

Care Homes (Residential and Assisted Living): Torbay (C01)



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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: dis.torbay@nhs.net

Introduction

This information sheet lists care homes in Torquay, Paignton and Brixham. 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.

For advice and information about accommodation options, please refer to information sheet P25, 'Housing Options for Older People'. Information sheets about services in Torbay that can help you to remain independent include 'Housework, Domestic and Laundry Services', 'Keeping Safe and Warm at Home' and 'Meal Delivery Services' (for a full list of information sheets, see page 29).

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 12.

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.

Day Activities

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 a stay in a care home that usually lasts from one night to around 2 weeks. **Short Stays** are longer than respite, could be for a few months but is not a permanent residence for the individual.

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 (eg. 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
- Staffing
- Fit and proper staff
- 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)

Hourglass England:

Mayflower Hall, Hall Street, Long Melford,
Sudbury, Suffolk, C010 9JT

Freephone Helpline: 0808 808 8141, text 07860 052906

Website: www.wearehourglass.org

Email: helpline@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,

Web: www.independentage.org

Email: advice@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

Brixham area

Bascombe Court

Bascombe Road, Churston Ferrers, Brixham, TQ5 0JS

Contact Name: Kerry Osman, Manager

Telephone: (01803) 842360

Email: enquiries@devoncaregroup.co.uk

Website: www.devoncaregroup.co.uk

Client group/Care Specialism: Adults over 65. Live in Care.

Locked door policy: No.

Number of beds:46

Belmont House

13 Greenover Road, Brixham, TQ5 9LY

Contact Name: Ellenor Phillips, Registered Manager

Telephone: (01803) 856420

Email: belmonthouse@live.co.uk

Website: www.belmonthousedevoncarehome.com

Client group/Care Specialism: Adults over 65. Alzheimer's Care.

Dementia Care. End of Life Care. Mental Health Care. Night

Care. Parkinson's Care. Physical Disability.

Locked door policy: Yes

Number of beds:24

Cross Park House

Monksbridge Road, Brixham, TQ5 9NB

Contact Name: Sylvia Menighed, Manager

Telephone: (01803) 856619

Email: crosspark@stone-haven.co.uk

Website: www.stone-haven.co.uk

Client group/Care Specialism: Adults over and under 65s.
Alzheimer's Care. Bariatric Care. Challenging Behavior Care.
Dementia Care. End of Life Care. Hoisting Care. Korsakoff.
Palliative Care. Parkinson's Care. Physical Disability.

Locked door policy: Yes

Number of beds: 23

Frensham House

125 New Road, Brixham, TQ5 8BY

Contact Name: Saluja Kumar, Manager

Telephone: (01803) 857476

Email: frensham@stone-haven.co.uk

Website: www.stone-haven.co.uk

Client group/Care Specialism: Adults over 65. Dementia.

Locked door policy: Yes

Number of beds: 14

Furzeham Lodge

Higher Furzeham Road, Brixham, TQ5 8BL

Contact Name: Jonathan Griffett, Manager

Telephone: (01803) 856657

Email: info@furzehamlodge.co.uk

Website: www.furzehamlodge.co.uk

Client group/Care Specialism: Adults over 65. Dementia. End of
Life Care. Palliative Care.

Locked door policy: Yes

Number of beds: 22

Paignton area

Braemar House

38 Seaway Road, Paignton, TQ3 2NZ

Managers: Jezamin Dodd, Manager

Telephone: (01803) 666011

Email: braemarhouse@btinternet.com

Client group/Care Specialism: Learning Disabilities. Adults over and under 65s. Offers respite and short stays. Please book a week in advance.

Locked door policy:

Number of beds:12

Burnside Court

104-106 Torquay Rd, Paignton, TQ3 2AA

Contact Name: Pauline Bethell, Manager

Telephone: 01803 551342

Email: burnsidecourt@btconnect.com

Website: <https://www.burnsidecourt.co.uk/>

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Dementia Care. End of Life Care. Night Care.

Locked door policy: Yes

Number of beds:4

Cornerways

14-16 Manor Road, Paignton, TQ3 2HS

Contact Name: Joanne Broderick, Manager

Telephone: (01803) 551207

Email: cornerways@peninsulacarehomes.co.uk

Website: www.peninsulacarehomes.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Dementia Care. Palliative Care. Parkinson's Care.

