LIVE-IN CARE · EXETER, DEVON

Live-in care in Exeter

Fully managed live-in care in Exeter, arranged by our care team after a free assessment, with who to call at Devon County Council, the walk-in centre and the A&E at Wonford, how discharge from the Royal Devon and Exeter works, 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 Exeter, 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 Exeter

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 Exeter

Day and Nightcare provides fully managed live-in care in Exeter 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 Devon County 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 Exeter

Adult social care in Exeter is run by **Devon County Council**, not Exeter City Council. Call Adult Social Care on **0345 155 1007** (Monday to Thursday 9am to 5pm, Friday 9am to 4pm) and choose the Care Direct Plus Eastern team, or start with the county's online self-help tool. The needs assessment is free, and anyone can ask for one. If your relative already has a named worker, call 01392 383000.

With more than £23,250 in savings your relative would usually pay the full cost, but their home is not counted for care at home; charging questions go to Client Financial Services on 01392 384391 (weekdays 9am to 1pm). See council funding for care.

After a hospital stay or illness, the county's free Social Care Reablement Service typically lasts one to four weeks (see reablement).

If you look after someone, book a carer's assessment through the Caring in Devon Helpline on 03456 434 435 (weekdays 8am to 5pm), by phone or in person.

Exeter City Council sends the council tax bill. Three reductions often matter:

- a relative or friend who lives with the person and cares for them for at least 35 hours a week is not counted, if the person receives a qualifying disability benefit (partners are still counted)
- the **disablement reduction** bills an adapted home in the band below (01392 265635)
- a home lived in only by people who are severely mentally impaired is exempt

See council tax discounts for care.

Urgent care and leaving hospital in Exeter

- **Minor injuries:** the Sidwell Street Walk-in Centre, 31 Sidwell Street (01392 276892), 8am to 8pm every day except Christmas Day, last book-in 7.30pm, for ages 2 and over; no X-ray. It is not an A&E.
- **A&E:** the Emergency Department at the Royal Devon and Exeter Hospital (Wonford), Barrack Road (switchboard 01392 411611, 24 hours).

The trust starts planning for home straight away and tries to have people home, or in the discharge lounge, before lunchtime. The **Discharge Lounge** near the main entrance is open 7.30am to 8pm on weekdays and 10am to 6pm at weekends and bank holidays; its team checks medicines, orders transport and contacts family. The trust's checklist asks whether someone will collect your relative or meet them at home.

Devon's Rapid Support Service, launched in July 2025, gives short-term reablement after discharge. The Mardon Neuro-Rehabilitation Centre on Wonford Road is a 12-bed unit for people recovering from neurological conditions; Exeter Community Hospital in Whipton has no inpatient beds.

If health needs are the main issue, ask about NHS Continuing Healthcare. NHS Devon's East and North Devon team covers Exeter: 01392 675 414 or d-icb.chc@nhs.net. Families cannot apply directly, so ask a nurse or social worker to consider the checklist.

Local help in Exeter

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

- **Carers.** The Caring in Devon Helpline (03456 434 435, weekdays 8am to 5pm) is the first stop for advice and carer's assessments.
- **Memory worries.** The GP refers to the dementia assessment clinic at Wonford House (01392 674 067). Memory cafés include Heavitree (first Wednesday of the month, 2pm to 4pm) and Belmont Chapel (third Wednesday, 2pm to 4pm; no fee). Exeter City Community Trust's free Sporting Memories club for over-50s, whose members include people living with dementia or memory problems, meets at St James Park on Thursdays, 10am to noon (01392 255611). See dementia care at home.
- **Day care and advice.** Age UK Exeter, Mount Pleasant Road (01392 202092), runs Sycamore Days on Tuesdays, Thursdays and Fridays, 10am to 3.30pm with lunch, also suitable for mild to moderate dementia (£55 a half day, £90 a full day). Free advice for over-50s and their families: 01392 455614.

- **Getting about.** Exeter Ring and Ride (01392 494001) runs door-to-door shopping trips for £5.
- **Hospice care.** Hospiscare has an eight-bed ward in Exeter and a team for care at home (01392 688000, 8am to 5pm every day). See end-of-life care at home.
- **Your voice.** Healthwatch in Devon, Plymouth and Torbay: freephone 0800 520 0640 (Monday to Thursday, 10am to 4pm).

What may change soon

On 29 October 2026 the Government withdrew its earlier decision on reorganising councils in Devon, Plymouth and Torbay and will decide again by early 2027. Until then, Devon County Council arranges adult social care and Exeter City Council collects council tax.

USEFUL LOCAL CONTACTS

Useful contacts in Exeter

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

Council and care assessments

Adult social care in Exeter is arranged by Devon County 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.

- **Devon County Council:** ask for a care needs assessment (telephone 0345 155 1007); 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 Exeter it is arranged by NHS Devon (NHS Devon Integrated Care Board) (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Exeter

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.

