

Home Visiting Services (P23)



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 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:

Torbay and South Devon NHS Foundation Trust:
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
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Torquay TQ1 3YA

Telephone: 0300 456 8373

Email: dis.torbay@nhs.net

Introduction

This information sheet gives details of commercial home visiting services in Torbay, such as mobile hairdressers and home visiting chiropodists. It does not include domestic and domiciliary agencies as these are covered in our information sheets, 'Domiciliary Care Agencies' (P05), and 'Housework, Domestic Help and Laundry Services' (P11). For home maintenance services, please see information sheet P10. Local meal delivery services are listed in our information sheet P14 and shop delivery services in P16.

We publish details that we have been given by organisations about their services, including relevant qualifications, but it is always advisable to double-check these and also to check whether individuals providing home visiting services have received a Disclosure and Barring Service (previously Criminal Records Bureau) check.

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.

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.

Chiropodists and Foot Health Practitioners

All the chiropodists and foot health practitioners listed in this section charge a fee for their services.

Please contact services direct to find out more about what they do and ask for a quote. It is advisable to contact at least three services before choosing the one that you consider best meets your needs and budget. Once you have chosen a service, contact them direct to make an appointment.

What is the difference between a chiropodist/podiatrist and foot health practitioner?

- Chiropodists/podiatrists are professionals registered with the Health and Care Professions Council (HCPC) who are trained to treat and give advice on all foot and lower limb problems.
- If you are using the services of a private foot care practitioner it is important to check that they are registered by the Health and Care Professions Council (HCPC) as anyone can set up in private practice without any training or with training that is not recognised by the HCPC. Check registration online at www.hcpc-uk.org/check/ or call the HCPC's Registration Department on 0300 500 4472. To raise a concern about a HCPC registered professional, call

the HCPC's Fitness to Practice Department on 0800 328 4218 (freephone) or 020 7840 9814.

- Foot health practitioners are not registered by the HCPC so may not be as fully trained or qualified as chiropodists or podiatrists.

We cannot guarantee that all the practitioners listed in this section are registered with the Health and Care Professions Council - please ensure that you check their qualifications before arranging a visit from them. It is also advisable to check the price and whether practitioners have been checked by the Disclosure and Barring Service (DBS -previously CRB) before arranging a home visit.

If you are at risk of foot ulceration, ask your GP for a referral to the NHS Podiatry Service - please note, though, that this Service only provides home visits on a **very limited** basis, via GP referral, in cases where patients are incapable of leaving their home - if you require this service, please contact your GP for a referral.

The Devon Foot People (NHS Fee Charging Podiatry Service)

Castle Circus Health Centre, Abbey Road, Torquay TQ5 2YH

Telephone: (01803) 217712

Email: thedevonfootpeople.msk@nhs.net

Contact Names: Denise Walker, Jane Cawley

Details of Service: This is the fee charging service of NHS Podiatry. You can access it if you don't wish to go through the NHS referral system or do not fit the eligibility criteria for the NHS Podiatry Service. The service serves Torbay and South Devon, and all its podiatrists are HCPC registered. (Please note that you may be eligible for NHS Podiatry Service if you are considered to be at high risk – to apply for an assessment, people aged 18-60 require a referral from their GP or other medical professional, unless their feet are deemed to be at risk from health conditions, such as diabetes or poor circulation. Under 18s and over 60s can self-refer).

New patient assessment: (waived if patient has already been assessed by the NHS Service within the last 12 months)
Podiatry treatment & Nail cutting only.

We also offer an MSK service for:

- MSK Assessment
 - Video Gait Analysis
 - Foot Pressure Analysis
 - Custom Orthotics
 - Insoles
 - Bracing
 - Footwear and Adaptations
 - Shockwave Therapy
 - Taping/Strapping
 - Ultrasound Imaging
-

Chelston Chiropody

32a Walnut Road, Chelston, Torquay, TQ2 6HS
Telephone: (01803) 690420

Details of Service: Chiropody practice, established for over 21 years. Specializes in providing a service for older people and people with disabilities. Offers home visits by appointment on Wednesdays and Thursdays. Chelston Chiropody state that all their chiropodists are HCPC registered.
Serves Torbay.

Comfort Foot Care

Paignton

Telephone: (01803) 552139

Email: comfortfootcare@icloud.com

Contact Name: Rachel Sharples

Details of Service: Home visiting service offered by qualified foot health practitioner, providing help with general foot care, including nail cutting, corn and callus treatment and treatment of fungal infections. Service established for 10 years. Offers home visits Mondays to Friday during school hours (appointments between 9.15 am and 3.00 pm) - other times may also be possible by arrangement.

