LIVE-IN CARE · BRISTOL

Live-in care in Bristol

Day and Nightcare provides fully managed live-in care across Bristol and South Gloucestershire; call our care team on 01865 715780 for a free assessment. This guide covers which of the two councils to ask for a care assessment, where to go for urgent care, how hospital discharge and Continuing Healthcare work, and help with carers, memory, equipment, 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 across Bristol, 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 Bristol

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 Bristol

Day and Nightcare provides fully managed live-in care across Bristol and South Gloucestershire, 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 Bristol City Council or 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 live-in care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Bristol

Bristol City Council runs adult social care and collects council tax in the city. **South Gloucestershire Council** does both for Kingswood, Yate, Chipping Sodbury, Thornbury, Bradley Stoke, Filton and Patchway, many of which have Bristol postal addresses; the council tax bill shows which is yours.

- **Bristol:** call Care Direct on **0117 922 2700** (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm) or use the online Adult care referral form, which a carer, friend, family member or advocate can fill in for your relative.
- **South Gloucestershire:** call **01454 868007** (same hours), email CSODesk@southglos.gov.uk or request online through a council account.
- **Out of hours:** one Emergency Duty Team covers both councils at night, weekends and bank holidays: **01454 615 165**. In South Gloucestershire, the Rapid Response team gives emergency personal care at home in a crisis, every day (01454 615047, 8am to 10.15pm); it is chargeable after the first 72 hours.

The needs assessment is free, and anyone can ask for one.

Paying. With more than £23,250 in savings, people usually pay the full cost; the home is not counted when care is at home. If someone above that limit asks the council to arrange care, Bristol's charging leaflet lists a £300 fee (including VAT), then £198 a year; South

Gloucestershire charges a one-off £390 arrangement fee and £101 a year (from 6 April 2026). Bristol's free short-term help at home (reablement) lasts up to 42 days; refer yourself through Care Direct.

Carers' assessments. In Bristol, ask the cared-for person's allocated worker, Care Direct, or a trusted assessor such as Carers Support Bristol and South Gloucestershire, Rethink, Bristol Black Carers or the Chinese Community Wellbeing Society. In South Gloucestershire, the council has commissioned Carers Support: ask its CarersLine, 0117 965 2200.

Council tax. Both councils list people who are not counted (including someone with a severe mental impairment, and some carers who live with the person), a disabled band reduction, and up to 100% relief for a terminal illness with an SR1 form.

Urgent care and leaving hospital in Bristol

- **A&E:** Southmead Hospital in north Bristol and the Bristol Royal Infirmary in the city centre both have an A&E, run since 1 July 2026 by one trust, Bristol NHS Foundation Trust.
- **Urgent treatment centre:** the one at South Bristol Community Hospital, Hengrove, is open every day, 8am to 8pm, for minor injuries and illnesses; walk in, or call NHS 111 to book. It is not an A&E.
- **Minor injuries:** the Yate Minor Injury Unit at the West Gate Centre treats injuries (not illnesses), 8am to 8pm every day.

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). In Bristol, ask the nurses to refer your relative to the hospital social work team if they will need help at home.

Sirona care & health's community teams provide Discharge to Assess, rehabilitation and community nursing at home for people registered with a local GP (0300 125 6789). If more recovery is needed first, the hospital can refer, through the Transfer of Care Hub, to a step-down bed at South Bristol Community Hospital (Ward 200), Henderson in Thornbury or Skylark in Yate. Carers Support's Hospital Carer Liaison Workers at the BRI and Southmead help carers through discharge.

NHS Continuing Healthcare is arranged by NHS Bristol, North Somerset and South Gloucestershire ICB: 0117 900 2626 (option two; option one for Fast Track) or bnssg.chcteam@nhs.net.

Local help in Bristol

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

- **Carers.** Carers Support Bristol and South Gloucestershire, for unpaid carers in both councils: CarersLine 0117 965 2200 (Monday to Friday 10am to 1pm, Monday to Thursday 2pm to 4pm). Bristol's free Carers Emergency Card (ask Care Direct) alerts a 24-hour call centre if something happens to you; South Gloucestershire's is being replaced.
- **Memory and dementia.** Start with the GP, who refers someone with a Bristol GP to the Bristol Dementia Wellbeing Service (0117 904 5151), and in South Gloucestershire to the memory service at Kingswood Civic Centre (0117 378 4670). See dementia care at home.
- **Equipment.** In Bristol, ask for an occupational therapy referral online or through Care Direct; the cost depends on the item. In South Gloucestershire, request it online or on 01454 868007; all equipment needs an assessment, and equipment approved for long-term loan is free.
- **Older people's charities.** Age UK Bristol advises people over 55 who live or work in Bristol (0117 929 7537). Age UK South Gloucestershire (01454 411 707) offers advice (option 1), befriending (option 2) and activity day centres with lunch (option 3) in Downend, Warmley and Thornbury.
- **Getting about.** Bristol Community Transport's Dial-a-Ride takes members door to door within Bristol: £10 a year, £3 a journey, book weekdays 9am to 4pm on 0117 244 7337. In South Gloucestershire, register first and book at least 24 hours ahead: Kingswood Community Transport (0117 961 6016; £35 a year) or, in the north, Four Towns & Vale Link (01454 250500; £20 to register).
- **Hospice.** St Peter's Hospice in Brentry gives free adult hospice care across the area. Its 24-hour clinical advice line, 0117 915 9430, is open to anyone with a progressive, life-limiting illness or their carer, even if not under its care.

