

Domiciliary (Personal Care) Agencies (P05)



Torbay Disability Information Service

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Document Information

Date of Issue:	28 February 2019	Next Review Date:	April 2019
Version:	13	Last Review Date:	November 2016
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Directorate:	Operations		
<p>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.</p>			

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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.

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.

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What is ‘Domiciliary (Personal Care) Agencies’ about?

This information sheet gives contact details of agencies that provide personal care, eg. help with washing, dressing and toileting. These agencies may also be able to provide help with domestic tasks such as shopping, cleaning, laundry and ironing.

Care Quality Commission Standards

Agencies that provide personal care are legally required to be registered and inspected by the Care Quality Commission (CQC). Before choosing a care agency, it is strongly advisable to check their latest inspections, ratings and standards on the Care Quality Commission website at www.cqc.org.uk For further information about the Care Quality Commission, see page 7.

Domestic, Bathing, Sitting and Home Maintenance Services

If you are seeking domestic services only, please refer to our information sheet P11, ‘Housework, Domestic and Laundry Services’. Information on local bathing services is given in our ‘Bathing and Showering’ information sheet (P02), and local sitting services are listed in P18. For home maintenance services, please see information sheet P10.

Prices

Please note that the prices of care services given in this information sheet are for privately funded customers only. If you have had a care assessment by Torbay and South Devon NHS Foundation Trust, and services are being arranged by them, they may fund or part-fund the cost of these, depending on your finances.

Getting help from Torbay and South Devon NHS Foundation Trust

If safety is an issue, especially if you are experiencing falls, or if you are finding it difficult to manage with day-to-day living, it is advisable to contact Torbay and South Devon NHS Foundation Trust on (01803) 219700 and ask for an assessment of your needs. If you live outside Torbay contact Care Direct on 0345 155 1007.

Carers’ Helpline

If you are an unpaid family carer, please note that there is a telephone helpline service for carers called Signposts for Carers - see page 26 for further details.

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.

How do I use this information?

If you are privately funding your domiciliary care service, to get the most from this information sheet, you need to:

- a. Look through details of all the agencies listed.
- b. Decide which agencies you may like to help you, thinking about factors such as:
 - **Care Quality Commission standards and ratings** – it is important to check a care agency's standards and ratings. You can do this by referring to their details on the Care Quality Commission website at www.cqc.org.uk (see also page 7).
 - **areas served**
 - **services provided**
 - **prices** (see also note about prices on page 4)
 - **minimum time**
- c. Contact those agencies that you have chosen and ask them whether they would be able to help. It's a good idea to check the following:
 - how much they will charge (including whether or not they charge extra for time spent travelling)
 - what they will do
 - how long they will spend doing the work
 - how frequently they will provide the service
 - which days/times they will visit.
- d. Once you have agreed terms with an agency that can provide a service that suits your needs, the next step is to arrange for them to provide you with a service.
- e. Remember, if you are not satisfied with the service that an agency provides, you do not have to continue using them and can change at any time (see also 'Comments, Compliments, Concerns and Complaints', page 9).

Registration and Inspection

Care Quality Commission (CQC)

National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne
NE1 4PA

CQC Helpline: 03000 616161

Web: www.cqc.org.uk Email: via website or enquiries@cqc.org.uk

The Care Quality Commission registers and inspects all adult social care and health services against fundamental standards (from 1 April 2015) - see below. Latest inspection reports are available to view on the CQC website or they can be ordered from the CQC order line on 03003 230 200.

CQC Inspection Ratings

The CQC has introduced a new system of ratings, which tell the public whether a service is outstanding, good, requires 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 it. 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/content/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, or you can request the 'Talk to Us' leaflet from the Trust's Customer Service Centre on (01803) 219700 or the **Feedback and Engagement Team** (see below for contact details).

For help and support with a complaint about a service funded by the Trust, contact its **Feedback and Engagement Team** on (01803) 655838 or freephone 0800 0282 037, or you can email the team 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 care, whether it is local authority-funded or self-funded. 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 or text call back on 0762 481 1595. 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 or phone LGO to request a printed copy.

