LIVE-IN CARE · PENZANCE, CORNWALL

Live-in care in Penzance

Fully managed live-in care in Penzance and West Penwith, arranged by our care team after a free assessment, plus who to call at Cornwall Council, the Urgent Treatment Centre at West Cornwall Hospital and the emergency department at Treliske, 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 Penzance, 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 Penzance

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 Penzance

Day and Nightcare provides fully managed live-in care in Penzance, Newlyn, Heamoor, Marazion, St Just and the villages of West Penwith, 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 Cornwall 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 Penzance

Cornwall Council, a unitary council, runs adult social care and collects council tax. To ask for a care needs assessment, call **0300 1234 131** (Monday, Tuesday, Thursday and Friday 9am to 5pm; Wednesday 10am to 5pm; emergencies out of hours on the same number) or use the online "Request help for an adult" form.

The needs assessment is free, and anyone can ask for one. The council sends a self-assessment form, then an assessor visits; a carer, family member or independent advocate can be there. A financial assessment follows: with assets over £23,250 your relative would usually pay for their own care, and the home is not counted for care at home. If the council arranges care for someone paying in full, the fee is £300, and £300 for any significant change. If savings are falling, contact the council at least 90 days before they reach £23,250.

After a crisis or hospital stay, the council's Short Term Enablement Planning Service (STEPS) gives temporary help with personal care, meals and getting about, after an assessment or a referral from you or your GP.

Carers can ask for their own carer's assessment on 01736 756655, Cornwall's carers' service (a new provider takes over in November 2026; see below).

For council tax (0300 1234 171), ask about the severe mental impairment discount (a medical certificate plus a qualifying benefit), the carer disregard for a relative or friend who lives with the person, is not their partner and gives at least 35 hours of care a week, and the disabled band reduction. See council tax discounts for care.

Urgent care and leaving hospital in Penzance

- **Urgent Treatment Centre:** West Cornwall Hospital, St Clare Street (01736 874000), every day 8am to 10pm, with X-ray until 11pm; walk in or call 111. It is not an emergency department.
- **Emergency department:** the Royal Cornwall Hospital at Treliske, Truro (switchboard 01872 250000), open 24 hours.

West Cornwall Hospital also has two medical wards and a Frailty Same Day Emergency Care service. At Treliske, the trust aims to have people ready to leave the ward by 10am, with a Discharge Lounge for later lifts; families arrange the journey home. NHS patient transport (01872 252211) is for people with a medical need.

Back home, Cornwall Partnership's Home First team gives short-term reablement, free for up to two weeks. For NHS Continuing Healthcare, contact NHS Cornwall and Isles of Scilly ICB at ciosicb.chc@nhs.net or on 01209 832400.

Local help in Penzance

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

- **One number for local help.** The free Community Gateway (01872 266383, 8am to 8pm every day) helps anyone settle back home after hospital, with benefits, home safety and volunteer visits.
- **Memory worries.** Ask the GP, or refer yourself to the NHS memory assessment service. Penzance Memory Cafe meets at Penzance Football Club, Alexandra Place, on the second and fourth Thursday, 2pm to 4pm; it is free. See live-in dementia care.
- **Benefits help.** Age UK Cornwall gives people over 50 free help to claim Attendance Allowance and Blue Badges on 01872 266888 (weekdays, 10am to noon).
- **Getting about.** Volunteer Cornwall (01872 265300) drives people to medical appointments for 50p a mile from the driver's home plus £3 a booking, with at least 10 days' notice, but not wheelchair users. Age UK Cornwall's TAP drivers (01872 223388, weekdays) charge a £3.60 booking fee plus mileage.
- **Hospice care.** St Julia's Hospice in Hayle (01736 759070) has end of life care beds for west Cornwall, by GP or professional referral. Cornwall Hospice does not currently offer Hospice at Home. See live-in end-of-life care.

What may change soon

Cornwall Rural Community Charity's Cornwall Carers Service model ran until the end of October 2026. Cornwall Council expects a new carers' service, coordinated by Disability Cornwall and Isles of Scilly, in November; the number, 01736 756655, stays the same.

USEFUL LOCAL CONTACTS

Useful contacts in Penzance

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

Council and care assessments

Adult social care in Penzance is arranged by Cornwall 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.

- **Cornwall Council:** ask for a care needs assessment (telephone 0300 1234 131); 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 Penzance it is arranged by NHS Cornwall and Isles of Scilly Integrated Care Board (NHS Cornwall and Isles of Scilly ICB) (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Penzance

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.

- West Cornwall Hospital: St Clare Street, Penzance TR18 2PF, 01736 874000. Urgent Treatment Centre every day 8am to 10pm, walk in or call 111 (X-ray 8am to 11pm); Frailty Same Day Emergency Care and two medical wards. Not an A&E. (leaving hospital information)
- Royal Cornwall Hospital (Treliske): Treliske, Truro TR1 3LJ, switchboard 01872 250000. Cornwall's emergency department (A&E), open 24 hours. Discharge planning starts soon after admission; the trust aims to have people ready to leave the ward by 10am, with a Discharge Lounge for those waiting for transport. (leaving hospital information)
- St Julia's Hospice: Foundry Hill, Hayle TR27 4HW, 01736 759070. Cornwall Hospice: end of life care beds for west Cornwall; referral through the GP, consultant or another healthcare professional. No Hospice at Home service.

