

## Bathing and Showering (P02)



### **Torbay Disability Information Service**

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**Document Information**

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2		26.9.11	Change of company from Medico to Saga Homecare.	
3		29.9.11	Change of company from AG Care to Ark Home Healthcare.	
4		24.11.11	Addition of local bathing and showering facilities.	
5		19.1.12	Deletion of Coral Bathrooms, following advice of closure; update of details about providers that have contracts with Torbay Care Trust or are on their providers list.	
6		31.1.12	Addition of Palm Home Care.	

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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.

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 Care 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 websites:

Torbay Care Trust:

[www.torbaycaretrust.nhs.uk/disinfosheets](http://www.torbaycaretrust.nhs.uk/disinfosheets)

Torcom:

<http://tinyurl.com/36oqua5>

If you do not have Internet access, you can ask for single copies from our office. Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time.

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.**

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Torquay Road  
Paignton TQ3 2DW

Telephone: (01803) 54 64 74

SMS (for deaf or speech impaired people): 07585 211314

Email: [dis.torbay@nhs.net](mailto:dis.torbay@nhs.net)

## Introduction

Some people have difficulties with bathing and showering (e.g. with getting in and out of a bath) because of disability, poor health (risk of falls or dizziness) or increasing age. The purpose of this information sheet is to give advice on ways around these difficulties and provide information on help available.

Many people manage by “strip-washing” with soap and flannel and this may be the simplest and safest way to continue.

This sheet offers ideas on ways to continue bathing and showering safely and describes help that is available.

If you are a carer, please note that there is a telephone helpline service for carers called *Signposts for Carers* – see page 20 for further details.

**Please note that if safety is an issue, especially if you are experiencing falls, it is advisable to contact Torbay Care Trust on (01803) 219700 and ask for an assessment. If you are a Devon resident (living outside Torbay) contact Care Direct on 0845 155 1007.**

## Bathing and Showering Facilities in the Local Area

The following care homes have advised us that they are able to offer bathing and showering either as part of day care or on a stand alone basis. Other day care providers offer bathing and showering as part of day care only (please see our information sheet C09, 'Care Homes - Day Care, Torbay' for details). Prices for bathing and showering range from £5 - £30. Contact care homes direct for details of prices and availability.

Care Home	Address	Telephone
Aveland Court	Aveland Road, Babbacombe TQ1 3PT	(01803) 326259
Choice	Cary Avenue, Babbacombe TQ1 3QT	(01803) 403026
Cross Park House	Monksbridge Rd., Brixham TQ5 9NB	(01803) 856619
Didsbury Court	17-19 Park Road, St Marychurch	(01803) 329735
Douglas House	Douglas Avenue, Brixham TQ5 9EL	(01803) 856333
Eclipse Lodge	Rawlyn Road, Chelston TQ2 6PQ	(01803) 607604
Frensham House	125 New Road, Brixham TQ5 8BY	(01803) 857476
Furzeham Lodge	Furzeham Green, Higher Furzeham Rd., Brixham TQ5 8BL	(01803) 856657
Georgian House	Parkhill Road, Torquay TQ1 2DZ Tel. 07970 104698	07970 104698
Grange-Lea	38 Preston Down Rd., Paignton TQ3 2RL	(01803) 522342
Hadleigh Court	Stanley Road, Cary Park, Babbacombe TQ1 3JZ	(01803) 327694
Holwell Villa	119 New Road, Brixham TQ5 8BY	(01803) 854103
Jubilee House	Bronshill Road, Torquay TQ1 3HA	(01803) 311002
Nightingales	Furzehill Road, Torquay TQ1 3JG	(01803) 294674
Oakhurst	4 Courtland Road, Paignton TQ3 2AB	(01803) 524414
Oldway Heights	40 Headland Park Road, Paignton TQ3 2EL	(01803) 527088
Primley House	Totnes Road, Paignton TQ3 3SB	(01803) 558867
Southbourne	Cary Avenue, Babbacombe TQ1 3QT	(01803) 323502
St Omer	60 Greenway Rd., Chelston TQ2 6JE	(01803) 605336

## Aids for use at Home

### Grab Rails

Grab rails can be fitted at the side of the bath to help give support when you are getting in and out a bath. There are also bath rails, which are fixed to the bath itself or fixed to the floor. Any type of rail should be securely fitted, either by a competent friend/relative or by a builder.

