

Shop Delivery Services (P16)



Torbay Disability Information Service

Torbay and South Devon NHS Foundation Trust

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Union Street

Torquay

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Tel: 0300 456 8373

Email: dis.torbay@nhs.net

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Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at

www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373.

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About this information sheet

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

Where possible, we try to keep our information up to date. However, we cannot guarantee that all of 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

Further Support

For information and advice about further support, please contact Torbay Adult Social Care Services on (01803) 219700 to discuss your concerns. If you live outside Torbay contact Care Direct on 0345 155 1007.

The Care Act 2014

Please be aware that the rules about getting and paying for social care started to change with the introduction of the Care Act in April 2015. To find out more about the Care Act and how it may affect you, please refer to the following Care Act pages on our Trust's website:

<https://www.torbayandsouthdevon.nhs.uk/services/adult-social-care/> 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.

Online Shop Delivery Services

This section gives details of online grocery shopping and home delivery services. NB. Some of these stores accept orders by phone as well as online.

Torquay

- Asda

Telephone: 0800 952 0101

Website: www.asda.com

Supermarket online shopping and home delivery service. Also offers a click and collect service.

Area: Nationwide.

- Devon Fresh

Longpark, Newton Road, Torquay, TQ2 7AL

Telephone: (01803) 617969

Email: devon.fresh@fhmann.co.uk

Website: www.devonfresh.com

Local fresh vegetables, salads and fruit as well as other products such as bread, dairy, eggs and herbs can be ordered online (orders by phone are not currently accepted). Card payments only at the time of placing an order.

Area: Torbay, TQ12 and TQ14 post code areas. May also be able to deliver to nearby areas.

- Eversfield Organic (including Well Hung Meat Co.)

Ellacott, Bratton Clovelly, Okehampton, EX20 4LB

Telephone: (01837) 871400

Email: info@eversfieldorganic.co.uk

Websites: www.eversfieldorganic.co.uk

Offers fresh organic produce, including organic meat from local farms, fresh fruit and vegetables, dairy products and wild fish.

Area: Nationwide.

- Iceland

Telephone: 0800 328 0800

Website: www.iceland.co.uk

Supermarket online shopping and home delivery service (from shop).

Area: Nationwide. Delivers to many post code areas, including Torbay.

- Milk & More (part of the Müller UK & Ireland Group)

Telephone: 0345 606 3606

Website: www.milkandmore.co.uk

Fresh milk and groceries, including bread, eggs, tea, coffee, bacon, juice and biscuits.

Area: Nationwide.

- Morrisons

Telephone: 0345 611 611

Website: <https://groceries.morrisons.com>

Supermarket online shopping & home delivery service. Also offers click and collect service.

Area: Nationwide. Delivers to many post code areas, including Torbay.

- Oakhouse Foods – Grocery Essentials

Oakhouse Foods South West, Unit 7, Orchard Court,
Heron Road, Sowton Industrial Estate, Exeter, EX2 7NR

Orderline: (01392) 907950

Email: S.West@oakhousefoods.co.uk

Website: www.oakhousefoods.co.uk

A range of general groceries, from teabags to toilet rolls, soup to cereals.

Area: Torbay a rest of Devon.

- Pads and Paws

40 Fore Street, St Marychurch, Torquay, TQ1 4LX

Torquay Telephone: (01803) 329149

Email: info@padsandpawstorbay.co.uk

Website: www.padsandpawstorbay.co.uk

Pet supplies – specialises in health treatments and pet food. Also sells a range of pet accessories for dogs, cats, fish, birds, rodents, small animals and reptiles.

Area: Torbay

- Riverford Organic Farmers Ltd.

Wash Barn, Buckfastleigh, Devon, TQ11 0JU

Telephone: (01803) 227227

Email: help@riverford.co.uk

Website: www.riverford.co.uk

Organic Farm Produce, including fruit, vegetables, salad, meat and dairy products. Choice of small, medium or large veg boxes. Fruit, meat and salad boxes also available.

Area: Delivers produce from regional farms around the country, including the South Hams.

