LIVE-IN CARE · PLYMOUTH, DEVON

Live-in care in Plymouth

Fully managed live-in care in Plymouth, arranged by our care team after a free assessment, with how to ask Plymouth City Council for an assessment, the city's urgent treatment centres and A&E, how Discharge to Assess works from Derriford, and local 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 in Plymouth, 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 Plymouth

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 Plymouth

Day and Nightcare provides fully managed live-in care in Plymouth, 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 Plymouth City 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 Plymouth

Plymouth City Council runs adult social care and collects council tax. Livewell Southwest carries out assessments for the council: its Advice and Information Service is the first contact and can pass you to a locality social work team.

To ask for help, complete the council's online adult social care self-assessment, for yourself or for someone else, or phone **01752 668000** (Monday to Friday, 9am to 5pm). The council says the same number reaches it out of hours. Just outside the city boundary, Ivybridge and Tavistock come under Devon County Council (0345 155 1007), so check which council covers your relative's address.

With more than £23,250 in savings your relative usually pays the full cost; the home is not counted for care at home. If the council helps to pay, you can take a direct payment and arrange care yourself. You can appeal the contribution if the information used was wrong, or if disability-related costs exceed the 30% of disability benefit already disregarded.

Unpaid carers get their carer's assessment from Improving Lives Plymouth: register and ask for one. It can lead to financial help such as a Carer's Personal Budget.

For council tax, Plymouth does not count someone with a severe mental impairment (confirmed by a doctor, with a qualifying benefit), or a carer giving at least 35 hours a week to someone they live with (not a partner, spouse or child under 18) who gets a qualifying benefit. There is a reduction where a disabled person needs a room, bathroom or kitchen, or floor space for a wheelchair, and relief for someone terminally ill and in financial hardship, with an SR1 form from a medical professional. See council tax discounts.

Urgent care and leaving hospital in Plymouth

- **Urgent treatment centres:** the Dartmoor Building at Derriford and the Cumberland Centre in Devonport, both open 8am to 8pm every day without an appointment, with X-ray. They are not A&Es.
- **A&E:** the Emergency Department at Derriford Hospital.

Patients waiting for medicines or transport move to Derriford's Discharge Lounge on level 3 of the Terence Lewis building, behind the Maternity entrance, open every day 7.30am to 8pm; car park D is for relatives collecting.

Plymouth has its own Discharge to Assess service, run by Livewell Southwest (01752 435860; see the questions below). Hoists, profiling beds and bathing aids come from the Community Equipment Service (Millbrook Healthcare, 01752 354193).

Recovery may continue at **Mount Gould Hospital**, with a rehabilitation ward, a stroke rehabilitation unit and 12 end-of-life beds supported by Marie Curie.

If health needs are the main issue, ask about NHS Continuing Healthcare. NHS Devon's West Devon team covers Plymouth: 01752 398 677 or d-icb.westernchc@nhs.net. Families cannot apply directly, so ask a nurse or social worker to consider the checklist.

Local help in Plymouth

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

- **Memory worries.** Ask the GP about Livewell's Community Memory Pathway; after a diagnosis, the Dementia Advisor Service (01752 435358) offers a four-week course and ongoing advice. See dementia care at home.
- **Carers.** Improving Lives Plymouth (01752 201766, weekdays 9am to 5pm) does carers' assessments, and its hospital liaison workers visit Derriford wards on Mondays and Thursdays. Unpaid carers can drop in for help with money and benefits at Ernest English House, Buckwell Street, on Fridays, 1pm to 3pm, without booking.
- **Older people.** Age UK Plymouth (01752 256020), based in Mount Gould, gives free advice to people over 50 and helps with Attendance Allowance claims.
- **Getting about.** Access Plymouth (01752 600633) runs Dial-A-Ride minibuses and the volunteer Community Car.

- **Falls.** Livewell's Falls Prevention Team helps people aged 55 and over who have fallen or fear falling (the GP or another professional refers); FaME strength and balance classes can be booked through the Wellbeing Hub, 01752 437177.
- **Hospice care.** St Luke's Hospice Plymouth, free of charge: 01752 401172; St Luke's at home 01752 964200; urgent care team 01752 964230. A health professional refers.
- **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, Plymouth City Council keeps adult social care and council tax.

USEFUL LOCAL CONTACTS

Useful contacts in Plymouth

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

Council and care assessments

Adult social care in Plymouth is arranged by Plymouth City 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.

- **Plymouth City Council:** ask for a care needs assessment (telephone 01752 668000); 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 Plymouth it is arranged by NHS Devon (NHS Devon Integrated Care Board) (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Plymouth

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.

