LIVE-IN CARE · TORQUAY, DEVON

Live-in care in Torquay

Fully managed live-in care in Torquay, arranged by our care team after a free assessment, with who to call at Torbay Council, the A&E at Torbay Hospital and where to book minor injuries care, and local help with carers, memory, equipment, transport and hospice care.

From £1,550 a week

Free initial assessment · A written quote before care begins



IN BRIEF

Day and Nightcare provides fully managed live-in care in Torquay, from £1,550 a week. A dedicated live-in carer lives in your home, supporting you through the day and close by at night, and our CQC-registered care team plans, supervises and reviews the care. The initial assessment is free.

OUR CARE, WHERE YOU LIVE

Our live-in care in Torquay

Live-in care means one-to-one support in your own home: personal care, medication support, meals, help around the house, getting out and about, and someone close by at night. Whether it suits the person, and whether one carer can support a couple, is worked out at the free assessment. Read more in live-in care explained and how it works day to day.

Dementia care | Care after hospital | End-of-life care | Care for couples | Respite care

Costs and funding

How we arrange live-in care in Torquay

Day and Nightcare provides fully managed live-in care in Torquay, from £1,550 a week. One main carer lives in the home; a relief carer covers their holidays and time off, and a manager is on call. Care starts with a free assessment, a written quote and a written care plan.

Care can be paid for privately, by Torbay Council (including direct payments) or by NHS Continuing Healthcare. We have provided Discharge to Assess (D2A) care since 2014. If someone is in hospital, tell us the expected discharge date (see care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Torquay

Torbay Council runs adult social care and collects council tax in Torquay. To ask for help, call an adviser on **01803 219700**; if you need more support, you can ask for a care needs assessment. In an emergency out of hours, call 0300 456 4876.

Torbay Council says that with savings over £23,250 your relative pays the full cost; below £14,250 savings are not counted, and for care at home their home is not counted. If they pay in full, the council can still arrange care. See council funding.

If you help a relative, ask Signposts for Carers (01803 666620) for Torbay's carer's health and wellbeing check, its name for a carer's assessment. There is no financial assessment, and the person you care for does not need to be receiving services.

Torbay Council's council tax reductions:

- 25% off when a live-in carer gives at least 35 hours of care a week to someone (not their partner) who receives a benefit such as Attendance Allowance, and without the carer only one adult lives there
- 25% off when someone is severely mentally impaired and without them only one adult lives there; you need a doctor's statement and proof of a qualifying benefit
- a disabled person's band reduction where the home has been adapted

None is automatic. See council tax discounts for care.

Urgent care and leaving hospital in Torquay

- **A&E:** the Emergency Department at Torbay Hospital, Lowes Bridge (01803 654003), for serious and life-threatening illness and injury.
- **Minor injuries:** there is no minor injuries unit in Torquay. Book a same-day appointment at Newton Abbot Urgent Treatment Centre (01626 324631, 8am to 8pm daily; walk-ins wait longer) or Totnes Minor Injuries Unit (01803 862622, option 1, 8am to 5pm daily). Neither is an A&E; if unsure, call 111.

At Torbay Hospital, planning for home starts on admission, and a discharge coordinator talks through the options and funding. Intermediate care, rapid response and reablement teams can help in the first days at home.

If health needs are the main issue, ask about NHS Continuing Healthcare. For Torquay it is run by Torbay and South Devon NHS Foundation Trust's team for NHS Devon (01626 357820); the first step is usually the Checklist, completed by a nurse or social worker.

Local help in Torquay

Carers' services, dementia support, transport, befriending and other local help, with phone numbers.

- **Carers.** Signposts for Carers (01803 666620, weekdays 9am to 5pm) has an Advice Point at Torbay Hospital, level 4 main entrance. The Olive Centre at St Edmunds, Victoria Park Road, Plainmoor, is a carers' centre run by Carers Aid Torbay (01803 323510; Monday to Thursday 10am to 4pm, Friday 10am to 1pm). Joining Torbay Carers brings a Carer Passport with free parking at local hospitals when you are supporting the person you care for.
- **Memory worries.** The GP refers to the Devon Dementia Assessment Service clinic at Lowes Bridge (01803 396 520). See dementia care at home.
- **Company and practical help.** The Torbay Community Helpline (01803 446022, weekdays 10am to 1pm and 3pm to 6pm) can find a befriender, a good neighbour, a handyperson or help with urgent shopping. Age UK Torbay (01803 555181) gives drop-in advice in Paignton, weekdays 9.15am to 1pm.
- **Equipment.** Torbay's Community Equipment Service: 01803 219700 (Customer Service Centre).
- **Disability information.** Torbay's Disability Information Service (0300 456 8373, dis.torbay@nhs.net) has information for disabled people and carers in Torbay, including services that deliver meals, shopping and prescriptions.

