

Housework, Domestic and Laundry Services (P11)



Torbay Disability Information Service

Torbay Care Trust
Chadwell Annexe
Torquay Road
Paignton
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Document Information

Date of Issue:	31 January 2012	Next Review Date:	June 2012
Version:	8	Last Review Date:	August 2011
Author:	Christine Evenden, Disability Information Service		
Directorate:	Operations		
Approval Route			
Approved By:		Date:	
Management of Information Group			
Links or overlaps with other strategies/policies:			

Amendment History

Issue	Status	Date	Reason for Change	Authorised
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		4.11.11	Addition of Daily Poppins.	
5		11.11.11	Addition of Time For You.	
6		23.11.11	Added further details to information about Daily Poppins.	
7		19.1.12	Update of details about providers that have contracts with Torbay Care Trust or are on their providers list.	
8		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

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.

Torbay Disability Information Service
Chadwell Annexe
Torquay Road
Paignton TQ3 2DW

Telephone: (01803) 54 64 74

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

Email: dis.torbay@nhs.net

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

This information sheet gives contact details of local agencies that provide housework, domestic and laundry services.

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

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 and sitting services are listed in P18. For home maintenance services, please see information sheet P10.

NB. 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 Criminal Records Bureau (CRB) check. Agencies that do provide personal care are legally required to be registered and inspected by the Care Quality Commission (CQC). For further information see DIS information sheet P05 or log on to the CQC website at www.cqc.org.uk

Prices

Please note that the prices of domestic services listed in this information sheet are for privately funded customers only. If you have had a Torbay Care Trust assessment, and services are being arranged by Torbay Care Trust, they may fund or part-fund the cost of these, depending on your finances.

Getting help from Torbay Care 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 Care Trust on (01803) 219700 and ask for an assessment of your needs. If you live outside Torbay contact Care Direct on 0845 155 1007.

How do I use this information?

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

- a. Look through details of all the agencies listed.
- b. Decide which agencies you may like to help you, thinking about factors such as:
 - areas served
 - the services that the agencies provide
 - prices (see also note about prices on previous page)
 - minimum time.
- c. Contact those agencies 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.
- d. If the agency 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 Criminal Records Bureau
 - how long the business has been running
 - experience of agency staff.
- e. Once you have agreed terms with an agency that can provide a service that suits your needs, the next step is to arrange for them to provide you with a service.
- f. Remember that if you are not satisfied with the service an agency provides, you do not have to continue using them and can change at any time.

Housework and Domestic Help Services

Care Agencies 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.

Ark Home Healthcare

1 Churchill Court, Bolton Street, Brixham TQ5 9DN
Telephone: (01803) 853198 Fax: (01803) 855793
Email: info@arkhealth.co.uk Web: www.arkhealth.co.uk

Contact Name: Esa Reeman, Office Manager

Details of Service: Personal, support, sitting and domestic care services.

Area served: Torbay

Cost (for private clients): From £14.44 per hour (weekdays and weekends).

Guinness Care and Support

241 Torbay Road, Paignton TQ3 2HW
Telephone: (01803) 696070, 696071 or 696079
Email: southwest@guinness.org.uk Web: www.guinnesspartnership.com

Contact Name: John Windley, Manager

Details of Service: Personal and domestic care agency. Domestic services offered include shopping, help with ironing and laundry and light housework.

Area served: Paignton and Torquay

Cost (for private clients): From £13.92 per hour

Sandwell Community Caring Trust

St Kilda, 15 Drew Street

Brixham TQ5 9JU

Telephone: (01803) 881295 Fax: (01803) 859898

Email: hello@sandwellcct.org.uk Web: www.sandwellcct.org.uk

Contact Name: David Harborne

Details of Service: Personal and domestic care services

Area served: Torbay

Cost (for private clients): On application

Somerset Care at Home Ltd.

1-5 Parkfield House, Teignmouth Road, Torquay TQ1 4EX

Telephone: (01803) 313079 Fax: (01803) 329771

Email: enquiries@somersetcare.co.uk Web: www.somersetcare.co.uk

Contact Name: Tracy Uddin, Community Services Manager

Details of Service: Personal and domestic care services, covering independent support, learning disabilities, palliative care and dementia.

Area served: Paignton and Torquay (may also serve Brixham in the future).

Cost (for private clients): From £15.35 per hour (weekdays); from £17.35 per hour (weekends). Minimum time: ½ hour.

