

Domiciliary (Personal Care) Services (P05)



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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 sheet

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

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

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

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

www.torbayandsouthdevon.nhs.uk/disinfosheets

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

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

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

Torbay Disability Information Service

4th Floor, Union House

Union Street, Torquay, TQ1 3YA

Telephone: 0300 456 8373 Email:

tsdft.dis.torbay@nhs.net

What is 'Domiciliary (Personal Care) Services' about?

This information sheet gives contact details of agencies that provide personal care, eg. help with washing, dressing and toileting. It also includes some information about personal assistants (PAs). Some of these agencies and personal assistants may also be able to provide help with domestic tasks such as shopping, cleaning, meal preparation, 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 8.

Personal Assistants

Please note that personal assistants/carers directly employed by an individual or related third party (rather than being employed by a care agency) don't need to be registered by the Care Quality Commission (CQC) even if they provide personal care. Also, introductory agencies that provide carers but don't have any role in managing the personal care that the carers provide don't need to be registered by CQC. For further information about personal assistants, please refer to page 21.

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). For home maintenance services, please see information sheet P10.

Further Support

For information and advice about further support, please contact Torbay Adult Social Care Services on (01803) 219700 to discuss your concerns. If you live outside Torbay contact Care Direct on 0345 155 1007.

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 30 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 organisations listed.
- b. Decide which services 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 8).
 - areas served
 - services provided
 - prices (please note this document does not include prices)
 - minimum time
- c. Contact those services 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 or PA 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 or PA provides, you do not have to continue using them and can change at any time (see also 'Comments, Compliments, Concerns and Complaints', page 10).

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):

The Advocacy People (previously SEAP)

PO Box 375, Hastings TN34 9HU (Head Office address)

 0330 440 9000 text: 80800, starting message with PEOPLE

 www.theadvocacypeople.org.uk

 info@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/content/complain-about-service-or-provider

Domiciliary (Personal Care) Agencies

Abide Home Care

King Street Rooms, King Street, Brixham, TQ5 9TF

Contact Names: Helen Lambert-Eydmann, Manager

Telephone: (01803) 852220

Email: helen@abidehomecare.co.uk

Website: www.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.

Please contact care provider for further details and prices.

Bay Care Domiciliary Care Ltd.

7A Dartmouth Road, Paignton TQ4 5AA

Contact Name: Chloe Stark Registered Manager

Telephone: (01803) 710002

Email: office@baycaregroup.co.uk

Website: www.baycaregroup.co.uk

Personal, sitting, domestic, and palliative care services. Also support & enabling services, including services for people with learning difficulties.

Area served: Torbay & other areas of Devon

Please contact care provider for further details and prices.

Bluebird Care (Torbay)

Solaris House, Dunmere Road, Torquay, TQ1 1LR

Contact Name: Nicky Gardner, Registered Manager

Emma & Alexander Allan, Service Owners

Telephone: (01803) 215999

Email: torbay@bluebirdcare.co.uk

Website: www.bluebirdcare.co.uk/torbay

Provides personal care, tailored dementia support, acquired brain injury support, domestic and cleaning 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 to and from their home to appointments, etc. Minimum: ½ hour.

Area served: Torbay & South Hams, including Totnes and Marldon.

Please contact care provider for further details and prices.

Caretakers (SW) Ltd.

7 Torquay Road, Paignton TQ3 3DU

Contact Name: Mrs G Lane, Mr C Lane and (registered owners) & Gail Lane, Care Manager

Telephone: (01803) 527659 or 524181

Email: info@caretakerssouthwest.co.uk

Website: www.caretakerssouthwest.co.uk

Personal, sitting and domestic care services (all ages). Minimum ½ hour. 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.

Area served: Torbay

Please contact care provider for further details and prices.

Devon C Air Ltd.

41 Seaway Road, Preston, Paignton TQ3 2NX

Contact Name: Alessandra Ruocco and Taisi Darvid, Managers

Telephone: (01803) 529993

Email: devoncair@gmail.com

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

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: Paignton and Marldon

Please contact care provider for further details and prices.

