LIVE-IN CARE · CHELTENHAM, GLOUCESTERSHIRE

Live-in care in Cheltenham

Day and Nightcare provides fully managed live-in care in Cheltenham; call our care team on 01865 715780 for a free assessment. This guide covers how to ask Gloucestershire County Council for a care assessment, the A&E hours at Cheltenham General and where minor injuries are treated, leaving hospital, and local help with memory, day care, 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 Cheltenham, 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 Cheltenham

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 Cheltenham

Day and Nightcare provides fully managed live-in care in Cheltenham and nearby, 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 Gloucestershire 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 live-in care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Cheltenham

Gloucestershire County Council arranges adult social care. Call its Adult Social Care Helpdesk on **01452 426 868** (Monday to Friday, 8am to 5pm). In a serious social care emergency out of hours, the Emergency Duty Team is on 01452 614 194.

The care needs assessment is free; a financial assessment then decides whether your relative pays. With more than £23,250 in savings they would usually pay the full cost, and the home is not counted when care is at home. Funding can be taken as a direct payment. See council funding for care.

Family carers can ask the Gloucestershire Carers Hub for a carer's assessment on 0300 111 9000 (Monday, Wednesday and Friday 9am to 5pm; Tuesday and Thursday 8am to 8pm). It also helps carers plan breaks, and the county's free Carers Emergency Scheme can provide support in a crisis. Since 1 October 2026 the scheme's emergency calls are managed by the county council (01452 426868); the number on old cards stopped working after 30 September 2026.

Cheltenham Borough Council collects council tax (01242 264161). Ask about the severely mentally impaired exemption or discount (a medical practitioner's certificate and a qualifying benefit), the carer's disregard for a live-in carer giving at least 35 hours a week, and disabled band relief. A home left empty because the person has moved into hospital or a care home for care may be exempt.

Urgent care and leaving hospital in Cheltenham

- **A&E:** Cheltenham General Hospital, Sandford Road: consultant-led 8am to 8pm every day, nurse-led 8pm to 8am. Overnight, life-threatening emergencies and serious injuries go to Gloucestershire Royal in Gloucester (24 hours).
- **Minor injuries:** the Minor Injury Unit at Winchcombe Medical Centre (weekdays 8.15am to 6.30pm), and the Minor Injury and Illness Units at community hospitals such as Tewkesbury, usually open 8am to 8pm (last walk-in 7.30pm). They are not A&Es; call NHS 111 first.

If your relative will need ongoing care, the Onward Care Team plans the discharge; at Cheltenham General it is on 0300 422 2152 (weekdays 8am to 4pm, with a reduced weekend service). The trust's going-home checklist asks where your relative is going, whether they have their medicines and understand when to take them, and whether the heating is on and there is food in the fridge.

Home First gives NHS-funded support at home for 1 to 10 days, seven days a week, coordinated by the local Integrated Community Team; a care needs assessment follows if longer-term care is needed.

For mainly health needs, ask about NHS Continuing Healthcare. NHS Gloucestershire's team is on 01452 925197 (weekdays 9am to 5pm); Fast Track care is normally arranged within 48 hours.

Local help in Cheltenham

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

- **Memory worries.** Managing Memory Together, the NHS memory service, takes self-referrals on 0800 694 8800 (seeing the GP first is advised). The Alzheimer's Society's Dementia Adviser Service (01452 525222, weekdays 9am to 5pm) supports people with a diagnosis and their carers. See live-in dementia care.
- **Singing.** The Everyman Theatre's Golden Voices choir, for people living with dementia and their families and carers, meets free on the second and fourth Tuesday of each month, 3pm to 3.45pm, at the Waitrose Cheltenham cafe; places are limited (01242 512515, extension 262).
- **Day service.** The Prestbury Centre on Isbourne Road gives weekday day care, 9am to 4pm, for adults with mild to moderate dementia or physical disabilities, by referral (01452 425012).