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

Allied Healthcare Group Ltd.

Wessex House, Teign Road, Newton Abbot TQ12 4AA

Telephone: (01626) 204804 Fax: (01626) 204814

Email: newtonabbot@alliedhealthcare.com Web: www.alliedhealthcare.com

Contact Name: Mrs Alison King, Manager

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

Services include shopping, cleaning, enabling, companionship and taking clients to appointments. Help with small tasks, such as changing lightbulbs, possible.

Times: Usually any time, but cleaning only from 9.00 am – 5.00 pm, weekdays.

Area served: South West, including Torbay, South Hams and Teignbridge

Cost: Contact Allied Healthcare Group for details.

Care Company (SW), The

Little Spires, Fallapit,

East Allington, Totnes TQ9 7QE

Telephone: (01548) 521789

Fax: (01548) 521447

Email: sarah@thecarecompanysw.co.uk Web: www.thecarecompanysw.com

Contact Name: Sarah Sabater, Manager

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

Area served: Torbay and South Hams

Cost: From £15.00 per hour (weekdays) and £15.15 (weekends).

Leonard Cheshire Disability – Torbay Home Based Carers Break Service

Douglas House, Douglas Avenue, Brixham TQ5 9EL

Telephone: (01803) 859760 Fax: (01803) 883648

Email: torbayhomebasedcarersbreaks@LCDisability.org

Web: www.lcdisability.org

Contact Name: Dayna Shearman, Service Manager

Details of Service: Personal care, sitting, enabling and domestic services. Can provide help with light housework but unable to work at heights.

Area served: Torbay

Cost (for private clients): From £15.90 per hour (weekdays and weekends).

Newcross Healthcare Solutions Ltd.

28 Tor Hill Road

Torquay TQ2 5RF

Telephone: (01803) 292299 Fax: (01803) 202100

Email: torquay@newcrosshealthcare.com Web: www.newcrosshealthcare.com

Contact Name: Violet Alcock, Head of Home Care.

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

Provides housework and domestic services. Also offers nursing and domiciliary care services. Able to help with some smaller tasks, such as changing light bulbs.

Area served: Torbay.

Cost: Contact agency for prices. Minimum: ¼ hour.

Saga Homecare

21 Hyde Road

Paignton TQ4 5BW

Telephone: (01803) 663300 Fax: 08444 533018

Web: www.saga.co.uk

Contact Name: Sue Rushton, Manager

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

Area served: Torbay, Teignbridge and South Hams

Cost: From £15.80 per hour (weekday). Minimum: ½ hour.

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

Telephone: (01803) 710002

Fax: (01803) 669244

Email: office@baycaregroup.co.uk Web: www.baycaregroup.co.uk

Contact Name: Karena Roper

Details of Service: CQC registered personal and domestic care agency. Live-in care and palliative care services also offered.

Area served: Torbay

Cost: From £13.50 per hour (weekdays), from £14.50 per hour (weekends).

Bluebird Care

8 Newton Road

Kingsteignton, Newton Abbot TQ12 3AJ

Telephone: (01626) 334910

Email: teignbridgeandtorbay@bluebirdcare.co.uk

Web: www.bluebirdcare.co.uk

Contact Name: Sharon and Tony Ryan, Directors or Laura Head, Care Manager

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

Area served: Torbay and Teignbridge

Cost: On application.

Prestige Nursing + Care

308 Topsham Road

Exeter EX2 6HG

Telephone: (01392) 435142 Fax: (01392) 493188

Email: exeter@prestige-nursing.co.uk Web: www.prestigenursing.co.uk

Contact Name: Rebecca Robb, Branch Manager or Priscilla Robb, Home Care Co-ordinator

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

Area served: Torbay, Teignbridge and other areas of Devon.

Cost: on application.

Other Local Housework and Domestic Help Services

Abacus Carpet & Upholstery Cleaning

5 Clennon Park, Paignton TQ4 5HL

Telephone: (01803) 557392 Mobile: 07862 716075

Email: enquiries@abacus-devon.co.uk Web: www.abacusdevon.co.uk

Contact Name: Pauline Reynolds

Details of Service: Hygienic cleaning of carpets, rugs, hard floors, upholstery, mattresses and curtains, including stain removal. Also offer emergency service for the removal of blood, urine, etc. The service has advised us that staff have received CRB checks.