- Royal Devon and Exeter Hospital (Wonford): Emergency Department (A&E), Barrack Road EX2 5DW; switchboard 01392 411611 (24 hours); discharge lounge near the main entrance, 7.30am to 8pm weekdays, 10am to 6pm weekends and bank holidays (leaving hospital information)
- Sidwell Street Walk-in Centre: Walk-in centre for minor injuries and illnesses, not an A&E: ages 2 and over, 8am to 8pm every day (closed Christmas Day), last book-in 7.30pm, may close earlier at capacity; no X-ray; 01392 276892
- Mardon Neuro-Rehabilitation Centre: 12-bed specialist neuro-rehabilitation inpatient unit, Wonford Road EX2 4UD; reception 01392 404892
- Exeter Community Hospital (Whipton): No medical inpatient beds; local clinics; Hospital Lane EX1 3RB; 01392 405488

Local support and charities

- Caring in Devon Helpline: Carers' support (03456 434 435)
- Devon Dementia Assessment Service, Wonford House (Devon Partnership NHS Trust): Dementia support (01392 674 067)
- Age UK Exeter: Age UK (01392 202092)
- Sycamore Days (Age UK Exeter): Day opportunities (01392 202092)
- Exeter Ring and Ride (ExeAccess): Community transport (01392 494001)
- Hospiscare: Hospice (01392 688000)
- Healthwatch in Devon, Plymouth and Torbay: Healthwatch: your independent voice on health and care (0800 520 0640)
- Exeter memory cafes (Devon Memory Cafe Consortium): Dementia support

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Council tax

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

Villages around Exeter

Heavitree · Whipton · Pinhoe · St Thomas · Alphington · Exwick · Pennsylvania · Wonford · Countess Wear · Topsham · Broadclyst · Cranbrook

YOUR QUESTIONS

Questions about live-in care in Exeter

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

Call Devon County Council's Adult Social Care on 0345 155 1007 (Monday to Thursday 9am to 5pm, Friday 9am to 4pm) and choose the Care Direct Plus Eastern team, which covers Exeter. Exeter City Council collects council tax but does not run adult social care. You can also start with the county's online self-help tool, which may lead to an online self-assessment; the council will help you complete it if you need. In an emergency out of hours, call 0345 600 0388 and choose option 1.

Is there somewhere in Exeter for minor injuries apart from A&E?

Yes. The Sidwell Street Walk-in Centre at 31 Sidwell Street treats minor injuries and minor illnesses for anyone aged 2 and over, 8am to 8pm, seven days a week (closed Christmas Day). The last patient is booked in at 7.30pm, and it may close earlier if it reaches capacity. There is no X-ray there (01392 276892), and it is not an A&E. The Emergency Department is at the Royal Devon and Exeter Hospital at Wonford on Barrack Road. In a life-threatening emergency, call 999; if unsure, call 111.

Where are memory problems assessed for people in Exeter?

Ask the GP, who refers to Devon Partnership NHS Trust's dementia assessment service. Exeter, East and Mid Devon patients are seen at the Health and Wellbeing Clinic in Wonford House, Dryden Road (01392 674 067). Allow up to three hours, bring a list of medicines, glasses or hearing aids, and bring a relative or close friend. After a dementia diagnosis, a Dementia Support Worker from the local community mental health team usually offers a follow-up appointment within four weeks.

Is there transport in Exeter for people who struggle to use the bus?

Yes. Exeter Ring and Ride, run by the charity ExeAccess from 8-10 Paris Street, is a door-to-door, wheelchair-accessible minibus for people who have difficulty using local buses. It collects from different parts of the city on set days at around 10am and allows about two hours at a large supermarket, with the driver helping with shopping. The fare is £5 for a single or return journey, paid in cash, and a companion pays the same. Call 01392 494001 (weekdays 10am to 4pm) to book.

How much does live-in care cost in Exeter?

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

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 Exeter is arranged by Devon County 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 Devon and Exeter Hospital (Wonford)?

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

- Devon County Council: Contacting Devon Adult Social Care
- Devon County Council: Care and support needs assessments
- Devon County Council: Social Care Reablement Service
- Devon County Council: FAQs, paying for community care
- Devon County Council: Carer's assessments
- Devon County Council: New report highlights Devon's strengths in adult social care

- Exeter City Council: Who isn't counted
- Exeter City Council: Disablement reduction
- Exeter City Council: Council tax exemptions
- Royal Devon: Royal Devon and Exeter Hospital (Wonford)
- Royal Devon: Discharge hub and discharge lounge
- Royal Devon: Getting you home
- Royal Devon: Sidwell Street Walk-in Centre
- Royal Devon: Exeter Community Hospital (Whipton)
- Royal Devon: Mardon Neuro-Rehabilitation Centre
- NHS Devon: Contact the Continuing Healthcare teams (adults)
- NHS Devon: How to apply for CHC funding
- Devon Partnership NHS Trust: Devon Dementia Assessment Service
- Devon Memory Cafe Consortium: Exeter (Heavitree) Memory Cafe
- Devon Memory Cafe Consortium: Exeter, Belmont Memory Cafe
- Age UK Exeter: Respite Day Care, Sycamore Days
- Age UK Exeter: Information and Advice
- Charity Commission: Age UK Exeter
- Charity Commission: Age UK Exeter, contact information
- ExeAccess (Exeter Community Transport Association)
- Travel Devon: Exeter Ring and Ride
- Hospiscare
- Hospiscare: Contact us
- Healthwatch in Devon, Plymouth and Torbay: Devon
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- NHS website: Getting a care needs assessment
- Exeter City Community Trust: Sporting Memories
- Sporting Memories Foundation: Exeter City FC Sporting Memories Club

Price

From £1,550 a week

Covers

Exeter and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Devon

All of Devon · Plymouth · Torquay · Paignton · Barnstaple · Exmouth · Newton Abbot · Tiverton · Brixham · Teignmouth · Dawlish · Sidmouth · Honiton · Bideford · Ilfracombe · Okehampton · Tavistock · Totnes · Kingsbridge · Ivybridge

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