Torbay and South Devon
NHS Foundation Trust

Keeping Safe and Warm at Home (P13)



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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. This information sheet is about keeping warm, safe, and secure, and provides information about services specifically for older people and people with disabilities and long-term health conditions. It is intended to act as a basic guide.

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:
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: dis.torbay@nhs.net

Who will find this sheet useful?

You will find this sheet useful if you are someone:

- Aged over 50
- With a disability
- Looking after an adult or child with a disability
- Working with people who have disabilities.

How do I use this information sheet?

This information sheet provides details about local and national services. It also refers to local information sheets and national sources of information, e.g., sheets published by Age UK (formerly Age Concern and Help the Aged). For details of who to contact for these publications, see list of 'National Contacts for Publications and Advice' on page 43.

Torbay and South Devon NHS Foundation Trust

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

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.

Safety in and around your Home

If you have a long-term health condition or disability, or are concerned about falling, ensuring that your home is a safe environment is particularly important. Your safety can also be increased by helping to improve your own strength and mobility.

This section gives details of organisations and schemes that can provide help to increase your safety in and around your home.

Falls Prevention

Many people arrive in hospital each year following a fall. If you are worried about falling, it is possible to get an assessment to ensure that the potential for falls is reduced even before the need to go to hospital, either via your doctor's surgery or Torbay and South Devon NHS Foundation Trust (see below for contact details). Many risk factors can be identified, and actions put into place to reduce the risk of falls.

A leaflet is available, entitled '*I'm still standing – you can be too',* which can be requested from Torbay and South Devon NHS Foundation Trust or the Customer Service Centre, or found on the Falls Prevention pages of the Trust website. If you answer the questions in the leaflet, it will help you to identify things that you can do to reduce any risk of falling that you may have.

If you have already had a fall you should notify your doctor so that, if necessary, an assessment can be arranged to reduce the risks of more falls in the future. Also, it will ensure that your doctor is aware of any falls you may have had as this could affect your medication needs in terms of what you are already taking and may be prescribed in the future. If you have any concerns regarding falls and the medication that you are taking, contact your local pharmacist and ask to book in for a 'Medicines Use Review'. This is a free service for all Torbay and South Devon residents.

To help with notifying your doctor about a fall, you can call the Falls Register on (01803) 219700. You will be asked for some details about the fall and then your doctor will be informed. You may then be referred on for a further assessment, if appropriate.

For further information, or to request a needs assessment, contact:
Torbay and South Devon NHS Foundation Trust
Telephone: (01803) 219700

or, if you are a carer: *Signposts for Carers*
Telephone: (01803) 666620

Falls can be prevented or reduced through exercise. In Torbay, there are some gentle exercise classes and schemes that can help to improve strength and mobility, including Strength and Balance Exercise Classes offered by the Healthy Lifestyles Team (see below). For details of other gentle exercise classes in Torbay, including classes for people with specific health conditions such as heart problems and Multiple Sclerosis, see our *Gentle Exercise* information sheet.

Healthy Lifestyles

Telephone: 0300 456 1006 (local rate number)
The Healthy Lifestyles Team provides a range of programmes supporting people to become more active, including strength and balance exercise classes for those at risk of falling. This free 12-week programme is designed to help people who have fallen, or who fear falling, as well as people with balance problems or osteoporosis. Contact your physiotherapist, Occupational Therapist or GP to discuss a referral or call the above number for further details about the scheme.

General advice about preventing falls through exercise and keeping healthy is given in the following booklets:
Local advice leaflets:

- *I'm still standing – falls checklist.*
- *Having Falls?*
- *Falls Prevention* (Podiatry)

The above leaflets are available on the Falls, Fracture Prevention and Bone Health pages of the Trust website at: www.torbayandsouthdevon.nhs.uk You can also request copies from the Trust's Customer Service Centre, telephone (01803) 219700.

Leaflets published by Age UK (formerly Age Concern and Help the Aged):

- *Healthy Living* (includes sections on healthy bones, foot care and exercise)
- *Staying Steady*

For advice about making it safer to move around your home and garden, helping to prevent falls and other accidents, please see the following leaflets:

- *Home Safety Checker* (Age UK)
- *Home Safety* (Independent Age)

For detailed information and advice about falls assessment and prevention see NICE guidance, *Falls in older people: assessing risk and prevention*

Home Improvements

Daily Living Aids and Equipment
It may be that, in order to make your home safer, some disability equipment or daily living aids are needed. A care and support needs assessment will determine which items of equipment would help, and whether you qualify for funding towards these. Equipment could include items such as grab rails and raised toilet seats.

For a care and support needs assessment contact:
Torbay and South Devon NHS Foundation Trust
Telephone: (01803) 219700

For further information and advice, including contact details of local disability equipment outlets, see: *Equipment Centres P07*

Repairs and Adaptations
To make your home safer, repairs or adaptations may be needed, e.g., bathroom adaptations.

An assessment by an Occupational Therapist will help to determine whether adaptations to your home are required and whether you qualify for any help.

Home Maintenance Register

If you are aged over 50 or have a disability and live in Torbay, Age UK Torbay can give you contacts from its list of reputable local tradespeople who have been vetted and have agreed to comply with a strict Code of Practice. They are prepared to carry out work in your home and garden, and offer a wide range of skills: electrical, plumbing, roofing, building, gardening, decorating and many more.

Please note that traders on the Home Maintenance Register are not employed by Age UK Torbay so any contract made is strictly between you and the trader concerned. For further information or to request a name of a trader, call Age UK Torbay on (01803) 555181 or email: reception@ageuktorbay.org.uk

For a care and support needs assessment contact:
Torbay and South Devon NHS Foundation Trust
Telephone: (01803) 219700

For further information and advice, including contact details of local home maintenance services, see: *Home Maintenance Services and Building Adaptations P10.*

Alarm and Telecare Systems

For details of alarm and telecare systems please see our information sheet, '*Telecare (includes community alarm systems) (P04)*'

Alerting Schemes and Support

As well as alarm and telecare systems (see above), there is a range of systems and schemes that raise the alarm and provide safety solutions or give vital information in an emergency, thereby increasing safety. Some of the most widely used of these are listed below.

