LIVE-IN CARE · SOUTHAMPTON, HAMPSHIRE

Live-in care in Southampton

Day and Nightcare arranges fully managed live-in care across Southampton after a free assessment (01865 715780); this guide shows how to ask Southampton City Council for an assessment, where the A&E and urgent treatment centre are, how discharge from Southampton General works, and local help with carers, dementia, rehabilitation 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 Southampton, 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 Southampton

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 Southampton

Day and Nightcare provides fully managed live-in care across Southampton, 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 Southampton 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 Southampton

Southampton City Council is a unitary council, so it runs adult social care and collects council tax; Hampshire County Council does not cover the city. Call adult social care on **023 8083 3003**, which the NHS website lists as open Monday to Friday, 9am to 5pm; you can refer yourself or a relative. 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. Council funding can be taken as a direct payment. See council funding for care.

If you help a relative, ask for a carer's assessment. Unpaid Carers Support Southampton carries these out for adults caring for another adult who lives in the area served by Southampton City Council (023 8083 2253, weekdays 9am to 5pm, answerphone at other times; support@unpaidcarers.org.uk).

For council tax, our guide to council tax discounts for care explains the national discounts to ask the city council about, such as the severe mental impairment disregard.

Urgent care and leaving hospital in Southampton

- **A&E:** Southampton General Hospital, Tremona Road, open 24 hours (switchboard 023 8077 7222).

- **Urgent treatment centre:** the Royal South Hants Hospital, Level B, Brintons Terrace, run by Practice Plus Group: 7.30am to 10pm on weekdays and 8am to 10pm at weekends and bank holidays (last patient 9.30pm). Walk in, or book through NHS 111 to be seen sooner. It is not an A&E.

At Southampton General, discharge planning starts soon after admission. On the day, beds should be free by 11am, and anyone waiting for medicines, transport or a lift sits in the discharge lounge on F level. Families arrange transport home unless the patient has extensive physical needs. The hospital asks families to say early whether they can help in the first days at home, to make sure the patient has access to house keys, and to raise worries before the day of discharge rather than on it.

Some people need more rehabilitation first. Western Community Hospital's South of England Rehabilitation Centre includes Keats and Conan Doyle, level 3 rehabilitation wards with 24 and 19 beds, including rehabilitation after falls and frailty.

For NHS Continuing Healthcare, NHS Hampshire and Isle of Wight's All Age Continuing Care team for patients of Southampton GPs is on 0300 123 4448, option 2.

Local help in Southampton

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

- **Carers.** Unpaid Carers Support Southampton also issues a Carers Card with local discounts and runs events for carers (023 8083 2253).
- **Memory worries.** The NHS older people's mental health team for Southampton is on 02382 319100. The Admiral Nursing Service (0300 1234 026) supports family carers who are struggling and runs weekly memory cafés; see the questions below. After a diagnosis, clinical teams can refer to Solent Mind's Mind and Memory courses of cognitive stimulation therapy. See live-in dementia care.
- **Older people's charity.** Age UK Southampton gives free information and advice, from benefits to care, to people in SO14 to SO19 (023 8036 8636); it says non-urgent enquiries wait about four to six weeks. Its Padwell Road Day Centre offers a hot lunch, activities, help with personal care and door-to-door transport where available (023 8022 7166).
- **Hospice care.** Mountbatten Hampshire's Coordination Centre in West End serves Southampton City. Its services are free; ask the GP or another health or social care professional to refer. Once referred, patients can call its 24/7 advice line, 023 8254 8860.

- **Your voice.** Healthwatch Southampton (02380 216 018) collects experiences of local health and care services.

What may change soon

Council reorganisation for Hampshire, Portsmouth, Southampton and the Isle of Wight is undecided: the Government withdrew its earlier decision in September 2026 and expects an outcome by early 2027. Until then, Southampton City Council stays responsible.

USEFUL LOCAL CONTACTS

Useful contacts in Southampton

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

Council and care assessments

Adult social care in Southampton is arranged by Southampton 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.

- **Southampton City Council:** ask for a care needs assessment (telephone 023 8083 3003); 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 Southampton it is arranged by NHS Hampshire and Isle of Wight Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Southampton

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.

