LIVE-IN CARE · ANDOVER, HAMPSHIRE

Live-in care in Andover

Day and Nightcare arranges fully managed live-in care in Andover and the villages of north Test Valley after a free assessment (01865 715780); this guide shows how to ask Hampshire County Council for an assessment, where the minor injuries unit and nearest A&Es are, and local help with carers, transport, help at home, company 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 Andover, 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 Andover

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 Andover

Day and Nightcare provides fully managed live-in care in Andover and the villages of north Test Valley, 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 Hampshire 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 Andover

Hampshire County Council's Adults' Health and Care, not the borough council, arranges adult social care in Andover. Call **0300 555 1386** (weekdays 8.30am to 5pm, Tuesdays from 9.30am, Fridays to 4.30pm; out of hours 0300 555 1373), or use the online referral form (weekdays 8am to 8pm, weekends 8.30am to 6.30pm), which the council recommends because phone waits can be long. With more than £23,250 in savings your relative would usually pay the full cost of care, and the home is not counted when care is at home. Self-funders can ask the council to arrange care at home (if it agrees: £296 once, then £8.75 a week). Financial assessment queries: the council's Financial Assessments and Benefits Team (01962 845600, if you cannot email). See council funding for care and direct payments.

If you help a relative, you have a right to a carer's assessment: the Princess Royal Trust for Carers carries them out for the county council through the Hampshire Carers Support Service (01264 311680), which also gives unpaid carers free information, support and help with an emergency plan.

Test Valley Borough Council collects council tax. Its pages explain:

- a disregard for someone with a severe mental impairment, such as dementia, certified by a doctor and receiving a qualifying benefit such as Attendance Allowance
- a carer disregard for someone caring for a disabled person on a qualifying benefit who is not their spouse, partner or child under 18

- a reduction for disabilities, charging the home one band lower where it has a room, extra bathroom or kitchen, or wheelchair space a disabled resident needs

See our guide to council tax discounts for care.

Urgent care and leaving hospital in Andover

- **Minor injuries:** Andover War Memorial Hospital, Charlton Road, has a nurse-led Minor Injuries Unit (01264 835218): walk in 8.15am to 4pm on weekdays, or book an appointment from 8.15am to 6pm through NHS 111. It does not see illnesses, and it is not an A&E.
- **A&E:** the nearest emergency departments, both open 24 hours, are at the Royal Hampshire County Hospital in Winchester and Basingstoke and North Hampshire Hospital. NHS 111 can book you a time slot if it is not an emergency.

Hampshire Hospitals expects families to arrange transport home; patient transport is for those whose medical condition rules out car or public transport. Medicines questions after discharge go to its helpline on 01962 824780 (weekdays, 9am to 4pm). There are no rehabilitation wards at the Winchester or Basingstoke hospitals, so a rehabilitation bed at Andover War Memorial Hospital may be offered; the trust says patients cannot stay if they refuse the move. If care at home cannot start straight away, the trust offers a short-stay or community ward bed in the meantime, and expects patients to accept it. The British Red Cross Home from Hospital service gives free practical support for up to 12 weeks if the GP or hospital team refers before discharge.

The discharge team may also ask the council's hospital social work team to assess your relative. The council's short-term services after hospital include reablement (free for up to six weeks) and the Rapid Support Service (free for up to 28 days). For NHS Continuing Healthcare, NHS Hampshire and Isle of Wight's All Age Continuing Care team is on 0300 123 4448, option 4.

Local help in Andover

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

- **Hospice care.** The Countess of Brecknock Hospice (01264 835288) gives free palliative and end-of-life care to adults who live in Andover, Ludgershall, Stockbridge, Sutton Scotney, Whitchurch and the villages around them. Its Living Well Day Centre opens on Mondays, Wednesdays and Fridays, 10.30am to 2.30pm, with lunch included.

- **Help at home.** Andover Neighbourcare's Hands That Help offers cleaning, shopping and sitting for older people in and around Andover at £13.50 an hour, plus a £60 yearly fee and 40p a mile outside Andover (01264 336020). Age Concern Hampshire's Help at Home also covers Andover, Anna Valley, Picket Twenty, Weyhill and Whitchurch, from £14.50 an hour plus a £25 monthly service fee (01962 868545).
- **Getting about.** Unity's Connect service (01264 356 808) takes registered passengers into Andover on set weekday mornings from villages including Stockbridge, Chilbolton, Wherwell, the Wallops, Barton Stacey and Longparish. It is for people who find buses hard to use, live over 400 metres from a stop, or have no car or bus when needed. Connect Transport on Demand (0333 015 1271) runs bookable minibuses, Monday to Saturday, 7am to 7pm, between village stops and Andover's stations and hospital; register first.
- **Company.** Unity's free telephone befriending service puts people in touch with a volunteer for a chat (03304 004 116).
- **Memory worries.** Dementia Support Hampshire & IOW gives free peer support, practical advice and outings to people with dementia and family carers (0344 324 6589, weekdays 9am to 5pm).
- **Foot care.** Age Concern Hampshire holds a foot care clinic in Andover: toenail cutting and a foot health check for anyone over 50, £28 an appointment, every six weeks (book on 01962 868545).
- **Equipment.** Free occupational therapy, which can include equipment, can be requested through the GP surgery or the county council; for care technology, the council recommends Argenti (01962 670721).

What may change soon

Hampshire's council reorganisation is undecided: the Government withdrew its earlier decision in September 2026 and expects an outcome by early 2027. Until then, the councils named here stay responsible.