### Bath Boards

Bath boards wedge between the bath rims, providing a platform seating area over the bath for a person who is unable to step into the bath in the usual way. When seated on the board, they can either be used with a shower spray (a slatted board may be preferred if using in this way), as part of a progressive transfer down onto a bath seat, or to have an all over wash from the seat (some have a cut-away at the front to help personal washing). The type of use will be determined by the ability to get out safely. The board must fit across the top of the bath securely for maximum safety. Bath boards should be regularly checked for pressure points when used on plastic baths.

### Choosing a Bath Board

There are many types available. They can vary in material (wooden, plastic, etc), type of support (wedged, on legs, fitted by a wall bracket etc), type of seat (padded, slatted etc), size and price. It is important to consider these features for comfort and safety when choosing a board (see also Section 4 for sources of assessment/advice). Some points to consider:

- Do you want a smooth seat surface (e.g. plastic) to help slide across on the board?
- How comfortable is the board surface. If the user is very thin or in pain a padded board may be better; if it has a perforated seat, are the holes going to cause discomfort (some companies provide nylon covers for protection)?
- How heavy is it? This is important if you want a portable board, or if it will be moved frequently.
- Does it have the right strength for your weight?
- Is it the correct size for the bath?
- Do you need assistance getting on and off the board?

### Bath Seats

Bath seats are usually used together with a bath board and provide a sitting platform halfway down for people who wish to shower in the bath, or to sit near or in the water.

Some people also use them to transfer from a bath board into the bath. Users need to be fairly strong in their arms to move themselves up and down between the board and the seat. It is recommended that they be used together with a slip-resistant mat.

### **Choosing a Bath Seat**

Bath seats can be made of wood, plastic or metal. The material can affect the weight, which can be important, if the seat is moved during bathing or taken away on holiday. Some have a cut-out to make personal cleaning easier. Seats are usually perforated or slatted so that water drains away easily. Different heights are available. The weight capacity should be suitable for the weight of the user.

Certain types of bath seat must not be used with plastic baths. When buying, it is essential to check suitability for the bath with which it is to be used.

## Advice on Buying and Adaptations

It is essential to obtain informed advice before purchasing equipment or adapting your property. Detailed consumer advice is given in our 'Equipment Centres' sheet (P07); please obtain this sheet from us before making any equipment purchases. If you are undertaking adaptations requiring building work you need to ensure that you are fully advised about your legal rights. You may be able to obtain advice and information from various organisations, including the Pluss Home Improvement Service or Consumer Direct (see contact details on pages 9 and 10). Further information is given in our Home Maintenance Services sheet (P10).

## Bathing Assessments

An assessment by an Occupational Therapist will help find the best and safest solution for you. They will be able to advise you on various solutions and on the choice, use of, and fitting of equipment aids. You can contact Torbay Care Trust for an assessment on (01803) 219700, or you may choose to contact one of the services below.

<p>Independent Living Centre Isca House Haven Road Exeter EX2 8DS (01392) 687276</p> <p>Website: <a href="http://www.devon.gov.uk/ilc">www.devon.gov.uk/ilc</a></p> <p>Email: <a href="mailto:ilc-exeter@devon.gov.uk">ilc-exeter@devon.gov.uk</a></p>	<p>Free assessments are available at the Centre by appointment only. It has a wide range of equipment to try out, and its Occupational Therapists can advise on the best equipment for your needs. The Centre holds free open mornings with equipment displays by representatives from local and national suppliers, including demonstrations on bathing and personal care. The Centre also has available a range of advice sheets and leaflets, including an 'Overview of Bathing Equipment' advice sheet and 'Wisebuy' leaflets on buying a bathlift and buying a bath with a door.</p> <p>Open for appointments Monday to Friday: 10.00 am - 3.00 pm. Drop-ins welcome on Wednesday mornings 10.00 am - 1.00 pm. Wheelchair accessible toilets.</p>
<p>Andy Wilson C/o New Ability 371 Torquay Road Preston, Paignton TQ3 2BT</p> <p>(01803) 555961</p>	<p>A private agency offering an occupational therapy, planning and advice service. A qualified therapist can make home assessments. Covers the Torbay area. Contact for fees.</p>

## Consumer Advice

For consumer advice on, for example, problems and disagreements you may be having with suppliers of goods or services, contact Consumer Direct South West on (0845) 404 0506 or minicom: 08451 281384. For online consumer advice, visit consumer advice pages on Directgov at:

[www.direct.gov.uk/en/Governmentcitizensandrights/Consumerrights](http://www.direct.gov.uk/en/Governmentcitizensandrights/Consumerrights)

## Gas Workers' Registration

### GAS SAFE REGISTER

From 1 April 2009, Gas Safe Register replaced the CORGI gas registration scheme as the official gas safety body. Gas Safe registered engineers have an ID card with their licence number and photograph. To check registration visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or call 0800 408 5500.

