

Housework, Domestic and Laundry Services (P11)



Torbay Disability Information Service

Torbay and South Devon NHS Foundation Trust

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Union Street

Torquay

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Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at

www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373

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About this information sheet

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

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

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

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

<https://www.torbayandsouthdevon.nhs.uk/services/disability-information-service/dis-information-sheets/>

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

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

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

Torbay Disability Information Service
4th Floor, Union House
Union Street, Torquay, TQ1 3YA
Telephone: 0300 456 8373 Email: dis.torbay@nhs.net

What is 'Housework, Domestic and Laundry Services' about?

This information sheet gives details of local agencies that provide housework, domestic and laundry services. It also includes some information about personal assistants (PAs).

Services offered by domestic agencies and personal assistants may include assistance with such tasks as shopping, laundry, ironing, cleaning, meal preparation and letter writing.

Quality Standards

There is at present no formal accreditation process for agencies that provide housework services only (ie. those that do not provide personal care) but staff may have had a Disclosure and Barring Service (DBS) check (previously CRB check). Agencies that do provide personal care are legally required to be registered and inspected by the Care Quality Commission (CQC). If you are using a personal care agency it is strongly advisable to check their latest inspections, standards and ratings on the Care Quality Commission website at www.cqc.org.uk or you can call them to order inspection reports on 03003 230 200.

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 28).

Domiciliary (Personal Care), Bathing and Home Maintenance Services

Please be aware that not all of the agencies listed in this sheet provide domiciliary (personal care) services. Agencies providing domiciliary care services are listed in information sheet P05, whilst information on local bathing services is given in 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.

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?

To get the most from this information sheet, you need to:

- Look through details of all the services listed
- Decide which services you may like to help you, thinking about factors such as:
 - Care Quality Commission standards and ratings (see page 5 for details)
 - areas served
 - the services that are provided
 - prices (see also note about prices page 6)
 - minimum time.
- 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 travel time and costs)
 - 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.
- If the service is not a domiciliary (personal care) agency and therefore not regulated by the Care Quality Commission (CQC) you may wish to check:
 - whether staff have been checked by the Disclosure and Barring Service
 - (previously Criminal Records Bureau)
 - how long the business has been running
 - experience of staff.

Housework, Domestic Help and Support Services

Once you have agreed terms with an organisation 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.

Remember that if you are not satisfied with the service an organisation or PA provides, you do not have to continue using them and can change at any time.

Abide Home Care

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

Telephone: (01803) 852220

Email: helen@abidehomecare.co.uk

Website: www.abidehomecare.co.uk

Contact Names: Helen Lambert-Eydmann, Manager

Details of Service: CQC registered personal and domestic care agency. Provides services to adults (over 18), including older people and people with physical disabilities, learning disabilities and/or mental health problems. Domestic services include housework, shopping, meal preparation, companionship, trips out and escorting clients to and from appointments.

Area served: Brixham and surrounding areas

Please contact care provider for further details and prices.

Age UK Torbay - Home Support Service

12 Dendy Road, Paignton TQ4 5DB

Telephone: (01803) 555181

Email: angie@ageuktorbay.org.uk

Website: www.ageuk.org.uk/torbay

Contact Name: Angie Clayton

Details of Service: General support at home. Housework and domestic help for people aged 50+. General cleaning, shopping (and accompanied shopping), pension collection, cooking and laundry. Other services may be available on request contact Age UK Torbay for details. We have been advised that this service adheres to DBS (previously CRB) requirements. Minimum of 1½ hours per week.

Times: Monday – Friday 9am – 4pm, except bank holidays.

Area served: Torbay

Please contact care provider for further details and prices.

Angels on your Doorstep

Telephone: (01803) 551059 Mobile: 07712 889711

Email: Sevenangel13@btinternet.com

Contact Name: Lyn Page

Details of Service: Range of domestic help, including shopping, outings, respite sitting and helping with practical arrangements when people go into hospital, care homes or sheltered housing. Can provide help with house moves.

Area served: Mainly Paignton area (although other areas of Torbay may be possible, including Torquay).

Please contact care provider for further details and prices.

Bay Care Domiciliary Care Ltd.

7A Dartmouth Road, Paignton TQ4 5AA

Telephone: (01803) 710002

Email: office@baycaregroup.co.uk

Website: www.baycaregroup.co.uk

Contact Name: Chloe Stark Registered Manager

Details of Service: CQC registered personal and domestic care agency. Palliative care and support and enabling services also offered, including services for people with learning difficulties.