USEFUL LOCAL CONTACTS

Useful contacts in Andover

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

Council and care assessments

Adult social care in Andover is arranged by Hampshire County Council (Adults' Health and Care). 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.

- **Hampshire County Council (Adults' Health and Care):** ask for a care needs assessment (telephone 0300 555 1386); 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 Andover it is arranged by NHS Hampshire and Isle of Wight Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Andover

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.

- Andover War Memorial Hospital: Charlton Road; run by Hampshire Hospitals: in-patient rehabilitation beds, outpatients, maternity, day surgery and a minor injuries clinic (walk in 8.15am to 4pm on weekdays; details below). No A&E. (leaving hospital information)
- Andover Minor Injuries Unit: Nurse-led, no doctors on site: walk in 8.15am to 4pm Monday to Friday, appointments 8.15am to 6pm booked through NHS 111 (they take priority); unit 01264 835218. Treats injuries, not illnesses. Not an A&E.
- Royal Hampshire County Hospital: Winchester. Emergency department (A&E) open 24 hours; the Andover unit directs urgent and emergency cases here or to Basingstoke. (leaving hospital information)
- Basingstoke and North Hampshire Hospital: Basingstoke. The trust's other emergency department (A&E), open 24 hours. (leaving hospital information)

Local support and charities

- Hampshire Carers Support Service (The Princess Royal Trust for Carers in Hampshire): Carers' support (01264 311680)
- Dementia Support Hampshire & IOW: Dementia support (0344 324 6589)
- Countess of Brecknock Hospice: Hospice (01264 835288)
- Test Valley Connect (Unity): Community transport (01264 356 808)
- Connect Transport on Demand, Northern Test Valley (Community First): Community transport (0333 015 1271)
- Unity telephone befriending: Befriending (03304 004 116)
- Andover Neighbourcare (Hands That Help): Community support (01264 336020)
- Age Concern Hampshire (Help at Home and foot care): Age UK (01962 868545)

Council tax

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

Villages around Andover

Charlton · Weyhill · Appleshaw · Thruxton · Abbotts Ann · Anna Valley · Upper Clatford · Goodworth Clatford · Enham Alamein · Smannell · Picket Twenty · Augusta Park

YOUR QUESTIONS

Questions about live-in care in Andover

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

Hampshire County Council's Adults' Health and Care, not Test Valley Borough Council. Call 0300 555 1386 (weekdays 8.30am to 5pm, Tuesdays from 9.30am, Fridays to 4.30pm) or use the council's online referral form; out of hours, call 0300 555 1373. A relative who helps can ask the Hampshire Carers Support Service (01264 311680) for a carer's assessment, which the Princess Royal Trust for Carers carries out for the county council; the service also gives free information, support and help with an emergency plan.

Is there an A&E in Andover?

No. Andover War Memorial Hospital on Charlton Road has a nurse-led Minor Injuries Unit with no doctors on site. It takes walk-ins from 8.15am to 4pm and booked appointments from 8.15am to 6pm, Monday to Friday; call NHS 111 to book, as appointments take priority. It treats injuries, not illnesses. Urgent and emergency cases go to the emergency departments in Winchester or Basingstoke, both open 24 hours. In a life-threatening emergency, call 999.

What hospice care is there in Andover?

The Countess of Brecknock Hospice, on the Andover War Memorial Hospital site, is an NHS hospice run by Hampshire Hospitals, and all its services are free. Its community palliative care team works Monday to Friday, 8am to 6pm, for patients referred by their GP surgery; its Home Care team visits every day between 8am and 8.30pm; and its Living Well Day Centre opens on Mondays, Wednesdays and Fridays. Call 01264 835288.

How much does live-in care cost in Andover?

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

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 Andover is arranged by Hampshire County Council (Adults' Health and Care). 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 Hampshire County 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

- NHS website: Hampshire County Council Adult Services

- Hart District Council: Care and support for adults (Hampshire Adult Services numbers)
- Connect to Support Hampshire: Council services
- The Princess Royal Trust for Carers in Hampshire: About us
- Test Valley Borough Council: Disregarded persons discount
- Test Valley Borough Council: Reductions for disabilities
- Hampshire Hospitals: Andover Minor Injuries Unit
- Hampshire Hospitals: Andover War Memorial Hospital
- Hampshire Hospitals: Emergency department
- Hampshire Hospitals: Leaving hospital
- Hampshire Hospitals: Planning for leaving hospital
- Connect to Support Hampshire: Hospital stays
- NHS Hampshire and Isle of Wight: All Age Continuing Care contact details
- Countess of Brecknock Hospice: Palliative care at home
- Countess of Brecknock Hospice: Living Well Day Centre
- Countess of Brecknock Hospice: What we do
- Unity: Connect service
- Community First: Connect Transport on Demand, Northern Test Valley
- Unity: Telephone befriending service
- Andover Neighbourcare: Services
- Dementia Support Hampshire & IOW
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- Hampshire County Council: Start a referral
- Hampshire County Council: Carers
- Hampshire County Council: Paying for care at home
- Hampshire County Council: Reablement
- Hampshire County Council: Rapid Support Service
- Age Concern Hampshire: Foot care clinics
- Age Concern Hampshire: Help at Home

Price

From £1,550 a week

Covers

Andover and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Hampshire

All of Hampshire · Winchester · Basingstoke · Alton · Petersfield · Tadley · Fleet · Lymington · Romsey · Fordingbridge · Eastleigh · Totton · Hythe · Fareham · Gosport · Havant · Bordon · Southampton · Portsmouth

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)

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