You may also wish to contact the following services:

Healthwatch Torbay

0800 0520 029  www.healthwatchtorbay.org.uk

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

Independent Health Complaints Advocacy (IHCA)

0300 343 5730 Text 80800, keyword: SEAP

 www.seap.org.uk  torbay@seap.org.uk

This service provides independent and confidential support, help and advice to those wishing to complain about their NHS care or treatment, including treatment in a private hospital or care home that is funded by the NHS. The service is free of charge and 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/content/complain-about-service-or-provider

Domiciliary (Personal Care) Services

Name of Agency	Address	Contact Name Tel. No	Details of Service
Abide Home Care	64 Milton Street Brixham TQ5 0AS Website: www.abidehomecare.co.uk	Helen Lambert-Eydmann, Manager (01803) 854985 Email: helen@abidehomecare.co.uk	Provides personal care, domestic and day sitting services to adults, including older people, and people with learning disabilities, physical disabilities and mental health problems. Also offers end of life care. Area served: Brixham and surrounding areas. Cost of personal care & domestic services: From £18.00 per hour (weekdays & weekends) + mileage for clients outside of Brixham: 35p per mile.
Arrow Support Ltd.	Office 19, The Business Centre 2 Cattedown Rd. Plymouth PL4 0EG Website: www.arrowsupportltd.co.uk	Sue Kendrick (01752) 546263 Email: admin@arrowsupportltd.co.uk	Provides personal care, enabling support and supported living services to clients with learning disabilities, mental health issues, acquired brain injury, physical disability and sensory impairment. Area served: Torbay, South Hams and West Devon. Cost of personal care and other services: From £14.75 an hour (weekdays & weekends).

Name of Agency	Address	Contact Name Tel. No	Details of Service
<p>Bay Care Domiciliary Care Ltd.</p>	<p>49 Torquay Road Paignton TQ3 3DT</p> <p>Website: www.baycaregroup.co.uk</p>	<p>Katrina Green Manager</p> <p>Telephone: (01803) 710002</p> <p>Email: office@baycaregroup.co.uk</p>	<p>Personal, sitting, domestic, live-in and palliative care services. Also support & enabling services, including services for people with learning difficulties.</p> <p>Area served: Torbay & other areas of Devon</p> <p>Cost: Personal Care Services: from £19.87 per hour (weekdays); £21.85 per hour (weekends).</p> <p>Domestic Services: From £17.88 per hour.</p>
<p>Bluebird Care (Torbay)</p>	<p>Solaris House Dunmere Road Torquay TQ1 1LR</p> <p>Website: www.bluebirdcare.co.uk/torbay</p>	<p>Emma and Alexander Allan, Directors or Kirsty Lynn, Registered Manager</p> <p>Telephone: (01803) 215999</p> <p>Email: torbay@bluebirdcare.co.uk</p>	<p>Provides personal care, tailored dementia support, domestic services, respite care, trips out, shopping trips, etc. to adults (over 18) with dementia, learning difficulties and/or physical disabilities. Also provides sitting, live-in 24 hour care and enabling. Can assist clients from their home to a vehicle. Minimum: ½ hour.</p> <p>Area served: Torbay & South Hams, including Totnes and Marldon.</p> <p>Cost of personal care & domestic services: From £18.60 per hour (weekday). NB. No charge for mileage inside Torbay. Live-in Care: From £865 per week, dependent on customer's needs.</p>

