FREE GUIDANCE

Information centre

Practical answers for anyone arranging care at home in England, for themselves or for someone else. Start with what you need to do.

IN BRIEF

Choose what you need to do below; each section starts with the guides that answer it. All 85 guides are in the A to Z at the end, with a search. Every guide is written by our care team, uses this year's official figures and lists its sources.

01 Arranging care now
02 Leaving hospital
03 Paying for care
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06 Health conditions
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A–Z All guides and search

Looking for care rather than a guide?

Live-in care

Anywhere in England, from £1,550 a week for one person; the carer rests at night.

Home care visits

Across Oxfordshire, from one hour.

Night and 24-hour care

Carers in shifts anywhere in England; waking nights and sleep-ins in Oxfordshire.

Arranging care now

When care is needed, suddenly or over time: the first steps, the kinds of care at home, assessments and how to choose a provider.

First steps when someone needs care: a start-here guide

Arranging care urgently: what to do when care is needed now

Types of care at home: live-in, visiting, night and respite care

What is live-in care? A complete guide for families in England

Live-in care or 24-hour care: which does your family need?

How to choose a care provider: checklist and questions to ask

Care assessments and care plans: what to expect

When a care home may be the right choice: an honest guide

Our care: how our live-in care works day to day.

Leaving hospital

What happens before discharge, the free short-term help that may be offered, and what to do if the plan does not feel safe.

Leaving hospital: what to expect and how to prepare

Questions to ask before hospital discharge: a checklist

Discharge to Assess (D2A) explained for families

Reablement and intermediate care: free help to recover

What to do if a hospital discharge feels unsafe

Care after surgery at home: hip, knee and other operations

Benefits during a hospital stay: the 28-day rules explained

Our care: care after a hospital stay.

Paying for care

Council funding and the means test, benefits that can help, and the legitimate ways to reduce what you pay.

How to reduce the cost of care: a guide for families in England

How to pay for live-in care: every funding route in England

Council funding for care: assessments, means test and charges

Financial assessment for care at home: the means test explained

Attendance Allowance: rates, who qualifies and how to claim

Pension Credit: rates, how to claim and what it unlocks

Benefits and help for older people: the 2026/27 checklist

Paying for care from savings and property: a family guide

Our care: our prices and what they include.

NHS funding

When the NHS pays for care: NHS Continuing Healthcare, how to challenge a decision, claims for past care and other NHS help.

NHS Continuing Healthcare: a guide for families

Challenging an NHS Continuing Healthcare decision

Retrospective NHS Continuing Healthcare claims for past care

Personal health budgets: how they work with NHS care at home

Section 117 aftercare: free care after a mental health detention

Help with NHS health costs: prescriptions, dental, eyes, travel

Caring for someone

For partners, relatives and friends who help care: your own assessment, money and work, breaks, and planning for emergencies.

Carer's assessment: your rights and how to prepare

Looking after yourself as a carer: rest, support and breaks

Respite care options: how to plan a break from caring

Carer's Allowance: who can claim and how it affects other benefits

Working while caring: your rights at work and your money

Caring from a distance: staying close when you live far away

Emergency plan for carers: what happens if you are suddenly ill

Can family be paid to care? Direct payments, benefits and the rules

Our care: respite care at home.

Health conditions

Care at home for common conditions in later life, and what to watch for as needs change.

Dementia care at home: a practical guide for families

Dementia stages: how care needs change and what help fits

Parkinson's care at home: a guide for families

Stroke recovery at home: the first weeks and beyond

Heart failure and COPD at home: a guide for families

MS and MND care at home: a guide for families

Frailty in later life: what it is and how to slow it

Sudden confusion and delirium in older people: what to do

Our care: dementia care at home.

Living safely at home

Reducing risks at home: falls, equipment and adaptations, alarms, medicines, the weather and scams.

Home safety checklist for older people: room by room

Falls prevention for older people: a practical guide

Equipment and home adaptations: what is free and how to get it

Technology and telecare: alarms, sensors and smart help at home

Managing medication at home: a guide for families and carers

Staying well in hot and cold weather: a guide for older people

Safeguarding and scams: protecting older people

Planning ahead

Legal powers, decisions about care and treatment, the end of life, and what to do if something goes wrong.

Lasting Power of Attorney: a guide for families

Advance care planning: making your wishes known

Mental capacity and best interests: a guide for families

Deputyship: when there is no Lasting Power of Attorney

Planning end of life care at home: a gentle guide

How to complain about care: providers, councils, NHS and CQC

What to do when someone dies: a practical guide for families

Our care: end-of-life care at home.

Tools and letters

Work something out or put a request into words. The results are a guide, not a decision: the council, the NHS or the DWP decides.

