LIVE-IN CARE · WINDSOR, BERKSHIRE

Live-in care in Windsor

Fully managed live-in care in Windsor and the villages around it, arranged by our care team after a free assessment, plus how to contact the Royal Borough of Windsor and Maidenhead, the nearest A&E and eye casualty, and local help with day care, 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 Windsor, 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 Windsor

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 Windsor

Day and Nightcare provides fully managed live-in care in Windsor and the villages around it, 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 the Royal Borough of Windsor and Maidenhead (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 Windsor

The Royal Borough runs adult social care and collects council tax. To ask for a care needs assessment, call the Adult Social Care Front Door on **01628 683744**, email adultsocialcarefrontdoor@rbwm.gov.uk or use the online referral form. The needs assessment is free, and anyone can ask for one. Out of hours, for emergencies only, the Emergency Duty Service is on 01344 351 999.

A financial assessment follows, worked out with Optalis: 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 and ask the council to arrange care, it charges £452.55 to set it up and £419.97 a year (2026/27), and it lists live-in care at "full cost recovery". You can also arrange live-in care directly with a provider.

If you look after a relative, ask the same team for a carer's assessment, or use the online Carers Referral form.

The council's council tax reductions include a disabled person reduction, a carer discount, a severely mentally impaired discount and help when a resident has moved into hospital or a care home. Ask on 01628 683850, and see council tax discounts for care.

Urgent care and leaving hospital in Windsor

- **Eye casualty:** the Prince Charles Eye Unit at King Edward VII Hospital, St Leonards Road, runs an eye casualty Monday to Friday 8.30am to 5pm and Saturday 8.30am to 12.30pm. It is not an A&E.

- **A&E:** Wexham Park Hospital in Slough, run by Frimley Health, open 24 hours.

King Edward VII Hospital is used mainly for outpatient and community services, such as audiology, diabetes, podiatry and palliative care. Recovery may continue on Henry Tudor Ward at St Mark's Hospital in Maidenhead, a short-stay rehabilitation ward.

The Royal Borough's **Home First** approach means short-term support at home after discharge while longer-term needs become clear. Optalis's Short Term Support and Reablement team helps borough residents for up to six weeks, often one to two weeks or less, after a referral from the GP or the hospital discharge team (01628 621 981). The council's hospital team is on Hospital.Team@RBWM.gov.uk.

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

Local help in Windsor

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

- **Day centres and company.** Age Concern Slough and Berkshire East's day centre at 27b Straight Road, Old Windsor, is open Tuesday to Friday, 9am to 3pm (01753 854117). Age Concern Windsor (01753 860685) runs a dementia-friendly day club at the Spencer Denney Centre and meals on wheels in Windsor, Old Windsor and most of Datchet. Age UK Berkshire's free Pubs n' Pastries get-together, which welcomes people with dementia and their carers, meets at the Fox and Castle in Old Windsor on the first Tuesday of the month, 11am to noon (0118 959 4242).
- **Memory worries.** The GP can refer to the Windsor, Ascot and Maidenhead Memory Clinic (0118 904 7300). The Optalis Dementia Care Advisors (01628 683715) run a free session for carers, family and friends at the Oakbridge Day Centre, Imperial Road, on the last Thursday of every month, 10.30am to 11.30am. See live-in dementia care.
- **Getting about.** People to Places runs Dial-a-Ride and community transport for members in the Royal Borough (01628 587920), with a hospital transport booking line (07845 085442). Shopmobility Windsor, at the Coach Park on Alma Road, hires out wheelchairs and scooters (01753 622330).
- **Hospice care.** Thames Hospice near Maidenhead cares for people aged 16 and over free of charge, after a referral from a healthcare professional; its 24-hour advice line for East Berkshire is 01753 848925. See end-of-life care at home.

- **Having your say.** Healthwatch Windsor, Ascot and Maidenhead is on 0300 0120184 (weekdays 10am to 4pm).

USEFUL LOCAL CONTACTS

Useful contacts in Windsor

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

Council and care assessments

Adult social care in Windsor is arranged by Royal Borough of Windsor and Maidenhead. 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.