Name of Agency	Address	Contact Name Tel. No	Details of Service
<p>Care Company (SW), The</p>	<p>Little Spires Fallapit East Allington Totnes TQ9 7QE</p> <p>Website: www.thecarecompany.sw.com</p>	<p>Mrs Sarah Sabater, Manager</p> <p>Telephone: (01548) 521789</p> <p>Email: sarah@thecarecompanysw.co.uk</p>	<p>Personal, sitting, domestic & live-in care services Registered to care for older people, and people with learning disabilities, physical disabilities or mental health problems.</p> <p>Area served: Torbay and South Hams. NB. Live-in care offered across Devon and Cornwall.</p> <p>Cost of personal care & domestic services: From £20.00 per hour (weekdays); from £22.50 per hour (weekends).</p>
<p>Caretakers (SW) Ltd.</p>	<p>Suite 1-3 62 Hyde Road Paignton TQ4 5BY</p> <p>Website: www.caretakerssouthwest.co.uk</p>	<p>Mrs G Lane and Mr C Lane</p> <p>Gail Lane, Care Manager</p> <p>Telephone: (01803) 527659 or (01803) 524181</p> <p>Email: gail.lane@caretakerssouthwest.co.uk</p>	<p>Personal, sitting and domestic care services (all ages).</p> <p>Minimum: ½ hour.</p> <p>Helping clients from their home to a vehicle may be possible, with two people assisting, so long as there is appropriate insurance if vehicle belongs to a carer.</p> <p>Area served: Torbay</p> <p>Cost of personal care & domestic services: From £17.50 per hour (weekdays and weekends).</p>

Name of Agency	Address	Contact Name Tel. No	Details of Service
Devon Cair Ltd.	41 Seaway Road Preston Paignton TQ3 2NX Website: www.devoncair.com	Alessandra Ruocco and Taisi Darvid, Managers Telephone: (01803) 529993 Email: devoncair@gmail.com	Registered to provide personal care (excludes nursing), sitting and domestic care for adults over 18, including those with mental health problems or physical disabilities. Wheelchair escort service available, using agency's own wheelchair. Can tailor care for individuals. May be able to assist clients from their home to a vehicle. Area served: Torbay Cost of personal care & domestic services: From £16.00 per hour (weekdays and weekends).
Devon Home Care Ltd.	Priory Chambers, 38 Fore Street St. Marychurch Torquay TQ1 4LX Website: www.devonhomecare.com	Gail Brock, Care Manager Telephone: (01803) 320023 Fax: (01803) 312222 Email: mail@devonhomecare.com or mail@devonhomecare.co.uk	Personal, day sitting & domestic care services for disabled and elderly people. Respite, short or long term care. Minimum: ½ hour. Helping clients from their home to a vehicle may be possible, based on an assessment. Area served: Torbay and Teignbridge Cost of personal care & domestic services: From £18.49 per hour (weekday); from £23.80 per hour (weekend) + mileage - 40p per visit.

Name of Agency	Address	Contact Name Tel. No	Details of Service
Guardian Homecare Brixham	2 Drew Street Brixham TQ5 9JU Website: www.guardianhomecare.org.uk	Rebecca Foster, Registered Manager or Sian Davey, Deputy Manager Telephone: (01803) 853198 Email: EnquiriesCCH@cchmail.co.uk	Provides personal care, domestic help and sitting services for adults (over 18). Helping clients from their home to a vehicle may be possible. Area served: Torbay Cost of personal care & domestic services: From £15.60 per hour (weekdays and weekends).
Helping Hands Torquay	Units 3 & 4 Tor Hill House Union Street Torquay TQ2 5QW Website: www.helpinghandshomecare.co.uk	Jeanette Halpenny, Branch Manager Telephone (01803) 700512 Email: HVSTorquay@helpinghands.co.uk	Offers personal care, domestic help, help with medication, food preparation, enabling, social support, sitting services, welfare checks, dementia care, clinical care and palliative care. Area served: Torbay, Newton Abbot, Totnes and surrounding areas. Cost: Personal Care Services: from £18.50 per hour (weekdays); £20.50 per hour (weekends). Domestic Services: From £18.50 per hour (weekdays & weekends).