- Southampton General Hospital: Emergency department (A&E) open 24 hours, Tremona Road; 023 8077 7222; beds vacated by 11am on the day of discharge. (leaving hospital information)
- Urgent Treatment Centre, Royal South Hants Hospital: Run by Practice Plus Group; Level B, Brintons Terrace; weekdays 7.30am to 10pm, weekends and bank holidays 8am to 10pm, last patient 9.30pm; book through NHS 111 or walk in. Not an A&E.
- Western Community Hospital: South of England Rehabilitation Centre (Keats and Conan Doyle level 3 rehabilitation wards), including rehabilitation after falls and frailty; 0300 123 6617.

Local support and charities

- Unpaid Carers Support Southampton: Carers' support (023 8083 2253)
- Admiral Nursing Service, Southampton: Dementia support (0300 1234 026)
- Older people's community mental health team, Southampton: Dementia support (02382 319100)
- Mountbatten Hampshire: Hospice (02382 548 860)
- Solent Mind: Mind and Memory: Dementia support
- Age UK Southampton: Age UK (023 8036 8636)
- Healthwatch Southampton: Healthwatch: your independent voice on health and care (02380 216 018)

Council tax

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

Villages around Southampton

Shirley | Bitterne Park | Portswood | Woolston | Sholing | Thornhill | Bassett | Millbrook | Redbridge | Swaythling | Freemantle | Harefield

YOUR QUESTIONS

Questions about live-in care in Southampton

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

Southampton City Council, not Hampshire County Council, runs adult social care in the city. Call its adult social care line on 023 8083 3003; the NHS website lists it as open Monday to Friday, 9am to 5pm, and you can refer yourself or a relative. If you are caring for an adult who lives in the city, Unpaid Carers Support Southampton (023 8083 2253) carries out carer's assessments.

Is there an urgent treatment centre in Southampton?

Yes. The Urgent Treatment Centre at the Royal South Hants Hospital, Level B, Brintons Terrace, is run by Practice Plus Group. It opens 7.30am to 10pm on weekdays and 8am to 10pm at weekends and bank holidays, and takes its last patient at 9.30pm. You can walk in, but booking a time through NHS 111 means a shorter wait. It treats problems such as minor burns, not chest pain or breathing difficulties. The A&E, open 24 hours, is at Southampton General Hospital.

Where can families get dementia support in Southampton?

The NHS older people's mental health team for Southampton is on 02382 319100. If you are caring for someone with dementia and struggling to cope, the NHS Admiral Nursing Service at Bitterne Health Centre accepts self-referrals where the carer or the person with dementia is registered with a Southampton City GP (0300 1234 026, weekdays 9am to 5pm). It also runs weekly memory cafés open to anyone caring for someone with dementia.

How much does live-in care cost in Southampton?

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

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 Southampton is arranged by Southampton 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 Southampton 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

- NHS website: Southampton City Council, services for adults
- Connect to Support Hampshire: Council services
- Unpaid Carers Support Southampton: Carer's assessment
- Unpaid Carers Support Southampton: Contact us
- Unpaid Carers Support Southampton
- NHS website: Southampton General Hospital, accident and emergency services
- Practice Plus Group Urgent Treatment Centre, Southampton
- University Hospital Southampton: Your stay in hospital
- University Hospital Southampton: Southampton General Hospital
- Hampshire and Isle of Wight Healthcare: Western Community Hospital
- NHS Hampshire and Isle of Wight: All Age Continuing Care contact details
- Hampshire and Isle of Wight Healthcare: Community older persons mental health services
- Hampshire and Isle of Wight Healthcare: Admiral Nursing Service

- Solent Mind: Mind and Memory
- Mountbatten Hampshire: How to access our services
- Healthwatch Southampton: Contact us
- Age UK Southampton: How to contact us
- Age UK Southampton: Information and Advice Service
- Age UK Southampton: Padwell Road Day Centre
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Southampton and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Hampshire

All of Hampshire | Winchester | Basingstoke | Andover | Alton | Petersfield | Tadley | Fleet | Lymington | Romsey | Fordingbridge | Eastleigh | Totton | Hythe | Fareham | Gosport | Havant | Bordon | 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/southampton/**
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.