

Care Homes (Supported Living): Torbay (C03)



Torbay Disability Information Service

Torbay and South Devon NHS Foundation Trust
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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 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 10.

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 18).

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 10).

After gathering information: Try to visit as many homes as possible in order to find the home most suitable for you. Some care homeowners 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, pages 13 -15.

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 (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 (e.g., 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
- Consent (your consent before any care or treatment is given to you)
- Safety
- 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
- Dignity and respect
- Safeguarding from abuse
- 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

Telephone: 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 Homes (Supported Living)

Brixham area

Dragon's Tail

33 Douglas Avenue, Brixham, TQ5 9EL

Contact Name: Di Stirling-Chow Telephone: 01803 850405

Client group/Care Specialism: Mental Health.

Headland Court

Lower Rea Road, Brixham, TQ5 9UD

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.



Sanders Road

Brioc, 1 & 3 Sanders Road, Brixham TQ5 8PL

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Paignton area

Bishops Place Apartments

Flat 21, Bishops Place, Paignton, TQ3 3DZ

Contact Name: Sarah Wafforn Telephone: 07545209500

Client group/Care Specialism: Autism Spectrum Conditions.

Emotional Needs. Learning Disability – Moderate. Under 65.

Cecil Avenue

Liesse, 15 Cecil Avenue, Paignton TQ3 1LW

Contact Name: Annie Leinster, Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Conway House (Accommodation only)

61-81 Totnes Road, Paignton, TQ4 5NH

Contact Name: Di Stirling-Chow Telephone: 01803 850405

Client group/Care Specialism: Learning Disability.

Mental Health.

Croft House

24 St Andrews Road, Paignton, TQ4 6HA

Contact Name: Paige Marley Telephone: (01803) 524000

Client group/Care Specialism: Learning Disability – Mild.

Learning Disability – Moderate. Mental Health.

Denby House

Flat 12 Denby House, Belle Vue Road, Paignton, TQ4 6ES

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Gerston Road

13 Gerston Road, Paignton, TQ4 5DY

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Hope Heights

246 Kings Ash Road, Paignton, TQ3 3XL

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Hope House

43 Dartmouth Road, Paignton TQ4 5AE

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Hope House

43 Dartmouth Road, Paignton TQ4 5AH

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Jedwik House

27 Totnes Road, Paignton, TQ4 5JX

Contact Name: Sarah Wfforn Telephone: 07545209500

Client group/Care Specialism: Autism Spectrum Conditions.

Epilepsy. Learning Disability – Moderate. Mental Health.

Under 65.

Leighon Road

Leighon Road, Paignton, TQ3 2BQ

Contact Name: Di Stirling-Chow Telephone: 01803 850405

Client group/Care Specialism: Mental Health.

Manor Crescent 7

7 Manor Crescent, Paignton, TQ3 2TN

Contact Name: Sarah Wfforn Telephone: 07545209500

Client group/Care Specialism: Autism Spectrum Conditions.

Epilepsy. Learning Disability – Moderate. Under 65.

Manor Crescent 9

9 Manor Crescent, Paignton, TQ3 2TN

Contact Name: Sarah Wfforn Telephone: 07545209500

Client group/Care Specialism: Autism Spectrum Conditions.

Epilepsy. Learning Disability – Mild. Learning Disability –

Moderate. Under 65.

Milkbottle Flats

3 Cecil Road, Paignton, TQ3 2SQ

Contact Name: Sarah Wfforn Telephone: 07545209500

Client group/Care Specialism: Autism Spectrum Conditions.
Emotional Needs. Learning Disability – Moderate. Mental
Health. Sensory Impairment. Under 65.

Mulberry, 15 Dendy Road

Courtland House, 5 Courtland Road, Paignton, TQ3 2AB

Contact Name: Lisa E Telephone: 07827 275265

Client group/Care Specialism: Learning Disability.

Occombe House Cottages

Preston Down Road, Paignton, TQ3 1RN

Contact Name: Sam Rees Telephone: (01803) 527870

Client group/Care Specialism: Learning Disability.

Palace Avenue

Flat 1, 43 Palace Avenue, Paignton, TQ3 3EN

(Above Burrow Down Offices)

Contact Name: Mark Mills, Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Learning Disability.
Mental Health.

Rhodanthe

27 Rhodanthe Road, Paignton, TQ3 1RD

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Salon Apartment

47 Palace Avenue, Paignton, TQ3 3EN

Contact Name: Mark Mills- Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Learning Disability.
Mental Health.

Steepway

1 Blatchcombe Road, Paignton, TQ3 2JY

Contact Name: Rebecca Gingell Telephone: 0300 100 1010

Client group/Care Specialism: Mental Health.

The Bungalow

Burrow Down Support Services,

Preston Down Road, Paignton, TQ3 1RN

Contact Name: Mark Mills- Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Learning Disability.
Mental Health.

