide nursing care.

If you are not deemed eligible for NHS continuing healthcare you may be assessed as qualifying for **NHS-funded nursing care** which, for the financial year 2021/22, is £187.60 per week. Please note that NHS-funded nursing care has been paid at **a standard rate across England** since 1 October 2007, when the previous 3-band system ceased (NB. some people, who moved into a care home before 1 October 2007, may still be paid at a higher rate but this doesn't apply to anyone who moved into a care home on or after this date).

The rules for obtaining NHS funding are extremely complex. If you think that you have been wrongly assessed, you can ask for a reassessment of your needs. Advice and information is given in Age UK's Fact Sheet 20, 'NHS Continuing Healthcare and NHS-funded Nursing Care' and Independent Age's 'Continuing Healthcare: should the NHS be paying for your Care?' (See Sources of Information and Advice, page 13, for contact details). Also, a short guide written for the public that describes the process is available at: https://www.gov.uk/government/publications/nhs-continuing-healthcare-and-nhs-funded-nursing-care-public-information-leaflet

Day Activties

This information sheet shows whether care homes offer day care. For further details about the day care services that care homes provide please see our 'Day Activities' information sheet, P36.

For information about social centres, lunch clubs and other leisure and social opportunities that don't include care provision, please see our 'Leisure and Day Opportunities' information sheet, P28.

Respite, Short Stays and Convalescence

This information sheet shows whether care homes offer respite or short stays. **Respite** is where one or more rooms in the care home are dedicated to respite, whilst **short stays** are where there are no rooms dedicated to respite but rooms may sometimes be available for a short stay on request.

For people who are unwell and in need of a period of recuperation and rest, there are some convalescent homes that can provide this. Many of these homes are run by organisations for their members (e.g., Unison and Railway homes), and they may be able to offer members help with funding a 'get well break' if they are deemed to be eligible.

Registration and Inspection

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
CQC Helpline: 03000 616161
Email: enquiries@cqc.org.uk Website: www.cqc.org.uk

Please contact the CQC by phone or online only, rather than by post, during the coronavirus outbreak.

The Care Quality Commission registers and inspects all care homes (and other adult social care and health services) against fundamental standards - see below. Latest inspection reports are available to view on the CQC website.

CQC Age Group Categories

Please note that where a care home is shown as being for a particular age group (eg. over 65), younger or older persons may now be given a placement provided that the home is appropriate for them and meets their needs.

CQC Inspection Ratings

The CQC has a system of ratings which tell the public whether a service has been rated as outstanding, good, requiring improvement or inadequate. From 1 April 2015 there has been a legal requirement for providers to display these ratings in a place where you can see them. They must also include this information on their website and make the latest CQC report on their service publicly available.

Registration and Standards

From 1 April 2015 new standards came into force for all regulated health and adult social care services in England - this forms part of changes to the law recommended by Sir Robert Francis following his inquiry into care at Mid Staffordshire NHS Foundation Trust.

Providers are registered and licensed if they meet the fundamental standards, which cover the following areas:

- Person-centred care
- Dignity and respect
- Consent (your consent before any care or treatment is given to you)
- Safety
- Safeguarding from abuse
- Food and drink (enough food and drink to keep you in good health)
- Premises and equipment
- Complaints (you must be able to complain about your care and treatment)
- Good governance
- Fit and proper staff
- Staffing
- Duty of candour

- Display of ratings

When CQC find that the fundamental standards are not being met, they will use their enforcement powers. Please see their pages on 'taking action' for further information about this.

For further information about the new CQC standards, please see the CQC website pages: http://www.cqc.org.uk/what-we-do/how-we-do-our-job/fundamental-standards

Comments, Compliments, Concerns and Complaints

Although the Care Quality Commission welcomes feedback on any of the services it registers, in order to ensure that services meet its fundamental standards, it does not deal with individual complaints.

To make a comment or a complaint about a service that is provided or funded by Torbay and South Devon NHS Foundation Trust, ask your Care Manager for advice in the first instance.