Serves Paignton, Preston, Brixham and outlying areas, eg. Stoke Gabriel.

Crews, Sharon

Torquay

Telephone: 07815 206255

Details of Service: HCPC registered chiropodist and podiatrist. Service established for over 19 years. Offers total foot care, removal of corns, calluses, verrucas and ingrowing toenails. Gives advice on heel pain and fungal infections. Specialises in providing a service to older people and individuals with Dementia and Learning Disabilities.

Serves Torbay, Newton Abbot, Paignton, Ipplepen, Teignmouth and surrounding area's

Foot Care at Home

Torquay

Telephone: (01803) 320017 or mobile: 07748 450402

Contact Name: Nina Maule

Details of Service: Home visiting service offered by foot health practitioner, providing help with general foot care, including toenail trims, corn removal, calluses, verrucae, ingrown toenails and general advice on the feet. Service established for over 15 years. Serves Torquay and Paignton areas.

The Foot Clinic

300b Torquay Road, Paignton

Telephone: (01803) 525533

Email: thefootclinicpaignton@hotmail.co.uk

Website: www.thefootclinicpaignton.co.uk

Details of Service: HCPC registered chiropodist and podiatrist. Practice established for over 5 years. Offers home visits by individual appointment. Serves the whole of Torbay.

The Foot Lady

Brixham

Telephone: (01803) 883987

Contact Name: Nicky Foulkes

Details of Service: HCPC registered Chiropodist / Podiatrist. Home visiting service established for over 13 years. Able to provide Nails Only Service if required, following an initial full assessment.

Serves mainly Brixham and nearby areas, including Galmpton, Goodrington, Broadsands, Hookhills and Kingswear.

Footbridge Chiropody

14 Briwere Road, Torquay, TQ1 4DU

Telephone: 01803 323605

Contact Name: Carla Davey Bsc (Hons) M.Inst Ch.P
HCPC Registered Chiropodist / Podiatrist

Details of Service: Practice established for over 10 years. Offers onsite surgery & home visits by individual appointment. Serves Paignton and Torquay.

Hamilton, Andrea

Ogwell

Telephone: (01626) 356203

Details of Service: Home visiting and Home Clinic service by HCPC registered chiropodist. Service established for over 35 years.

Charlotte Sellars

Paignton

Mobile: 07887 887257

Details of Service: Home visiting service by HCPC registered chiropodist. Service established for 20 years. Able to offer appointments at times to suit client, including evenings and weekends. Serves mainly Brixham and Paignton areas.

St Marychurch Foot Clinic

9 Babbacombe Road, St Marychurch, Torquay, TQ1 3SB

Telephone: (01803) 329369

Email: stmarychurchfootclinic@gmail.com

Website: www.stmarychurchfootclinic.co.uk

Details of Service: Fully insured and Health and Care Professions Council registered chiropodists/podiatrists, providing a complete foot health service. Service established for 10 years. Offers home visits in Torquay, usually on Tuesdays, Wednesdays and Fridays, although other times may be available if possible. Offers home visits. Also offer a nail's only clinic service, following an initial foot assessment. Clinic opening times: 8.00 am - 5.30 pm.

Dental Surgeons

Apart from the Special Care Dental Service (which provides NHS dental treatment only), dentists listed in this section may offer treatment for NHS or private patients - contact them direct for further information about their service and charges and to book an appointment if the service is able to meet your needs.

To find out which dental practices in Torbay and Devon are currently accepting new NHS patients contact the NHS Devon Dental Helpline on 0333 006 3300.

Dentists should be registered with the General Dental Council. You can check registration online at www.gdc-uk.org or call 020 7167 6000.

Community Dental Services

Community Dental Service

Castle Circus Health Centre, Abbey Road, Torquay TQ2 5YH

Telephone: (01803) 217777 Email: via website

Website:

<https://www.torbayandsouthdevon.nhs.uk/services/dental/community-dental-service/>

Details of Service: Provides NHS dental treatment for people with special needs, including those with physical or mental impairments. People are generally referred from other services. Referrals need to be completed/sent by a professional. NHS treatment may include domiciliary care (home visits) if needed.

Other Dental Services offering home visits

At Home Dental Ltd (Justin Marney)

24 Bridgetown, Totnes, TQ9 5AD

Tel: 07960 908586

Details of Service: We cover Torbay with our NHS contract and some other areas of Devon on a private basis only.

Hairdressers

All the hairdressers listed in this section are commercial and make a charge for their services.