The Firs

60 Upper Manor Road, Torquay TQ3 2TJ

Telephone: 07827275265

Client group/Care Specialism: Autism Spectrum Conditions.
Learning Disability – Moderate.

The Gatehouse

Preston Down Road, Paignton, TQ3 1RN

Contact Name: Mark Mills- Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Epilepsy. Learning Disability.
Mental Health.

Underidge Close, 10

10 Underidge Close, Paignton, TQ3 3XU

Contact Name: Mark Mills- Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Learning Disability.
Mental Health.

Underidge Close, 8

8 Underidge Close, Paignton, TQ3 3XU

Contact Name: Mark Mills- Registered Manager

Telephone: (01803) 526710

Client group/Care Specialism: Learning Disability.
Mental Health.

Whitley Court

Hayes Road, Paignton, TQ4 5XW

Contact Name: Donna Beattie

Telephone: (01803) 526232

Client group/Care Specialism: Autism. Learning Disability.
Mental Health. Over 65. Physical Disability.

Torquay area

Ansteys Lodge

307 Babbacombe Road, Torquay, TQ1 3TB

Contact Name: Emma Regan Telephone: 07802 803038

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards environment. Challenging Behaviour - Towards others. Challenging Behaviour - Towards self. Communication Difficulties. Complex Needs. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Profound and Multiple Learning Disability.

Barchington Avenue

5 Barchington Avenue, Torquay TQ2 8LB

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Bay Tree House

15 Avenue Road, Torquay, TQ2 5LB

Client group/Care Specialism: Autism Spectrum Conditions.

Brain Injury. Challenging Behaviour - Towards environment.

Challenging Behaviour - Towards others. Challenging

Behaviour - Towards self. Communication Difficulties. Complex

Needs. Epilepsy. Learning Disability – Mild. Learning Disability

– Moderate. Mental Health.

Cadewell Lane 66

66 Cadewell Lane, Torquay TQ2 7HP

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Cadewell Lane 68

68 Cadewell Lane, Torquay TQ2 7HP

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Chatsworth Road

53 Chatsworth Road, Torquay TQ1 3BJ

Contact Name: Emma Regan Telephone: 07802 803038

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards others. Challenging Behaviour - Towards self. Communication Difficulties. Complex Needs. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Sensory Impairment. Sight Impairment.

Clovelly Guest House

91 Avenue Road, Torquay, TQ2 5LH

Contact Name: Lois Butcher, Operations Manager

Telephone: (01803) 459431

Client group/Care Specialism: Learning Disability. Mental Health.

Conifer Lodge

Bronshill Road, Torquay, TQ1 3HA

Contact Name: Julie Callaghan

Telephone: (01803) 315633

Client group/Care Specialism: "Alcohol Dependency Issues. Autism Spectrum Conditions. Challenging Behaviour - Towards environment. Challenging Behaviour - Towards others. Challenging Behaviour - Towards self. Communication Difficulties. Complex Needs. Emotional Needs. Enabling. Epilepsy. Hearing Impairment. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Mental Health. Profound and Multiple Learning Disability. Substance Misuse.

Cumberland Complex

95 Braddons Hill Road East, Torquay, TQ1 1HF

Contact Name: Claire Narramore, Provider Lead

Telephone: (01803) 203504

Client group/Care Specialism: Emotional Needs. Enabling.
Learning Disability – Mild. Mental Health. Adults Over and
under 65.

Dunboyne Court

St Marychurch Road, Torquay, TQ1 3AB

Contact Name: Donna Beattie Telephone: (01803) 526232

Client group/Care Specialism: Autism. Learning Disability.
Mental Health. Over 65. Physical Disability.

Eastcombe

St Margarets Close, Torquay TQ1 4NR

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Lavender Manor

Flat, 37 Thurlow Road, Torquay, TQ1 3EF

Contact Name: Lou Baker Telephone: 07743514959

Client group/Care Specialism: Autism. Learning Disability.
Mental Health.

Libertas

56A St Marychurch Road, Torquay, TQ1 3JE

Contact Name: Victoria Whitney-Lewin, Owner

Telephone: (01803) 310276

Email: summonbonum@hotmail.com

Client group/Care Specialism: Learning Disabilities. Mental
Health. Adults over and under 65s.

Little Acre

Teignmouth Road, Maidencombe, Torquay, TQ1 4SY

Contact Name: Fay Harborne, Manager

Telephone: 07943500879 Email: mail@sbsc.org.uk

Client group/Care Specialism: Autism Spectrum Conditions. Challenging Behaviour - Towards self. Communication Difficulties. Dementia. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Mental Health. Physical Disability. Profound and Multiple Learning Disability. Restricted Mobility. Sensory Impairment. Sight Impairment. Under 65.

Lower Summerlands

57 Teignmouth Road, Torquay, TQ1 4EG

Contact Name: Emma Regan Telephone: 07802803038

Client group/Care Specialism: Accessibility Issues. Autism Spectrum Conditions. Challenging Behaviour - Towards environment. Challenging Behaviour - Towards others. Communication Difficulties. Complex Needs. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Profound and Multiple Learning Disability. Restricted Mobility.