Name of Agency	Address	Contact Name Tel. No	Details of Service
Home Instead Senior Care	3 Midvale Road Paignton TQ4 5BD Website: www.homeinstead.co.uk/southdevon	Peter Hughes, Director Telephone: (01803) 611630 Email: peter.hughes@homeinstead.co.uk	Offers personal care, home help and companionship to adults, particularly the elderly. All services are tailored to individual needs following a detailed assessment. Caregivers are matched to clients. Transport available. Minimum: 1 hour (up to 24/7 care, including weekends & holidays). Area served: Torbay, Newton Abbot, Totnes, Dartmouth and surrounding areas. Cost: Personal Care: From £24.50 per hour (weekday) and £26.50 per hour (weekend). Other Services: From £23.50 per hour.
Homecare 2000 Ltd	Nixon House 119-121 Teignmouth Road Torquay TQ1 4HA	Tracey Evans or Stephen Breed Telephone: (01803) 311117	Personal, domestic care and sitting services for elderly people, people with disabilities, with mental health problems, recuperating patients, terminally ill patients & post-natal women. Minimum: ¼ hour. Assisting clients from their home to a vehicle may be possible. Area served: Torbay. Cost of personal care & domestic services: From £15.20 per hour (weekday & weekend)

Name of Agency	Address	Contact Name Tel. No	Details of Service
Interserve Healthcare	The Knoll Business Centre Office W10a- W10b 325-327 Old Shoreham Road Hove BN3 7GS Website: www.interservehealthcare.com	Sue Knight Registered Manager Telephone: (01273) 987992	Services include complex care, social care, live-in packages, personal care and medications for adults, young adults and children. Assisting clients from their home to a vehicle may be possible. Minimum: 4 hours Area served: Devon, Cornwall, Somerset, Dorset and surrounding areas. Cost of personal care services: Prices vary as per client needs and specification.
Love2Care	Unit ECG 8 & ECG 9 South West Energy Centre Long Road Paignton TQ3 3DT Website: www.love2care.uk	Maddy Bird Registered Manager Telephone: (01803) 364000 Email: maddy.bird@love2care.uk	Staff work within small teams to assist with personal care, including washing and dressing, medication assistance, meal preparation, sitting services, companionship, shopping, light duties and household tasks. Able to assist clients from their home to a vehicle. Can also help with small tasks, such as changing light bulbs. Area served: Torbay Cost of personal care & domestic services: Upon application. Price is based on an assessment of individual needs.

Name of Agency	Address	Contact Name Tel. No	Details of Service
Maid's Care CIC	Suite G1.13 Torbay Business Centre Lymington Road Torquay TQ1 4BD Website: www.maidscare.co.uk	Jacqui McKenna, Managing Director Telephone: (01803) 450001 Email: info@maidscare.co.uk	Provides help for adults, including people with dementia, learning disabilities and mental health conditions. Services include help with washing and dressing, shopping, sitting, meal preparation, medication prompts, companionship. Able to assist clients from their home to a vehicle & help with smaller tasks, eg. changing light bulbs. Area served: Torbay Cost of personal care services: From £20 per hour (weekday), from £30 per hour (weekends).
Newcross Healthcare Solutions Ltd.	28 Tor Hill Road Torquay TQ2 5RF Website: www.newcrosshealthcare.com	Michelle Damerell, Complex Care Manager Telephone: (01803) 292299 Fax: (01803) 202100 Email: homecare-torquay@newcrosshealthcare.com	Nursing agency , providing nursing and complex care, which includes personal care, sitting services, waking and sleeping nights. Able to provide services to children and adults of all ages, and clients with mental health problems, learning disabilities, complex care/critical. 24/7 cover. Minimum: 4 hours Area served: Torbay and surrounding area. Cost: Contact agency.

