LIVE-IN CARE · HAMPSHIRE

Live-in care in Hampshire

Day and Nightcare arranges fully managed live-in care across Hampshire, Southampton and Portsmouth after a free assessment (01865 715780); this guide shows which council to contact for an assessment, where the A&Es and urgent treatment centres are, how hospital discharge and Continuing Healthcare work, and county-wide 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 across Hampshire, 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 Hampshire

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 Hampshire

Day and Nightcare provides fully managed live-in care across Hampshire, including Southampton and Portsmouth, 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 the 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 Hampshire

Who to call for a care needs assessment, how council and NHS funding work here, and what to expect.

Three councils run adult social care:

- **Hampshire County Council** (Adults' Health and Care) covers Hampshire except Southampton and Portsmouth. 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 eleven district and borough councils collect council tax; each town page names the right one.
- **Southampton City Council**: adult social care is on **023 8083 3003** (Monday to Friday, 9am to 5pm, on the NHS website).
- **Portsmouth City Council**: the Adult Social Care Helpdesk is on **023 9268 0810** (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm). Or use its online self-assessment referral form, and the team will get in touch.

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. In the county council's area, 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.

Carers. A carer's assessment is the responsibility of the council where the person being cared for lives. Outside the cities, the Hampshire Carers Support Service is commissioned by the county council and run by The Princess Royal Trust for Carers in Hampshire, which carries out carer's assessments for the council; it gives free information, support and emergency planning (01264 311680; emergencies out of hours 0800 169 1577). In Portsmouth (PO1 to PO6), Portsmouth Carers Service offers carer's assessments (023 9285 1864). In Southampton, Unpaid Carers Support Southampton is on 023 8083 2253.

Urgent care and leaving hospital in Hampshire

- **A&E, 24 hours:** Royal Hampshire County Hospital in Winchester and Basingstoke and North Hampshire Hospital (Hampshire Hospitals); Southampton General Hospital; Queen Alexandra Hospital, Cosham, for Portsmouth; and Frimley Park Hospital in Camberley, Surrey.
- **Urgent treatment centres** (not A&Es): St Mary's Health Campus, Portsmouth, 8am to 8pm; Gosport War Memorial Hospital, 8am to 10pm; Petersfield Community Hospital, 8am to 8pm; Lymington New Forest Hospital, walk in 8am to 9pm every day; and the Royal South Hants Hospital, Southampton, 7.30am to 10pm on weekdays and 8am to 10pm at weekends (last patient 9.30pm).
- **Minor injuries:** Andover War Memorial Hospital has a nurse-led Minor Injuries Unit, walk in 8.15am to 4pm on weekdays, with appointments through NHS 111 until 6pm. It does not see illnesses.

Call NHS 111 first: it can book an arrival time.

Leaving hospital. At Hampshire Hospitals, families are expected to arrange transport home; patient transport is for people whose medical condition stops them travelling by car or public transport. There are no rehabilitation wards at the Basingstoke or Winchester hospitals, so a community hospital bed, such as Alton or Andover, may be offered. 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. At Southampton General, beds should be free by 11am; families arrange transport.

If short-term support is needed, the hospital discharge team may ask the council's hospital social work team to assess your relative, with consent, and a short-term service may be offered. City residents may be offered different services. In the county council's area the options include reablement (free for up to six weeks), the Rapid Support Service (free for up to 28 days), Recovery and Assessment Suites and, in North East Hampshire only, live-in care (free for up to four weeks; the home needs a separate room for the carer).

NHS Continuing Healthcare is arranged by NHS Hampshire and Isle of Wight's All Age Continuing Care team on **0300 123 4448**: option 4 for a GP in Hampshire, option 2 for Southampton, option 3 for Portsmouth.