Incontinence Sensors
These are also called enuresis sensors. They provide early warning for individuals who experience incontinence while sleeping. If it detects excess amounts of moisture an emergency alarm call can be transmitted.

Intercom Systems
An intercom alarm (baby alarm) enables a person to communicate his or her needs to a carer in another room. Systems may be mains or battery operated. Some systems have a two-way communication, allowing room to room conversation. As well as communication, intercoms can be used to monitor someone's activity, but should not be used in situations where they invade a person's privacy.
An alarm that signals a portable receiver can give the carer more freedom to move around the home and garden. The receiver may sound an alarm or vibrate to alert the carer.

Lighting Sensors
This equipment automatically turns a light on when movement is detected, a door is opened at dusk or at preset times.

MedicAlert
Telephone: (01908) 951045
Email: info@medicalert.org.uk
Website:www.medicalert.org.uk

The MedicAlert Foundation is a national charity that provides a lifesaving identification system for people with hidden medical conditions and allergies.
Members of the scheme are given a bracelet or necklet (known as an Emblem) engraved with a personal identification number, details of main medical conditions and an emergency telephone number. In an emergency, medical personnel call the telephone number given on the Emblem to obtain further medical and personal information, such as address, doctor's details, current medication and next of kin.

Message in a Bottle Scheme
Signposts for Carers, Telephone: (01803) 666620
or Paignton Lions Club, Telephone: (01803) 322379

This is a simple but effective scheme, whereby lifesaving information is stored in a plastic bottle in the fridge, where it can easily be found in the event of an emergency. Information kept in the bottle will include personal details, GP details, brief description of any medical conditions or allergies and family contact details. The free emergency pack can be obtained free of charge from most GP surgeries or pharmacies in Devon, Torbay libraries, Connections, Paignton Lions Club or Signposts for Carers (see above).

Safely Home
Telephone: Signposts for Carers, (01803) 666620

This scheme, for carers of people with dementia, aims to make it easier to return home a person with dementia who is found lost and confused in a public place.

The scheme works by the person with dementia wearing a bracelet, which gives an ID number and scheme telephone number. By calling the scheme, police or emergency services can obtain information about the person, including instructions for returning them home.

The scheme is free and open to any unpaid carer looking after a person with a diagnosed dementia who lives in Torbay. Carers must be a member of the Torbay Carers Register and carry a Carers Emergency Card – contact *Signposts for Carers* on (01803) 666620 for further details.

Support and Assistance Dogs

Support and assistance dogs can often help with raising the alarm and alerting;

- Disability assistance dogs may be able to help with alerting tasks such as calling an ambulance or raising the alarm in the event of an accident or illness.
- Seizure alert dogs are trained to detect the signs of an imminent seizure and warn their owners, giving them enough time to get to a place of safety.
- Medical assistance dogs are trained to meet the needs of people with medical conditions such as hypoglycaemia (diabetes), agoraphobia and Meniere's disease. The dogs can help by bringing the person their medication or by getting help or pressing an alarm if the person becomes ill.

For information about the above, contact:
Support Dogs
Telephone: 0114 261 7800
Website: www.supportdogs.org.uk

Other organisations that belong to Assistance Dogs (UK) are:

- Canine Partners

Dog A.I.D.
Telephone: 08456 580480
Telephone: (01743) 588469
Website: www.caninepartners.org.uk
Website: www.dogaid.org.uk

- Dogs for Good

Guide Dogs for Blind Association
Telephone: (01295) 252600
Telephone: 0118 983 5555
Website: www.dogsforgood.org
Website: www.guidedogs.org.uk

- Hearing Dogs for Deaf People

Medical Detection Dogs
Telephone: 01844 348 100
Telephone: (01296) 655888
Website: www.hearingdogs.org.uk
Website: www.medicaldetectiondogs.org.uk

Wandering Alarms

Wandering alarms are used to alert a carer or relative if you move beyond a certain area. These systems may work in several ways, e.g., by monitoring if you go through a door, tread on a mat, get up from a chair or bed or move beyond a certain range.

Memory Aids

Memory aids can help with safety, especially those that are able to remind a person to take medication. Examples of memory aids include the following:

Pill Reminders

To help get medication doses and times right, there are boxes with days of the week labelled on them. These may be available from your chemist. For example, Boots offer a free service, Medisure – this is a multidose medicines compliance aid that helps patients take the right medicines at the right time. Contact your chemist to find out whether they offer a similar aid.

There are also pill reminders that include an alarm that will sound at pre-programmed times and paging systems can also be used as reminders to take medication. A central controls station has details of personal medication times and sends out a message at the relevant times. The pager bleeps or vibrates to alert the user.

Alarms and Mobile Phones

Setting alarm clocks or using the alarm on a watch or mobile phone may be a useful reminder as part of a daily routine, e.g., reminding you to take medication or feed the cat.

Many mobile phones have a reminder service, whereby you can write a message and then set a date and time for the phone to send the message to you. This can be used for one-off appointments as well as for everyday tasks.

Hand-held Computers

Personal digital assistants (PDAs) or other hand-held devices often have memory aids such as diaries, 'to do' lists, alarms, and reminder messages.

Day/time Reminders

For people with memory problems, clocks that give the day of the week as well as the date and time can be helpful.

Fire Safety

Fire Safety Checks and Advice

You or the person you care for may be eligible for a free home fire safety visit from Devon and Somerset Fire and Rescue Service.

Following a free 5-minute home safety check you may be offered a home fire safety visit. A home fire safety visit involves a fire prevention officer visiting your home to provide advice and guidance regarding fire and home safety needs. The fire officer will also provide a free smoke alarm if required. A 'Home Safety' booklet (including a home fire safety checklist) is available and can be downloaded from the website.