- **Getting about.** Torbay Council says no organisation offers free door-to-door transport in Torbay. Karing Voluntary Group (01803 524799) takes older and disabled people to medical appointments with volunteer drivers; its cars are not wheelchair accessible.
- **Hospice care.** Rowcroft Hospice, Avenue Road (01803 210800), cares free of charge for adults with a life-limiting illness registered with a GP practice on its South Devon list (including Torquay's), at home and in its inpatient unit. Professionals refer; families can ask about a referral. See end-of-life care at home.
- **Your voice.** Healthwatch in Devon, Plymouth and Torbay: freephone 0800 520 0640 (Monday to Thursday, 10am to 4pm).

What may change soon

- **Adult social care (confirmed).** On 1 April 2027 adult social care staff move from Torbay and South Devon NHS Foundation Trust, which runs the service now, to Torbay Council. Until then, call 01803 219700 as now.
- **Council reorganisation (under review).** The Government will decide again on reorganising councils in Devon, Plymouth and Torbay by early 2027.

USEFUL LOCAL CONTACTS

Useful contacts in Torquay

The council, NHS teams, hospitals and local services you are most likely to need in Torquay, with links to their official pages. Open any heading for the details.

Council and care assessments

Adult social care in Torquay is arranged by Torbay Council. Anyone who appears to need care can ask for a free care needs assessment, whatever their savings. If the council funds care, you can usually take it as a direct payment and use it for live-in care from us.

- **Torbay Council:** ask for a care needs assessment (telephone 01803 219700); carer's assessment.

NHS Continuing Healthcare

When someone's main need is a health need, the NHS pays for all of their care through NHS Continuing Healthcare, and it is not means-tested. For Torquay it is arranged by NHS Devon (NHS Devon Integrated Care Board) (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Torquay

If someone is in hospital, tell us the expected discharge date as early as you can, and we will work with you and the discharge team on when live-in care can start.

- Torbay Hospital: Emergency Department (A&E), Lowes Bridge, Torquay TQ2 7AA; ED 01803 654003, switchboard 0300 456 8000 (leaving hospital information)
- Newton Abbot Urgent Treatment Centre: Urgent treatment centre, not an A&E: book a same-day appointment on 01626 324631 (walk-ins wait longer); 8am to 8pm every day, including bank holidays; X-ray 9am to 5pm
- Totnes Minor Injuries Unit: Minor injuries unit, not an A&E: same-day appointments on 01803 862622, option 1 (walk-ins accepted, appointments prioritised); 8am to 5pm every day (closed Christmas Day and Boxing Day)
- Rowcroft Hospice: Hospice with an inpatient unit, Avenue Road, Torquay; free care for adults with life-limiting illnesses across South Devon; 01803 210800

Local support and charities

- Signposts for Carers (Torbay Carers Service): Carers' support (01803 666620)
- Olive Centre (Carers' Aid Torbay): Carers' support (01803 323510)
- Devon Dementia Assessment Service: Torbay, South and West Devon clinic: Dementia support (01803 396 520)
- Torbay Community Helpline: Befriending (01803 446022)
- Torbay Disability Information Service: Local services directory (0300 456 8373)
- Rowcroft Hospice: Hospice (01803 210800)
- Healthwatch in Devon, Plymouth and Torbay: Healthwatch: your independent voice on health and care (0800 520 0640)
- Karing Voluntary Group: Community transport (01803 524799)

Council tax

Council tax in Torquay, including discounts for people with a severe mental impairment, for disabled people and for some carers, is handled by Torbay Council. See council tax discounts for care.

Villages around Torquay

Babbacombe | St Marychurch | Wellswood | Ellacombe | Plainmoor | Hele | Chelston | Shiphay | Barton | Watcombe | Cockington | Livermead

YOUR QUESTIONS

Questions about live-in care in Torquay

Who do I call in Torquay to ask for a care assessment?