All registered gas installers are inspected regularly and also have to obtain certification by undertaking tests which show that they are competent to do the work. Businesses that allow gas workers to operate without evidence of competence will be struck off the Register.

If you are a home owner, you will now receive a safety certificate (called a Declaration of Safety) after a gas appliance has been installed - this proves that the appliance has been installed by a professional. You will also need to inform your Local Authority Building Control department of the work, which will require an inspection and will cost up to £300. However, if you use a registered installer, make sure that they notify the installation of your gas appliance to Gas Safe Register, who will notify your local Building Control, offering you significant savings. You will then receive Declaration of Safety and/or Building Regulations Compliance Certificates.

### NB

- ◆ *It is always advisable to ask for a person's ID before letting them into your home.*
- ◆ *it is always advisable to check a gas worker's registration prior to work being carried out.*

## Electrical Safety

From 1 January 2005 new regulations relating to electrical safety came into force. All work that involves adding a new circuit to a dwelling or electrical work in kitchens, bathrooms or 'special locations' is now controlled. Householders will need to notify Building Control with a building regulation application or ensure that a competent person who is registered with a Part P Self-Certification Scheme carries out the work. For further information contact Torbay Council's Building Control Division on (01803) 208095. See also [www.torbay.gov.uk/buildingcontrol](http://www.torbay.gov.uk/buildingcontrol).

## Office of Fair Trading Publications

You are advised to take great care when getting any work done on your home. The Office of Fair Trading (OFT) publishes 'Guidance on unfair terms in Home Improvements Contracts'. This leaflet can be downloaded from the website at [www.oft.gov.uk](http://www.oft.gov.uk)

## Pluss Home Improvement Service

Pluss Home Improvement Service assists vulnerable and/or disabled adults and children who live in Torbay. The Service can help clients who qualify for assistance to adapt their home, enabling them to remain safely and comfortably in the community. It can advise people on grants that may be available to cover the cost of the works. The Service liaises closely with Occupational Therapists from Torbay Care Trust as an assessment will be necessary to determine whether clients qualify for an adaptation. The Service also offers confidential advice, and can put people in touch with other services.

### **For further information, contact Pluss Home Improvement Service:**

Unit 1, Woodview Road, Paignton TQ4 7HP

Telephone: (01803) 696565 email: [homeimprovementservice@pluss.org.uk](mailto:homeimprovementservice@pluss.org.uk)

Website: [www.torbay.gov.uk/this](http://www.torbay.gov.uk/this)

## VAT Relief

Purchases and installation of specialist equipment for daily living can be exempt from VAT if a declaration is signed by a disabled person. You do not have to be registered as 'disabled' with a local Council Adult Care Services department to receive this concession, but having a registration card will prove to a supplier that you have met the long-term disability conditions. Making a declaration at the time

is all you have to do to claim exemption. There is NO official form. Assistive equipment centres are usually well aware of the rules and have their own forms.

For information and advice on the VAT reliefs available for people with disabilities and older people, contact the VAT Helpline on (0845) 302 0203. VAT notice 701/7/02, August 2002, (available from the VAT Helpline or DIS) has more detailed information, and includes examples of suitable declarations.

## Local Bathing Equipment Suppliers

Contact suppliers direct or refer to 'Equipment Centres' or 'Home Maintenance Services' information sheets for opening times.