Please contact services direct to find out more about what they do and ask about prices. It is advisable to contact at least three services before choosing the one that you consider best meets your needs and budget. Once you have chosen a service, contact them direct to make an appointment.

Hairdressers and manicurists do not need qualifications to practise. Before using one of these, it is advisable to check their experience and qualifications.

Please note that we have received only verbal information about the contacts listed: if you wish to make any further checks you will need to ask them for sight of their references and qualifications.

Alexander, Clare

Torquay

Telephone: 07527 798392

Details of Service: Hairdressing for men and women. Cutting/ Restyling shampoo and sets, blow-dries, colouring, perming, highlighting/foiling. Haircuts/beard trims for gents. Qualified (City and Guilds) hairdresser and barber with over 30 years' experience. Service offered in Brixham on Saturday, Dartmouth on Wednesdays and Paignton and Torquay on Thursdays. Serves Torbay and Dartmouth.

Freelance Hair

Paignton

Telephone: 07525 029897

Details of Service: Hairdressing for men and women. Offers haircuts and blow-dries, shampoos and sets, perming and tinting. NVQ 1, 2 and 3. Over 20 years' experience. Generally able to offer appointments on Tuesdays, Thursdays, Saturdays and occasionally Mondays, 9.00 am – 5.00 pm. Serves Paignton, Torquay and Kingskerswell.

Hair @ Home Ltd.

Paignton

Telephone: 07828 106961

Details of Service: Hairdressing for ladies and men (as long as a female is present). A range of hairdressing services available, including dry cuts but no shampoos and sets. Blow-dry's with tongs to finish off just no rollers. Clients must be able to have their hair shampooed over a bath or sink.

Jonathan Julian

Torquay

Telephone: (01803) 296859

Details of Service: Hairdressing for ladies and men. Offers full range of hairdressing services, including blow-dries and colouring. Also, able to offer men electric shaves. City and Guilds. Over 30 years' experience. Serves Torquay/Torbay.

Ogbourne, Lisa

Paignton

Telephone: (01803) 844109 Mobile: 07745 482649

Details of Service: Hairdressing for men and women, including cutting, colouring, perming, blow drying and setting. Can also provide face shaves and beard trims. Fully qualified. 21 years' experience. Serves the whole of Torbay.

Steph's Hair at Home

Paignton

Telephone: (01803) 666334 Mobile: 07503 729287

Website: www.facebook.com/stephdrinkhair

Details of Service: Hairdressing for women, including cutting, colouring, perming, blow drying, shampoos and sets, highlights and restyling. Service generally available Monday to Friday 9.00 am – 5.00 pm. Qualifications: NVQ Hairdressing levels 1, 2 and 3, Customer Service level 3. 24 years' experience. Serves Paignton and Torquay.

Opticians (Ophthalmic)

All the opticians listed in this section are commercial and make a charge for their services. However, some people will be entitled to a free NHS eye examination and may also not have to pay for a home visit if they are unable to leave home – please see below for further details.

Please contact opticians direct to find out more about what they do and ask about their charges. It is advisable to contact at least three services before choosing the one that you consider best meets your needs and budget. Once you have chosen a service, contact them direct to make an appointment.

Ophthalmic opticians (also known as optometrists) test sight and prescribe and dispense spectacles and contact lenses. They are university trained to recognise disease and abnormality in the eye. Ophthalmic opticians are registered with, and regulated by, the General Optical Council. Check registration online at www.optical.org, call (020) 7580 3898 or email goc@optical.org. If you are 60 years old or over you will qualify for a free NHS eye examination and will not have to pay for a home visit if you are unable to leave your home (although only some opticians provide a home visiting service). If you are under 60 you may still be entitled to a free eye test, but this depends on your

circumstances. Ask the optometrist to explain exactly what you are entitled to when you arrange an appointment.

Knapman Hayes Ltd.

9a Ilsham Road, Torquay TQ1 2JG

Telephone: (01803) 294418

Email: mail@knapmanhayes.co.uk

Website: www.knapmanhayes.co.uk

Details of Service: Operates on a home visit basis only, serving Torbay, Exeter and South Devon.

Times: Monday to Friday, 9.00 am - 5.00 pm.

Spex Opticians

Unit 2, The Willows Village Centre,

Condor Drive, Torquay, TQ2 7TG

Telephone: (01803) 614067

Email: torquay@spexopticians.com

Details of Service: Offers home visits free of charge to those who cannot visit an optician unaccompanied. Sight tests are free to those who qualify. For customers who are able to visit the opticians, there is parking immediately outside the shop and disabled access. Serves Torbay, South Hams and Teignbridge areas.