Name of Agency	Address	Contact Name Tel. No	Details of Service
<p>Palm Tree Home Care Ltd.</p>	<p>79 Upper Manor Road Paignton TQ3 2TH</p>	<p>Julie Selves, Registered Manager or Debbie Priestman</p> <p>Telephone: 07900 571239</p> <p>Email: palmtreehomecare@outlook.com</p>	<p>Personal care, sitting services, shopping, meal preparation, housework, assistance with attending hospital and GP appointments.</p> <p>Assisting clients from their home to a vehicle may be possible.</p> <p>Area served: Torbay</p> <p>Cost of personal care & domestic services: From £18.00 per hour (weekdays and weekends).</p>
<p>Phoenix Care Services</p>	<p>14 Lucius Street Torquay TQ2 5UN</p> <p>Website: www.phoenixcareservices.co.uk</p>	<p>Katherine McNally, Managing Director of Care</p> <p>Telephone: (01803) 214426</p> <p>Fax: (01803) 214427</p> <p>Email: phoenixcare@btconnect.com</p>	<p>Personal, sitting and domestic care services. Minimum: 20 minutes. May be able to assist clients from their home to a vehicle if lifting equipment available.</p> <p>Area served: Torquay and Paignton</p> <p>Cost of personal care & domestic services: From £15.50 per hour (weekdays and weekends). Direct Payment rate: from £14.60 per hour.</p>

Name of Agency	Address	Contact Name Tel. No	Details of Service
<p>Potens Torbay Domiciliary Care Services</p>	<p>Conifer Lodge Bronshill Rd. Torquay TQ1 3HA</p> <p>Website: www.potens-uk.com</p>	<p>Danielle Reid, Registered Manager</p> <p>Telephone: (01803) 315633 or 07595 963223</p> <p>Email: danielle.reid@potens-uk.com</p>	<p>Domiciliary & outreach services for adults aged 18-65 with learning disabilities, mental health and dual diagnoses as well as complex needs. Support is tailored to the individual and includes support with medication & personal care, support to attend appointments and help with community integration. Also offers supported living.</p> <p>Area served: Torbay and South Devon</p> <p>Cost of personal care & other services: From £13.95 per hour (weekdays & weekends).</p>
<p>Precious Homes</p>	<p>Main Office: Magic House 5-11 Green Lanes Palmers Green London N13 4TN</p> <p>Website: www.precious-homes.co.uk</p>	<p>Emma Storrie, Business Development Manager</p> <p>(01803) 605654</p> <p>Email: referrals@precious-homes.com</p>	<p>Provides support to young people and adults with learning disabilities, autism spectrum disorders, mental health issues, 'challenging' behaviour and complex needs within their own home. This includes support with independent and daily living skills, domestic tasks, personal care (without nursing), social development and integration, community access, volunteering, employment & budgeting.</p> <p>Area served: Torquay only, close to TQ2 6PB.</p> <p>Cost of personal care & other services: From £15.65 per hour (weekdays & weekends).</p>

Name of Agency	Address	Contact Name Tel. No	Details of Service
Pulse Community Healthcare	Pulse Plymouth Building 1 Brooklands Campus Plymouth PL6 5XR Website: www.pulsecommunityhealthcare.co.uk	Samantha Treleven, Branch Manager Telephone: (01752) 781699 Fax: (01752) 779129 Email: pch.southwest@pulsestaffing.co.uk	Offers support/enabling services to children, young people & adults with complex care needs. Services may include personal care, support to access the community, daily living skills, domestic tasks & sitting services, as well as more specialist support for continuing healthcare needs. Area served: Torbay Cost of personal care & other services: From £15.50 per hour (weekdays & weekends)
Quality Care Devon Ltd.	Jayden House 21 Starpitten Grove Torquay TQ2 8BX Website: www.qualitycaredevon.com	Doug Gerring, Registered Manager or Jodie Fielding, Care Manager (01803) 322290 Email: info@qualitycaredevon.com	Provides personal & domestic care services, including enablement, social activities, and sitting. Offers person-centred services to frail elderly, people with learning, sensory or physical disabilities, dementia or mental health problems, Also provides palliative care. Area served: Torbay and other South Devon areas, including Kingsbridge and Newton Abbot. Cost of personal care and domestic services: From £16.70 per hour (weekdays); from £17.90 per hour (weekends).