What may change soon

- **NHS board (planned merger).** The Bristol, North Somerset and South Gloucestershire ICB has shared a Joint Cluster Board with NHS Gloucestershire since 1 April 2026. NHS England says a merger would not take place until April 2027.

USEFUL LOCAL CONTACTS

Useful contacts in Bristol

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

Councils and care assessments

Adult social care in Bristol is arranged by Bristol City Council and 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.

- **Bristol City Council:** ask for a care needs assessment (telephone 0117 922 2700); carer's assessment.
- **South Gloucestershire Council:** ask for a care needs assessment (telephone 01454 868007); carer's assessment.

Our guide to reducing the cost of care and funding checker explain every route.

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. In Bristol it is arranged by NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board (Continuing Healthcare information). We already support people whose care is funded by NHS Continuing Healthcare. See our NHS Continuing Healthcare guide.

Hospitals

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, Bristol (Southmead) (leaving hospital information)
- Bristol Royal Infirmary, Bristol (city centre)
- Bristol Heart Institute, Bristol (city centre)
- South Bristol Community Hospital, Bristol (Hengrove) (leaving hospital information)
- Bristol Urgent Treatment Centre (South Bristol Community Hospital), Bristol (Hengrove)
- Yate Minor Injury Unit, Yate
- Cossham Hospital, Kingswood
- Henderson Rehabilitation Unit (The Grace Care Centre), Thornbury (leaving hospital information)
- Skylark Rehabilitation Unit (The Meadows), Yate (leaving hospital information)

Local support and charities

- Carers Support Bristol and South Gloucestershire: Carers' support
- Bristol Dementia Wellbeing Service: Dementia support
- South Gloucestershire Memory Service (Avon and Wiltshire Mental Health Partnership NHS Trust): Dementia support
- Alzheimer's Society: Dementia Support South Gloucestershire: Dementia support
- Age UK Bristol: Age UK
- Age UK South Gloucestershire: Age UK
- Bristol Community Transport (with The Big Lemon): Community transport
- Kingswood Community Transport: Community transport
- Four Towns & Vale Link Community Transport: Community transport
- St Peter's Hospice: Hospice
- Healthwatch Bristol: Healthwatch: your independent voice on health and care
- Healthwatch South Gloucestershire: Healthwatch: your independent voice on health and care
- Well Aware: Local services directory
- Sirona care & health: Single Point of Access: Community

Council tax and equipment

Council tax discounts for people with a severe mental impairment, for disabled people and for some carers are claimed from the local council: Bristol City Council, South Gloucestershire Council. See council tax discounts for care.

Equipment such as hoists, hospital beds and bathing aids is provided after an assessment through Integrated Community Equipment Service (Medequip). See equipment and home adaptations.

COVERAGE

Towns we cover in Bristol

We provide live-in care everywhere in Bristol, including:

Bristol · Kingswood · Yate · Chipping Sodbury · Thornbury · Bradley Stoke · Filton · Patchway

YOUR QUESTIONS

Questions about live-in care in Bristol

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

It depends which council the person lives in; the council tax bill shows which. In the city, call Bristol City Council's Care Direct on 0117 922 2700 (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm) or use its online Adult care referral form. South Gloucestershire is a separate council: call 01454 868007 (same hours), email CSODesk@southglos.gov.uk or request online through a council account. Out of hours, one Emergency Duty Team covers both councils on 01454 615 165.

Who arranges NHS Continuing Healthcare in Bristol?

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board. Its team is on 0117 900 2626 (option two, or option one for Fast Track at the end of life) and bnssg.chcteam@nhs.net. A practitioner first completes a checklist; if it is positive, a full assessment follows, and the board says it will send its decision within 28 days of receiving a positive checklist.

Where can we get help with memory problems or dementia in Bristol?