- **Getting about.** Community Connexions' door-to-door transport is for anyone who finds public transport difficult: £25 a year to register, then local trips from £7 each way (0345 680 5029).
- **Advice.** Age UK Gloucestershire's Help Team offers a free benefits check and help with funding care: phone 01452 422660, weekdays 9am to 1pm, and leave a message.
- **Equipment.** The Gloucestershire Equipment Loan Service supplies equipment after a healthcare professional's assessment (01452 520438, weekdays 8.30am to 4.30pm).
- **End of life.** Sue Ryder Leckhampton Court is the county's only specialist palliative care inpatient unit (01242 230 199; 24-hour Patient Line 0300 303 1395). See end-of-life care at home.

What may change soon

The Government is minded to create a single unitary council for Gloucestershire, taking over in April 2029 (proposed, not confirmed). Until then, the county council arranges adult social care and Cheltenham Borough Council collects council tax.

USEFUL LOCAL CONTACTS

Useful contacts in Cheltenham

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

Council and care assessments

Adult social care in Cheltenham is arranged by Gloucestershire 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.

- **Gloucestershire County Council:** ask for a care needs assessment (telephone 01452 426 868); 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 Cheltenham it is arranged by NHS Gloucestershire Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Cheltenham

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.

- Cheltenham General Hospital: Sandford Road, Cheltenham GL53 7AN. Consultant-led A&E 8am to 8pm daily, nurse-led service 8pm to 8am; overnight, life-threatening emergencies and serious injuries go to Gloucestershire Royal. Onward Care Team 0300 422 2152 (weekdays 8am to 4pm, reduced weekend service) (leaving hospital information)
- Gloucestershire Royal Hospital: Great Western Road, Gloucester GL1 3NN. The county's consultant-led A&E, open 24 hours (leaving hospital information)
- Winchcombe Medical Centre Minor Injury Unit: Minor Injury Unit, Monday to Friday 8.15am to 6.30pm (the trust advises calling NHS 111 first). Not an A&E
- Sue Ryder Leckhampton Court Hospice: Church Road, Leckhampton, Cheltenham: Gloucestershire's only specialist palliative care inpatient unit; main number 01242 230 199; 24-hour Patient Line 0300 303 1395 for people receiving its care or being referred; self, family or professional referral

---

Local support and charities

- Gloucestershire Carers Hub: Carers' support (0300 111 9000)
- Managing Memory Together (NHS memory service): Dementia support (0800 694 8800)
- Alzheimer's Society Dementia Adviser Gloucestershire: Dementia support (01452 525222)
- Golden Voices dementia choir (Everyman Theatre): Dementia support (01242 512515 ext 262)
- The Prestbury Centre (Gloucestershire County Council day service): Day opportunities (01452 425012)
- Age UK Gloucestershire: Age UK (01452 422 660)
- Community Connexions: Community transport (0345 680 5029)
- Healthwatch Gloucestershire: Healthwatch: your independent voice on health and care (0800 652 5193)

Council tax

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

Villages around Cheltenham

Charlton Kings | Leckhampton | Warden Hill | Up Hatherley | Prestbury | Swindon Village | Pittville | Hesters Way | Benhall | The Reddings | Bishop's Cleeve | Woodmancote

YOUR QUESTIONS

Questions about live-in care in Cheltenham

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

Call Gloucestershire County Council's Adult Social Care Helpdesk on 01452 426 868, Monday to Friday 8am to 5pm, or email socialcare.enq@gloucestershire.gov.uk. The county council, not Cheltenham Borough Council, arranges adult social care. The helpdesk discusses your relative's needs and arranges an assessment if one is needed; the assessment is free. In a serious social care emergency out of hours, ring the Emergency Duty Team on 01452 614 194. If you help a relative, the Gloucestershire Carers Hub (0300 111 9000) carries out free carers' assessments.

Is the A&E at Cheltenham General open at night?