Area served: Torbay and other areas of Devon.

Please contact care provider for further details and prices.

Bluebird Care (Torbay)

Solaris House, Dunmere Road, Torquay, TQ1 1LR

Telephone: (01803) 215999

Email: torbay@bluebirdcare.co.uk

Website: www.bluebirdcare.co.uk/torbay

Contact Name: Mary Garner, Registered Manager

Details of Service: CQC registered personal and domestic care agency. Live-in care services also offered. Provides services to adults (over 18) with dementia, learning difficulties and/or physical disabilities. Domestic services include cleaning, shopping trips, trips out, etc. Able to provide help with some small tasks, such as changing light bulbs

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

Please contact care provider for further details and prices.

Care Your Way Homecare Ltd

Little Spires, Fallapit, East Allington, Totnes, TQ9 7QE

Telephone: (01548) 521789

Email: enquiries@careyourway.co.uk

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

Contact Name: Giles Sabater, Manager

Details of Service: CQC registered personal and domestic care agency. Live-in care services also offered (across Devon and Cornwall), including wake nights. Registered to care for older people and people with learning disabilities, physical disabilities or mental health problems.

Area served: Torbay and South Hams and Plymouth

Please contact care provider for further details and prices.

Care for a Cuppa

Telephone: 07843 206418

Email: mogdog35@yahoo.co.uk

Contact Name: Julie, Support Worker

Details of Service: Offers a range of social and general support. Services include company and conversation, reading to clients, light housework, shopping, a local walk or a drive. The owner has advised us that she has been DBS checked. Blocks of two hours may also be available.

Area served: Torbay

Please contact care provider for further details and prices.

Caretakers (SW) Ltd.

7 Torquay Road, Paignton TQ3 3DU

Telephone: (01803) 527659 or 524181

Email: info@caretakerssouthwest.co.uk

Website: www.caretakerssouthwest.co.uk

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

Details of Service: CQC registered personal and domestic care agency offering services to people of all ages. Minimum: ½ hour.

Area served: Torbay

Please contact care provider for further details and prices.

Clean it All

Alston Lane, Churston, Brixham TQ5 0HT

Telephone: (01803) 844564

Email: info@cleanitalluk.co.uk Website: www.cleanitalluk.co.uk

Contact Name: Kevin Thomas, Manager

Details of Service: Domestic and commercial cleaning, including carpets, upholstery, specialist cleans, fire and flood, kitchens, hygiene control, Legionella control, steam cleaning, pest control and healthcare products/treatments to contain bacteria, mould and dust mites.

Area served: Torbay, Teignbridge and South Hams.

Please contact care provider for further details and prices.

Cleaners R Us

Torbay: (01803) 500333 Teignbridge: (01626) 572111

Email: torbay@cleanersrus.co.uk / teignbridge@cleanersrus.co.uk

Website: www.cleanersrus.co.uk

Contact Names: Marc

Details of Service: Local domestic cleaner introducer company. Offers self-employed cleaners for daily, weekly or fortnightly cleans. All aspects of interior domestic cleaning undertaken, including windows, cupboard interiors, ironing and light oven cleaning. The service has advised us that not everyone is DBS checked, but all its cleaners must provide excellent references when appointed. Customers need to supply their own cleaning materials and equipment. Customers have the same cleaner every time. Substitute cleaners are available. Insurance included. Minimum 2 hours per visit.

Area served: TQ postcode areas, including Torbay, Newton Abbot, Totnes and surrounding areas.

Please contact care provider for further details and prices.

Devon C Air Ltd.

41 Seaway Road, Preston, Paignton TQ3 2NX

Telephone: (01803) 529993

Email: devoncair@gmail.com

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

Contact Name: Alessandra Ruocco and Taisi Darvid, Managers

Details of Service: CQC registered personal and domestic care agency. Domestic services include shopping, cooking, laundry, befriending and housework. Also, able to provide escort on trips/outings and help people to access activities of their choice. Wheelchair escort service available, using agency's own wheelchair.

Area Served: Torbay 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

Telephone: (01803) 320023

Email: mail@devonhomecare.com

Website: www.devonhomecare.com

Contact Name: Gail Brock, Care Manager

Details of Service: CQC registered personal and domestic care company. Offers both personal care and domestic care services, including long- or short-term care, respite care, day sitting, shopping & companionship. Minimum: ½ hour.