Telephone: Devon & Somerset Fire and Rescue Service, freephone 0800 050 2999 or textphone 078 0000 2476
Email: firekills@dsfire.gov.uk
Website: www.dsfire.gov.uk

Fire Safety Information
Website: www.fireservice.co.uk

UK Fire Services Resources website, which has a Fire Safety Section, including the downloadable leaflet, *Fire Safety in the Home*

Gas and Electrical Safety

Gas and electrical appliances should be checked regularly. Also, check that anyone installing gas or electrical appliances for you is properly qualified. Gas installers should be registered by the Gas Safe Register (replaced CORGI in April 2009), while those installing electrical appliances should be registered by NICEIC or the Electrical Contractors' Association (ECA).

For gas installation:
Telephone: Gas Safe Register: 0800 408 5500
Textphone: 0800 408 0606
Website: www.gassaferegister.co.uk

For electrical installation:
Telephone: NICEIC, 0333 015 6625
Website: www.niceic.com
or
Electrical Contractors Association: 020 7313 4800
Website: www.eca.co.uk

If you have heaters that burn gas, coal, oil or wood and they are not working properly they can give off carbon monoxide. Carbon monoxide cannot be seen or smelt so it is important to keep carbon monoxide detector(s) where needed and it is preferable if these are audible so that they will alert you as soon as there is a

problem and wake you up if you are asleep. These can be bought and should be marked to EN 50291 and have the British Standards' Kitemark or another European approval organisation's mark on it. For further advice, contact the Health and Safety Executive Gas Safety Advice Line on 0800 300 363.

As gas is invisible there is a danger that it can be on without being lit. A solution to this is to fit a gas alarm that will sound when the sensor detects gas. Some only sound an alarm whereas others turn off the gas supply. If you suspect a gas or carbon monoxide leak, contact the National Gas Emergency Service on 0800 111 999. You should also open all doors and windows, get some fresh air, switch off the appliance and shut off the gas supply at the mains (if you know where this is).

To help prevent electric blanket fires, make sure that if you have an electric blanket, it is tested by a competent electrician at least every 3 years and replaced after 10 years. Unplug it when going to bed unless you are sure that it is the type that can be left on overnight. If your electric blanket is worn buy a new one. Don't buy a second-hand electric blanket. When buying a new electric blanket look for the British or European standard and make sure it has a fire safety certification mark and overheat protection.

For further information on gas and electrical safety, contact your Gas and Electricity provider.

Water Safety

Flooding Advice

For advice about preparing for and dealing with floods, refer to information on the Environment Agency's website. You can also contact the National Flood Forum charity's helpline or refer to the advice on their website. To find out whether there are any flood warnings in your area or for help during a flood, contact the Environment Agency's Floodline.

- Floodline

Telephone: 0345 988 1188 (24-hour service)
Website: www.gov.uk/environment-agency

- National Flood Forum Helpline

Telephone: (01299) 403055
Website: www.nationalfloodforum.org.uk

Water Detectors

Water detectors detect leaks and help to prevent flooding. A selection of devices are available, including a water waste alarm, which can be clipped on to a water pipe to keep a check on the water flow both inside and outside your property. When water waste or a leak occurs, an alarm sounds, letting you know that you have a problem so that action can be taken.

Companies that supply water detectors include:

- Aqualeak Detection Ltd.

Telephone: (01249) 715698
Website: https://www.aqualeak.com/

- Discount Fire Supplies

Telephone: (01792) 983170
Website: www.discountfiresupplies.co.uk

- Amazon: Website: www.amazon.co.uk

Bath Alarms

A bath alarm is a battery-powered device that hangs down into the bath and sounds an alert when sensors on the alarm contact the water. An alternative is to use a special plug that has a pressure-activated plate that opens when the bath water level reaches a certain depth. Another option is to install an electronic tap that will release a timed flow of water - enough to fill a bath but no more.

For further information visit www.livingmadeeasy.org.uk:
Choosing Equipment for Bathing (Disabled Living Foundation).

Security in and around your Home

This section covers both home security and personal security. For further advice and information, you may find it helpful to refer to the publications below (for contact details of Age UK, see page 22).

Age UK information guides:

- *Avoiding Scams*
- *Staying Safe: Personal Security at Home and out and about*
- *Protecting Yourself*
- *Home Security: Protecting your Property*

Home Security

Ensuring that your home is as secure as possible will help you to feel safe. See below for some of the ways in which you can do this and organisations that can offer help.

Local Home Security Advice

The police give free home security advice. Advice is usually given by a local PCSO (Police Community Support Officer) in the first instance, who will refer to the Crime Prevention Officer if more specialist advice is needed. To request security advice, contact the police general enquires number below. You can also refer to home security pages on the Devon & Cornwall Police website.

Telephone: Police General Enquiries: 101, minicom: 18001 101, SMS/text: 67101 Website: www.devon-cornwall.police.uk

Locksmiths

If you are arranging to get new locks fitted yourself, ensure that you choose a qualified locksmith and check if they are a member of the Master Locksmiths Association. Members are listed on the Association's website, or you can contact them by telephone, post or email (see contact details below).

- Master Locksmiths Association,

5d Great Central Way,
Woodford Halse, Daventry, Northants NN11 3PZ
Telephone: (01327) 262255
Email: enquiries@locksmiths.co.uk
Website: www.locksmiths.co.uk

The following locksmiths are the only members of the Master Locksmiths Association in the Torbay area who are currently listed on their website.

- Keys & Locks Direct Ltd.,

190 Union St, Torquay TQ2 5QP
Telephone: (01803) 294264
Email: info@keysandlocksdirect.co.uk
Website: www.keysandlocksdirectltd.co.uk

Property Marking

Marking your property will help police return it to you if it is lost or stolen. It also deters thieves from targeting your property by making it difficult to sell. Methods of marking include ultraviolet pens, engraving and stencil etching. You can mark your personal possessions and register the details, for free, on the Immobilise website at www.immobilise.com - this website is used by many police forces throughout the country to help identify the owners of lost and stolen goods.

