LIVE-IN CARE · SLOUGH, BERKSHIRE

Live-in care in Slough

Fully managed live-in care in Slough, Langley and the areas around them, arranged by our care team after a free assessment, plus how to contact Slough Borough Council, the A&E at Wexham Park and the urgent care centre, and local help with carers, memory, 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 Slough, 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 Slough

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 Slough

Day and Nightcare provides fully managed live-in care in Slough, Langley and the areas around them, 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 Slough Borough 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 Slough

Slough Borough Council runs adult social care and collects council tax. To ask for help, call **01753 475111** and choose the adult social care option, or use the online enquiry form or the Adult Social Care portal. You can also email adult.socialcare@slough.gov.uk; the team's opening hours are Monday to Friday, 9am to 5pm. The needs assessment is free, and anyone can ask for one. The first step is a "contact assessment" of your situation, the things you can do and the help you already have. The council may then give information and advice, refer you to its Reablement and Independence service, or offer ongoing care if you are eligible. Out of hours, for urgent social care problems, call 01344 351 999.

For ongoing care, a financial assessment follows. It checks income and savings, and also checks that you are getting every benefit you are entitled to. With more than £23,250 in savings you would usually pay the full cost, and your home is not counted when the care is at home (see council funding for care). If you pay in full, the council can still help plan and arrange care if you cannot do this yourself and have no one else to help, but it makes an annual charge for doing so. You can also arrange live-in care directly with a provider.

A relative who helps can ask for a carer's assessment, carried out by the council with Berkshire Healthcare's mental health teams. It can lead to a support plan or a one-off payment. Complete it online through the portal (you need an account) or ask Slough Carers Support (01753 303428) for help.

The council's council tax discounts cover disabled relief, carers, people who are severely mentally impaired and people living in hospital or a nursing home. Where all but one adult is disregarded the discount is 25%, and 50% if everyone is. See council tax discounts for care.

Urgent care and leaving hospital in Slough

- **Urgent care:** Slough residents can walk in to the Slough Urgent Care Centre for same-day minor illness care, 8am to 8pm daily. It is not an A&E.
- **A&E:** Wexham Park Hospital, run by Frimley Health, open 24 hours.

Upton Hospital on Albert Street has one inpatient ward, Jubilee ward, and community services such as the assessment and rehabilitation centre and the older people's mental health service.

After discharge, the council's **Reablement and Independence service** offers up to six weeks of intensive support and therapy at home, in a care home or in a rehabilitation bed, to help people regain strength, mobility and confidence (see reablement and intermediate care). It is free until you leave the service; any long-term care after that is means-tested.

If health needs are the main issue, ask about NHS Continuing Healthcare. NHS Thames Valley ICB's East Berkshire team is at King Edward VII Hospital in Windsor, on 0300 304 9200.

Local help in Slough

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

- **Carers.** Slough Carers Support (01753 303428, sloughcarers@slough.gov.uk) offers confidential support, registration for news of local events and training, and carer discount vouchers. The council also lists local groups such as the Cippenham Carers Group and an Asian Carers Group.
- **Memory worries.** The GP can refer to Berkshire Healthcare's Slough Memory Clinic (0300 247 3001, weekdays 9am to 5pm). Alzheimers Dementia Support, a Maidenhead-based charity, supports people affected by dementia in Slough and Langley as well as the Royal Borough. See live-in dementia care.
- **Help at home and day care.** Age Concern Slough and Berkshire East (01753 822890) offers home help and befriending, and runs a day centre in Old Windsor, open Tuesday to Friday, 9am to 3pm (01753 854117).
- **Getting about.** Slough Community Transport (01753 691131) takes members with physical or mental health needs door to door, with at least 24 hours' notice. Membership is £26 a year, the minimum return fare within Slough is £10, and carers travel at no extra cost.
- **Hospice care.** Thames Hospice serves East Berkshire, including Slough, free of charge for people aged 16 and over, with a 24-hour advice line on 01753 848925.
- **Having your say.** Healthwatch Slough is on 0300 0120184 (weekdays 10am to 4pm).

USEFUL LOCAL CONTACTS

Useful contacts in Slough

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

Council and care assessments

Adult social care in Slough is arranged by Slough Borough 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.

- **Slough Borough Council:** ask for a care needs assessment (telephone 01753 475111); 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 Slough it is arranged by NHS Thames Valley Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Slough

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.