Times: To suit client.

Area served: South Devon

Cost: Minimum charge for job, £45.00.

Age UK Torbay - Domestic Cleaning Service

12 Dendy Road, Paignton TQ4 5DB

Telephone: (01803) 841840 Fax: (01803) 841842

Email: angie@ageuktorbay.org.uk Web: www.ageuk.org.uk/torbay

Contact Name: Mrs Angela Clayton

Details of Service: Housework and domestic help for people aged 55+. General cleaning, shopping (and accompanied shopping), pension collection and laundry. We have been advised that this service adheres to CRB requirements.

Times: Monday to Friday, 9.00 am - 4.00 pm, except public holidays.

Area served: Torbay

Cost: £11.25 per hour + mileage of 40p a mile if car required, eg. for shopping trips. Minimum of 1½ hours per week.

Angels on your Doorstep

Telephone: (01803) 551059 Mobile: 07712 889711

Contact Name: Lynn Page

Details of Service: Range of domestic help, including shopping, dog walking, letter writing, outings, respite sitting and helping with practical arrangements when people go into hospital, care homes or sheltered housing (eg. arranging for pets to be taken care of). Can provide help with organising house moves. Also able to offer help with arrangements for funerals.

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

Cost: From £12.50 - £15.00 per hour.

Baycare Direct

Telephone: (01803) 521522 Mobile: 07970 469434

Contact Name: Glenda Lowes

Details of Service: Housework and domestic help. Services include meal preparation, cooking, shopping (and accompanied shopping). Also able to provide escort to and from appointments, laundry and ironing service, pension collection, help with feeding pets and dog walking. Able to help with some small tasks, such as changing light bulbs. The service has advised us that owner and staff are CRB checked.

Area served: Paignton

Cost: From £10.50 per hour (weekdays). Minimum: 1 hour.

Caregivers Ltd.

Torbay Innovation Centre

Vantage Point, Long Road

Paignton TQ4 7EJ

Telephone: (01803) 898797 Fax: (01803) 551295

Email: caregivers@live.co.uk

Contact Name: Krista Moore, Manager

Details of Service: Housework and domestic help. Domestic services include shopping, cleaning, companionship, escorted outings, meal preparation and wellbeing checks. 24-hour service and emergency call outs. The manager has advised us that she and her staff are CRB checked.

Area served: Torbay

Cost: Contact agency for prices

Caretakers (SW) Ltd.

Torbay Innovation Centre

Vantage Point, Long Road

Paignton TQ4 7EJ

Telephone: (01803) 540714 or 540715 Mobile (out of hours): 07720 405713

Web: www.caretakerssouthwest.co.uk

Contact Name: Mrs G Lane and Mr C Lane or Gail Lane, Care Manager.

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

Area served: Torbay

Cost: From £15.01 per hour (weekdays only). Minimum: ½ an hour.

Carewatch Care Services Ltd.

141 St Marychurch Road

Torquay TQ1 3HW

Telephone: (01803) 311188 Fax: (01803) 316188

Email: torbay@carewatch.co.uk Web: www.carewatchtorbay.co.uk

Contact Name: Lyn Elliott, Branch Manager

Details of Service: CQC registered personal and domestic care agency offering services for people of all ages living in the community. Also able to offer enabling services.

Area served: Torbay, South Hams and Teignbridge

Cost: From £14.92 per hour (weekdays and weekends). Minimum: ¼ hour.

Clean it All

Keepers' Cottage, Alston Lane

Churston Ferrers, Brixham TQ5 0HT

Telephone: (01803) 844564 Fax: (01803) 842249

Web: www.cleanitalluk.co.uk

Contact Name: David Dickinson, Owner

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.

Area served: Torbay and the rest of Devon

Cost: On application

Daily Poppins

Telephone: (01803) 670687

Email: debbie.caunce@dailypoppins.com

Web: www.dailypoppins.co.uk

Contact Name: Debbie Caunce, Managing Director

Details of Service: Provides regular weekly, fortnightly and four weekly domestic cleaning and one-off deep cleans. Debbie Caunce has advised us that she and her staff are CRB checked.

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

Area served: Torbay and surrounding area.

Cost: On application

Devon C.air Ltd.