Devon Home Care Limited

Priory Chambers, 38 Fore Street, St.
Marychurch, Torquay, TQ1 4LX

Contact Name: Gail Brock, Registered Manager

Telephone: (01803) 320023

Email: mail@devonhomecare.com

Website: www.devonhomecare.com

Offers personal care and domestic care services, including long- or short-term care, respite care, day sitting, shopping, pension collection and companionship to and from hospital. Minimum: ½ hour. Helping clients from their home to a vehicle may be possible, based on an assessment.

Area served: Torbay and Teignbridge

Please contact care provider for further details and prices.

District Health Torbay and South Hams

3-5 Lucius Street, Torquay, TQ2 5UW

Contact Name: Nicola Hopkins, Care Manager (CQC/RM)

Telephone: (01803) 411050

Email: torbaysouthhams@districthealth.care

Website: www.districthealth.care

District Health provides high quality, personalised home care services, from personal and complex care to dementia support, live-in-care, and companionship.

Area served: Torbay and South Hams

Please contact the care provider for further details and pricing.

EPIC Homecare.

12 Sellick Avenue, Brixham, TQ5 9PN

Contact Names: Danielle Meagor, Registered Manager or Julia Horton Deputy Manager

Telephone: 07501845216

Email: epichomecareltd@outlook.com

Website: www.epichomecareltd.co.uk

Provides assistance with personal care, medication support, meal preparation, sitting services, companionship, enabling, shopping, light duties and household tasks, welfare checks, dementia care and palliative care. Services are person centred for adults, including older people and physical disabilities.

Area served: Brixham and surrounding areas.

Please contact care provider for further details and prices.

Helping Hands Home Care Torquay

Units 3 & 4, Tor Hill House, Union Street, Torquay, TQ2 5QW

Contact Name: Jade Rosindale, Branch Manager

Telephone: (01803) 225766

Email: HVSTorquay@helpinghands.co.uk

Website: www.helpinghandshomecare.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.

Please contact care provider for further details and prices.

Home Instead Care

3rd Floor, 45 Union St, Torquay TQ1 1ET

Contact Name: Lesley Smith, Manager

Telephone: (01803) 611630

Email: wecare@southdevon.co.uk

Website: www.homeinstead.co.uk/southdevon

Offers personal care, companionship and home help to adults, particularly the elderly. Offers wide range of one-to-one services tailored to individual needs following a detailed assessment. Caregivers are then 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.

Please contact care provider for further details and prices.

Homecare 2000 Ltd.

Nixon House, 119-121 Teignmouth Road, Torquay TQ1 4HA

Telephone (01803) 311117 Email: info@hc2k.com

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.

Please contact care provider for further details and prices.

Love2Care

Unit 17, Trojan Industrial Estate,
Borough Close, Paignton, TQ4 7EP

Contact Name: Maddy Bird, Registered Manager

Telephone: (01803) 364000

Email: info@love2care.uk Website: www.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 and outings. Services are tailored to the needs of the individual.

Area served: Paignton and Torquay

Please contact care provider for further details and prices.

Newcross Healthcare Torbay

28 Tor Hill Road, Torquay, TQ2 5RF

Contact Name: Shabnam Roughani, Local Manager

Telephone: (03300) 540511

Email: torbay@newcrosshealthcare.com

Website: <https://www.newcrosshealthcare.com/branches/newcross-torbay>

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.

Please contact care provider for further details and prices.

Palm Tree Home Care Ltd.

79 Upper Manor Road, Paignton, TQ3 2TH

Contact Name: Julie Selves, Registered Manager

Telephone: 07900 571239

Email: palmtreehomecare@outlook.com

Personal care, sitting services, shopping, meal preparation, housework, assistance with attending hospital and GP appointments. Assisting clients from their home to a vehicle may be possible.

Area served: Torbay

Please contact care provider for further details and prices

Potens Torbay Domiciliary Care Services

Conifer Lodge, Bronshill Rd. Torquay, TQ1 3HA

Contact Name: Julie Callaghan, Registered Manager

Telephone: (01803) 315633

Website: www.potens-uk.com

Supported living and outreach services for adults 18-65 with learning disabilities, mental health and dual diagnoses as well as complex needs. Support is tailored to the individual, and this support can be regulated or none regulated.

Area served: Torbay and South Devon

Please contact care provider for further details and prices.