- Derriford Hospital: Emergency Department (A&E). Discharge Lounge level 3, Terence Lewis building, every day 7.30am to 8pm (leaving hospital information)
- Urgent Treatment Centre, Dartmoor Building (Derriford): Urgent treatment centre, not an A&E: walk in, 8am to 8pm every day, all ages, X-ray 8am to 8pm; 01752 438320
- Urgent Treatment Centre, Cumberland Centre: Urgent treatment centre, not an A&E: Damerel Close, Devonport PL1 4JZ; walk in, 8am to 8pm every day, over 1 year of age, X-ray 8am to 8pm, free parking; 01752 434390
- Mount Gould Hospital: Skylark general rehabilitation ward, Wembury stroke rehabilitation unit and 12 end-of-life beds supported by Marie Curie; free parking

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Local support and charities

- Improving Lives Plymouth: Caring for Carers: Carers' support (01752 201766)
- Livewell Southwest Dementia Advisor Service: Dementia support (01752 435358)
- Age UK Plymouth: Age UK (01752 256020)
- Age UK Plymouth Dementia Day Centre: Day opportunities (01752 253974)
- Access Plymouth Dial-A-Ride and Community Car: Community transport (01752 600633)
- Plymouth Community Equipment Service (Millbrook Healthcare): Community support (01752 354193)
- St Luke's Hospice Plymouth: Hospice (01752 401172)
- Healthwatch in Devon, Plymouth and Torbay: Healthwatch: your independent voice on health and care (0800 520 0640)

Council tax

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

Villages around Plymouth

Plymstock · Plympton · Crownhill · Devonport · Stoke · St Budeaux · Mutley · Mannamead · Peverell · Estover · Southway · Tamerton Foliot

YOUR QUESTIONS

Questions about live-in care in Plymouth

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

Plymouth City Council runs adult social care in the city, not Devon County Council. You can complete the council's online adult social care self-assessment, for yourself or for someone else, or phone 01752 668000 (Monday to Friday, 9am to 5pm). Livewell Southwest's Advice and Information Service is the first point of contact and may decide that a social care assessment is needed. The council says the same number reaches it out of hours. If a life is at risk, call 999.

What happens when someone leaves Derriford Hospital and needs care?

The Integrated Hospital Discharge Team at Derriford arranges onward care through Livewell Southwest's Discharge to Assess service. Home First is the default: the person goes home and is assessed there within two hours by the Discharge to Assess team. If home is not possible straight away, a short stay in a residential or nursing home follows, with an assessment within 48 hours. Longer-term needs are assessed after this period of intermediate care. The team is on 01752 435860.

Where can families get memory and dementia support in Plymouth?

Livewell Southwest's Community Memory Pathway team provides assessment, treatment and support for people in Plymouth with memory difficulties; ask the GP. After a diagnosis, people are referred automatically to the Dementia Advisor Service (01752 435358), which runs a four-week Livewell with Dementia course, one-off sessions and ongoing advice, and a Memory Strategy Group after a diagnosis of mild cognitive impairment. The person, their family or carers, or any professional can also refer to the Dementia Advisor Service. Age UK Plymouth runs Forget Me Nots, support for people with memory problems and early-stage dementia, on Tuesdays from 10am to 3pm, and a specialist Dementia Day Centre (01752 253974); both are at the William Venton Centre in Plymstock.

Is there transport in Plymouth for people who cannot manage the bus?

Yes. Access Plymouth's volunteer Community Car, for people with mobility problems, takes people to appointments, shops and visits at £1.30 a mile plus a £1 fee per journey, after a one-off £5 registration. Its Dial-A-Ride is an accessible minibus for door-to-door group journeys and organised trips within the city, on weekdays from 9.15am to 4.15pm, for residents who qualify for a concessionary bus pass through age or disability but find buses hard to use. Book both on 01752 600633.

How much does live-in care cost in Plymouth?

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

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 Plymouth is arranged by Plymouth City 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 Derriford 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

- Plymouth City Council: Get adult care or support
- Plymouth City Council: Contact us
- Plymouth City Council: Help with meals (Adult Social Care telephone)
- Plymouth City Council: Emergency numbers (24/7)
- Plymouth City Council: Paying for adult care and support
- Plymouth City Council: Other council tax discounts and exemptions

- Plymouth City Council: Discounts for disabled people
- Plymouth City Council: Terminal illness
- Plymouth City Council: Changes to the Community Equipment Service in Plymouth
- Plymouth City Council: New provider of Community Equipment Service in Plymouth
- Plymouth City Council: Plymouth praised for its adult social care support
- Devon County Council: Contacting Devon Adult Social Care
- Livewell Southwest: Adult social care
- Livewell Southwest: Discharge to Assess
- Livewell Southwest: Dementia Advisor Service
- Livewell Southwest: Falls Prevention Team
- University Hospitals Plymouth: Emergency Department
- University Hospitals Plymouth: Discharge Lounge
- University Hospitals Plymouth: Urgent Treatment Centre, Dartmoor Building (Derriford)
- University Hospitals Plymouth: Urgent Treatment Centre, Cumberland Centre
- University Hospitals Plymouth: Mount Gould Hospital
- NHS Devon: Contact the Continuing Healthcare teams (adults)
- NHS Devon: How to apply for CHC funding
- Improving Lives Plymouth: Services for carers
- Improving Lives Plymouth: Contact us
- Access Plymouth: Dial-A-Ride
- Access Plymouth: Community Car
- Age UK Plymouth: Our services
- Age UK Plymouth: Contact us
- Charity Commission: Plymouth Age Concern (Age UK Plymouth)
- Charity Commission: Plymouth Age Concern (Age UK Plymouth), contact information
- St Luke's Hospice Plymouth: Contact us
- St Luke's Hospice Plymouth: Frequently asked questions
- Healthwatch in Devon, Plymouth and Torbay: Plymouth
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- Improving Lives Plymouth: Caring for carers

Price

From £1,550 a week

Covers

Plymouth and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Devon

All of Devon · Exeter · 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/plymouth/**
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Information, not advice: please check anything important with the organisation named.