Area Served: Torbay and Teignbridge.

Please contact care provider for further details and prices.

Care Plus Healthcare

5 Tor Hill House, Union Street, Torquay TQ1 5QW

Telephone: (01803) 311800

Email: support@careplusdevon.co.uk

Website: www.helphand.org

Contact Names: Lucy Hall, registered manager or Diana Everett, Director

Details of Service: CQC registered care agency. Offers personal care and home help services, including shopping, cooking and cleaning. Also offers enablement, sitting, external/internal activities and live-in care for adults (18+), including night sits and 1:1 support package in care homes. Able to help with some small tasks, such as changing light bulbs.

Area served: Torquay and Paignton

Please contact care provider for further details and prices.

Helping Hands Torquay

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

Telephone: (01803) 225766

Email: HVSTorquay@helpinghands.co.uk

Website: www.helpinghandshomecare.co.uk

Contact Name: Jade Rosindale, Branch Manager

Details of Service: CQC registered care agency. 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

45A Union Street, Torquay, TQ1 1ET (3rd Floor)

Telephone: (01803) 611630

Email: wecare@southdevon.co.uk

Website: www.homeinstead.co.uk/southdevon

Contact Name: Douglas Neagle, Director & Lesley Smith
Registered Manager

Details of Service: CQC registered care agency, offering personal care, home help and companionship services to adults, particularly the elderly and they specialize in Dementia Care. Home Instead Care offers a wide range of one-to-one services tailored to the needs of the individual following a detailed assessment. Care professionals are then matched to clients. Domestic services include housework, shopping, meal preparation and other household duties. Companionship services range from taking clients on visits/local outings or to appointments to providing company and conversation. Transport can be provided. Minimum 1 hour (up to 24/7 care, including weekends and 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

Contact Name: Tracey Evans - Manager and Stephen Breed - Owner

Details of Service: CQC registered personal and domestic care agency. Wide range of domestic services offered, including cleaning, laundry, ironing, meal preparation, shopping and pension collection. Also, able to access or suggest services that provide small home maintenance jobs. Minimum: ½ hour.

Area served: Torbay.

Please contact care provider for further details and prices.

Love2Care

Unit 17, Trojan Industrial Estate,
Borough Close, Paignton, TQ4 7EP
Telephone: (01803) 364000

Email: info@love2care.uk Website: www.love2care.uk

Contact Name: Maddy Bird, Registered Manager

Details of Service: CQC registered personal and domestic care agency. 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.

Area served: Paignton and Torquay

Please contact care provider for further details and prices.

M Cullen, Domestic and Commercial Cleaner
Devon Dollies

Telephone: (01803) 925387 or 07816 230326

Contact Name: Ann Marie Cullen

Details of Service: Range of domestic services offered, including general housework, cleaning, shopping. Able to help with some small tasks, such as changing light bulbs. The owner has advised us that she has been DBS checked. Minimum: 1 hour.

Area served: Torquay

Please contact care provider for further details and prices.

Palm Tree Home Care

79 Upper Manor Road

Paignton, TQ3 2TH

Telephone: 07900 571239

Email: palmtreehomecare@outlook.com

Contact Name: Julie Selves, Registered Manager

Details of Service: CQC registered personal and domestic care agency. Domestic services include shopping, meal preparation, housework and assistance with attending hospital and GP appointments.

Area served: Torbay

Please contact care provider for further details and prices.

Quality Care Devon Ltd.

Jayden House, 21 Starpitten Grove, Torquay TQ2 8BX

Telephone: (01803) 322290

Email: office@qualitycaredevon.co.uk

Website: www.qualitycaredevon.co.uk

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

Details of Service: CQC registered personal and domestic care agency. Offers domestic services, including cleaning, laundry and shopping services.

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

Telephone: 07833 492 450

Email: sarahscarersoffice@gmail.com

Website: www.sarahscarers.co.uk

Contact Name: Mrs Sarah Taylor

Details of Service: CQC registered personal and domestic care agency. Domestic services that the agency offers include housework, shopping, companionship and escort to appointments.

Area served: Torbay

Please contact care provider for further details and prices.

Silver Service Ltd.