41 Seaway Road, Preston, Paignton TQ3 2NX

Telephone: (01803) 529993

Email: devoncair@gmail.com

Web: www.devoncair.com

Contact Name: Alessandra Ruocco, Manager

Details of Service: CQC registered personal and domestic care agency. Domestic services include shopping, cooking, laundry, pension collection and housework. Also able to provide escort on trips/outings and help people to access activities of their choice. Wheelchair escort service available, using agency's own wheelchair. Able to help with some small tasks, such as changing light bulbs.

Area Served: Torbay

Cost: From £14.40 per hour (weekdays and weekends).

Devon Home Care Limited

Priory Chambers, 38 Fore Street

St. Marychurch, Torquay TQ1 4LX

Telephone: (01803) 320023 Fax: (01803) 312222

Email: mail@devonhomecare.com

Web: www.devonhomecare.com

Contact Name: Maxine Lee, Care Manager

Details of Service: CQC registered personal and domestic care agency. Offers general domestic care services, including shopping, pension collection, companionship and escort to hospital. Also offers personal care services.

Area Served: Torbay and Teignbridge.

Cost: From £17.43 per hour (weekday); from £19.40 per hour (weekend) + mileage - 40p per mile. Minimum: ½ hour.

The Fairy Dusters

Telephone: 07563 641613

Email: thefairydusters@hotmail.co.uk

Contact Name: Kirsty Pearson

Details of Service: General household cleaning, shopping and accompanied shopping, laundry.

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

Area served: Torbay and surrounding area.

Cost: From £10.00 per hour. Minimum: 1 hour.

Fresca Cleaning and Homecare

Telephone: (01803) 521474 Mobile: 07891 642112

Web: www.frescacleanservices.co.uk

Contact Name: Lionel Dodd

Details of Service: Housework, including commercial and domestic cleaning, carpet cleaning and pressure washing. Able to provide help with some smaller tasks, such as changing light bulbs, if high ladders are not used and there is no heavy lifting involved. Office hours: Monday to Friday, 9.00 am - 5.00 pm.

Area Served: Torbay, South Hams, Teignbridge, Exeter, Plymouth

Cost: From £10.50 per hour (depending on area) + VAT if customer's materials are used; from £11.50 per + VAT if Fresca's materials are used. Minimum of 2 hours per visit.

GP Cleaning Contractors

3 Edgeley Road

Barton

Torquay TQ2 8ND

Telephone: (01803) 315600

Contact Name: Robert Bishop

Details of Service: Internal and external window cleaning, gutter cleaning.

Area Served: Torbay, Dartmouth, Teignmouth, Ashburton and Bovey Tracey.

Guardians

Bay Tree House, 27 Summer Lane

Brixham TQ5 0DL

Telephone: (01803) 853875

Contact Name: Mrs J Francis

Details of Service: Housework, shopping, domestic help and laundry service. Able to help with some small tasks, such as changing light bulbs.

Area served: Galampton and Brixham only.

Cost: From £10.00 per hour (weekday). No minimum time.

Laundry (washing, drying and ironing) - £10.00 per full load, including collection and delivery.

Homecare 2000 Ltd

45a Palace Avenue
Paignton TQ3 3EN
Telephone (01803) 553222
Fax: (01803) 554406

Contact Name: Mrs J W Breed or Steven Breed

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.

Area served: Torbay.

Cost: From £14.60 per hour. Minimum: ¼ hour.

M Cullen, Domestic and Commercial Cleaner/Home Help

Telephone: (01803) 613574 or 07816 230326

Contact Name: Ann Marie Cullen

Details of Service: Range of domestic services offered, including general housework, cleaning, shopping and providing lifts/escort to appointments, etc. Able to help with some small tasks, such as changing light bulbs. The owner has advised us that she has been CRB checked.

Area served: Torbay

Cost: From £7.50 per hour. Minimum: 1 hour.

Olive Branch Care Agency

15 Walnut Road
Chelston, Torquay TQ2 6HP
Telephone: (01803) 607625
Email: enquiries@olivebranchcareagency.co.uk

Contact Name: Di Bradley or Helen Doran

Details of Service: CQC registered personal and domestic care agency. Domestic services include shopping, cleaning, companionship and outings. Also provides help with car cleaning, decorating, gardening and home maintenance. Able to help with some smaller tasks, such as changing light bulbs.

Area served: Torbay

Cost: From £11.50 per hour (weekdays and weekends). Minimum: ½ hour.

