LIVE-IN CARE · PATCHWAY, BRISTOL

Live-in care in Patchway

Day and Nightcare provides fully managed live-in care in Patchway and Charlton Hayes; call our care team on 01865 715780 for a free assessment. This guide covers how to ask South Gloucestershire Council for a care assessment, where to go for urgent care, how Southmead plans a discharge, and local help with carers, memory, company, money advice, transport and meals.

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 Patchway, 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 Patchway

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 Patchway

Day and Nightcare provides fully managed live-in care in Patchway, Charlton Hayes and the streets 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 South Gloucestershire 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 Patchway

South Gloucestershire Council runs adult social care here, even with a Bristol postal address. To ask for a care needs assessment, call **01454 868007** (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm), email CSODesk@southglos.gov.uk or apply online through a council account. The assessment is free, and the council aims to respond within 5 working days where possible.

In a crisis at home, its Rapid Response team gives emergency personal care, 8am to 10.15pm every day (01454 615047; charged after the first 72 hours). Out of hours, call the Emergency Duty Team on 01454 615165.

A financial assessment decides what you pay: with more than £23,250 in savings you would usually pay in full, though the home is not counted for care at home. If you are over the limit and ask the council to arrange care, it charges a one-off £390 arrangement fee and a £101 yearly administration fee (from 6 April 2026; estimates on 01454 864269). Going directly to a provider avoids these fees. See council funding for care.

For a carer's assessment, call Carers Support Bristol and South Gloucestershire's CarersLine on 0117 965 2200. Appointments come about 10 to 12 weeks after referral, usually at home, and the council often offers a one-off £200 payment.

The council also collects council tax (01454 868003). Ask about the disregards for someone severely mentally impaired and for a live-in carer who is not the person's partner, spouse or child under 18, the disabled band reduction and terminal illness relief. The forms must be

printed; the Patchway One Stop Shop at The Patchway Hub, Rodway Road (weekdays 9am to 4.30pm), or a library can help. See council tax discounts for care.

Urgent care and leaving hospital in Patchway

- **A&E:** the nearest is Southmead Hospital in north Bristol.
- **Minor injuries:** the Yate Minor Injury Unit (0300 125 6800), for injuries less than two weeks old, 8am to 8pm every day. Not an A&E.

At Southmead you get an estimated date of discharge on your first day, and community services you need at home are arranged before you leave. From 7am on the day you may wait in the Discharge Lounge (Gate 24, Level 1, Brunel building; 0117 414 0280). Carers Support's Hospital Carer Liaison Workers at Southmead and the BRI help carers through discharge.

Back home, Sirona care & health's teams provide Discharge to Assess, rehabilitation and community nursing for people registered with a local GP (0300 125 6789).

For NHS Continuing Healthcare, NHS Bristol, North Somerset and South Gloucestershire ICB's team is on 0117 900 2626 (option two, or option one for Fast Track).

Local help in Patchway

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

- **Carers.** CarersLine, 0117 965 2200 (Monday to Friday 10am to 1pm, Monday to Thursday 2pm to 4pm).
- **Memory worries.** The GP can refer to the South Gloucestershire Memory Service at Kingswood Civic Centre (0117 378 4670). Alzheimer's Society's Dementia Support South Gloucestershire (0117 961 0693, weekdays) gives personalised help and advice, and runs a dementia café at the Greenfields Centre, Park Avenue, Winterbourne, once a month on a Thursday, 2pm to 3.30pm, for people with dementia and their carers. See dementia care at home.
- **Company and lunch.** Coniston Connect, a club for people aged 55 and over, meets on Tuesdays and Thursdays at Coniston Community Centre, with a subsidised lunch (0117 923 6878).
- **Money advice.** North Bristol Advice gives free benefits and debt advice at the Patchway One Stop Shop on Tuesdays, 10am to noon (book on 0117 951 5751).

- **Advice and company.** Age UK South Gloucestershire (01454 411 707) offers advice including benefits (option 1), befriending (option 2), and day centres with a two-course lunch (option 3).
- **Getting about.** Four Towns & Vale Link (01454 250500, weekdays 9am to 4pm) gives door-to-door lifts to medical appointments, with a driver who waits if needed, and to the shops; book 48 hours ahead (£20 registration).
- **Equipment.** Request it online or on 01454 868007; it needs an assessment, and equipment on long-term loan is free.
- **Meals.** The council's community meals: a hot lunch and dessert for £5.58 with a welfare check, all year round, plus a hospital leavers' pack (01454 865996).
- **Hospice care.** St Peter's Hospice gives free adult hospice care; its 24-hour advice line, 0117 915 9430, is open even to people not under its care.

USEFUL LOCAL CONTACTS

Useful contacts in Patchway

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

Council and care assessments

Adult social care in Patchway is arranged by South Gloucestershire 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.

- **South Gloucestershire Council:** ask for a care needs assessment (telephone 01454 868007); 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 Patchway it is arranged by NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Patchway

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.