82 Broadsands Avenue, Paignton TQ4 6JW

Telephone: (01803) 897616

Email: david@silverserviceltd.co.uk

Website: www.silverserviceltd.co.uk

Contact Name: David Kibby

Details of Service: supply and installation of handrails interior and exterior and wheelchair ramps. Property maintenance, Fencing & decking, Rotten wood repair

Pressure cleaning, painting interior & exterior

Times: 8.00 am – 5.00 pm (other times by appointment). Services available 7 days a week subject to availability.

Area served: Torbay, Kingswear and Totnes

Please contact care provider for further details and prices.

Stella Care Devon Ltd.

3-5 Lucius Street, Torquay, TQ2 5UW

Telephone: (01803) 411050

Email: info@stellacaredevon.co.uk

Website: www.stellacaredevon.co.uk

Contact Name: Nicola Hopkins, Registered Manager

Details of Service: CQC registered care agency. 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. Domestic services include help with meal preparation, medication reminders and errands. Also offers hospital transport, company during appointments and companionship for days out. Also, able to help with some small tasks, such as changing light bulbs.

Area served: Torbay, Kingskerwell and Newton Abbot

Please contact care provider for further details and prices.

YourChoice Devon Ltd.

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

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

Email: admin@yourchoicedevonltd.co.uk

Website: www.yourchoicedevonltd.co.uk

Contact Name: James & Leanne Suddick, Registered Managers

Details of Service: CQC registered personal and domestic care agency. Domestic services include personal shopping, preparing meals, cleaning, washing, dressing and laundry. Also offers help with medication and is able to assist with social inclusion and involvement and managing finances. Able to help with some small tasks, such as changing light bulbs. Offers services to adults of all ages with learning disabilities, physical disabilities, sensory impairments, mental health issues or autistic spectrum disorders.

Area served: Torbay, South Hams, Teignbridge, Exeter, Plymouth and surrounding areas.

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

Telephone: (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).

Laundry & Ironing Collection and Delivery Services

A Note about Incontinence Laundry Services

There is no specialised incontinence laundry service in Torbay. However, some laundry services are able to clean this type of laundry, including Tor Laundry and Dry Cleaners and Washing Well Launderette (see below for contact details). It is important to notify laundry services about this laundry in advance and separate it from other items for washing. Some laundry services provide special bags for this purpose. For further information, see our 'Continence Management' information sheet, P24.

Brixham Laundry Room

15 Bolton Street, Brixham TQ5 9BZ

Telephone: (01803) 882406 Mobile: 07779 758017

Email: thelaundryrooms@gmail.com or
enquiries@brixhamlaundryroom.co.uk

Website: www.brixhamlaundryroom.co.uk

Contact Name: Haley Williams or Vikki Clark

Details of Service: Launderette with self-service or service washes.
Delivery and collection offered. Dry cleaning through agency.
Washing and ironing service. Linen hire.

Area served: Brixham, Paignton, Torquay, Dartmouth and Totnes.

Hours: Open 7 days a week.

Please contact care provider for further details and prices.

Tor Laundry and Dry Cleaners

256 Union Street, Torquay TQ2 5QU

Telephone: (01803) 298823

Website: www.torlaundry.co.uk

Contact Name: Ian Meek

Details of Service: Launderette with self-service, service washes,
dry cleaning and home collection and delivery service.

Area served: Torbay and Totnes.

NB. Also provides laundry collection and delivery services at
various local village post offices – contact Tor Laundry for details.

Hours: Open Monday to Friday, 8.00 am – 6.00 pm; Saturdays and
Sundays, 8.00 am – 4.00 pm (from 20 July 2020). Deliveries
Monday to Saturday.

Please contact care provider for further details and prices.

Washing Well Launderette

109 Foxhole Road, Paignton, TQ3 3SU

Telephone: (01803) 552617

Email: franklsweet@yahoo.co.uk

Website: www.washingwelllaunderette.co.uk

Contact Name: Frank Sweet

Details of Service: Launderette with self-service, service washes, dry and fold, free home collection and delivery service. Rug Doctor carpet cleaner rental.

Area served: Goodrington, Hookhills, Marldon, Paignton, Preston and Torquay.

Hours: Open Monday to Friday, 8.00 am - 7.00 pm, Saturdays 8.00 am - 6.00 pm and Sundays 10.00 am - 6.00 pm. (No attendant available Wednesday afternoons, Saturday afternoons or Sundays).

Please contact service 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 (further details on p. 3).

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
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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 information on disability-related issues.
- 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

Opening hours: Monday to Friday: 9.00am - 5.00pm.

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, P11 – August 2023

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