Palm Home Care

14 Northleat Avenue
Paignton TQ3 3UG
Telephone: (01803) 669137
Email: info@palmhomecare.co.uk
Web: www.palmhomecare.co.uk

Contact Name: Karen Parker, Managing Director or Sarah Gardiner, Director of Care

Details of Service: CQC registered personal and domestic care agency. Domestic services include shopping, daily well being calls, household tasks, meal preparation and escort to appointments, etc. Able to help with small tasks, such as changing light bulbs.

Area served: Torbay and surrounding areas.

Cost: £11.50 per hour (weekdays and weekends).

Phoenix Care Services

14 Lucius Street
Torquay TQ2 5UN
Telephone: (01803) 214426 Fax: (01803) 214427
Email: phoenixcare@btconnect.com
Web: www.phoenixcareservices.co.uk

Contact Name: Katherine McNally

Details of Service: CQC registered personal and domestic care agency. Able to help with small tasks, such as changing light bulbs.

Area served: Torquay and Paignton.

Cost: From £14.92 per hour (weekdays and weekends). Minimum: 20 minutes.

Platinum Plus Healthcare Ltd.

147 Lymington Road
Torquay TQ1 4BE
Telephone: (01803) 500104 or mobile: 07830 292701
Email: info@platinumplushealthcare.co.uk
Web: www.platinumplushealthcare.co.uk

Contact Name: Mike Ellis and Alison Manning, Managers

Details of Service: CQC registered personal and domestic care agency. NB. Housework and domestic services provided only when domiciliary care is also being provided.

Area served: Torbay, South Hams and Teignbridge.

Cost: From £14.50 per hour (weekdays and weekends). Minimum: ½ hour

Rydancare – Community Care Team

Rydan Lodge, 3 Nelson Road, Brixham TQ5 8BH

Telephone: (01803) 882246

Email: rydancare@madasafish.com

Contact Name: Malcolm and Lily McCarthy

Details of Service: CQC registered personal and domestic care agency. Also provides a meal delivery service (see information sheet P14 for details).

Area served: Brixham to Paignton.

Cost: From £10.50 per hour (weekday). 1 hour minimum. Laundry - £6.60 per bag, plus delivery charge of £2.60 (please note that ironing isn't included).

Saffron Care Agency

Torbay Innovation Centre, South Devon College

Vantage Point, Long Road, Paignton TQ4 7EJ

Telephone: 0800 014 8689

Email: info@saffroncare.co.uk Web: www.saffroncare.co.uk

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

Domestic services include cleaning, washing and ironing, meal planning, shopping and preparing meals. Able to help with small tasks, such as changing light bulbs.

Area served: South Devon

Cost: £16 per hour (weekdays and weekends). Minimum: ½ hour. 24-hour care and holiday packages: price on application.

Time For You

Telephone: (01803) 220394 Mobile: 07730 127794

Email: torbay@timeforyou.co.uk Web: www.timeforyou.co.uk

Contact Name: Adrian Harland

Details of Service: Local franchise, which is part of national domestic cleaning company. Offers daily, weekly or fortnightly cleans. All aspects of interior domestic cleaning undertaken, including windows, cupboard interiors, ironing and light oven cleaning. The service has advised us that all its cleaners are carefully vetted and have a CRB (3 or less years old) or a police check.

Area served: Torbay, Newton Abbot, Kingsteignton and Kingskerswell.

Cost: 1 hour a week cleans: £12.00; fortnightly cleans: £11.50 per hour (minimum 2 hours); weekly cleans: £10.50 per hour (minimum 2 hours). Rates apply in Torquay, Paignton and Brixham towns. Other areas: price on application.

NB. A 13-week minimum period applies, which continues on a month to month basis. Customers need to supply their own cleaning materials and equipment.

Torbay Cleaning Service

Telephone (mobile): 07914 279684

Contact Name: Phil Lacey

Details of Service: All kinds of domestic cleaning undertaken, from washing dishes to cleaning floors and house cleaning. Charges vary according to work done. Service available 7 days a week. The service has advised us that staff are CRB checked.

Area served: South Devon

Cost: On application. Charges vary according to work done.