Name of Agency	Address	Contact Name Tel. No	Details of Service
Sarah's Carers Torbay	17 Hyde Road Paignton TQ4 5BW Website: www.sarahscarers.co.uk	Mrs Sarah Taylor Director of Care (01803) 472710 or 07833 492450 Email: sarahscarersoffice@gmail.com	Provides personal care, complex care services, companionship, medication administration, housework, shopping, escort to appointments, sitting services and palliative care services. Able to assist clients from their home to a vehicle. Area served: Torbay Cost of personal care and domestic services: From £19.00 per hour (weekdays & weekends)
Stella Care Devon Ltd.	Unit J The Market Forum Market Street Torquay TQ1 3AE Website: www.stellacaredevon.co.uk	Nicola Hopkins Registered Manager (01803) 411050 Email: community@stellacaredevon.co.uk	Provides personal care, domestic services, sitting services and supported living services for adults (18+), including people with learning or physical disabilities, dementia or mental health problems. Able to assist clients from their home to a vehicle. Area served: Torbay Cost of personal care and domestic services: From £17.60 per hour (weekdays), from £18.60 per hour (weekends).

Name of Agency	Address	Contact Name Tel. No	Details of Service
Your Choice Devon Ltd.	16 Eastern Road Ashburton Newton Abbot TQ13 7AR Website: www.yourchoicedevonltd.co.uk	James Suddick, Registered Manager 07375 594338 Email: admin@yourchoicedevonltd.co.uk	Provides personal care and domestic services. Also helps with social inclusion and involvement, and managing finances. Offers services to adults of all ages with learning disabilities, physical disabilities, sensory impairments, mental health issues or autistic spectrum disorders. May be able to help clients from home to a vehicle. Area served: Torbay, South Hams, Teignbridge, Exeter, Plymouth and surrounding areas Cost of personal care and domestic services: From £17 per hour (weekday and weekends).

Live-in Care Services (South West and Nationwide)

This section lists agencies in the South West and nationwide that specialise in providing live-in care services. Please note, however, that many of the local domiciliary care agencies listed on the previous pages may also be able to offer a live-in service – please contact agencies direct for details.

Name of Agency	Address	Contact Name Tel. No	Details of Service
Able Community Care	The Old Parish Rooms Whitlingham Lane Trowse Norwich Norfolk NR14 8TZ Website: www.ablecommunitycare.com	Telephone: (01603) 764567 Fax: (01603) 761655 Email: info@ablecommunitycare.com	CQC registered nationwide service providing live-in short and long term personal care. Services do not include nursing care. Area served: Torbay (nationwide company). Cost: Contact agency
Active Assistance	1 Suffolk Way Sevenoaks Kent TN13 1YL Website: www.activeassistance.com	Telephone: 0844 8461616 Fax: (01732) 779134 Email: via website	CQC registered nationwide service specialising in support to adults with a high level spinal cord injury. Also helps people with other neurological conditions, eg. Multiple Sclerosis, Motor Neurone Disease, Muscular Dystrophy. Area served: Torbay (nationwide company). Cost: Contact agency
Agincare Ltd.	Agincare Live-in Care Services Ltd. Admiralty Buildings Castletown Portland, Dorset DT5 1BB Website: www.agincare.com	Telephone: 08000 121 247 (freephone no.) Email: liveincaremgr@agincare.com	CQC registered agency providing live-in care to people of various ages and with varying needs. Area served: Devon and beyond. Cost: Contact agency.

Name of Agency	Address	Contact Name Tel. No.	Details of Service
The Care Agency	23a Church St. Lutterworth Leicestershire LE17 4AE Website: www.thecareagency.co.uk	Telephone: 03331 212301 Fax: (01455) 559885 Email: info@thecareagency.co.uk	National agency that introduces live-in carers, offering short or long term live-in services. Area served: Torbay (nationwide company). Cost: From £90.00 per day, including agency fees. Registration fee: £125.00 (including VAT).
Christies Care	Rose House Street Farm Road Saxmundham Suffolk IP17 1AL Website: www.christiescare.com	Telephone: (01728) 605107 Fax: (01728) 604483 Email: care@christiescare.com	CQC registered national company that specialises in providing live-in care on a short or long term basis. Can provide care to clients with complex needs. Area served: Torbay (nationwide company). Cost: Generally from £890 to £1,100 per week.
Country Cousins	Aviation House Cross Oaks Lane Redhill Surrey RH1 5EX Website: www.country-cousins.co.uk	Telephone: 0808 250 6974 Email: via website	National agency that introduces live-in carers. Various levels of care are available, which can be tailored to suit client. Area served: Torbay (nationwide company). Cost (including agency fees): On application.