Lucentio House

11 Rousdown Road, Torquay, TQ2 6PB

Contact Name: Kevin Drew, Registered Manager

Telephone: (01803) 605654

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards environment. Challenging

Behaviour - Towards self. Communication Difficulties. Epilepsy.

Learning Disability – Mild. Learning Disability – Moderate.

Learning Disability – Severe. Sensory Impairment.

Maidencombe Manor

Contact Name: Fay Harborne, Manager

Telephone: 07943500879 Email: mail@sbsc.org.uk

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards self. Communication

Difficulties. Dementia. Emotional Needs. Enabling. Epilepsy.

Hearing Impairment. Learning Disability – Mild. Learning

Disability – Moderate. Learning Disability – Severe. Mental

Health. Over 65. Physical Disability. Profound and Multiple.

Learning Disability. Restricted Mobility. Sensory Impairment.

Sight Impairment. Specialist Support. Under 65.

Mill Lane

Mill Lane, Torquay, TQ2 5AN

Contact Name: Claire O'Brien Telephone: 07400059995

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards environment. Challenging

Behaviour - Towards others. Challenging Behaviour - Towards

self. Complex Needs. Emotional Needs. Learning Disability –

Mild. Learning Disability – Moderate. Learning Disability –

Severe. Mental Health. Specialist Support. Under 65.

Redgate

Contact Name: Fay Harborne, Manager

Telephone: 07943500879 Email: mail@sbsc.org.uk

Client group/Care Specialism: Autism Spectrum Conditions. Challenging Behaviour - Towards self. Communication Difficulties. Dementia. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Mental Health. Physical Disability. Profound and Multiple Learning Disability. Restricted Mobility. Sensory Impairment. Sight Impairment. Under 65.

Redlands

317 Babbacombe Road, Torquay, TQ1 3TB

Contact Name: Emma Regan Telephone: 07802803038

Client group/Care Specialism: Accessibility Issues. Autism Spectrum Conditions. Challenging Behaviour - Towards environment. Challenging Behaviour - Towards others. Challenging Behaviour - Towards self. Communication Difficulties. Complex Needs. Emotional Needs. Enabling. Epilepsy. Learning Disability – Mild. Learning Disability – Moderate. Learning Disability – Severe. Profound and Multiple Learning Disability.

Renaissance

56 St Mary Church Road, Torquay, TQ1 3JE

Contact Name: Lisa Kempster - Deputy Manager

Telephone: (01803) 324541

Client group/Care Specialism: Learning Disability – Moderate.

Roseview

St Margarets Close, Torquay TQ1 4NR

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

Shiphay Lane

75 Shiphay Lane, Torquay, TQ2 7DA

Contact Name: Emma Regan Telephone: 07802 803038

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards environment. Challenging

Behaviour - Towards others. Challenging Behaviour - Towards

self. Communication Difficulties. Emotional Needs. Enabling.

Epilepsy. Learning Disability – Mild. Learning Disability –

Moderate.

St Johns House

65 St Marychurch Road, Torquay, TQ1 3HG

Contact Name: Lisa Kempster, Deputy Manager /

Jasmin Whittle, Manager

Telephone: (01803) 324541

Client group/Care Specialism: Learning Disability.

Physical Disability.

Sunnyholme

Jacks Lane, Barton, Torquay, TQ2 8QX

Contact Names: Mark Mills/Charlie Atherton/

Harrison Pool-Keates, Registered Managers

Telephone: 01803 857361

Client group/Care Specialism: Learning Disability.

Mental Health.

Tanfield

83 Teignmouth Road, Torquay TQ1 4ES

Contact Name: Annie Leinster, Operational Manager

Telephone: 07912894162

Client group/Care Specialism: Learning Disability.

The Willows

101 Heron Way, Willows, Torquay, TQ2 7SU

Contact Name: Iain Dodge, Director

Telephone: 07377 439244

Client group/Care Specialism: Learning Disability.

Mental Health.

Thurlow Road

Contact Name: Victoria Whitney-Lewin, Owner

Telephone: (01803) 310276

Email: summonbonum@hotmail.com

Client group/Care Specialism: Learning Disability.

Windsor Road

Contact Name: Fay Harborne, Manager

Telephone: 07943500879 Email: mail@sbsc.org.uk

Client group/Care Specialism: Autism Spectrum Conditions.

Challenging Behaviour - Towards self. Communication

Difficulties. Dementia. Emotional Needs. Enabling. Epilepsy.

Learning Disability – Mild. Learning Disability – Moderate.

Learning Disability – Severe. Mental Health. Physical Disability.

Profound and Multiple Learning Disability. Restricted Mobility.
Sensory Impairment. Sight Impairment. Under 65.

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
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, C03 – December 2023

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