- **Royal Borough of Windsor and Maidenhead:** ask for a care needs assessment (telephone 01628 683744); 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 Windsor it is arranged by NHS Thames Valley Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Windsor

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: Nearest A&E, open 24 hours; Wexham, Slough SL2 4HL; run by Frimley Health
- King Edward VII Hospital: St Leonards Road. Mainly outpatient and community services; no A&E. The Prince Charles Eye Unit on the site runs an eye casualty Monday to Friday 8.30am to 5pm and Saturday 8.30am to 12.30pm (eye problems only; not an A&E).
- St Mark's Hospital, Maidenhead: Henry Tudor Ward for short-stay inpatient rehabilitation

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Local support and charities

- Royal Borough Adult Social Care: carers' assessments: Carers' support (01628 683744)
- Optalis Dementia Care Advisors (for the Royal Borough): Dementia support (01628 683715)
- Age Concern Windsor (Silver Socials day club and Meals on Wheels), Spencer Denney Centre: Community support (01753 860685)
- Age Concern Slough and Berkshire East Day Centre, Old Windsor: Day opportunities (01753 854117)
- People to Places (Dial-a-Ride, hospital transport and Shopmobility Windsor): Community transport (01628 587920)
- Age UK Berkshire (Pubs n' Pastries, Old Windsor): Age UK (0118 959 4242)
- Thames Hospice (24-hour advice line): Hospice (01753 848925)
- Healthwatch Windsor, Ascot and Maidenhead: Healthwatch: your independent voice on health and care (0300 0120184)

Council tax

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

Villages around Windsor

Clewer · Dedworth · Eton · Eton Wick · Old Windsor · Datchet · Wraysbury · Horton · Oakley Green · Fifield

YOUR QUESTIONS

Questions about live-in care in Windsor

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

The Royal Borough of Windsor and Maidenhead runs adult social care. Call the Adult Social Care Front Door on 01628 683744 or email adultsocialcarefrontdoor@rbwm.gov.uk. Out of hours, for emergencies only, the Emergency Duty Service is on 01344 351 999. A family carer can ask the same team for a carer's assessment or use the online carers referral form.

Is there an A&E in Windsor?

No. The nearest A&E is at Wexham Park Hospital in Slough, run by Frimley Health, open 24 hours. King Edward VII Hospital in Windsor is used mainly for outpatient and community services; the Prince Charles Eye Unit on the same site runs an eye casualty on weekdays, 8.30am to 5pm, and Saturdays, 8.30am to 12.30pm. In an emergency, call 999; for other urgent problems, call NHS 111.

Is there a day centre for older people in or near Windsor?

Yes. Age Concern Slough and Berkshire East runs a day centre at 27b Straight Road, Old Windsor, open Tuesday to Friday, 9am to 3pm, with homemade meals and activities; it meets each person and their family first to agree a support plan (01753 854117). Age Concern Windsor's dementia-friendly Silver Socials club, for people with extra care needs, runs Wednesday to Friday, 9.30am to 2.30pm, at the Spencer Denney Centre, Park Corner (£28 a day, with a door-to-door minibus within Windsor). Its meals on wheels bring a hot two-course meal, Tuesday to Friday (£8, or £6 on certain benefits). Call 01753 860685.

How much does live-in care cost in Windsor?

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

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 Windsor is arranged by Royal Borough of Windsor and Maidenhead. 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

- Royal Borough of Windsor and Maidenhead: Community social work team (adults)
- NHS website: Getting a care needs assessment
- Royal Borough of Windsor and Maidenhead: Paying for my care and support
- Royal Borough of Windsor and Maidenhead: Adults and health fees and charges
- Royal Borough of Windsor and Maidenhead: Support for carers
- Royal Borough of Windsor and Maidenhead: Council tax reductions
- Royal Borough of Windsor and Maidenhead: Social care support for patients leaving hospital
- NHS website: Wexham Park Hospital, accident and emergency services
- Berkshire Healthcare NHS Foundation Trust: King Edward VII Hospital
- Royal Berkshire NHS Foundation Trust: Prince Charles Eye Unit
- Berkshire Healthcare NHS Foundation Trust: St Mark's Hospital
- Berkshire Healthcare NHS Foundation Trust: Memory clinic
- Optalis: Short Term Support and Rehabilitation team
- Optalis: Dementia Care Advisors
- NHS Thames Valley ICB: Continuing Healthcare
- Age Concern Windsor
- Age Concern Windsor: Silver Socials club
- Age Concern Windsor: Meals on Wheels
- Age Concern Slough and Berkshire East: Day centres
- Age UK Berkshire: Events and activities brochure, October 2026
- People to Places: Contact us
- Thames Hospice: Get in touch
- Healthwatch Windsor, Ascot and Maidenhead: Contact us

Price

From £1,550 a week

Covers

Windsor 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 | Ascot | Slough

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