Locked door policy: Yes

Number of beds:50

Grange - Lea

38 Preston Down, Road, Paignton, TQ3 2RL

Contact Name: Nicky Turner, Manager

Telephone: (01803) 522 342

Email: info@grange-lea.co.uk

Website: <https://www.grange-lea.co.uk/>

Client group/Care Specialism: Adults over 65. Dementia Care.
Nursing Care.

Locked door policy: Yes

Number of beds: 30

Harbour Rise

18 Roundham Rd, Paignton, TQ4 6DN

Contact Name: Julia Alcock Welch, Registered Manager

Telephone: (01803) 551834

Email: enquiries@harbourrise.co.uk

Website: www.harbourrise.co.uk

Client group/Care Specialism: Adults over 65. Dementia. End of
Life Care. Night Care.

Locked door policy: No.

Number of beds:44

Kingsmount

30 Kingshurst Drive, Oldway, Paignton, TQ3 2LT

Contact Name: Brennan Wilson, Manager

Telephone: (01803) 663460

Website: www.kingsmount.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care.
Dementia Care. End of Life Care. Hoisting Care. Palliative Care.
Parkinson's Care.

Locked door policy: Yes

Number of beds:32

Little Oldway

Oldway Road, Paignton, TQ3 2TD

Contact Name: Morag Hudson, Manager

Telephone: (01803) 527156

Email: info@littleoldway.co.uk

Website: www.littleoldway.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Dementia Care. Korsakoff.

Locked door policy: Yes

Number of beds:30

Oldway Heights

40 Headland Park Road, Paignton, TQ3 2EL

Contact Names: Angela Stewart / Jayne Bastafield, Managers

Telephone: (01803) 527088

Email: info@oldwayheights.co.uk

Website: <https://www.oldwayheights.co.uk/>

Client group/Care Specialism: Adults over and under 65s. Challenging Behavior Care. Drug & Alcohol. End of Life Care. Hoisting Care. Korsakoff. Learning Disability Care. Mental Health Care. Multiple Sclerosis Care. Night Care. Parkinson's Care. Physical Disability.

Locked door policy: Yes

Number of beds:43

Pendennis

64 Dartmouth Road, Paignton, TQ4 5AW

Contact Name: Samantha Ebden, Manager

Telephone: (01803) 551351

Email: pendennis64@gmail.com

Website: www.pendenniscarehome.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Convalescent Care. Dementia Care. End of Life Care. Palliative Care. Physical Disability.

Locked door policy: Yes

Number of beds:22

Pippins

Mead Lane, Paignton, TQ3 2AT

Contact Name: Mrs Sarah Dorling, Manager

Telephone: (01803) 525757

Email: pippinspaignton@hotmail.co.uk

Website: www.pippinspaignton.co.uk

Client group/Care Specialism: Adults over 65. Physical Disability.

Locked door policy: No.

Number of beds:21

Primley House

Totnes Road, Paignton, TQ3 3SB

Contact Name: Mrs Gail Collings, Manager

Telephone: (01803) 558867

Email: admin@primleyhouse.com

Website: www.primleyhouse.co.uk

Client group/Care Specialism: Adults over 65. End of Life Care.

Locked door policy: No.

Number of beds:35

Roundham Court

22 Cliff Road, Paignton, TQ4 6DG

Contact Name: Rebecca Seddon, Registered Manager

Telephone: (01803) 528024

Email: enquiries@devoncaregroup.co.uk

Website: www.devoncaregroup.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care Dementia Care. End of Life Care. General domiciliary care.

Night Care

Locked door policy: No

Number of beds:35

Tudor Court

18-20 Midvale Road, Paignton, TQ4 5BD

Contact Name: Drew Perry, Registered Manager

Telephone: (01803) 558374

Website: www.tudorcourt.org.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Convalescent Care. Dementia Care. End of Life Care. Hoisting Care. Night Care. Palliative Care.

Locked door policy: Yes

Number of beds: 29

Torquay area

Abbeywood House

Cary Park, Babbacombe, Torquay, TQ1 3NH

Contact Name: Ciprian Popa, Registered Manager

Telephone: (01803) 313909

Email: abbeywoodhouse@gmail.com

Website: www.abbeywoodhouse.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Dementia Care. End of Life Care. Hoisting Care. Multiple Sclerosis Care. Night Care. Palliative Care. Physical Disability.

Locked door policy: Yes.

Number of beds: 30

Aveland Court

Aveland Road, Babbacombe, Torquay, TQ1 3PT

Contact Names: Cody / Isaac, Registered Managers

Telephone: 07412 547027

Website: <https://avelandcourt.co.uk/>

Client group/Care Specialism: Adults over and under 65. Alzheimer's Care. Convalescent Care. Dementia Care. End of Life Care. Hoisting Care. Night Care. Palliative Care. Physical Disability.