For more information about protecting your personal possessions, contact Devon and Cornwall Police or visit their website:
Telephone: Police General Enquiries: 101, minicom: 18001 101, SMS/text: 67101 Website: www.devon-cornwall.police.uk

Alternatively, you may wish to contact an approved marking company direct to obtain information on property marking products, such as Selectamark on (01689) 860757,
Website: www.selectamark.co.uk

Key Safes

If you would like to have a community alarm or other telecare service but you do not have a friend, relative or neighbour who could be a key holder you may find it useful to have a key safe.

A key safe is a small box that stores a key and is designed to be fixed to the wall outside your house, preferably within a discreet location. The safe is opened by a digital code that must be punched in. Although familiar numbers such as a birth date are easier to remember, for security purposes it is recommended that the code is between 5 and 7 digits long. A key safe provides a useful way of giving access to the home to regular callers, e.g., carers and relatives, and provides a 'spare' should the homeowner leave the house without the key.

Please note that for maximum security it is advisable to purchase a key safe that is police approved and meets the British Loss Prevention Standard LPS 1175 (tested to the same standard as an external door), such as the C500, P500 or Keyguard Digital XL key safe. It is also worth remembering that the security of your key safe may determine whether it is approved by a home insurance provider. NB. To maintain police accreditation, a key safe must be installed into brick or dense concrete, not breeze block or mortar.

Age UK Torbay
Telephone: (01803) 555181
Website: www.ageuk.org.uk/torbay
Age UK Torbay offer handy person services via their Home Maintenance Register. The charity is able to provide contacts of tradespeople who have been vetted to undertake small household jobs for vulnerable people over 50 in Torbay, who are unable to manage themselves due to disability or infirmity of age.

Community Alarm Services

- Age UK Personal Alarm Service (provided by PPP Taking Care Ltd.)

Telephone: 0800 011 3846 Website: www.ageuk.org.uk
Able to supply and install C500 police approved key safes for an additional fee.

Local Disability Equipment Suppliers

Cavendish Health Care and Mobility
Unit 1, Babbacombe Business Park,
Babbacombe Road, Torquay, TQ1 3UP
Telephone: (01803) 220378
Email: sales@cavendishhealthcare.co.uk
Website: www.cavendishhealthcare.co.uk

The Key Safe Company (formerly Supra UK Ltd.)
Telephone: (01905) 770333 Email: sales@keysafe.co.uk
Website: www.keysafe.co.uk
The Key Safe Company can provide a wide range of key safes and is the sole UK distributor of the Supra range of key safes, including the police approved C500 key safe and related products. It can also provide an installation service for additional cost.

Locksmiths
Most locksmiths can supply key safes. For contact details of locksmiths in Torbay see page 20.

Neighbourhood Watch

One way of helping to make your local area safer is by setting up or joining a local Neighbourhood Watch scheme.

It has been shown that people living in areas with a Neighbourhood Watch scheme suffer less crime, including burglary. The Schemes work through volunteer co-ordinators, who get neighbours together to discuss what can be done to make their local area safer. They also link closely with the work of neighbourhood beat managers and police community support officers, sharing information and advice.

There are several Neighbourhood Watch schemes in Torbay. If you would like more information, or if you are interested in joining, please call the Neighbourhood Watch Office at Torquay Police Station, (01803) 218180 or email torbayneighbourhoodwatch@devonandcornwall.pnn.police.uk
For further details visit the website at:
https://www.ourwatch.org.uk/get-involved/find-my-local-scheme

Feel Safe Scheme

The Feel Safe Scheme is a Neighbourhood Watch/police initiative which aims to help vulnerable people feel safe in their own homes. The scheme carries out small jobs for vulnerable people, such as fitting a security light, a door chain, a spyhole, a strong bolt on a gate or a window lock. Referrals to the scheme can be made by anyone but most referrals are made by PCSOs. Most jobs are carried out free of charge but sometimes a donation towards the cost may be requested. For a referral form, visit the Torbay Neighbourhood Watch website or contact your local PCSO or the Watch Office to request a form by post.

Personal Security in and around the Home

As well as ensuring that your home is secure it is important to make sure that you pay attention to your personal security. Please see below for gadgets, schemes and agencies that can help.

Personal Alarms

When you go out a personal alarm will help to increase your security. Several companies supply these, including the following:

- Crime Prevention Products

Telephone: (01494) 792592
Website: www.crimepreventionproducts.co.uk

- Personal Alarms

Telephone: 01978 855 054
Email: sales@personalalarms.com
Website: www.personalalarms.com

- SURE24

Telephone: (01949) 836990 Email: sales@sure24.co.uk
Website: www.sure24.co.uk

Being alert to Bogus Callers and Scams
Even if you have ensured that your home is secure, you still need to be alert to bogus callers and scams.

Bogus Callers
Bogus callers use various stories to get into your home to steal from you or trick you out of money. You should always lock all outer doors and put the chain on the front door before opening it to any unexpected visitors. Then, only let someone in when you are sure that they are genuine. For further advice on this, see the following publications and websites:

Trading Standards 'Get Scam Wise' guide, which gives advice about how to avoid being ripped off at home by rogue traders – to download a copy visit.
Website:
www.devonsomersettradingstandards.gov.uk/consumer/scams-rogue-traders-and-doorstep-crime/
Website: https://www.devon-cornwall.police.uk/advice/advice-and-information/fa/fraud/personal-fraud/common-scamming-tools/ - these pages on the Devon and Cornwall Police website include a Doorstep Crime booklet, Cold Callers stickers and an ID guide.
Website: www.citizensadvice.org.uk/consumer - Citizens Advice Consumer section, including advice about buying on the doorstep.
You may also wish to contact the Citizens Advice Consumer Helpline on 03454 04 05 06.

Scams
A scam is a scheme to con someone out of their cash. Many scams take the form of bogus and fraudulent offers sent by post, telephone or email. For advice on how to beat scams, see the following:
Avoiding Scams (Age UK) and *Scamwise* (Independent Age)
Website: www.citizensadvice.org.uk/consumer or contact the Citizens Advice Consumer Helpline on 03454 04 05 06.