Name of Agency	Address	Contact Name Tel. No.	Details of Service
Lady Anne Care Agency	'Westwick' 59 Teignmouth Rd. Teignmouth TQ14 8UR Website: www.ladyannecareagency.co.uk	Kaye Heemsbergen Office Manager Telephone: (01626) 778808 Email: info@ladyannecareagency.co.uk	CQC registered personal and domestic live-in care agency. Offers 24-hour live-in care, providing support and enablement to a range of clients including older people and people with disabilities. Also able to provide end of life care (non-nursing). Services include personal care, respite care, sitting, shopping and domestic help. Area served: Devon, Cornwall, Somerset, Dorset. Cost: Daily rate on assessment.
Shared Lives South West	Suite 3, Zealley House Greenhill Way Kingsteignton Devon TQ12 3SB Website: www.sharedlivessw.org.uk	Telephone: (01626) 360170 Fax: (01626) 368252 Email: enquiries@sharedlivessw.org.uk	Registered charity, formerly known as SWAPS. Services can be short (up to 28 days) or long term, and are all about one household sharing their home and lives with other people, who may need accommodation and some care and support. The organisation is registered with the Care Quality Commission, and its carers go through a rigorous assessment and approval process. Area served: South West Cost: on application.

Name of Agency	Address	Contact Name Tel. No.	Details of Service
Sunshine Care	Building 5 Derriford Business Park Brest Road Plymouth PL6 5QZ Website: www.sunshinecare.co.uk	Aaron Rixon, Nursing Care Services Manager Telephone: (01752) 680090 Fax: (01752) 477553 Email: enquiries@sunshinecare.co.uk	CQC registered agency that offers live-in care to adults over 18, including older people, those with spinal injuries, physical disabilities, learning disabilities and mental health problems. Minimum time: 2 weeks. Area served: South West area (for live-in care). Cost: From £854 per week.

Other Titles in this Series (to obtain copies, see page 3)

For Disability Support Series	
Adult Abuse: how to raise your Concerns	P35
Bathing and Showering	P02
Computers	P27
Contenance Management	P24
Domiciliary Care Agencies	P05
Emergency Care For Pets	P06
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Family and Emotional Support Services	P03
Finding Funding for Extra Needs	P12
Gentle Exercise	P22
Holiday Services (national contacts)	P09
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Information, Advice and Advocacy Services	P01
Keeping Safe and Warm at Home	P13
Leisure and Day Opportunities	P28
Meal Delivery Services	P14
Motoring	P17
Parking and Public Conveniences	P15
Shop Delivery Services	P16
Sitting Services	P18
Sport and Outdoor Activities	P34
Stairlifts and Vertical Lifts	P19
Support for Adults with High Functioning Autism and Asperger's Syndrome	P33
Support Groups	P21
Telecare (includes community alarm systems)	P04
Transport Services	P20
Caring	
Caring for an Adult with an Alcohol or Drug Problem	P31
Care Home Series	
Care Homes - Day Care, Torbay	C09
Care Homes: Dementia (residential and nursing), Torbay	C06
Care Homes: Learning Disabilities, Torbay	C05
Care Homes: Mental Health, Torbay	C08
Care Homes: Nursing, Torbay	C03
Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

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.
- Appointments for help with social security forms (PIP, ESA, etc.) for people with diagnosed mental health conditions.
- An access point for the Mental Health User and Carer Involvement Worker (appointments only).


Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

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.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 **signposts@nhs.net**

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, P05 – November 2016

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