Locked door policy: Yes.

Number of beds: 30

Beechcroft

Palermo Road, Babbacombe, Torquay, TQ1 3NW

Contact Name: Joan Cooper, Manager

Telephone: (01803) 327360

Client group/Care Specialism: Adults over and under 65. Alzheimer's Care. Challenging Behavior Care. Complex Needs Care. Dementia Care. End of Life Care. Hoisting Care. Korsakoff. Mental Health Care.

Locked door policy: Yes.

Number of beds: 34

Beechmount

Rousdown Road, Chelston, Torquay, TQ2 6PB

Contact Name: Charlie Knight, Registered Manager

Telephone: (01803) 605607

Email: info@southwestcarehomes.co.uk

Website: www.southwestcarehomes.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care. Dementia Care. End of Life Care. Night Care. Palliative Care. Parkinson's Care. Physical Disability.

Locked door policy: Yes.

Number of beds:25

Carl Court

Guestland Road, Cary Park, Babbacombe, Torquay, TQ1 3NN

Contact Name: Farzand Mungar, Manager

Telephone: (01803) 329203

Email: care.vl7ry@nhs.net

Client group/Care Specialism: Adults over and under 65. Alzheimer's Care. Bariatric Care. Dementia Care. Mental Health Care.

Locked door policy: Yes

Number of beds:15

Choice Care Home

Cary Avenue, Babbacombe, Torquay, TQ1 3QT

Contact Name: Andrew Gillespie, Manager

Telephone: (01803) 403026

Client group/Care Specialism: Adults over and under 65.

Alzheimer's Care. Dementia Care. End of Life Care. Hoisting Care. Korsakoff. Mental Health Care. Night Care. Parkinson's Care.

Locked door policy: Yes

Number of beds:32

Didsbury Court

17-19 Park Road, St Marychurch, Torquay, TQ1 4QR

Contact Name: Leanna Newton, Manager

Telephone: (01803) 329735

Website: www.arknursing.co.uk/didsbury-court

Client group/Care Specialism: Adults over 65. Convalescent Care. End of Life Care. Hoisting Care. Palliative Care. Parkinson's Care.

Locked door policy: No.

Number of beds: 17

Erith House

Lower Erith Road, Wellswood, Torquay, TQ1 2PX

Contact Name: Conni Masters, Manager

Telephone: (01803) 293736

Email: erithhouse@keychange.org.uk

Website: www.keychange.org.uk

Client group/Care Specialism: Adults over 65. Dementia Care. End of Life Care. General domiciliary care. Night Care. Palliative Care. Parkinson's Care. Physical Disability.

Locked door policy: No.

Number of beds: 21

Garden House

Middle Warberry Road, Torquay, TQ1 1RN

Contact Names: Jane Delaney, Trevor and Laura, Managers

Telephone: (01803) 296809 / (01803) 839911

Email: woodlandhousemanager@adlcare.com

Client group/Care Specialism: Adults over 65. Dementia Care.

Locked door policy: Yes

Number of beds: 30

Greycliffe Manor

Lower Warberry Rd, Wellswood, Torquay, TQ1 1QY

Contact Name: Claire Potton, Manager

Telephone: (01803) 292106

Email: info@greycliffemanor.co.uk

Website: www.greycliffemanor.co.uk

Client group/Care Specialism: Adults over 65. Dementia Care.

End of Life Care. Night Care. Parkinson's Care.

Locked door policy: Yes

Number of beds: 25

Hadleigh Court

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

Contact Name: Susan Sullivan, Manager

Telephone: (01803) 327694

Website: http://www.babbacombecare.co.uk/hadleigh_court.html

Client group/Care Specialism: Adults over 65. Alzheimer's Care.

Complex Needs Care. Dementia Care. End of Life Care.

Hoisting Care. Night Care.

Locked door policy: Yes

Number of beds:31

Hatt House

14 Park Road, St Marychurch, Torquay, TQ1 4QR

Contact Name: Angela Sharpe, Manager

Telephone: (01803) 326316

Email: hatthouse@hotmail.co.uk

Website: www.arknursing.co.uk

Client group/Care Specialism: Adults over 65, Dementia Care.

Challenging Behaviour Care.

Locked door policy: Yes.

Number of beds: 24

Jubilee House

Bronshill Road, Torquay, TQ1 3HA

Contact Name: Charlotte Miles, Manager

Telephone: (01803) 311002

Email: jubileehouse@adlcare.com

Client group/Care Specialism: Adults over 65. Dementia.