The Safe Places Scheme

Telephone: Speaking Out in Torbay (SPOT): 07703 963358

The aim of this scheme is to stop the bullying and abuse of vulnerable people and individuals with learning disabilities, giving them support and some safe havens when out and about in town. Members of the scheme are given a card which shows their name and contact details of a person to call in an emergency. Shops and businesses that are part of the scheme have 'Safe Place' stickers displayed in their windows which show that they can offer shelter and aid to vulnerable people who seek their help.

Living Options Devon Victim Support Service

Living Options Devon (VSP), Units 3-4 Cranmere Court,
Lustleigh Close, Matford Business Park, Exeter, EX2 8PW
Telephone: (01392) 459222 Message: (07856) 426940
Deaf Community: (07591) 200704 Sign Video: (01392) 547459
Email and Facetime: info@livingoptions.org
Website: www.livingoptions.org

Living Options Devon has teamed up with Victim Support to provide free and confidential support to disabled, deaf and older victims of crime in Devon and Torbay. The service targets those victims who are vulnerable because of their disability or age and who are persistently targeted through hate, mate crime and other crimes, such as burglary.

Volunteers who have real life experience of living with either a disability or being deaf visit victims in their home and can offer emotional and practical support on the effects of the crime on their lives. The service provides a trained support team and BSL interpreters. Support is offered for reported and non-reported crimes.

Neighbourhood Problems and Disputes

If problems or disputes arise with neighbours, it can threaten your sense of safety and security in and around your home.

Neighbourhood problems can take many forms, including noise, harassment, and other anti-social behaviour. In most cases, it is best to start by trying to settle matters informally, if possible, by discussing the problem with neighbours or sending them a letter of complaint. If these methods don't work, however, it may be a good idea to try to work the problems out through mediation. For residents of Devon, including Torbay, the Devon Mediation Service may be able to assist (see below).

Devon Mediation Service
Telephone: 07423 274429
Email: coordinator@devon-mediation.org.uk
Website: www.devon-mediation.org.uk

If you are involved in a dispute with neighbours, Devon Mediation Service may be able to help to resolve the conflict. Devon Mediation Service is a charity that offers an independent, confidential service. The kinds of problems it can help with include noise, abuse, boundary disputes and anti-social behaviour. It provides an informal means of both parties coming to an agreement and enables disagreements to be dealt with without the expense and trouble of going to court. If you are a council or housing association tenant, please ask whether your housing officer can refer you to this service. If that's the case there will be no fee, but for self-referrals a modest fee is charged to cover expenses.

For further information, see the following:
Anti-social Behaviour in Housing (Age UK)
Website: www.shelter.org.uk - pages on complaints about neighbours

Website: www.gov.uk/browse/housing/noise-neighbours - includes advice about reporting noise nuisance and resolving neighbour disputes.
Website: www.citizensadvice.org.uk/housing - section on 'Problems where you Live' includes advice about neighbour disputes.

Domestic Abuse

If you or the person that you care for is suffering emotional or physical abuse, either at home or in another setting, it is important to report this and take steps to deal with it as soon as possible. There are several services that can help, including those that are listed on the following pages. For details of further services and advice contact:

- Torbay Safeguarding Adults

Telephone: 01803 219700
Email: safeguarding.alertstct@nhs.net
Website:
https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/

- Torbay Domestic Abuse Support Service (TDAS)

Woodview House, Torbay Business Park,
Woodview Road, Paignton TQ4 7HP
Telephone: 0800 916 1474
Email: tdas@sanctuary-housing.co.uk
Website: www.sanctuary-supported-living.co.uk/tdas

- Torbay Safeguarding Children

Torbay Multi Agency Safeguarding Hub (MASH), 2nd Floor, Tor Hill House, Torquay TQ2 5QW
Telephone MASH: (01803) 208100 (Monday to Friday 9.00 am – 5.00 pm) or
Email: mash@torbay.gov.uk
Emergency Duty Service (out of hours): 0300 456 4876 or email: eds-sd@nhs.net
Website: http://torbaysafeguarding.org.uk/

If you or the person you are calling about is in immediate danger or there is an emergency, remember please call 999.

Local Support

Safeguarding Adults

Telephone: Via Torbay and South Devon NHS Foundation Trust Customer Service Centre, (01803) 219700
If you are concerned that a vulnerable adult may be at risk of abuse you can speak in confidence to Torbay's Safeguarding Adults Team, which has been set up to protect vulnerable or older people. A 'vulnerable adult' is a person who may need community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Safer Communities Torbay

A community safety partnership made up of statutory agencies in Torbay. Aims to make Torbay safer, which includes providing information and advice about personal safety, reporting hate crime and domestic abuse support, including its domestic abuse support website www.areyouok.co.uk

Town Hall, Castle Circus, Torquay TQ1 3DR
Telephone: (01803) 208025 Email: scatt@torbay.gov.uk
Website: www.safercommunitiestorbay.org.uk

Torbay Domestic Abuse Support Service (TDAS)
Woodview House, Torbay Business Park,
Woodview Road, Paignton TQ4 7HP
Telephone: 0800 916 1474
Email: tdas@sanctuary-housing.co.uk
Website: www.sanctuary-supported-living.co.uk/tdas
Provides support for individuals and families who need advice and protection from domestic abuse. The service offers a wide range of help, including:

- One-to-one emotional and practical support
- Refuge and safe house accommodation
- Safety planning
- Support through the criminal justice system
- Referrals to other support agencies, including for legal and benefits advice.
- Advice on housing options.

TDAS also runs several courses, which support, inform, and empower victims and survivors of domestic abuse.

Contact TDAs if you are experiencing abuse or are concerned about someone you know.

Talkworks (Depression and Anxiety Service)
Telephone: 0300 555 3344
Website: www.talkworks.dpt.nhs.uk
Provides psychological therapy services for people who are 18 years and over who are feeling stressed, anxious, low in mood or depressed. It can be accessed by self referral as well as referral via an individual's GP. The service aims to see everyone within six weeks of referral, and the initial appointment takes 30-40 minutes.