- Sainsbury's

Customer Services: 0800 328 1700 (freephone)

Website: www.sainsburys.co.uk

Supermarket online shopping and home delivery service. Groceries can also be ordered by phone – contact Customer Services to set up an account and register a payment method.

Area: Nationwide.

- Tesco Online

Home Delivery Service

Website: www.tesco.com

Customer Services: 0800 323 4040

Supermarket online shopping and home delivery service.

Area: Nationwide.

- Waitrose

Customer Services: 0800 188 884

Website: www.waitrose.com

Supermarket online grocery and homeware delivery service.

Area: Nationwide - still offers delivery in Torbay (from Exeter) although there is no longer a store in Torquay.

Paignton and Brixham

- Carters

2-4 Elm Park, Paignton, TQ3 3QH

Telephone: (01803) 559684

Email: ep@cartersmail.com

Website: <https://cartersstores.co.uk/>

Groceries and off-licence - groceries, household, health and beauty, dairy products, fruit and vegetables, meats, snacks, tobacco, pet food, newspapers and magazines, etc.

Area: Serves local community.

- The Co-operative Food

75 Fore Street, Brixham, TQ5 8AG

Contact Name: Darren Wotton

Telephone: (01803) 852888

Grocery and off - license. Customers can make up their own orders in the shop for delivery.

Area: Brixham only.

- Galleon Stores and Galampton PO

51 Stoke Gabriel Road, Galampton, Brixham, TQ5 0NH

Telephone: (01803) 842148

Contact Name: Gary and Kay Deare

Email: galleonstores1993@gmail.com

Website: www.galleonstores.co.uk

Village store and off-licence offering a wide range of products, including groceries, fresh fruit and vegetables, bread, cold meats and cheese, dairy, newspapers and magazines.

Area: Galmpton, Churston, Broadsands, Goodrington, Hookhills, Brixham, Kingswear.

- Pads and Paws

321 Torquay Road, Preston, Paignton, TQ3 2EY

Paignton Telephone: (01803) 463356

Email: info@padsandpawstorbay.co.uk

Website: www.padsandpawstorbay.co.uk

Pet supplies - specialises in health treatments and pet food. Also sells a range of pet accessories for dogs, cats, fish, birds, rodents, small animals and reptiles.

Area: Torbay

- Prentice, Terry Family Butcher

86 Belgrave Road, Torquay, TQ2 5HZ

Contact Name: Terry Prentice – Proprietor

Telephone: (01803) 293238

Butcher - fresh meat. Can also offer fresh and frozen fish to order. Shop is wheelchair accessible.

Area: Mainly Torquay and Paignton areas but can also deliver to Brixham and Newton Abbot (with notice).

- Top Shop

137 Marldon Road, Paignton, TQ3 3NL

Telephone: (01803) 557533

Email: 137thetopshop@gmail.com

Contact Name: Debbie Bond or Sarah Isaac

General groceries – tinned goods, milk, bread, vegetables, frozen foods, dairy foods, delicatessen, household goods, sweets, chocolates, off-licence, newspapers and magazines.

Area: Paignton and Marldon.

Other Shop Delivery Services - Torquay

- Carters

Torquay Stores:

✚ 43 Abbey Road, TQ2 5NQ

Telephone: (01803) 293378 Email: ar@cartersmail.co.uk

✚ 76 Belgrave Road, TQ2 5HY

Telephone: (01803) 213512 Email: br@cartersmail.com

✚ 113 Hele Road, TQ2 7PS

Telephone: (01803) 322199 Email: hl@cartersmail.com

✚ 47 Moor Lane, Watcombe, TQ2 8NU

Telephone: (01803) 329088 Email: wc@cartersmail.com

✚ 282 Union Street, Torre, TQ2 5QZ

Telephone: (01803) 214899 Email: tr@cartersmail.com

✚ 135 Warbro Road, TQ1 3RB

Telephone: (01803) 327313 Email: wr@cartersmail.com

Website: <https://cartersstores.co.uk/>

Groceries and off-licence - groceries, household, health and beauty, dairy products, fruit and vegetables, meats, snacks, tobacco, pet food, newspapers and magazines, etc.