<p><b>Aid to Living Centre</b> 53 Palace Avenue Paignton TQ3 3EN (01803) 528716</p>	<p><b>British Red Cross Medical Equipment</b> 90 Queen Street Newton Abbot TQ12 2ET (01626) 369731. Delivery: 0845 331 3331</p>
<p><b>Cavendish Health Care Mobility &amp; Independent Living Centre</b> Unit 1, Babbacombe Business Park Babbacombe Road, Torquay TQ1 3UP (01803) 220378</p>	<p><b>D &amp; C Building Contractors</b> (01803) 325858 or mobile: 07778 370922</p>
<p><b>Darren Evans Plumbing Services</b> 18 Tor House Broadsands, Paignton TQ4 6LB (01803) 845145</p>	<p><b>First Class Independent Living</b> 16 Rydon Industrial Estate Kingsteignton TQ12 3SJ (01626) 332210</p>
<p><b>Hearing &amp; Mobility</b> 17 Hyde Road Paignton TQ4 5BW (01803) 528496</p>	<p><b>Kingdom Builders</b> Office 2, Dainton Complex Newton Road, Torquay TQ2 5DD (01803) 215335 or 07944 605956</p>
<p><b>New Ability</b> 371 Torquay Road Preston, Paignton TQ3 2BT (01803) 555961</p>	<p><b>Pluss Mobility Centre</b> Waddeton Close Paignton TQ4 7RZ (01803) 520386</p>
<p><b>Riviera Tile &amp; Bathrooms</b> Unit 10, Chatto Way Industrial Estate Chatto Way, Torquay TQ1 4UE (01803) 327000</p>	<p><b>South Western A.I.D.</b> "Maple Leaf" Ipplepen Road Marldon, Paignton TQ3 1SG (01803) 663457</p>
<p><b>Torbay Mobility</b> 107 Dartmouth Road Goodrington Paignton TQ4 6NF (01803) 558888</p>	<p><b>Ugo Ltd.</b> 28 Newton Road Kingskerswell TQ12 5AA (01803) 872020</p>
<p><b>World of Mobility</b> Unit 3, Trago Mills Liverton, Newton Abbot TQ12 6JD 0800 5335 660 or (01626) 821100</p>	

## Assistance in your Home

Some people feel safer if they have someone to help them get in and out of their bath or shower or just to be in the house when they are bathing.

An alternative is to pay for assistance from a private domiciliary (personal care) agency. Some agencies have staff who can help people with bathing (personal care) or they can help with other tasks in the home and be on hand if you are in difficulty. The following agencies provide domiciliary care services in the Torbay area. For further information on local domiciliary agencies, including care standards, please refer to our Domiciliary Care Agencies sheet (P05).

### Domiciliary Care Services that have a Contract with Torbay Care Trust

The following agencies (Tier 1 and Tier 2 care providers) have a contract with Torbay Care Trust. Other agencies are also sometimes used to provide services to people receiving care through the Trust. All these agencies also provide care on a private basis.

#### Major (Tier 1) Care Providers

##### **Ark Home Healthcare**

1 Churchill Court, Bolton Street  
Brixham TQ5 9DN  
(01803) 853198

##### **Guinness Care and Support**

241 Torbay Road  
Paignton TQ3 2HW  
(01803) 696070, 696071 or 696079

##### **Sandwell Community Caring Trust**

St Kilda, 15 Drew Street, Brixham TQ5 9JU  
(01803) 881295

##### **Somerset Care at Home Ltd.**

1-5 Parkfield House  
Teignmouth Road, Torquay TQ1 4EX  
(01803) 313079

**Torbay Care Trust also has a contract with the following (Tier 2) providers:**

**Allied Healthcare Group**

Wessex House  
Teign Road  
Newton Abbot  
TQ12 4AA  
(01626) 204804

**Care Company (SW), The**

Little Spires, Fallapit  
East Allington  
Totnes  
TQ9 7QE  
(01548) 521789

**Leonard Cheshire Disability – Torbay Home Based Carers Break Service**

Douglas House  
Douglas Avenue  
Brixham TQ5 9EL  
(01803) 859760

**Newcross Healthcare Solutions Ltd.**

28 Tor Hill Road  
Torquay TQ2 5RF  
(01803) 292299

**Saga Homecare**

21 Hyde Road  
Paignton  
TQ4 5BW  
(01803) 663300  
Fax: 08444 533018

**Care Agencies that are in Torbay Care Trust's List of Providers but do not have a contract with them (Tier 3 providers)**

**Bay Care Group, The**  
38 Preston Down Road  
Paignton  
TQ3 2RL  
(01803) 710002

**Bluebird Care**  
8 Newton Road  
Kingsteignton  
Newton Abbot  
TQ12 3AJ  
(01626) 334910

**Prestige Nursing + Care**  
308 Topsham Road  
Exeter  
EX2 6HG  
(01392) 435142

## Other Domiciliary Care Services providing Local Care in Torbay

**Caretakers (SW) Limited**  
Torbay Innovation Centre  
South Devon College  
Vantage Point, Long Road  
Paignton TQ4 7EJ  
(01803) 540714/540715