Local help in Hampshire

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

- **Memory and dementia.** Dementia Support Hampshire & IOW, a charity, gives free peer support, practical advice and outings to people with dementia and family carers (0344 324 6589, weekdays, 9am to 5pm). In Portsmouth (PO1 to PO6), Solent Mind's Remind service is for people with a dementia diagnosis and those supporting them, by referral form (023 9421 7404). The Alzheimer's Society support line is 0333 150 3456.
- **Equipment.** Free occupational therapy, which can include equipment, can be requested through the GP surgery, the council's adult social care team or the NHS. In the county council's area, aids and minor adaptations costing less than £1,000 are free; for walking aids, wheelchairs and pressure cushions, ask the GP surgery. In the county council's area, the council recommends Argenti for care technology such as pendant alarms (01962 670721), at the buyer's cost.
- **Getting about.** Community First's Connect minibuses are for people who cannot use ordinary buses because of limited mobility or sensory difficulties; you register first, but need not be registered disabled. The county council's community transport team (01962 846785) and Passenger Transport team (0300 555 1388) have details of community transport schemes, including transport to hospital and GP appointments.
- **Older people's charities.** Age Concern Hampshire (01962 868545) runs lunch clubs, Care and Wellbeing Centres with dementia day care, and Help at Home from £14.50 an hour plus a £25 monthly service fee. Age UK Southampton (023 8036 8636) and Age UK Portsmouth (023 9286 2121) give free information.

- **Hospices.** Their care is free, usually after a referral by a GP or other professional: St Michael's in Basingstoke for North Hampshire GP practices (01256 844744); the Countess of Brecknock in Andover (01264 835288); Winchester Hospice (01962 828353); Mountbatten Hampshire for Southampton, Eastleigh, Romsey and nearby; Oakhaven in Lymington for Totton, the Waterside and the New Forest (24-hour line 01590 670346); The Rowans for Portsmouth and South East Hampshire (023 9225 0001); and Phyllis Tuckwell in Farnham, Surrey, for North East Hampshire.

What may change soon

- **Council reorganisation (undecided).** The Government withdrew its earlier decision for Hampshire, the Isle of Wight, Portsmouth and Southampton in September 2026. On 29 October 2026 it said all options remain under consideration and every area will have an outcome by early 2027. Until then, the councils above stay responsible.
- **Winchester urgent treatment centre (being built).** Works in and around the emergency department at Royal Hampshire County Hospital run until early December 2026; A&E stays open as usual.

USEFUL LOCAL CONTACTS

Useful contacts in Hampshire

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

Councils and care assessments

Adult social care in Hampshire is arranged by Hampshire County Council, Southampton City Council and Portsmouth 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.

- **Hampshire County Council:** ask for a care needs assessment (telephone 0300 555 1386); carer's assessment.
- **Southampton City Council:** ask for a care needs assessment (telephone 023 8083 3003); carer's assessment.
- **Portsmouth City Council:** ask for a care needs assessment (telephone 023 9268 0810); carer's assessment.

Our guide to reducing the cost of care and funding checker explain every route.

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. In Hampshire it is arranged by NHS Hampshire and Isle of Wight Integrated Care Board (Continuing Healthcare information). We already support people whose care is funded by NHS Continuing Healthcare. See our NHS Continuing Healthcare guide.

Hospitals

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.

- Royal Hampshire County Hospital, Winchester (leaving hospital information)
- Basingstoke and North Hampshire Hospital, Basingstoke (leaving hospital information)
- Andover War Memorial Hospital, Andover (leaving hospital information)
- Southampton General Hospital, Southampton (leaving hospital information)
- Queen Alexandra Hospital, Portsmouth (Cosham) (leaving hospital information)
- Frimley Park Hospital, Camberley (Surrey)
- Lymington New Forest Hospital, Lymington
- Petersfield Hospital, Petersfield
- Alton Community Hospital, Alton
- Gosport War Memorial Hospital, Gosport
- Romsey Hospital, Romsey
- Fordingbridge Hospital, Fordingbridge