Area: Each store serves its local community. However, for Ilsham, Chelston and other Torquay areas not directly served by a local store, orders can be facilitated from the Abbey Road store.

Prescription Delivery Services

Some chemists are also able to offer an online prescription delivery service, including Boots, Day Lewis and Lloyds.

Brixham

- Boots (01803) 882101
11-11a Fore Street
- Day Lewis (01803) 852860 / (01803) 883903
52 Fore Street, Compass House Medical Centre, King Street
- Well Pharmacy (01803) 858142
2-3 Churchill Court, Bolton Street

Paignton

- Broadway Pharmacy (01803) 842744
1 Churston Broadway, Dartmouth Road, Paignton
- Boots (01803) 559180
12-14 Victoria Street
- Boots Pharmacy (01803) 843479
1 Cherrybrook Square, Hookhills Road
- Day Lewis Pharmacy Preston (01803) 522308
Units 2&3 Pembroke House 266-276 Torquay Road.
Preston, 266-276 Torquay Rd, Preston, Paignton TQ3 2EZ
- Day Lewis Pharmacy Foxhole Road (01803) 556958
99 Foxhole Rd, Paignton TQ3 3SU
- Mayfield Pharmacy (01803) 495404
Mayfield Medical Centre, 37 Totnes Rd, Paignton TQ4 5LA

Well Pharmacy (01803) 559015
5 Palace Ave, Paignton TQ3 3EF

Torquay

- Babbacombe Pharmacy (01803) 312347
100 Reddenhill Road, Babbacombe
- Boots (01803) 292708
66-68 Union St, Torquay TQ2 5PS
- Boots (01803) 615874
Wren Retail Park, Browns Bridge Rd, Torquay TQ2 7BJ8 Fore
- Boots Pharmacy (01803) 327605
8 Fore St, St Marychurch, Torquay TQ1 4NE
- Day Lewis Pharmacy Wellswood (01803) 293732
19 Ilsham Rd, Torquay TQ1 2JG
- Day Lewis Pharmacy Torquay (01803) 605456
28 Walnut Rd, Chelston, Torquay TQ2 6HS
- Day Lewis Pharmacy Torquay 2 (01803) 313362
Southover Pharmacy, Bronshill Rd, Torquay TQ1 3HD
- Dowricks Chemist Of Chelston Hall (01803) 605209
Old Mill Rd, Torquay TQ2 6HW
- Hele Pharmacy (01803) 327587
111 Hele Road, Torquay, Devon, TQ2 7PS
- LloydsPharmacy (01803) 613008
Nicholson Rd, Torquay TQ2 7HT

- Sherwell Valley Pharmacy (01803) 607425
37 Sherwell Valley Rd, Torquay TQ2 6EJ
 - Shiphay Pharmacy (01803) 613152
11 Collaton Rd, Shiphay, Torquay TQ2 7HH
 - Superdrug Pharmacy (01803) 926878
Unit 21-25 Union St, Torquay TQ1 1ES
 - Torwood Street Pharmacy (01803) 292458
Torwood St, Torquay TQ1 1ED
 - Watcombe Pharmacy (01803) 310196
69 Fore Street, Barton
 - Well Pharmacy (01803) 292605
Well Pharmacy, 19 Croft Rd, Torquay TQ2 5UA
 - Well Pharmacy (01803) 327552
159 St Marychurch Rd, Babbacombe, Plainmoor TQ1 3HP
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Pharmacy2U

Telephone: 0113 265 0222

Website: www.pharmacy2u.co.uk

Pharmacy2U is the UK's largest NHS online pharmacy, managing, dispensing and delivering repeat prescriptions all across the UK. It offers online ordering, free flexible delivery and reminders to re-order. Visit Pharmacy2U online or call them to find out whether your surgery is able to offer electronic prescriptions. If so, you would be able to register yourself for this service.

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p.3).

For Disability Support Series	
Bathing and Showering	P02
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 our best to help you.

Further Information and Advice

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 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.

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 40 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.

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

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, P16 – September 2023

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