LIVE-IN CARE · BASINGSTOKE, HAMPSHIRE

Live-in care in Basingstoke

Day and Nightcare arranges fully managed live-in care in Basingstoke and the villages around it after a free assessment (01865 715780); this guide shows how to ask Hampshire County Council for an assessment, where the A&E and urgent treatment centre are, and local help with carers, memory, transport, 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 Basingstoke, 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 Basingstoke

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 Basingstoke

Day and Nightcare provides fully managed live-in care in Basingstoke 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 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 Basingstoke

Hampshire County Council's Adults' Health and Care, not the borough council, arranges adult social care in Basingstoke. 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. The needs assessment is free, and anyone can ask for one. 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.

Basingstoke and Deane Borough Council collects council tax. Its discounts page explains a disregard for someone with a severe mental impairment such as dementia (a doctor's declaration and a qualifying benefit are needed), a carer disregard for someone who gives at least 35 hours of care a week to a person on a qualifying benefit, and a disablement reduction for homes with a room or features needed by a disabled resident. See our guide to council tax discounts for care.

Urgent care and leaving hospital in Basingstoke

- **A&E:** Basingstoke and North Hampshire Hospital, Aldermaston Road, has an emergency department open 24 hours a day. It is being renovated until the end of November 2026. If it is not an emergency, NHS 111 can book you a time slot.
- **Urgent treatment centre:** the hospital's urgent treatment centre, for acute injuries and minor illness, is reached by going first to the emergency department.
- **Minor injuries:** the trust's nurse-led Minor Injuries Unit is at Andover War Memorial Hospital, walk in 8.15am to 4pm on weekdays, with appointments through NHS 111 until 6pm. It is not an A&E.

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 Basingstoke or Winchester hospitals, so a community hospital bed, such as Alton or Andover, may be offered. 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, with consent. 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 Basingstoke

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

- **Memory worries.** Dementia Support Hampshire & IOW's peer support group meets every Monday, 1.30pm to 3.30pm, at St Michael's Church Cottage, Church Square (suggested donation £2.50; 0344 324 6589).

- **Getting about.** Connect Basingstoke (01256 574401) runs wheelchair-accessible minibuses from home. Its urban service covers the borough on weekdays, 9.15am to 2.45pm and 4pm to 10pm, and 9am to 4pm at weekends; rural areas have set days. Neighbourcare's volunteer drivers take people to hospital and other medical appointments, or shopping, for a donation; register on 01256 423855 (weekdays, 9am to 4pm) and give at least 48 hours' notice. Basingstoke Community Transport is on 01256 320501.
- **Company and a hot lunch.** Neighbourcare also arranges weekly befriending visits for housebound people living alone, and a hub at Popley Fields Community Centre on the first and third Thursday, with a two-course lunch at noon for £5. Age Concern Hampshire runs social groups in Popley (Thursdays), Kempshott (Mondays) and South Ham (Tuesdays), for a suggested donation of £2 to £2.50.
- **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).
- **Hospice care.** St Michael's Hospice on Aldermaston Road (01256 844744), the only hospice serving North Hampshire, gives free care, including Hospice at Home. Who can be referred depends on the GP surgery.

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 Basingstoke

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

Council and care assessments

Adult social care in Basingstoke 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 Basingstoke it is arranged by NHS Hampshire and Isle of Wight Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Basingstoke

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.

- Basingstoke and North Hampshire Hospital: Aldermaston Road; around 450 beds. Emergency department (A&E) open 24 hours, being renovated until the end of November 2026; NHS 111 can book a time slot. Its urgent treatment centre for acute injuries and minor illness is reached through the emergency department. (leaving hospital information)
- Andover Minor Injuries Unit: At Andover War Memorial Hospital: nurse-led, walk in 8.15am to 4pm Monday to Friday, appointments 8.15am to 6pm booked through NHS 111 (they take priority). Does not see illnesses. Not an A&E.

Local support and charities

- Hampshire Carers Support Service (The Princess Royal Trust for Carers in Hampshire): Carers' support (01264 311680)
- Dementia Support Hampshire & IOW: Basingstoke Support and Social Group: Dementia support (0344 324 6589)
- St Michael's Hospice: Hospice (01256 844 744)
- Connect Basingstoke (Community First): Community transport (01256 574401)
- Basingstoke Community Transport: Community transport (01256 320501)
- Neighbourcare: Befriending (01256 423855)
- Age Concern Hampshire social groups: Age UK (01962 868545)
- Healthwatch Hampshire: Healthwatch: your independent voice on health and care (01962 440 262)

Council tax

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

Villages around Basingstoke

Old Basing · Chineham · Sherfield on Loddon · Bramley · Oakley · Overton · Kingsclere · Popley · Kempshott · Brighton Hill · Beggarwood · Rooksdown

YOUR QUESTIONS

Questions about live-in care in Basingstoke

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

Hampshire County Council's Adults' Health and Care runs adult social care, not Basingstoke and Deane 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 a minor injuries unit in Basingstoke?

Basingstoke and North Hampshire Hospital on Aldermaston Road has an emergency department open 24 hours a day, and an urgent treatment centre for acute injuries and minor illness, which you reach by going first to the emergency department. If it is not an emergency, NHS 111 can book you a time slot. The trust's walk-in Minor Injuries Unit is at Andover War Memorial Hospital (weekdays, 8.15am to 4pm). In an emergency, call 999.

Is there a dementia group in Basingstoke?

Yes. Dementia Support Hampshire & IOW runs a Basingstoke Support and Social Group every Monday from 1.30pm to 3.30pm at St Michael's Church Cottage, Church Square, with a suggested donation of £2.50. Its peer support is for people with dementia and family carers. The charity is on 0344 324 6589, weekdays 9am to 5pm.

How much does live-in care cost in Basingstoke?

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

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 Basingstoke 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 Basingstoke and North Hampshire 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
- Basingstoke and Deane Borough Council: Council tax discounts
- Hampshire Hospitals: Emergency department
- Hampshire Hospitals: Andover Minor Injuries Unit
- Hampshire Hospitals: Basingstoke and North Hampshire Hospital
- 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
- Dementia Support Hampshire & IOW: Our groups

- Dementia Support Hampshire & IOW
- St Michael's Hospice: Catchment area
- St Michael's Hospice
- Community First: Connect Basingstoke
- Basingstoke and Deane Borough Council: Community transport
- Neighbourcare: Support to older people in Basingstoke
- Age Concern Hampshire: Social groups
- Connect to Support Hampshire: Help from occupational therapists
- Connect to Support Hampshire: Equipment around the house and care technology
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- NHS website: Getting a care needs assessment
- 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

Price
From £1,550 a week

Covers
Basingstoke and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Hampshire

All of Hampshire | Winchester | Andover | 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)

The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/hampshire/basingstoke/**
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Information, not advice: please check anything important with the organisation named.