Call Torbay Council's adult social care advisers on 01803 219700, or email non-urgent enquiries to tsdft.customerservices@nhs.net. Torquay is covered by Torbay Council, not Devon County Council. If you are calling for a relative, make sure they know and are happy for you to talk to the team. In an emergency out of hours, the Torbay Emergency Duty Service is on 0300 456 4876. If support is needed, a financial assessment then works out what, if anything, your relative pays.

Where is the nearest A&E and urgent care to Torquay?

The Emergency Department (A&E) is at Torbay Hospital, Lowes Bridge, Torquay (01803 654003), for serious and life-threatening illness and injury. For minor injuries, Torbay and South Devon NHS Foundation Trust asks people to book a same-day appointment at Newton Abbot Urgent Treatment Centre on 01626 324631 (8am to 8pm every day, including bank holidays); walk-ins wait longer. Totnes Minor Injuries Unit also takes same-day bookings on 01803 862622, option 1 (8am to 5pm). If you are not sure, call 111.

Where are memory problems assessed for people in Torquay?

Ask the GP, who can refer to the Devon Dementia Assessment Service. Its clinic for Torbay, South and West Devon is at the Torbay Mental Health Unit, Lowes Bridge, Torquay (01803 396 520). Allow up to three hours, and bring a relative or close friend, a list of medicines and any glasses or hearing aids. After a diagnosis, the service offers a follow-up with a Dementia Support Worker from the local community mental health team, usually within four weeks.

How much does live-in care cost in Torquay?

Live-in care with Day and Nightcare costs from £1,550 a week in Torquay, the same as everywhere in England, for one person with a carer who rests at night. That includes our care team's management (the assessment, care plan, reviews, supervision and the on-call manager) and the carer's food; break cover and the carer's travel are extra. For a couple it is from £1,800 a week, where one carer can safely meet both partners' needs. You receive a written quote after a free assessment.

Can the council help pay for live-in care in Torquay?

Yes, if the person's care needs meet the national eligibility criteria and their savings are below £23,250 (2026/27). Adult social care in Torquay is arranged by Torbay Council. Ask for a care needs assessment; if you are eligible, council funding can usually be taken as a direct payment and used for live-in care from us.

Can live-in care start when someone leaves Torbay Hospital?

It can. Tell us the expected discharge date as early as you can, and we will work with you and the ward's discharge team on when live-in care can start. We can often start within 24 to 48 hours of the assessment, depending on carer availability, and we confirm the start date once a carer is arranged. We have provided Discharge to Assess (D2A) care since 2014.

Sources and further information

- Torbay Council: Contact adult social care
- Torbay Council: Assessments
- Torbay Council: Changes to Adult Social Care in Torbay
- Torbay Council: Paying for care at home
- Torbay Council: Have a Carer's check
- Torbay Council: Carer support
- Torbay Council: Council tax, live in carers and care workers
- Torbay Council: Council tax, someone is severely mentally impaired
- Torbay Council: Council tax reductions
- Torbay Council: Torbay Community Helpline
- Torbay Council: Disability Information Service, transport services
- Torbay Council: Disability Information Service
- Torbay and South Devon NHS Foundation Trust: Care in our hospital for older people

- Torbay and South Devon NHS Foundation Trust: Emergency Department (A&E)
- Torbay and South Devon NHS Foundation Trust: Minor Injuries Units and Urgent Treatment Centre
- Torbay and South Devon NHS Foundation Trust: Continuing Healthcare
- Torbay and South Devon NHS Foundation Trust: Carers' centres
- Torbay and South Devon NHS Foundation Trust: Community equipment
- NHS Devon: Contact the Continuing Healthcare teams (adults)
- Devon Partnership NHS Trust: Devon Dementia Assessment Service
- Rowcroft Hospice: Referrals, how to access our services
- Rowcroft Hospice: About us
- Age UK Torbay
- Age UK Torbay: Contact us
- Healthwatch in Devon, Plymouth and Torbay: Torbay
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)

Price
From £1,550 a week

Covers
Torquay and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Devon

All of Devon | Plymouth | Exeter | Paignton | Barnstaple | Exmouth | Newton Abbot | Tiverton | Brixham | Teignmouth | Dawlish | Sidmouth | Honiton | Bideford | Ilfracombe | Okehampton | Tavistock | Totnes | Kingsbridge | Ivybridge

Talk to our care team: 01865 715780

enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272

Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA

CQC overall rating: Good (report published 20 April 2018)

The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/devon/torquay/**

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Information, not advice: please check anything important with the organisation named.