**Carewatch Care Services Ltd.**  
141 St Marychurch Road  
Torquay  
TQ1 3HW  
(01803) 311188

**Devon C.air Limited**  
41 Seaway Road  
Preston  
Paignton TQ3 2NX  
(01803) 529993

**Devon Home Care Limited**  
Priory Chambers  
38 Fore Street  
St Marychurch  
Torquay TQ1 4LX  
(01803) 320023

**Homecare 2000 Limited**  
45a Palace Avenue  
Paignton  
TQ3 3EN  
(01803) 553222  
Fax: (01803) 554406

**Lifeways Community Care**

Unit 5, Bowker House  
Lee Mill Bridge  
Ivybridge PL21 9EF  
(01752) 691122

**Olive Branch Care Agency**

15 Walnut Road  
Chelston, Torquay TQ2 6HP  
(01803) 607625

**Palm Home Care Ltd.**

14 Northleat Avenue  
Paignton TQ3 3UG  
(01803) 669137

**Phoenix Care Services**

14 Lucius Street  
Torquay  
TQ2 5UN  
(01803) 214426

**Platinum Plus Healthcare Ltd.**

147 Lymington Road  
Torquay TQ1 4BE  
(01803) 500104 or 07830 292701

**Rydan Care**

Rydan Lodge, 3 Nelson Road  
Brixham TQ5 8BH  
(01803) 882246

**Saffron Care Agency**

Torbay Innovation Centre, South Devon College  
Vantage Point, Long Road, Paignton TQ4 7EJ  
0800 014 8689

## Further Advice and Information

### **DLF (Disabled Living Foundation)**

Helpline: 0845 130 9177 (open Monday to Friday, 10.00am - 4.00pm) or email [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk)

Web: [www.dlf.org.uk](http://www.dlf.org.uk)

Offers the following services:

- A helpline (see above).
- A wide range of fact sheets giving advice and information on products for elderly people and people with disabilities, including 'Choosing a Bath and Bath Accessories' and 'Choosing a Shower and Accessories'.
- A link to the 'Living made Easy' website, which has a section on personal care that includes bathing. The pages on bathing give information and advice on the equipment available to help with bathing, showering and personal care for domestic use.

### **RICABILITY (the Research Institute for Consumer Affairs)**

Unit G03, The Wenlock Business Centre

50-52 Wharf Road, London N1 7EU

Telephone: (020) 7427 2460 Textphone: (020) 7427 2469

Fax: (020) 7427 2468

Email: [mail@ricability.org.uk](mailto:mail@ricability.org.uk)

Web: [www.ricability.org.uk](http://www.ricability.org.uk)

A research charity that gives independent and unbiased information and advice on a wide range of products used by elderly people and people with disabilities. Reports include 'Bath Boards and Seats', 'Ins and Outs of Bathing' and 'Difficulty getting in and out of the Bath?'. These reports are available to download on the Ricability website. You can also order copies of some Ricability reports, including 'Difficult getting in and out of the bath?'

## Other Titles in this Series

For details of how to obtain copies of our information sheets, see page 3.

<b>Disability Support Series</b>	
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<b>Care Home Series</b>	
Care Homes - Day Care, Torbay	C09
Care Homes: Dementia (residential and nursing), Torbay	C06
Care Homes: Dual Registered to include Nursing	C04
Care Homes: Learning Disabilities, Torbay	C05
Care Homes: Mental Health, Torbay	C08
Care Homes: Nursing, Torbay	C03
Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

## Further Information and Advice

### Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 21 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

Our centre is located in purpose-built premises with level access, accessible WC facilities and adjacent parking. We are close to the 12/12A and X46 bus routes.

No referral is necessary. Simply visit our office, call us on **(01803) 546474** 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.
- Office based support with Disability Living Allowance applications and Attendance Allowance for unpaid family carers.
- Torbay Mental Health Information and Advice Service. Contact Disability Information Service for further information or to make an appointment.


**Opening hours:** Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

### 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.

**Opening hours:** Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 **signposts@nhs.net**

## 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 one minute to complete the simple and anonymous questionnaire below and send it back to us **post-free**.

Our address is:

Torbay Disability Information Service  
**FREEPOST SWB31050**  
Chadwell Annexe  
Torquay Road  
Paignton  
TQ3 2ZZ

**Q: Where did you get this information sheet from?**

**Q: How old are you?**

**Q: How long have you lived in Torbay?**

**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 (01803) 546474 if you need help or have questions about the contents of this information sheet.**



**Partners in Care**

Ref: DIS, P02 – August 2011

This document can be available in other languages and formats. For more information telephone 01803 546474