Partly. Cheltenham General Hospital on Sandford Road has a consultant-led A&E from 8am to 8pm every day and a nurse-led service from 8pm to 8am. Overnight, life-threatening conditions and serious injuries are treated at Gloucestershire Royal Hospital in Gloucester, which has the county's 24-hour consultant-led A&E. In an emergency, call 999; for urgent advice, call NHS 111, which can book an appointment at a Minor Injury and Illness Unit.

Is there a day service in Cheltenham for someone with dementia?

Yes. The Prestbury Centre is a Gloucestershire County Council day service for adults with physical disabilities or mild to moderate dementia, in the grounds of Oakley on Isbourne Road. It runs Monday to Friday, 9am to 4pm, with half days on request, gives carers a break, and has a wheelchair-accessible minibus, subject to availability. A referral is needed, but you can ring 01452 425012 first for an informal chat about the referral process and costs.

What council tax help is there in Cheltenham when someone needs care?

Cheltenham Borough Council gives a full exemption if only severely mentally impaired people live in the home, or 25% off if one other adult lives with them, with a certificate signed by a medical practitioner and a qualifying benefit such as Attendance Allowance. A family carer who lives with the person and cares for at least 35 hours a week may not be counted, unless caring for a partner. Homes adapted for a disabled person can be billed one band lower. Call 01242 264161 for the forms.

Can we ask Sue Ryder Leckhampton Court for hospice support ourselves?

Yes. You can refer yourself, or be referred by family or a health professional, by emailing the referral form from the hospice's website; the hospice contacts the GP or hospital consultant before accepting a referral. Its 24-hour Patient Line (0300 303 1395) gives advice on symptoms and nursing care to people receiving, having received or being referred to its care. The main number is 01242 230 199.

How much does live-in care cost in Cheltenham?

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

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 Cheltenham is arranged by Gloucestershire 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 Cheltenham General 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

- Gloucestershire County Council: How to have an assessment of your care and support needs
- Gloucestershire County Council: Adult social care contact us
- Cheltenham Borough Council: Council tax discounts and exemptions
- Gloucestershire Hospitals NHS Foundation Trust: Urgent advice and care
- Gloucestershire Hospitals NHS Foundation Trust: Our wards and units
- Gloucestershire Hospitals NHS Foundation Trust: Onward Care Team
- Gloucestershire Health and Care NHS Foundation Trust: Home First
- NHS Gloucestershire: Continuing healthcare
- Sue Ryder: Leckhampton Court Hospice
- Your Circle: The Prestbury Centre, Gloucestershire County Council
- Everyman Theatre: Golden Voices choir
- Gloucestershire Carers Hub
- Community Connexions: Door to door transport
- Age UK Gloucestershire: Help Team services
- Gloucestershire Health and Care NHS Foundation Trust: Managing Memory Together
- Cheltenham Borough Council: Next steps for local government reorganisation in Gloucestershire
- Gloucestershire County Council: Preparing for the unexpected
- Gloucestershire County Council: Prioritising your own health and wellbeing, the Carer's Assessment
- Gloucestershire Health and Care NHS Foundation Trust: Community hospitals
- Gloucestershire Hospitals NHS Foundation Trust: There's no place like home
- Your Circle (Gloucestershire County Council): Gloucestershire Dementia Adviser Service
- Alzheimer's Society: Dementia Adviser Gloucestershire
- Gloucestershire County Council: Gloucestershire Equipment Loan Service, how to contact us
- Gloucestershire Carers Hub: Newsletter, important updates for carers
- Gloucestershire Carers Hub: Summer Newsletter 2026 (PDF)

Price

From £1,550 a week

Covers

Cheltenham and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Gloucestershire

All of Gloucestershire | Gloucester | Tewkesbury | Moreton-in-Marsh | Cirencester | Stroud | Dursley | Minchinhampton | Cinderford | Coleford

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/gloucestershire/cheltenham/**
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.