If you have not been able to resolve a problem by speaking with the healthcare staff directly involved, you may wish to contact the Trust's **PALS/Feedback and Engagement Team** for help and support. You can call the Team on (01803) 655838, or you can email them on: tsdft.feedback@nhs.net You can also write to the team at Feedback and Engagement Team, Bowyer Building, Torbay Hospital, Lowes Bridge, Torquay TQ2 7AA

The **Local Government and Social Care Ombudsman (LGO)** is able to investigate complaints from adults about their social care, whether it is local authority-funded or self-funded. The service is free. If you are not satisfied with the service provider's response to a complaint, you can contact the LGO Advice Team on 0300 061 0614. For further details, see the LGO's leaflet 'How to complain about adult social care and support', available to download from the LGO website at www.lgo.org.uk/adult-social-care/how-we-can-help

You may also wish to contact the following services:

- **Independent Health Complaints Advocacy (IHCA):**

The Advocacy People (previously SEAP)
PO Box 375, Hastings, TN34 9HU (Head Office address)
Telephone: 0330 440 9000
Text: 80800, starting message with PEOPLE
Email: info@theadvocacypeople.org.uk
Website: www.theadvocacypeople.org.uk

This independent charity provides free and confidential support to those who have not had the service that they expected from a service provided or paid for by the NHS. The service is available to all NHS patients or their representatives.

For general information about making a complaint about a care service, please refer to the Care Quality Commission's leaflet 'How to complain about a Health or Social Care Service'. This leaflet can be downloaded from the Care Quality Commission website at www.cqc.org.uk

- **Healthwatch Torbay**

Paignton Library/Information Centre,
Great Western Road, Paignton, TQ4 5AG
Feedback/concerns: 0800 520 0640, text: 07469 244112
Email: info@healthwatchtorbay.org.uk
Website: www.healthwatchtorbay.org.uk

Healthwatch Torbay welcomes feedback on health and adult social care services in Torbay in order to influence and improve services.

Sources of Information and Advice

- **Age UK**

(Charity formed by the merger of Age Concern England with Help the Aged in April 2009.)
Tavis House, 1-6 Tavistock Square, London, WC1H 9NA
Advice Line: 0800 678 1602 Website: www.ageuk.org.uk

Age UK publish a series of useful information sheets and factsheets, including:

- Fact Sheet 29, 'Finding, choosing and funding a care home'.

A section in this sheet includes a guidance list of 'Questions to ask when choosing a care home'. The list includes questions around topics such as meals and drinks, visiting arrangements, activities/outings provided by the home, smoking/non-smoking areas, pets etc.

- Guide: 'Care Homes: Finding, choosing and paying for a care home'.
- Fact Sheet 10, 'Paying for Permanent Residential Care'.

Other fact sheets and leaflets are also available from Age UK, covering issues about money that may be important to you.

Information can be downloaded from the Age UK website or Contact Age UK Advice Line free on 0800 678 1602.

- **Elderly Accommodation Counsel (EAC)**

Suite A, 202 Lambeth Road, London SE1 7JW
Advice Line: 0800 377 7070
Email: info@firststopcareadvice.org.uk
Website: www.eac.org.uk
Sister Websites:
www.firststopcareadvice.org.uk - includes advice and information.
www.housingcare.org - includes retirement housing and care homes directory.

EAC is a national charity that offers a range of information on accommodation for older people. Services provided by EAC include:

- FirstStop Advice, an independent, free service providing advice and information for older people, their carers and families about care and housing options in later life. The gateway to FirstStop Advice is the Housing Options for Older People (HOOP) tool, an online questionnaire, which gives tailored advice based on the answers given. Also publishes a range of downloadable factsheets.
- The Housing Care website, which provides a range of information and advice, including a retirement housing and care homes directory.

- **Hourglass (previously Action on Elder Abuse)**

Mayflower Hall, Hall Street,
Long Melford, Sudbury, Suffolk, C010 9JT
Freephone Helpline: 0808 808 8141, text 07860 052906
Email: helpline@wearehourglass.org
Website: www.wearehourglass.org

Hourglass is a charity that works to prevent the abuse of older adults in the UK. Support provided by the charity includes a confidential freephone helpline that offers the opportunity to discuss concerns about the abuse of older people. The helpline provides information, advice and support to victims and others who are concerned about or who have witnessed abuse (physical, psychological, or sexual), neglect or financial exploitation of an older person.