Locked door policy: No.

Number of beds: 28

Lorna House

Devons Road, Cary Park, Babbacombe, Torquay, TQ1 3PR

Contact Name: Fae Seal, Manager

Telephone: (01803) 329908

Email: lornahouse@crocuscare.co.uk

Website: www.crocuscare.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care.

Bariatric Care. Convalescent Care. Dementia Care. End of Life

Care. General domiciliary care. Learning Disability Care. Mental

Health Care. Palliative Care. Parkinson's Care. Physical

Disability.

Locked door policy: No

Number of beds: 24

Mr 'C's (Woodland Healthcare Ltd)

4-6 Matlock Terrace, St Lukes Road, Torquay, TQ2 5NY

Contact Name: Jane Delaney, Manager

Telephone: (01803) 215860

Email: mrcs@adlcare.com

Client group/Care Specialism: Adults over and under 65s.

Dementia Care. End of Life Care. General Domiciliary Care.

Locked door policy: No

Number of beds: 40

Park House

7 Manor Road, St Marychurch, Torquay, TQ1 3JX

Contact Name: Victoria Barbour, Manager

Telephone: (01803) 314897

Website: www.torbayresidentialhomes.com

Client group/Care Specialism: Adults over 65. Aggressive behaviour. Challenging Behaviour Care. Dementia Care. End of Life Care.

Locked door policy: Yes

Number of beds: 21

Riviera Court

Hunsdon Road, Torquay, TQ1 1QB

Contact Name: Dean, Manager

Telephone: (01803) 215559

Website: www.rivieracare.co.uk

Client group/Care Specialism: Adults under 65. Mental Health.

Locked door policy: No

Number of beds: 22

Southbourne

Cary Avenue, Babbacombe, Torquay, TQ1 3QT

Contact Name: Andrew Gillespe, Manager

Telephone: (01803) 323502

Email: southbournecarehome@btconnect.com

Client group/Care Specialism: Adults over and under 65s.

Alzheimer's Care. Challenging Behaviour Care. Complex Needs Care. Dementia Care. Drug & Alcohol. End of Life Care.

Korsakoff. Mental Health Care.

Locked door policy: Yes

Number of beds: 27

St Omer Residential Home

60 Greenway Road, Chelston, Torquay, TQ2 6JE

Contact Name: Tracey Meloy, Manager

Telephone: (01803) 605336 Email: enquiries@st-omer.orgs

Website: www.st-omer.org

Client group/Care Specialism: Adults over 65. Dementia Care. End of Life Care. Hoisting Care. Night Care. Parkinson's Care. Physical Disability.

Locked door policy: No.

Number of beds: 28

Sundial Lodge

Parkhill Road, Meadfoot, Torquay, TQ1 2EA

Contact Name: Steven Vanscalinus, Manager

Telephone: (01803) 292889

Email: sundial.lodge.office@gmail.com

Website: www.sundial-lodge.co.uk

Client group/Care Specialism: Adults over 65. End of Life Care.

Locked door policy: No.

Number of beds: 48

Walmer House

6 Ash Hill Road, Torquay, TQ1 3HZ

Contact Name: Kirsty Tocknell, Manager

Telephone: (01803) 292734

Email: walmerhouse@keychange.org.uk

Website: www.keychange.org.uk

Client group/Care Specialism: Adults over 65. Dementia Care.

End of Life Care. Hoisting Care.

Locked door policy: No.

Number of beds: 17

Widcombe House

Barrington Road, Wellwood, Torquay, TQ1 2QJ

Contact Name: Robert Brandi, Manager

Telephone: (01803) 298692

Client group/Care Specialism: Adults over 65. Alzheimer's Care.

Dementia Care. End of Life Care. Palliative Care.

Locked door policy: Yes

Number of beds: 18

Woodrow

Asheldon Road, Wellwood, Torquay, TQ1 2QN

Contact Name: Mr Peter Edwards, Manager

Telephone: (01803) 213026

Email: peter.edwards9@nhs.net

Website: www.woodrow-homes.co.uk

Client group/Care Specialism: Adults over 65. Alzheimer's Care.

Bariatric Care. Convalescent Care. Dementia Care. General

Domiciliary Care. Night Care. Physical Disability.

Locked door policy: No

Number of beds: 18

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
Leisure and Day Opportunities	P28
Meal Delivery Services	P14
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 our 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 21 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 40 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.



Partners in Care Ref: DIS, C01 – December 2023

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