- Southmead Hospital: Southmead Road, Bristol BS10 5NB. A&E (listed on the NHS website). Run by Bristol NHS Foundation Trust since 1 July 2026. Estimated date of discharge given on the first day; Discharge Lounge at Gate 24, Level 1, Brunel building (0117 414 0280), from 7am on discharge day. (leaving hospital information)
- Yate Minor Injury Unit: Yate West Gate Centre, 21 West Walk, Yate BS37 4AX. Walk in, 8am to 8pm every day including bank holidays, for minor injuries less than two weeks old (adults and children over 12 months); not for illnesses. X-ray weekdays 8am to 7.30pm, shorter hours at weekends. May close early when very busy. Not an A&E.
- Henderson Rehabilitation Unit: Top floor of The Grace Care Centre, Whitebridge Gardens, Thornbury BS35 2FR. Sirona step-down rehabilitation beds for adults over 18 after a hospital stay, referred by the hospital through the Transfer of Care Hub. Visiting 11am to 7pm.

Local support and charities

- Carers Support Bristol and South Gloucestershire: Carers' support (0117 965 2200)
- South Gloucestershire Memory Service: Dementia support (0117 378 4670)
- Coniston Community Centre (Coniston Connect): Community support (0117 923 6878)
- Age UK South Gloucestershire: Age UK (01454 411 707)
- Four Towns & Vale Link Community Transport: Community transport (01454 250500)
- South Gloucestershire Council: equipment: Equipment (01454 868007)
- St Peter's Hospice: Hospice (0117 915 9400)
- South Gloucestershire community meals: Meals at home (01454 865996)

Council tax

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

Areas around Patchway

Coniston | Callicroft | Highwood | Stoke Lodge | Charlton Hayes | Brabazon | Almondsbury | Easter Compton | Bradley Stoke | Filton

YOUR QUESTIONS

Questions about live-in care in Patchway

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

South Gloucestershire Council, not Bristol City Council or Patchway Town Council, even though Patchway has a Bristol postal address. Call 01454 868007 (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm), email CSODesk@southglos.gov.uk or apply online through a council account. The assessment is free and the council aims to respond within 5 working days where possible. In person, the Patchway One Stop Shop at The Patchway Hub on Rodway Road is open weekdays, 9am to 4.30pm.

Which hospital is nearest to Patchway?

Southmead Hospital, on Southmead Road in north Bristol, has the nearest A&E. It is run by Bristol NHS Foundation Trust. For injuries less than two weeks old, Sirona's Yate Minor Injury Unit, which has no doctor on site, is open 8am to 8pm every day (0300 125 6800), but may close early when very busy. For anything life-threatening, call 999.

Is there a club in Patchway for older people who feel lonely?

Yes. Coniston Connect at Coniston Community Centre on Coniston Road is a social and activities club for people aged 55 and over. It meets on Tuesdays and Thursdays, with seated exercise, crafts and games, and a freshly prepared lunch. Lunches and transport are subsidised, and the Four Towns & Vale community minibus helps people with mobility difficulties to get there. Call the centre on 0117 923 6878.

What if someone needs more rehabilitation before going home from Southmead?

The hospital can refer them through the Transfer of Care Hub to a step-down bed in a Sirona rehabilitation unit, such as the Henderson Rehabilitation Unit on the top floor of The Grace Care Centre in Thornbury (0300 125 6117). The units are for adults over 18, and visiting is 11am to 7pm. When they are ready to go home, Sirona's community teams can continue support there (0300 125 6789).

How much does live-in care cost in Patchway?

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

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 Patchway is arranged by South Gloucestershire 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 Southmead 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

- South Gloucestershire Council: Request help for care and support
- South Gloucestershire Council: How adult care and support needs are assessed
- South Gloucestershire Council: Emergency contacts (Rapid Response)
- South Gloucestershire Council: Adult social care explained
- South Gloucestershire Council: How we help you stay independent, safe and well
- South Gloucestershire Council: Council tax discounts
- South Gloucestershire Council: Council tax exemptions
- South Gloucestershire Council: One Stop Shops
- South Gloucestershire Council: Request equipment
- South Gloucestershire Council: Request community meals
- South Gloucestershire Council: Community transport
- Carers Support Bristol and South Gloucestershire: Carers assessments
- Carers Support Bristol and South Gloucestershire: CarersLine

- Carers Support Bristol and South Gloucestershire: Support for carers in hospitals
- Sirona care & health: Yate Minor Injury Unit
- North Bristol NHS Trust: Yate Minor Injury Unit
- NHS website: Southmead Hospital, departments and services
- NHS England: Bristol NHS Foundation Trust
- North Bristol NHS Trust: Leaving hospital (Southmead)
- North Bristol NHS Trust: Your discharge from hospital
- Sirona care & health: Integrated teams
- NHS BNSSG ICB: NHS continuing healthcare assessment for adults
- Avon and Wiltshire Mental Health Partnership: Memory services
- Age UK South Gloucestershire: Contact us
- St Peter's Hospice
- St Peter's Hospice: Contact us
- St Peter's Hospice: 24 Hour Clinical Advice Line
- Sirona care & health: Rehabilitation units
- Sirona care & health: Henderson Rehabilitation Unit
- Four Towns and Vale Link Community Transport
- Coniston Community Centre: Coniston Connect
- Alzheimer's Society: Dementia Support South Gloucestershire
- Alzheimer's Society: Dementia Cafe, Winterbourne
- South Gloucestershire Council (South Glos LIFE): Paying for adult social care and support if you live in your own home

Price

From £1,550 a week

Covers

Patchway and nearby areas

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Bristol

All of Bristol | Bristol | Kingswood | Yate | Chipping Sodbury | Thornbury | Bradley Stoke | Filton

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)

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