- **Independent Age (formerly Independent Age and Counsel and Care)**

18 Avonmore Road, London, W14 8RR
Advice Line: 0800 319 6789
Email: advice@independentage.org
Website:www.independentage.org

Independent Age offers a telephone advice service. The organisation also provides information, including 'How to find the right Care Home', 'Paying Care Home Fees' and 'Settling into a Care Home'.

Information can be downloaded from the website or you can request it by completing the online order form or by calling 0800 319 6789 or emailing services.admin@independentage.org

Care Home Listings

Note for those requiring residential care only

Please note that most homes that provide nursing care may be able to provide residential care only if required, for example where someone is likely to need nursing care in the future. Contact individual homes to enquire about this.

Brixham area

Douglas House
Douglas Avenue, Brixham, TQ5 9EL
Contact Name: Carole Braund, Manager
Telephone: (01803) 856333
Email: info@valorumcare.co.uk
Client group/Care Specialism: Adults over and under 65s. Bariatric Care. Brain Injury Care. Complex Needs Care. End of Life Care. Learning Disability Care. Multiple Sclerosis Care. Nursing Care. Palliative Care. Physical Disability.
Spinal Injury Care
Locked door policy: No.
Number of beds:30

Hill House Nursing Home
Park Avenue, Brixham, TQ5 0DT
Contact Name: Carole Ashmore, Manager
Telephone: (01803) 853867
Email: info@hillhousenursinghome.co.uk
Website: www.hillhousenursinghome.co.uk
Client group/Care Specialism: Adults over and under 65s. Alzheimer's Care. Brain Injury Care. Complex Needs Care. Convalescent Care. Dementia Care. End of Life Care. Hoisting Care. Korsakoff. Multiple Sclerosis Care. Nursing Care. Palliative Care. Parkinson's Care. Physical Disability.
Locked door policy: No
Number of beds:43

Three Corners Nursing Home
3 Greenway Road, Galmpton, Brixham, TQ5 0LW
Manager: Michelle O'Sullivan, Manager
Telephone: (01803) 842349
Email: info@threecornersch.co.uk
Website: www.threecornersch.co.uk
Client group/Care Specialism: Adults over 65. Convalescent Care. Dementia Care. End of Life Care. Hoisting Care. Nursing Care. Palliative Care. Parkinson's Care. Physical Disability.
Locked door policy: No
Number of beds:46

Paignton area

Belle Vue Care Home
8 Belle Vue Road, Paignton, TQ4 6ER
Contact Name: Paula Melut, Manager
Telephone: (01803) 522112
Email: bellevue.manager@harbourhealthcare.co.uk / bellevue.admin@harbourhealthcare.co.uk
Website: www.harbourhealthcare.co.uk
Client group/Care Specialism: Adults over and under 65s. Dementia. Physical Disabilities. Residential places are provided by this nursing home. Offers short stays - available from two weeks onwards (no rooms allocated for respite so based on having a room available on request).
Locked door policy:
Number of beds:52

Mount Olivet
2 Great Headland Road, Paignton, TQ3 2DY
Contact Name: Jodie Nelder, Manager
Telephone: (01803) 522148
Email: mailto:mountolivet@grayareas.co.uk
Website: www.mountolivet.co.uk / www.grayareas.co.uk
Client group/Care Specialism: Dementia. Adults over 65. Physical Disabilities. End of Life Care.
Locked door policy: Unknown
Number of beds: 30

Primley Court
13 Primley Park, Paignton, TQ3 3JW
Contact Name: Clarissa Bautista, Manager
Telephone: (01803) 555988
Website: https://optimacarehomes.co.uk/care-homes/primley-court
Client group/Care Specialism: Adults over 65. Aggressive behaviour. Alzheimer's Care. Challenging Behaviour Care. Complex Needs Care. Dementia Care. Drug & Alcohol. End of Life Care. Hoisting Care. Korsakoff. Mental Health Care. Night Care. Nursing Care. Palliative Care. Parkinson's Care.
Locked door policy: Yes
Number of beds: 51