Precious Homes Torquay

Lucentio House, Torquay TQ2 6PB

Contact Name: Kevin Drew, Registered Manager

Telephone: (01803) 605654

Email: referrals@precious-homes.com

Website: www.precious-homes.co.uk

Lucentio House provides support for up to 12 young people and adults (16+ years) with learning disabilities and autism spectrum conditions as well as secondary mental health needs and/or behavior which may be described as challenging or other complex needs. Each individual has their own self-contained flat and tenancy with access to a shared garden area. Support includes support with daily living skills, independence, skill development, confidence and integration.

Area served: Torquay

Please contact care provider for further details and prices.

Quality Care Devon Ltd.

Jayden House, 21 Starpitten Grove, Torquay TQ2 8BX

Contact Name: Doug Gerring, Registered Manager or Jodie Fielding, Care Manager

Telephone: (01803) 322290

Email: office@qualitycaredevon.co.uk

Website: www.qualitycaredevon.co.uk

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 areas of South Devon, including Newton Abbot and Kingsbridge.

Please contact care provider for further details and prices.

Sarah's Carers Torbay

41 Laura Grove, Paignton, TQ3 2LP

Contact Name: Mrs Sarah Taylor

Telephone: 07833 492 450

Email: sarahscarersoffice@gmail.com

Website: www.sarahscarers.co.uk

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

Please contact care provider for further details and prices.

YourChoice Devon Ltd.

Unit 22, Samara Business Park,
Heathfield Industrial Estate, Newton Abbot TQ12 6TR

Contact Name: James & Leanne Suddick, Registered Managers

Telephone: (01626) 830391 or 07375 594338 (out of hours)

Email: admin@yourchoicedevonltd.co.uk

Website: www.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 and Exeter.

Please contact care provider for further details and prices.

Personal Assistants

A personal assistant (PA), rather than a regulated care agency, may suit individuals who would like more choice and control over how their support needs are met. PAs provide a wide range of care and support services but please note that they are not regulated by the Care Quality Commission (CQC) even if they are providing personal care.

PAs may be self-employed or otherwise be employed by the person who is using their services. Please note that if you were employing a PA directly you would need to arrange checks, training and PAYE as well as comply with the law as an employer. For a self-employed PA, you would still need to do certain checks, including whether they were registered as self-employed and if they had public liability insurance. For further advice, please refer to the Devon PA Network at www.pinpointdevon.co.uk (see also below). You could also contact the following local charities for advice and support (please note there is generally a fee for this):

- Disability Focus
(01803) 867968
Email: info@disabilityfocus.org
Website: www.disabilityfocus.org

- Disability Support Torbay
(01803) 215871
Email: info@dstorbay.org.uk
Website: www.dstorbay.org.uk

To find a PA you could search on the Devon Personal Assistant (PA) Network at www.pinpointdevon.co.uk This is a directory of local PAs that is provided free of charge by Devon County Council. You could also use a PA introductory agency – please note that these agencies are not registered with the CQC but they are able to

introduce customers to self-employed PAs whom they have vetted. We are aware of the following local PA introductory agencies that are able to accept self-referrals - please contact them directly for further details.

Friends Helping at Home Torbay & Totnes

(01803) 670639 or 07421 821421

Email: torbay@friendshelpingathome.co.uk

Website: www.friendshelpingathome.co.uk/torbay

Kathy's 1-2-1 PA services

Telephone: 07813 072661

Details of Services: 121 services provided to many different clients; Dementia, palliative care, complex care etc. Also provides cleaning services. Has training in Multiple Sclerosis and Motor Neurone Disease.

Please contact care provider for further details and prices.

NB. If you are thinking about employing a PA, we would advise you to consider this very carefully and seek advice before going ahead - please note that anyone employing a PA does so at their own risk. Please note also that Torbay Disability Information Service does not accept any liability arising from the use of any of its information (please see also page 4).

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.

Live-in Care Services (South West and Nationwide)

Able Community Care

The Old Parish Rooms, Whitlingham Lane, Trowse
Norwich, Norfolk, NR14 8TZ

Telephone: (01603) 764567

Email: info@ablecommunitycare.com

Website: www.ablecommunitycare.com

Nationwide service, providing live-in short- and long-term personal care.

Area served: Torbay (nationwide company).