Local support and charities

- The Princess Royal Trust for Carers in Hampshire (Hampshire Carers Support Service): Carers' support
- Portsmouth Carers Service: Carers' support
- Carers Together: Carers' support
- Unpaid Carers Support Southampton: Carers' support
- Age Concern Hampshire: Age UK
- Age UK Portsmouth: Age UK
- Age UK Southampton: Age UK
- The Rowans Hospice: Hospice
- St Michael's Hospice: Hospice
- Oakhaven Hospice: Hospice
- Winchester Hospice: Hospice
- Phyllis Tuckwell: Hospice
- Healthwatch Hampshire: Healthwatch: your independent voice on health and care
- Healthwatch Southampton: Healthwatch: your independent voice on health and care
- Healthwatch Portsmouth: Healthwatch: your independent voice on health and care
- Connect to Support Hampshire: Local services directory
- HIVE Portsmouth directory: Local services directory

Council tax and equipment

Council tax discounts for people with a severe mental impairment, for disabled people and for some carers are claimed from the local council: Basingstoke and Deane Borough Council, East Hampshire District Council, Eastleigh Borough Council, Fareham Borough Council, Gosport Borough Council, Hart District Council, Havant Borough Council, New Forest District Council, Rushmoor Borough Council, Test Valley Borough Council, Winchester City Council, Southampton City Council, Portsmouth City Council. See council tax discounts for care.

Equipment such as hoists, hospital beds and bathing aids is provided after an assessment through Hampshire County Council's equipment and adaptations service. See equipment and home adaptations.

COVERAGE

Towns we cover in Hampshire

We provide live-in care everywhere in Hampshire, including:

Winchester · Basingstoke · Andover · Alton · Petersfield · Lymington · Romsey · Fordingbridge · Eastleigh · Fareham · Gosport · Havant · Totton · Hythe · Bordon · Fleet · Tadley · Southampton (unitary city) · Portsmouth (unitary city)

YOUR QUESTIONS

Questions about live-in care in Hampshire

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

It depends on where your relative lives. Outside the two cities, call Hampshire County Council's Adults' Health and Care on 0300 555 1386 (weekdays 8.30am to 5pm, Tuesdays from 9.30am, Fridays to 4.30pm) or use its online referral form; out of hours, 0300 555 1373. In Southampton, call Southampton City Council on 023 8083 3003. In Portsmouth, call the Adult Social Care Helpdesk on 023 9268 0810 (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm) or use its online self-assessment referral form.

Is there free live-in care after a hospital stay in Hampshire?

Only in the North East of Hampshire. There, Hampshire County Council offers free live-in care after a hospital stay for up to four weeks, arranged by the hospital social work team with the council's provider before discharge. The home needs a separate furnished room where the carer can sleep, an accessible bathroom, use of the kitchen and laundry facilities. An assessment should follow within 14 days, and the council can charge from the date long-term care is assessed as appropriate and provided. Elsewhere in the county council's area, the short-term options include reablement (free for up to six weeks) and the Rapid Support Service (free for up to 28 days).

Who arranges NHS Continuing Healthcare in Hampshire?

NHS Hampshire and Isle of Wight Integrated Care Board's All Age Continuing Care team, on 0300 123 4448. Which option to choose depends on the person's GP practice: option 4 for a GP in Hampshire, option 2 for Southampton and option 3 for Portsmouth. Since 1 April 2026 this board also covers North East Hampshire, which used to be in NHS Frimley; the board says services remain stable and existing referrals are honoured.

Who supports unpaid carers in Hampshire?

Outside the two cities, the free Hampshire Carers Support Service, run for the county council by The Princess Royal Trust for Carers in Hampshire, on 01264 311680. It carries out carer's assessments for the council and gives free information, support and help with an emergency plan. In Portsmouth (PO1 to PO6), Portsmouth Carers Service (023 9285 1864) offers carer's assessments. In Southampton, Unpaid Carers Support Southampton is on 023 8083 2253.

How much does live-in care cost in Hampshire?

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

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 Hampshire is arranged by Hampshire County Council, Southampton City Council and Portsmouth 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 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.