Local support and charities

- Cornwall Carers Service: Carers' support (01736 756655)
- Penzance Memory Cafe: Dementia support
- NHS Memory Assessment Service and Dementia Together: Dementia support
- Community Gateway (Age UK Cornwall & The Isles of Scilly): Local services directory (01872 266383)
- Age UK Cornwall & The Isles of Scilly: Information and Advice: Age UK (01872 266888)
- Age UK Cornwall Community Transport (TAP): Community transport (01872 223388)
- Healthwatch Cornwall: Healthwatch: your independent voice on health and care (0800 038 1281)

Council tax

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

Villages around Penzance

Newlyn · Heamoor · Gulval · Mousehole · Marazion · Madron · Ludgvan · St Buryan · St Just · Sennen · Perranuthnoe · St Hilary

YOUR QUESTIONS

Questions about live-in care in Penzance

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

Call Cornwall Council's adult social care line on 0300 1234 131 (9am to 5pm on Monday, Tuesday, Thursday and Friday; 10am to 5pm on Wednesday), or fill in the online 'Request help for an adult' form. Cornwall Council arranges adult social care for Penzance and all of West Penwith, and there is no charge for the needs assessment. If your relative lives on the Isles of Scilly, call the Council of the Isles of Scilly's adult social care team on 01720 424 470 instead.

Does West Cornwall Hospital in Penzance have an A&E?

No. West Cornwall Hospital on St Clare Street has an Urgent Treatment Centre, open every day from 8am to 10pm, with X-ray until 11pm; walk in or call 111. It treats problems such as minor burns and scalds, simple fractures of the arms and legs, cuts, urinary infections and minor falls. For serious or life-threatening emergencies, the emergency department is at the Royal Cornwall Hospital at Treliske, Truro, open 24 hours. Call 999 in an emergency.

Which hospice serves Penzance?

St Julia's Hospice at Foundry Hill, Hayle (01736 759070), run by Cornwall Hospice, has end of life care beds for west Cornwall. A bed is arranged through the GP or another professional involved in your relative's care. Cornwall Hospice says it does not currently offer a Hospice at Home service, so care at home comes from the GP and district nurses. Its Community Services team, for bereavement support and wellbeing sessions, is on 01726 829874.

How much does live-in care cost in Penzance?

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

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 Penzance is arranged by Cornwall 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 Royal Cornwall Hospital (Treliske)?

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 Cornwall Hospitals NHS Trust: Urgent care waiting times and opening hours
- Royal Cornwall Hospitals NHS Trust: West Cornwall Hospital
- Cornwall Memory Cafe Network: Penzance Memory Cafe
- Cornwall Council: Request help for an adult
- Cornwall Council: Our telephone numbers
- Cornwall Council: Contacting Adult Social Care for the first time
- Cornwall Council: Adult social care needs assessment
- Cornwall Council: Paying for adult social care
- Cornwall Council: Adult social care fees and charges
- Cornwall Council: Help to stay living at home
- Cornwall Council: Assessments and financial support for carers
- Cornwall Carers Service
- Cornwall Council: Cornwall's unpaid carers will benefit from a more specialised support service
- Cornwall Carers Service: Update about support for carers in Cornwall
- Cornwall Council: Get money off your council tax
- Cornwall Council: Money off council tax for carers and care workers
- Cornwall Council: Money off council tax for severe mental disability
- Cornwall Council: Money off council tax for disabled people
- Royal Cornwall Hospitals NHS Trust: Emergency Department (ED)
- Royal Cornwall Hospitals NHS Trust: Going home

- Royal Cornwall Hospitals NHS Trust: Practical help and advice
- NHS Cornwall and Isles of Scilly ICB: Patient transport
- Cornwall Partnership NHS Foundation Trust: Home First
- NHS Cornwall and Isles of Scilly ICB: Continuing healthcare
- Cornwall Voluntary Sector Forum: Community Gateway
- Age UK Cornwall & The Isles of Scilly: Community Gateway
- Cornwall Partnership NHS Foundation Trust: Dementia and older people's mental health
- Cornwall Memory Cafe Network
- Cornwall Memory Cafe Network: FAQs
- Volunteer Cornwall: Transport
- Cornwall Council: Community transport
- Cornwall Hospice Care: Our hospices
- Cornwall Hospice Care: Our care FAQs
- Cornwall Hospice Care: Contact us
- Age UK Cornwall & The Isles of Scilly: Information and advice
- Age UK Cornwall & The Isles of Scilly: Community transport
- Council of the Isles of Scilly: Adult social care
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Penzance and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Cornwall

All of Cornwall | Truro | Falmouth | St Austell | Newquay | Bodmin | Camborne | Redruth | St Ives | Helston | Launceston | Bude | Liskeard | Saltash

Wadebridge Looe

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/cornwall/penzance/**
Local information checked 31 October 2026. This PDF was made on 1 November 2026.
Information, not advice: please check anything important with the organisation named.