Funding and cost checker

A few questions to see which help could reduce the cost of care. Eligibility depends on your circumstances.

Check what help may apply →

Home care charge calculator

Estimate the most a council can charge each week for care at home, with the working shown.

Work out the charge →

NHS Continuing Healthcare self-check

The 11 areas of the official Checklist in plain English, to see whether it is worth asking for one.

Start the self-check →

Template letters

Letters to copy and send for assessments, appeals, complaints and grants, each with the law behind it.

See the letters →

Figures we use for 2026/27

Every official rate and limit in one place, with its source and the date it was checked.

See the figures →

All guides, A to Z

A day with a live-in carer: what live-in care looks like

Advance care planning: making your wishes known

Arranging care urgently: what to do when care is needed now

Attendance Allowance: rates, who qualifies and how to claim

Benefits and help for older people: the 2026/27 checklist

Benefits during a hospital stay: the 28-day rules explained

Can family be paid to care? Direct payments, benefits and the rules

Care after surgery at home: hip, knee and other operations

Care assessments and care plans: what to expect

Care contracts: what to check before you sign

Care glossary: UK care terms explained in plain English

Carer's Allowance: who can claim and how it affects other benefits

Carer's assessment: your rights and how to prepare

Caring from a distance: staying close when you live far away

Challenging an NHS Continuing Healthcare decision

Continence care with dignity: a guide for families

Council funding for care: assessments, means test and charges

Council Tax discounts for dementia, disability and carers

CQC ratings explained: how to read a care provider's report

Dementia care at home: a practical guide for families

Dementia stages: how care needs change and what help fits

Deprivation of assets and gifting: the real rules on care fees

Deprivation of liberty at home: what families should know

Deputyship: when there is no Lasting Power of Attorney

Direct payments and personal budgets: a guide for families

Disability-related expenditure (DRE): lowering your care charge

Discharge to Assess (D2A) explained for families

Emergency plan for carers: what happens if you are suddenly ill

Equipment and home adaptations: what is free and how to get it

Falls prevention for older people: a practical guide

Financial assessment for care at home: the means test explained

First steps when someone needs care: a start-here guide

Frailty in later life: what it is and how to slow it

Heart failure and COPD at home: a guide for families

Help with heating and energy costs in 2026/27

Help with NHS health costs: prescriptions, dental, eyes, travel

Home safety checklist for older people: room by room

How to choose a care provider: checklist and questions to ask

How to complain about care: providers, councils, NHS and CQC

How to pay for live-in care: every funding route in England

How to reduce the cost of care: a guide for families in England

Lasting Power of Attorney: a guide for families

Leaving hospital: what to expect and how to prepare

Live-in care or 24-hour care: which does your family need?

Live-in carer breaks, rotas and handovers explained

Living well with a live-in carer: house rules, privacy and trust

Loneliness and wellbeing in later life: a guide for families

Looking after yourself as a carer: rest, support and breaks

Managed or introductory live-in care: what is the difference?

Managing medication at home: a guide for families and carers

Mental capacity and best interests: a guide for families

MS and MND care at home: a guide for families

NHS Continuing Healthcare: a guide for families

Nutrition and hydration in later life: a guide for families

Parkinson's care at home: a guide for families

Paying for care from savings and property: a family guide

Pension Credit: rates, how to claim and what it unlocks

Personal health budgets: how they work with NHS care at home

Personal Independence Payment (PIP): a guide for families

Planning end of life care at home: a gentle guide

Preparing your home for a live-in carer: a practical checklist

Preventing pressure ulcers at home: a guide for families

Questions to ask before hospital discharge: a checklist

Reablement and intermediate care: free help to recover

Respite care options: how to plan a break from caring

Retrospective NHS Continuing Healthcare claims for past care

Safeguarding and scams: protecting older people

Section 117 aftercare: free care after a mental health detention

Sight and hearing loss in later life: a guide for families

Signs an older person needs more help, and what to do about each

Staying well in hot and cold weather: a guide for older people

Stroke recovery at home: the first weeks and beyond

Sudden confusion and delirium in older people: what to do

Sundowning: evening agitation in dementia and how to help

Talking to a parent about care: how to start and what to say

Technology and telecare: alarms, sensors and smart help at home

Types of care at home: live-in, visiting, night and respite care

What a live-in carer can and cannot do: a clear guide

What is live-in care? A complete guide for families in England

What to do if a hospital discharge feels unsafe

What to do when someone dies: a practical guide for families

When a care home may be the right choice: an honest guide

When savings run low: moving from self-funding to council help

When someone with dementia refuses care: a guide for families

Working while caring: your rights at work and your money

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