- Wexham Park Hospital: A&E open 24 hours; Wexham, Slough SL2 4HL; run by Frimley Health
- Slough Urgent Care Centre: Walk-in same-day care for minor illness for Slough residents, 8am to 8pm daily; not an A&E
- Upton Hospital: Albert Street, Slough SL1 2BJ; one inpatient ward (Jubilee ward) and community services including older people's mental health; no urgent care listed

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Local support and charities

- Slough Carers Support: Carers' support (01753 303428)
- Slough Memory Clinic (Berkshire Healthcare): Dementia support (0300 247 3001)
- Alzheimers Dementia Support (ADS), Slough and Langley: Dementia support
- Age Concern Slough and Berkshire East (home help, befriending, day centre): Befriending (01753 822890)
- Slough Community Transport: Community transport (01753 691131)
- Thames Hospice (24-hour advice line): Hospice (01753 848925)
- Healthwatch Slough: Healthwatch: your independent voice on health and care (0300 0120184)
- Slough 50+ Forum: Community support

Council tax

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

Villages around Slough

Langley · Cippenham · Chalvey · Britwell · Upton · Wexham · Haymill · Foxborough · Colnbrook · Poyle

YOUR QUESTIONS

Questions about live-in care in Slough

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

Slough Borough Council runs adult social care. Call 01753 475111 and choose the adult social care option, or use the online enquiry form or the Adult Social Care portal. You can also email adult.socialcare@slough.gov.uk. The first step is a free contact assessment of your situation. Out of hours, for urgent social care problems, call 01344 351 999. A relative who helps can ask Slough Carers Support (01753 303428) about a carer's assessment.

Where do people in Slough go for urgent care?

Wexham Park Hospital, run by Frimley Health, has Slough's A&E, open 24 hours. For same-day care for a minor illness, NHS Thames Valley says Slough residents can walk in to the Slough Urgent Care Centre, open 8am to 8pm daily. It is not an A&E. If you are unsure where to go, call NHS 111; in an emergency, call 999.

Is there transport in Slough for people who cannot use the bus?

Yes. Slough Community Transport runs a door-to-door service in adapted minibuses for members with physical or mental health needs. Membership is £26 a year, the minimum return fare within Slough is £10, and a carer travels at no extra cost. All journeys must be booked at least 24 hours ahead (01753 691131).

Can the NHS treat someone at home instead of in hospital?

Sometimes. NHS Thames Valley lists Frimley Health among the providers of hospital at home, also called virtual wards, in Berkshire. Patients are assessed by health professionals and receive care and treatment in their own homes for up to 14 days, although this may be shorter or longer. GPs, care homes, community health teams, NHS 111, the ambulance service, A&E or the hospital ward can refer.

How much does live-in care cost in Slough?

Live-in care with Day and Nightcare costs from £1,550 a week in Slough, 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 Slough?

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 Slough is arranged by Slough Borough 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 Wexham Park 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

- Slough Borough Council: Adult social care access
- NHS website: Getting a care needs assessment
- Slough Borough Council: Out of hours service
- Slough Borough Council: What support do we offer?
- Slough Borough Council: The reablement and independence service
- Slough Borough Council: How much will I be charged for my ongoing care and support?
- Slough Borough Council: Carers assessments
- Slough Borough Council: Carers in Slough
- Slough Borough Council: Carers in Slough, local groups
- Slough Borough Council: Council tax discounts
- NHS website: Wexham Park Hospital, accident and emergency services
- NHS Thames Valley ICB: Which service do you need?
- Berkshire Healthcare NHS Foundation Trust: Upton Hospital
- Berkshire Healthcare NHS Foundation Trust: Memory clinic
- NHS Thames Valley ICB: Continuing Healthcare
- Alzheimers Dementia Support (ADS)
- Age Concern Slough and Berkshire East: Contact us
- Age Concern Slough and Berkshire East: Day centres
- Slough Community Transport: Dial a ride
- Thames Hospice: 24-hour telephone advice line
- Healthwatch Slough: Contact us
- Slough Borough Council: Adult social care, council services contact details
- NHS Thames Valley ICB: Hospital at home (virtual wards)

Price

From £1,550 a week

Covers

Slough and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Berkshire

All of Berkshire | Reading | Newbury | Thatcham | Wokingham | Bracknell | Maidenhead | Windsor | Ascot

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/berkshire/slough/**
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Information, not advice: please check anything important with the organisation named.