Start with the GP. If the person is registered with a Bristol GP, the GP can refer them to the Bristol Dementia Wellbeing Service, delivered by Alzheimer's Society and Devon Partnership NHS Trust together (0117 904 5151). In South Gloucestershire, the GP refers to the Avon and Wiltshire Mental Health Partnership memory service at Kingswood Civic Centre (0117 378 4670) for a specialist assessment. Alzheimer's Society's Dementia Support South Gloucestershire gives personalised help and advice to people with dementia and their carers (0117 961 0693, weekdays).

Can the council arrange care if we pay for it ourselves?

Yes, but both councils charge for doing it. Bristol's charging leaflet (created in April 2024, and still the one the council links) lists an administration fee of £300 including VAT when the service starts, then £198 a year. South Gloucestershire charges a one-off £390 arrangement fee and a £101 annual administration fee (from 6 April 2026), and may charge a further £390 if you change provider during the year; its Financial Assessments and Benefits Team on 01454 864269 can give an estimate. You can avoid these fees by arranging live-in care directly with a provider.

How much does live-in care cost in Bristol?

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

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 Bristol is arranged by Bristol City Council and 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.

How would live-in care be supported in Bristol?

Our care team supports every live-in placement, wherever it is in England: a free assessment, a written care plan, regular contact and reviews, one main live-in carer, with a relief carer covering holidays and time off, and a manager on call outside office hours. Your carer works alongside the person's own GP, community nurses and any hospice team already involved in their care.

Sources and further information

- Bristol City Council: Care and support for adults in Bristol
- Bristol City Council: Report suspected abuse (Care Direct hours)
- Bristol City Council: Social work, Emergency Duty Team
- Bristol City Council: Short term help at home, reablement
- Bristol City Council: Help returning home after hospital
- Bristol City Council: Carer's Assessment
- Bristol City Council: What you may have to pay for your care and support
- Bristol City Council: Paying for support, Care in the Community (charging leaflet)
- Bristol City Council: Council tax discounts and exemptions
- Bristol City Council: People who aren't counted for council tax
- Bristol City Council: Discretionary relief for the terminally ill
- Bristol City Council: Home adaptations and equipment
- NHS website: Getting a care needs assessment
- South Gloucestershire Council: Request help for care and support
- South Gloucestershire Council: How adult care and support needs are assessed
- South Gloucestershire Council: Needs assessments
- 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: Request equipment
- South Gloucestershire Council: Community transport
- NHS BNSSG ICB: NHS continuing healthcare assessment for adults
- NHS BNSSG ICB: Our Board (clustering arrangements)
- NHS England South West: How the NHS structure in the South West is changing
- NHS England: Bristol NHS Foundation Trust
- NHS website: Southmead Hospital, departments and services
- NHS website: Bristol Royal Infirmary, departments and services
- North Bristol NHS Trust: Leaving hospital (Southmead)
- North Bristol NHS Trust: Your discharge from hospital
- Bristol NHS Foundation Trust: Cossham Hospital
- Sirona care & health: Integrated teams
- Sirona care & health: Rehabilitation units
- Sirona care & health: South Bristol Community Hospital Rehabilitation Unit
- Sirona care & health: Henderson Rehabilitation Unit
- Sirona care & health: Skylark Rehabilitation Unit
- Sirona care & health: Bristol Urgent Treatment Centre
- Sirona care & health: Yate Minor Injury Unit
- North Bristol NHS Trust: Yate Minor Injury Unit
- 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
- Carers Support Bristol and South Gloucestershire: Carers Emergency Card
- Devon Partnership NHS Trust: Bristol dementia wellbeing service
- BNSSG Healthier Together: Dementia
- Avon and Wiltshire Mental Health Partnership: Memory services
- Medequip: Bristol, North Somerset and South Gloucestershire
- Age UK Bristol: Information and advice
- Age UK South Gloucestershire: Contact us

- Age UK South Gloucestershire: Activity Day Centre
- Travelwest: Bristol Community Transport
- South Gloucestershire Council: Request community meals
- Four Towns and Vale Link Community Transport
- St Peter's Hospice
- St Peter's Hospice: Contact us
- St Peter's Hospice: 24 Hour Clinical Advice Line
- Alzheimer's Society: Dementia Support South Gloucestershire
- 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
All of Bristol

CQC rating
Good

Assessment
Free, with no obligation

Live-in care near Bristol

Live-in care in Oxfordshire | Live-in care in Buckinghamshire | Live-in care in Berkshire | Live-in care in Wiltshire and Swindon | Live-in care in Gloucestershire | Live-in care in Northamptonshire | Live-in care in Warwickshire | Live-in care in Hampshire | Live-in care in Cornwall | Live-in care in Devon | Live-in care in London | Live-in care in Somerset | Live-in care in Surrey | Anywhere in England

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

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The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/bristol/**

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