Primley View
25 Primley Park, Paignton, TQ3 3JS
Contact Name: Clarissa Bautista, Manager
Telephone: (01803) 559229
Website: https://optimacarehomes.co.uk/care-homes/primley-view
Client group/Care Specialism: Dementia Care. End of Life Care. Nursing Care. Palliative Care. Physical Disability.
Locked door policy: Yes
Number of beds: 29

Torquay area

Carisbrooke Nursing Home
50 Teignmouth Road, Torquay, TQ1 4ET
Contact Name: Emma Mcquoid, Manager
Telephone: (01803) 326409
Email: carisbrookecare@btconnect.com

Client group/Care Specialism: Adults over 65. Bariatric Care. Convalescent Care. End of Life Care. Hoisting Care. Nursing Care. Palliative Care. Parkinson's Care.
Locked door policy: No.
Number of beds: 25

Hewitt Lodge
Middle Lincombe Rd, Torquay, TQ1 2AF
Contact Name: Helen Bowler, Manager
Telephone: (01803) 389860
Client group/Care Specialism: Adults under and over 65s. Nursing Care.
Locked door policy: No.
Number of beds: 25

Ilsham Valley
Ilsham Close, Torquay, TQ1 2JA
Contact Name: Anne Love
Telephone: (01803) 292075 / (01803) 294037
Client group/Care Specialism: Adults over 65. Complex Needs Care. Convalescent Care. End of Life Care. Hoisting Care. Multiple Sclerosis Care. Night Care. Nursing Care. Palliative Care. Parkinson's Care. Physical Disability. Spinal Injury Care.
Locked door policy: No.
Number of beds: 23

Lincombe Manor
Middle Lincombe Road, Torquay, TQ1 2AF
Contact Name: Justine Thelwell, Manager
Telephone: (01803) 389800
Email: lincombemanor@manorlife.com
Website: www.manorlife.com
Client group/Care Specialism: Adults under and over 65s. Convalescent Care. End of Life Care. Hoisting Care. Multiple Sclerosis Care. Night Care. Nursing Care. Palliative Care. Parkinson's Care. Physical Disability.
Locked door policy: No
Number of beds: 48

Mount Tryon
Higher Warberry Road, Torquay, TQ1 1RR
Contact Name: Ria Willett, Registered Manager
Telephone: (01803) 292077
Website: www.barchester.com
Client group/Care Specialism: Adults under and over 65s. Alzheimer's Care. Complex Needs Care. Convalescent Care. Dementia Care. End of Life Care. Learning Disability Care. Multiple Sclerosis Care. Night Care. Nursing Care. Palliative Care. Parkinson's Care. Physical Disability
Locked door policy: Yes
Number of beds: 59

Warberries Nursing Home
Lower Warberry Road, Torquay, TQ1 1QS
Contact Name: Sergiu Tautan, Manager
Telephone: (01803) 294563
Email: info@warberriesnursinghome.com
Client group/Care Specialism: Adults over and under 65s, Dementia Care. End of Life Care. Mental Health Care. Nursing Care
Locked door policy: Yes
Number of beds: 49

Woodland Court Nursing Home
56 Marldon Road, Shiphay, Torquay, TQ2 7EJ
Contact Name: Mary Turner, Manager
Telephone: (01803) 613162
Client group/Care Specialism: Adults over and under 65s. Nursing Care.
Locked door policy: No
Number of beds: 39

Woodland Park Nursing Home
14 Babbacombe Road, Babbacombe, Torquay, TQ1 3SJ
Contact Name: Jane Delaney, Manager
Telephone: (01803) 313758
Email: woodlandpark@adlcare.com
Client group/Care Specialism: Adults over and under 65s, Drug & Alcohol. End of Life Care. Learning Disability Care. Night Care. Nursing Care. Palliative Care. Rapid Response
Locked door policy: No
Number of beds: 31

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 4).

For Disability Support Series	
Bathing and Showering	P02
Day Activities, Torbay	P36
Domiciliary Care Agencies	P05
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Keeping Safe and Warm at Home	P13
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Shop Delivery Services	P16
Telecare (includes community alarm systems)	P04
Transport Services	P20
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.

Further Information and Advice

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 **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.

Opening hours: 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 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**

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 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.

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