How would live-in care be supported in Hampshire?

Our care team supports every live-in placement, wherever it is in England: a free assessment, a written care plan, regular contact and reviews, one main live-in carer, with a relief carer covering holidays and time off, and a manager on call outside office hours. Your carer works alongside the person's own GP, community nurses and any hospice team already involved in their care.

Sources and further information

- Connect to Support Hampshire (Hampshire County Council): Council services
- NHS website: Hampshire County Council Adult Services
- Hart District Council: Care and support for adults
- NHS website: Southampton City Council, services for adults
- Portsmouth City Council: First contact with adult social care
- Connect to Support Hampshire: Carers, support and advice
- The Princess Royal Trust for Carers in Hampshire: About us
- The Princess Royal Trust for Carers in Hampshire: Contact us
- Portsmouth Carers Service: Contact
- Unpaid Carers Support Southampton: Contact us
- Hampshire Hospitals NHS Foundation Trust: Emergency department
- Hampshire Hospitals NHS Foundation Trust: Andover Minor Injuries Unit
- NHS website: Southampton General Hospital, accident and emergency services
- NHS website: Queen Alexandra Hospital, accident and emergency services
- NHS website: Frimley Park Hospital, accident and emergency services
- Portsmouth Hospitals University NHS Trust: Know where to go for urgent medical help
- Practice Plus Group Urgent Treatment Centre, Southampton
- Hampshire and Isle of Wight Healthcare: Lymington New Forest Hospital
- Hampshire Hospitals NHS Foundation Trust: Leaving hospital
- Hampshire Hospitals NHS Foundation Trust: Planning for leaving hospital
- University Hospital Southampton: Your stay in hospital
- Connect to Support Hampshire: Hospital stays
- NHS Hampshire and Isle of Wight ICB: All Age Continuing Care contact details
- NHS Hampshire and Isle of Wight ICB: Changes from 1 April 2026
- Dementia Support Hampshire & IOW
- Solent Mind: Remind
- Connect to Support Hampshire: Dementia
- Community First: Connect Transport on Demand, Northern Test Valley
- Connect to Support Hampshire: Help from occupational therapists
- Connect to Support Hampshire: Equipment around the house and care technology
- Connect to Support Hampshire: Public and community transport

- Community First: Connect Fareham and Gosport
- Age Concern Hampshire: Contact us
- Age Concern Hampshire: Help at Home
- Age Concern Hampshire
- Age UK Southampton: How to contact us
- Age UK Portsmouth: Contact us
- St Michael's Hospice
- St Michael's Hospice: Catchment area
- Countess of Brecknock Hospice: Palliative care at home
- Countess of Brecknock Hospice: What we do
- Winchester Hospice
- Mountbatten Hampshire: How to access our services
- Oakhaven Hospice: In your home
- The Rowans Hospice
- The Rowans Hospice: Hospice at Home
- Phyllis Tuckwell: Who we help
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- Hampshire Hospitals NHS Foundation Trust: Improvement works commence at Winchester as part of Urgent Treatment Centre project
- 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: What you might have to pay for
- Hampshire County Council: When you leave hospital
- Hampshire County Council: Reablement
- Hampshire County Council: Rapid Support Service
- Hampshire County Council: Live-in care

Price

From £1,550 a week

Covers

All of Hampshire

CQC rating

Good

Assessment

Free, with no obligation

Live-in care near Hampshire

Live-in care in Oxfordshire | Live-in care in Buckinghamshire | Live-in care in Berkshire | Live-in care in Wiltshire and Swindon | Live-in care in Gloucestershire | Live-in care in Northamptonshire | Live-in care in Warwickshire | Live-in care in Bristol | Live-in care in Cornwall | Live-in care in Devon | Live-in care in London | Live-in care in Somerset | Live-in care in Surrey | Anywhere in England

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/**
Local information checked 30 October 2026. This PDF was made on 1 November 2026.
Information, not advice: please check anything important with the organisation named.