Samaritans
21 Warren Road, Torquay TQ2 5TQ
Telephone: (01803) 299999 (branch)
National Helpline: 116 123 (free to call from all landlines and mobile phones)
Email: jo@samaritans.org Website: www.samaritans.org
Provides emotional support to despairing and suicidal people in complete confidence. No appointment necessary. Clients can call, write or email. Personal visits can be made between 9.00 am and 10.00 pm.

Torbay Talking Therapy
Croft Hall Medical Practice, 19 Croft Road, Torquay TQ2 5UA
Telephone:
Andrew Lacey – 07904 675052 (counsellor and coach)
Maggie Boyle - 07528 068038 (Humanistic counselling)
Franceska Hannis - 07427 042828 (psychotherapy)
Marian Swinfen - 07790 3223784 (psychotherapy with a mindfulness approach)
Website: www.torbaytalkingtherapy.co.uk
Private counselling and psychotherapy collective of four qualified practitioners who share similar values and principles. The collective offers counselling and psychotherapy, with free or half price introductory sessions. They also consider concessions on request for clients on low incomes.

National Support

Hourglass (previously Action on Elder Abuse)
Hourglass England, Mayflower Hall, Hall Street,
Long Melford, Sudbury, Suffolk, C010 9JT
Telephone: Helpline: 0808 808 8141, text 07860 052906
Email: helpline@wearehourglass.org
Website: www.wearehourglass.org
Hourglass is a charity that works to prevent the abuse of older adults in the UK. Support provided by the charity includes a confidential freephone helpline that offers the opportunity to

discuss concerns about the abuse of older people. The helpline provides information, advice and support to victims and others who are concerned about or who have witnessed abuse (physical, psychological, or sexual), neglect or financial exploitation of an older person.

Open: (Monday to Friday, 9.00 am - 5.00 pm)

Men's Advice Line

A confidential freephone helpline for men who experience violence from their partners or ex-partners, in either heterosexual or same sex relationships.

Telephone: 0808 801 0327
Email: info@mensadviceline.org.uk
Website: www.mensadviceline.org.uk

Open: (Monday to Friday, 9.00 am – 5.00 pm)

National Domestic Abuse Helpline

Freephone helpline, run by Women's Aid and Refuge, which provides support for women who are experiencing domestic abuse. Friends, families, and colleagues can also call on their behalf.

Telephone: 0808 2000 247 (24-hours a day)
Email: helpline@womensaid.org.uk
Website: www.nationaldomesticviolencehelpline.org.uk

National LGBT+ and Domestic Abuse Helpline

Telephone: 0800 999 5428
Email: help@galop.org.uk
Website: www.galop.org.uk/domesticabuse

Domestic abuse helpline run by Galop, the LGBT+ anti-violence charity. The service (previously provided by Broken Rainbow, which has now closed) offers emotional and practical support to lesbian, gay, bisexual, and transgender people and related communities who are experiencing domestic abuse.

Open: (Monday, Tuesday and Friday 10.00 am - 5.00 pm, Wednesday and Thursday 10.00am - 8.00 pm. NB. Tuesdays 1.00 pm - 5.00 pm is a trans specific service).

Keeping warm and saving money on Fuel Bills

Ensuring that you or the person(s) you care for is warm during cold weather is essential so it is important to be aware of any discounts or grants that are available. For free impartial advice, visit the government endorsed Simple Energy Advice website at www.simpleenergyadvice.org.uk (see also page 36).

Winter Fuel Payments

In winter 2020/21 people who were born on or before 5 November 1954 and lived in the UK for at least one day during the qualifying week 21-27 September 2020 are entitled to a **Winter Fuel Payment** - The exact amount depends on the person's circumstances (eg. whether they live alone, whether they live in the same household as other qualifying people and whether they live in a care home) - for full details, refer to Winter Fuel Payment information on the GOV.UK website at:
www.gov.uk/winter-fuel-payment

Please note that you should get a Winter Fuel Payment automatically if you are eligible and get State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). If you qualify but don't get paid automatically you will need to make a claim before 31 March 2021 (for 2020-2021). For further information, call the **Winter Fuel Payment Centre** on 0800 731 0160 or 0800 731 0176 for textphone users (lines open 9.30 am to 3.30 pm, Monday to Friday), see also page 36.

Cold Weather Payments

In extremely cold weather, **Cold Weather Payments** are automatically given to those who are eligible, including people on Pension Credit, to help with extra heating costs. For further details, visit www.gov.uk/cold-weather-payment

Exeter Community Energy (ECOE)
ECOE Energy Advice Team: (0800) 7723617
Email: healthyhomes@ecoe.rg.uk
Website: www.ecoe.org.uk/healthy-homes-wellbeing

Healthy Homes for Wellbeing provides free energy and money saving advice for people living in Exeter, Mid Devon, East Devon, Teignbridge and Torbay. Our team of Home Energy Advisers will provide practical energy advice and support with the aim of helping as many residents save money and stay warm in their homes.

For Further information contact ECOE Team.

Agencies offering Advice and Help

Please note that this section only provides details of agencies that offer advice and help. For information about organisations that provide grants to help with fuel debts, please see information sheet P12, 'Finding Funding for extra Needs'

Centre for Sustainable Energy
St. James Court, St. James Parade, Bristol BS1 3LH
Telephone: 0117 934 1400
Email: home.energy@cse.org.uk
Website: www.cse.org.uk

The Centre for Sustainable Energy is a registered charity that helps people to meet the twin challenges of rising energy costs and climate change. The Centre provides energy advice for householders on its website, including energy saving tips and a range of energy advice leaflets.

Citizens Advice Consumer Helpline – Energy Advice
Telephone: 0808 223 1133
Website: www.citizensadvice.org.uk/consumer/energy-supply (section on Energy Supply)
Provides advice on consumer issues, including energy supply.

Energy Ombudsman
Ombudsman Services: Energy,
PO Box 966, Warrington WA4 9DF
Telephone: 0330 440 1624
Email: enquiry@ombudsman-services.org
Website: www.ombudsman-services.org/energy

A free and independent service that helps to resolve outstanding domestic supply disputes with member suppliers. If you have an energy problem, you should contact your energy supplier first and use its complaint procedure if needed.