Outside Clinic

Telephone: 01803) 614067

Email: info@outsideclinic.com

Details of Service - National home visiting optical service. Sight tests are free to those who qualify. Outside Clinic enables individuals to see better and live better using the latest mobile testing technology and are trained to provide a dementia-friendly service. We have also implemented strict Infection Control measures in response to COVID-19.

Please contact Outside Clinic for further information.

Osteopaths

Any service listed in this section is commercial and makes a charge for its services.

Please contact the service direct to find out more about what it does and ask about prices. If the service meets your needs and budget, contact them direct to make an appointment.

Osteopathy is a system of healing in which diseases are treated by manipulating bones and other parts of the body to restore functions in the bodily mechanism that have become deranged.

Properly qualified osteopaths are registered with the General Osteopathic Council. To check the register, visit

www.osteopathy.org.uk, telephone: (020) 7357 6655, ext. 242 or email info@osteopathy.org.uk

Torbay Osteopaths

101 Berry Head Road, Brixham, Devon, TQ5 9AG and/or
50 Fore Street, Torquay, TQ1 4LX

Brixham Telephone: (01803) 857333

Torquay Telephone: (01803) 313012

Email: torbayosteos@aol.com

Website: www.torbayosteopaths.co.uk

Contact: Kevan Bumstead or Gemma Colbert

Details of Service: Registered osteopathy practice. Serves the whole of Torbay. Home visits may be possible on Monday and Thursday evenings and on Wednesdays during office hours.

Physiotherapists

Physiotherapists listed in this section are commercial and make a charge for their services. Please contact services direct to find out more about what they do and ask about prices. Once you have chosen a service, contact them to make an appointment.

What is Physiotherapy?

Physiotherapy is the treatment of disease, injury, etc. by physical means such as exercises (which may be in conjunction with other therapies). It is an essential part of the rehabilitation of patients who are convalescing or who have disabilities.

When employing the services of a physiotherapist, make sure they are trained and qualified and that they belong to a recognised professional body. Physiotherapists are registered with the Health and Care Professions Council (HCPC). Check registration online at www.hcpc-uk.org/check/ or call the HCPC's Registration Department on 0300 500 4472. To raise a concern about a HCPC registered professional, call the HCPC's Fitness to Practise Department on 0800 328 4218 (freephone) or 020 7840 9814. NB. Members of the Chartered Society of Physiotherapy will have the letters MCSP after their name.

This sheet lists **private** physiotherapists only, but you may also obtain home visiting physiotherapy services via the NHS. To see an NHS physiotherapist, please visit <https://www.torbayandsouthdevon.nhs.uk/services/physiotherapy/physiotherapy-appointment-service/> for further information.

Flow Studio

Flow Studio, Tormohun House,
Off Barton Hill Road, Torquay, TQ2 8JJ
Telephone: 07876 140160
Email: hello@flowphysio.co.uk
Website: <https://www.flowphysio.co.uk/>

Contact Name: Katie Watson

Details of Service: Flow offers physiotherapy services, including home visits. The aim is to offer personalised services to meet the needs of each individual service user. As part of the physiotherapy service, Flow Studio offers massage and acupuncture. Each client is fully assessed and Flow Studio works with them to offer what they consider to be the best treatment to meet their individual needs. Flow also offers Pilates and yoga classes for varying abilities.

Offers daytime home visits by individual appointment. Serves Torbay and surrounding areas.

Rivendale Physiotherapy

Dornafield Road, Ipplepen, TQ12 5TP

Telephone: 07764 340270

Email: catherine@rivendalephysio.co.uk

Website: www.rivendalephysio.co.uk

Contact Name: Catherine Watts

Details of Service: HCPC registered and chartered physiotherapist offering physiotherapy service for musculoskeletal conditions and rehabilitation. Offers home visits by appointment on Mondays, Wednesdays and Fridays 9.00 am – 5.00 pm. Serves Torbay, Newton Abbot and Totnes.

Any other treatments/services

The Earwax Lady Torbay

Contact Name: Kate Ebdon

Telephone: 07466025688

Email: kate@theearwaxlady.co.uk

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

Kate uses the "gold standard" microsuction method to remove ear wax along with the award winning Tymphahealth video endoscope to examine your ears. Earwax is an easily modifiable and preventative contributor to falls, social isolation, distress and discomfort and dementia. Kate have over 21 years (and counting!) of NHS experience as an Occupational Therapist with an inherent interest in falls prevention, social inclusion and promoting independence.

Serves Torbay and surrounding area.

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 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.

Opening hours: Mondays to Fridays: 9.00am - 5.00pm.

 **(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, P23 – September 2023

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