Please contact care provider for further details and prices.

Active Care Group

1 Suffolk Way, Sevenoaks, Kent TN13 1YL

Telephone: (01732) 779353

Email: referrals@activecaregroup.co.uk

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

Active Care Group is a national provider of complex care and rehabilitation services, offering care services to adults, children and younger people. It supports a wide range of complex conditions, including brain injury, spinal injury, epilepsy, neurological conditions, learning disabilities and respiratory and ventilation.

Area served: Torbay (nationwide company).

Please contact care provider for further details and prices.

Agincare Ltd.

Agincare House, Admiralty Buildings,
Castletown, Portland, Dorset, DT51BB

Telephone: 01305443115 (new care enquiries)

Email: via website

Website: www.agincare.com/live-in-care

Agency providing live-in care to people of various ages and with varying needs.

Area served: Devon and beyond.

Please contact care provider for further details and prices.

The Care Agency

Unit 1310, Solihull Parkway, Birmingham, B37 7YB

Telephone: 03331 212301

Email: info@thecareagency.co.uk

Website: www.thecareagency.co.uk

National agency that introduces live-in carers, offering short or long-term live-in services.

Area served: Torbay (nationwide company).

Please contact care provider for further details and prices.

Christies Care

Rose House, Street Farm Road, Saxmundham, Suffolk, IP17 1AL

Telephone: (01728) 605107

Email: care@christiescare.com

Website: www.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).

Please contact care provider for further details and prices.

Country Cousins

Aviation House, Cross Oak Lane, Redhill, Surrey, RH1 5EX

Telephone: 0808 169 7548

Email: via website

Website: www.country-cousins.co.uk

National agency that introduces live-in carers. Various levels of short- and long-term care are available, which can be tailored to suit client.

Area served: Torbay (nationwide company).

Please contact care provider for further details and prices.

Ocean Healthcare

45 Devon Square, Newton Abbot, TQ12 2HH

Telephone: [01803 470025](tel:01803470025) Contact: Joanna King

Email: contracts@oceanhealthcare.co.uk (quote reference JK)

Website: www.oceanhealthcare.co.uk

Specialist providers of experienced Live-In carers, offering short or long-term Live-In services. Live-in carers can assist with a wide variety of tasks that enable people to remain in their own home. Live-In Carers can provide personal care, mobility assistance, medication management, meal preparation, emotional support, running errands, household chores, medication assistance, mobility support, getting out and about & pet care.

Area served: Devon, Cornwall & Somerset

Please contact care provider for further details and prices.

Shared Lives South West

Suite 3, Zealley House, Newton Abbot, Devon, TQ12 3SB

Telephone: (01626) 360170

Email: via website

Website: www.sharedlivessw.org.uk

Registered charity, formerly known as SWAPS. Services can be short or long term, and are all about one household sharing their home and lives with other adults (over 16 years of age), 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: Devon, Cornwall and Somerset.

Please contact care provider for further details and prices

Sunshine Care

Head Office, The Retreat, Belle Vue Road, Plymouth, PL9 9NR

Telephone: 0800 234 3520

Email: enquiries@sunshinecare.co.uk

Website: www.sunshinecare.co.uk

CQC registered agency that offers short and long-term live-in care to adults over 18, including older and younger people who have complex care needs. Specialisms also include dementia live-in care, complex and neurological live-in care and palliative and end of life care.

Area served: South West area (for live-in care).

Please contact care provider for further details and prices.

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

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 tsdft.dis.torbay@nhs.net

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.

Opening hours: Monday to Friday, 9am to 4pm

- **Signposts for Carers**

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

 **(01803) 666620**

 signposts@nhs.net

Feedback Sheet

Was this information sheet useful?

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

Our address is:

Torbay Disability Information Service
4th Floor, Union House
Union Street
Torquay TQ1 3YA

Q: Where did you get this information sheet from?

Q: How old are you?

Q: Was the information easy to read and helpful? (Please tick one box only)

- ☐ Very Easy
- ☐ Fairly Easy
- ☐ Undecided
- ☐ Fairly Difficult
- ☐ Very Difficult

Q: How might we improve it?

Q: What local disability related support do you struggle to find out about?

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



Partners in Care

Ref: DIS, P05 – August 2023

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