Torbay and South Devon
NHS Foundation Trust

Housework, Domestic and Laundry Services (P11)



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Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373

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About this information sheet

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

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

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

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

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@btinterenet.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.

Ann's Cleaning Hands
Telephone 07931 754 626
Email: annscleaninghands@yahoo.com

Contact name: Marianne Edworthy and Matthew McMahon
Details of Service: Offers domestic cleaning, Holiday let cleaning, End of tenancy and new tenancy cleaning. Weekly or fortnightly cleans, deep cleans and general housework.
Provide all their own materials. We have been advised that they are DBS checked.
Area served: Currently Torquay and Paignton
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 are 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 are 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 are 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

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

Care Plus Healthcare
5 Tor Hill House, Union Street, Torquay TQ1 5QW
Telephone: (01803) 311800
Email: support@careplusdevon.co.uk
Website: www.helpathand.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.

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 domestic interior cleaning are 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 an 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.

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.

EPIC Homecare.
12 Sellick Avenue, Brixham, TQ5 9PN
Telephone: 07501845216
Email: epichomecareltd@outlook.com
Website: www.epichomecareltd.co.uk
Contact Names: Danielle Meagor, Registered Manager / Julia Horton Deputy Manager.
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

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 with 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.

LN Cleaning – Deep Cleans, Decluttering & Domestic Cleaning Support

Location: Totnes, South Hams
Telephone: 07858 923198
Email: lisa@lncleaning.co.uk
Website: www.lncleaning.co.uk

Contact Name: Lisa Neale
Details of Service: LN Cleaning provides deep cleans, home decluttering and tailored domestic cleaning support for individuals, families, and professionals.
Services include: Deep cleaning of key areas or entire homes – including prior to discharge.
Decluttering for safety, accessibility and peace of mind
End of tenancy and post-renovation cleans
Monthly maintenance cleaning
Eco-friendly and natural products are used wherever possible. For more stubborn grime, stronger cleaning agents may be required, but we'll always discuss this with you first.
All jobs are quoted individually based on the space and level of work required—no hourly rates.
Areas Served: Totnes, South Hams, Torbay and surrounding areas.
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 an escort to appointments.
Area served: Torbay
Please contact care provider for further details and prices.

Skivvies Torbay
Telephone: 01803 469228
Office hours: Monday to Friday 0900-1600
Email: info@skivvies.co.uk
Website: www.skivvies.co.uk
Contact name: Tim, Elaine
Details of service: We provide DBS checked cleaners for daily, weekly, and fortnightly domestic cleans.
We provide all chemicals and equipment
We also do ironing, shopping, and all other aspects of domestic cleaning.
Customers will have the same cleaner on the same day if on a weekly of fortnightly clean. We also do one off cleans and deep cleans. All our staff are uniformed and are of a friendly disposition.
All our staff are employed directly by us and are fully vetted and insured.
We serve all of Torbay, South Hams and Teignbridge. Minimum visit time of 1 hour
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 is available on 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
Day Activities	P36
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Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
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Care Home Series	
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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 25 years, and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any residents 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 information on disability-related issues.
- Over 19 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 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.

Ref: DIS, P11 – August 2023

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