TQ Cleaning Services

8 Cumbernauld

Higher Erith Road

Torquay TQ1 2NQ

Telephone: (01803) 213728 Mobile: 07971 599798

Email: tqcleaningservices@gmail.com Web: www.tqcleaningservices.com

Contact Name: Anthony Cassidy

Details of Service: Domestic and commercial cleaning services, including carpet cleaning, kitchen/oven cleaning and general cleaning. The owner has advised us that he and his staff are CRB checked.

Area served: The TQ postal area.

Cost: From £9.50 per hour. Minimum: 3 hours.

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 Andrews Laundry Services, Exmouth Laundry Services, the Pressing Business and Tor Laundry and Dry Cleaners (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.

Andrews Laundry Services

7 Old Mill Road
Chelston, Torquay TQ2 6AU
Telephone: (01803) 605817

Contact Name: Mr Matt Andrews

Details of Service: Offers a laundry collection and delivery service for people who are elderly or infirm. Also offers service washes.

Area served: Torquay, including Babbacombe and St. Marychurch, and edge of Paignton, including Marldon and Compton.

Hours: Service washes, Monday to Friday 8.00 am - 6.00 pm. Open Saturdays 8.00 am - 6.00 pm and Sundays 10.00 am - 6.00 pm but unmanned.

Cost: on request.

Brixham Laundry Centre

15 Bolton Street, Brixham TQ5 9BZ
Telephone: (01803) 882406

Email: brixhamlaundrycentre@live.co.uk Web: www.brixhamlaundrycentre.com

Contact Name: Lloyd and Denise Scribbins.

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, Dartmouth, Kingswear, Paignton and Preston. Deliveries to other areas of Torbay may be possible on request.

Hours: Open 7 days a week. Service washes on Monday to Friday (not Wednesday) 8.30 am - 5.00 pm, Saturday 9.00 am - 12.00 pm.

Cost: on request.

Caregivers Ltd.

Torbay Innovation Centre

Vantage Point, Long Road, Paignton TQ4 7EJ

Telephone: (01803) 898797 Fax: (01803) 551295

Email: caregivers@live.co.uk

Contact Name: Krista Moore

Details of Service: Mobile laundry service providing service washes, dry cleaning and ironing service. Delivery and collection offered. The manager has advised us that she and her staff are CRB checked.

Area served: Torbay

Hours: Monday to Friday, 8.30 am - 5.00 pm

Cost: Contact agency for prices

Exmouth Laundry Services

Unit 27, Dinan Way Trading Estate, Concorde Road, Exmouth EX8 4RS

Telephone: (01395) 276462

Email: info@exmouthlaundryservices.co.uk

Web: www.exmouthlaundryservices.co.uk

Contact Name: Mr L Norris

Details of Service: Mobile service providing finished laundry, service washes, dry cleaning and repairs.

Area served: Visits Brixham, Paignton and Torquay every Wednesday.

Hours: Monday to Thursday 8.00 am - 5.00 pm; Friday 8.00 am - 4.30 pm.

Cost: Minimum £5.00. Service washes from £12.50, inclusive of VAT

The Pressing Business

25 Seaway Road, Paignton TQ3 2NX

Telephone: (01803) 666999

Web: www.pressingbusiness.co.uk

Contact Name: Shirley Barrett

Details of Service: Ironing, laundry, dry cleaning and alterations.

Area served: Torbay, Dartmouth, Exeter and Sidmouth.

Hours: Monday and Friday, 8.00 am - 7.00 pm; Wednesday, 8.00 am - 8.00 pm;

Tuesday and Thursday, 8.00 am - 6.00 pm; Saturday, 9.30 am - 1.00 pm.

Collections and deliveries are on different days depending on area.

Costs

Ironing: £3.75 + VAT per kilo.

Laundry: Prices vary depending on items being cleaned.

Collection and delivery: Free if within area's allotted delivery times.

Tor Laundry and Dry Cleaners

256 Union Street

Torquay TQ2 5QU

Telephone: (01803) 298823

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 - 8.00 pm; Saturday, 8.00 am - 6.00 pm; Sunday 8.00 am - 4.00 pm. Deliveries Monday to Saturday.

Cost: Service wash, plus £5.00 for delivery/collection.

Other Titles in this Series (For details of how to obtain copies, see page 3.)

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Computers	P27
Continence Management	P24
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Emergency Care For Pets	P06
Equipment Centres	P07
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Finding Funding for Extra Needs	P12
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Caring Series	
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Care Homes: Learning Disabilities, Torbay	C05
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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, P11 – August 2011

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