If a complaint is not resolved within 8 weeks (or 6 weeks if you are with SSE) you may approach the Energy Ombudsman for help to resolve the issue. NB. You must complain to the ombudsman within 12 months of your supplier telling you, their decision. If your supplier hasn't given you a decision you might have longer than 12 months but it's still worth complaining as soon as you can (time limits as published on the Ombudsman website in April 2021).

Healthy Homes for Wellbeing
Telephone: 0800 772 3617
Email: healthyhomes@ecoe.org.uk
Website: www.ecoe.org.uk/healthy-homes-wellbeing

Exeter Community Energy is offering qualifying householders in Torbay, Teignbridge, Exeter, East Devon, and Mid Devon a free home energy advice call (or home visit when it is safe to do so) which provides energy efficiency advice on how to reduce fuel bills. They can help with:

- Energy and water saving tips and advice.
- Installing free energy saving measures
- Heating controls and smart meters
- Changing supplier or tariff and applying for discounts
- Referral for help with benefits and debt

- Grants for insulation and heating
- Signing up for the Priority Services Register.

You are eligible for a free advice call if you are on a low income, receive tax credits, housing benefits, income, or disability related benefits, or have a long- term illness or disability. All types of householders can apply, including homeowners, private renters, and social housing tenants. To find out if you qualify, contact Exeter Community Energy, or visit the website.

Simple Energy Advice
Website: www.gov.uk/improve-energy-efficiency

Simple Energy Advice is a website providing government endorsed energy saving advice. It includes advice on simple ways to save energy and home energy grants. For help with using the website, call 0800 444202. It is hoped that a new energy saving advice helpline will also start up in due course.

Winter Fuel Payment Centre
Telephone: 0800 731 0160 Textphone: 0800 731 0176
Website: www.gov.uk/winter-fuel-payment

Contact the Winter Fuel Payment Centre to claim the Winter Fuel Payment by phone or for further information about Winter Fuel Payments.

Lines are open from 9.30 am to 3.30 pm, Monday to Friday.

Discounts - Special Services, Grants and Discounts

It's important to be aware of some of the lesser-known services offered by utility providers to vulnerable people. These can offer extra peace of mind, especially if you are a carer and do not live with the person you care for.

Gas and electricity

Gas and electricity suppliers are required by law to operate *priority services register* for customers who are of pensionable age, are disabled or chronically sick, blind, or visually impaired, deaf or hard of hearing.

Your supplier should give you details of specific *priority services*. For further information, visit the Consumer section of the Citizens Advice website (Energy Supply information, advice on getting extra support from your energy supplier) - see page 35.

Energy providers offer **discounts and other products**, including the Warm Home Discount Scheme, LA Flex and grants for gas connection (see below and pages 28-29), to help their most vulnerable customers cope with the high costs of gas and electricity. You may qualify for these if you are over 60, on means tested benefits or on a low income. For more information, visit the Simple Energy Advice website at www.gov.uk/improve-energy-efficiency (see also page 36) or Energy Supply pages in the Consumer pages of the Citizens Advice website (see also above) or contact your provider to find out if you qualify for any help.

LA Flex: ECO Flexible Eligibility Scheme

This scheme replaces the previous ECO scheme which ended in September 2018. It is aimed at targeting the most fuel-poor households and expected to run until March 2022. Applicants who receive benefits, including Housing Benefit, Council Tax Support, Income Support and Pension Credit, or have a low household income may be eligible to receive help from the scheme provided that they also have high energy costs or have enhanced vulnerability to the cold (including being over 60, pregnant, children in education or having limited mobility, certain health conditions or disabilities).

To apply for help from the scheme, clients must first identify and contact an energy supplier offering the scheme and complete the application, which is available on the following page of the Torbay Council website: https://www.gov.uk/improve-energy-efficiency or, if you don't have access to the Internet, you would be able to apply via your energy agent.
The energy agent will perform a property survey, assessing a number of factors including heating type, age of boiler, amount of insulation, etc. Based on the results of this survey, the energy company will make a financial offer to raise the efficiency of the dwelling.

If the client is eligible for help and the energy agent has received permission to undertake improvements the works will be costed by an installer. If the cost is below the financial offer from the energy company, the grant will proceed free of charge to the client while if the cost of installation is greater than the offer from the energy company there may be a financial contribution for the client to make. The agent will notify the client of this. Clients are under no obligation to proceed with the installation.

The Big Six energy firms British Gas, Eon, npower, Octopus Energy, Scottish Power and SSE, all provide ECO support. The following energy suppliers also have enough customers, so are obliged to participate in ECO: Co-operative Energy, Economy Energy, Extra Energy, Flow Energy, First Utility, Ovo, Spark Energy, Utility Warehouse and Utilita.

Grants **may** cover:

- Oil, gas, LPG boilers
- Electric storage heaters
- Loft, roof, cavity, and internal and external wall insulation.

Customers may not be entitled to all listed measures as these will be determined by the home survey. Please note that different agencies may offer different measures.

The Warm Home Discount Scheme
Telephone: Helpline, 0800 731 0214

The Warm Home Discount Scheme for electricity is an annual credit that suppliers place on the account of an eligible customer. Consumers are eligible for the Warm Home Discount if:

- Their electricity supplier is part of the scheme.
- Their name (or their partner's) is on the bill.
- They are getting the Guarantee Credit element of Pension Credit (even if they get Savings Credit as well)

You may be able to apply directly to your supplier for help if you don't get the Guarantee element of Pension Credit but:

- Your electricity supplier is part of the scheme.
- you're on a low income.
- you get certain means tested benefits.

Check with your supplier to see if you're eligible and how to apply. If you have a general query regarding the Scheme or think you may be eligible, contact the Warm Home Discount Scheme helpline. Most suppliers offer the discount, for a list of all suppliers that offer the discount visit: https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers
Contact individual suppliers for more details, including eligibility criteria.

Warm West Gas Connection Grants (Warm Home Assistance Scheme)
Warm West, Llewellyn House,
Harbourside Business Park, Port Talbot SA13 1SB
Telephone: (01656) 747623
Email: information@warmwest.org.uk
Website: www.warmwest.org.uk

Warm West works with Wales & West Utilities to provide grants to householders in the West Country to connect to the mains gas network. The offer applies to existing properties only, where Wales and West already provide a gas supply to the street. You must live in the home as your main residence at the time you

apply. You could receive a grant if you meet either of the following criteria:

- You live in a privately owned or rented property and receive key qualifying benefits.
- You are a social tenant or live in a privately owned or rented property and are spending a high percentage of disposable income on household fuel.

To apply for funding, contact Warm West or complete the online application form. If you qualify you will be sent a gas connection voucher to use against the cost of a new gas connection. NB. You must apply for a grant BEFORE you pay Wales & West Utilities for the gas connection.

Water

South West Water operates a 'Register of Customer's Needs'. Services include sending bills to a relative or carer, accessible formats (e.g., Braille), and telephoned or written warnings of supply interruptions, enabling water supplies if a medical condition puts a customer at risk during a prolonged service interruption.

Priority Services, Customer Relations, South West Water, Peninsula House, Rydon Lane, Exeter EX2 7HR
Telephone: Priority Services: 0344 346 1010/minicom 0800 169 9965 Website: www.southwestwater.co.uk

South West Water offers a range of support to help you with your bill, including:

- Payment plans and *Restart*, a debt management scheme.
- The *FreshStart* Fund - a fund providing short-term help with bills for those who are new to debt or dealing with an extraordinary life event, eg. the death of a partner, unemployment, relationship breakdown or illness.

- A social tariff, *WaterSure*, for those whose supply is metered and are on certain benefits with three or more children under the age of 19 living in the household for whom you are receiving child benefit or for those who have a medical need to use a lot of extra water.

- **WaterCare + Scheme**
  Customers may be eligible for a reduction in charges if they have a very low income, are on certain benefits and have a water meter.

To find out more about any of the above schemes, call 0344 346 1010.

Telephone Services

Under Ofcom rules, telephone companies that provide voice telephone services are obliged to give a number of services to customers with disabilities, including priority fault repair and bills and contracts in alternative formats.

Many telephone service providers offer a range of special discount and rebate schemes – contact individual service providers for details.

Special Services offered by BT

BT offers special services to its customers, including:

- a free Priority Fault Repair Scheme for people who have a chronic long-term illness or disability – once you are registered, BT will deal with reported faults as soon as possible, day or night, 365 days a year.
- free Protected Services Scheme to protect customers if they forget to pay their bill due to exceptional circumstances.
- large print or Braille bills
- free directory enquiries - call 0800 587 0195 for further details.

Special services normally require pre-registration - contact BT to register.

There are additional services for users of modern handsets, including caller display, anonymous call rejection and blocking of the last caller's number (useful if a vulnerable person is being pressured by an unscrupulous sales person). BT will also convert an older style telephone socket free of charge (and its linked extension sockets) if a user has a disability.

BT Basic is a low-cost line rental scheme with a monthly price cap. Customers on income support, income-based Jobseeker's Allowance, income-based Employment and Support Allowance, Guaranteed Pension Credit or Universal Credit (and on zero earnings) will usually qualify. The scheme includes calling allowance of every month, and further local or national calls are charged. There may also be special offers and deals available – ask BT about these when applying. To apply, contact the BT Basic Application Request Line below.
Telephone: 0800 800 864 (freephone)
Website: www.bt.com/includingyou
Telephone: BT Priority Fault Repair Scheme, 0800 800 150
Telephone: BT Basic Application Request Line: 0800 800 864

Help from Charities
If you have a disability, including mobility problems, you may be able to get help towards funding telecommunications equipment. You can apply for charity funding – please refer to our 'Finding Funding for Extra Needs' information sheet, P12.

National Contacts for Publications and Advice

Age UK
(Charity formed by the merger of Age Concern England with Help the Aged.)
Tavis House, 1-6 Tavistock Square, London, WC1H 9NA
Telephone: Age UK Advice, 0800 055 6112
Website: www.ageuk.org.uk

Department of Health
Health and Social Care Publications Orderline,
PO Box 777, London, SE1 6XH
Telephone: 0300 123 1002, minicom: 0300 123 1003
Website:
https://fis.middlesbrough.gov.uk/kb5/middlesbrough/fsd/service.page?id=vB200QUqjOE

HM Revenue & Customs - VAT Reliefs
Telephone: VAT Disabled Reliefs Helpline: 0300 123 1073
(Monday to Friday 8.30 am – 5.00 pm)
Website: www.gov.uk/government/publications/vat-notice-7017-vat-reliefs-for-disabled-people

Living Made Easy
www.livingmadeeasy.org.uk
Living Made Easy is a website that provides impartial advice and information about daily living equipment, including items of equipment that increase safety at home.

National Institute for Health and Care Excellence (NICE)
1st Floor, 10 Spring Gardens, London, SW1A 2BU
Telephone: 0300 323 0140
Email: nice@nice.org.uk Website: www.nice.org.uk

RiDC (Research Institute for Disabled Consumers)
Ground Floor, Unit 10, Blenheim Court,
62 Brewery Road, London N7 9NY
Telephone: (020) 7427 2460
Email: mail@ridc.org.uk Website: www.ridc.org.uk

Publications available to download from the RiDC website include 'Choosing Central Heating Controls and Saving Energy', which offers practical advice on choosing and using heating controls to stay warm and save energy for people with sight loss and/or poor dexterity (see also page 33). The guide is also available as an audio CD and in Braille on request from Thomas Pocklington Trust - contact them by email at research@pocklington-trust.org.uk or telephone 020 8995 0880. NB. RiDC no longer sends out printed guides – publications are available to download from their website only.

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 page 4).

For Disability Support Series	
Bathing and Showering	P02
Day Activities	P36
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 out 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 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 19 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 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.

Telephone: (01803) 666620 **Email: signposts@nhs.net**

Torbay and South Devon NHS Foundation Trust

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, P13 – November 2023

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