LIVE-IN CARE · BARKING AND DAGENHAM, LONDON

Live-in care in Barking and Dagenham

How to arrange fully managed live-in care in Barking and Dagenham with our care team, starting with a free assessment, and who else to contact: Barking and Dagenham Council, the urgent treatment centres and A&Es, reablement and Continuing Healthcare, and local 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 in Barking and Dagenham, 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 Barking and Dagenham

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 Barking and Dagenham

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

Barking and Dagenham Council runs adult social care and collects council tax. To ask for a free care needs assessment, for yourself or someone you know, contact the Adult Intake Team on **020 8227 2915** or intaketeam@lbbd.gov.uk. To report an adult at risk of abuse or neglect out of hours, call 020 8215 3000; in an emergency, call 999.

- **Carers.** A carer has the right to a free carer's assessment, even if the person they care for does not want to be involved with adult social care. Arrange it through the Adult Intake Team or Carers of Barking and Dagenham (020 8593 4422).
- **Reablement.** Short-term care at home after a hospital stay or a change in circumstances, lasting between one day and six weeks, is free. Any care afterwards may be charged, after a financial assessment.

Council tax points from the council's disability and care page (see council tax discounts):

- **Dementia.** A severe mental impairment can mean an exemption (if the person lives alone) or a 25% discount (if one of two adults is disregarded). The GP signs the form and a qualifying benefit such as Attendance Allowance or PIP is needed.
- **Carers.** An unpaid carer who lives in and gives at least 35 hours of care a week to someone on a qualifying benefit, who is not their partner or child under 18, may be disregarded; Carer's Allowance is not required.

- **Adapted homes.** The disabled band reduction covers permanent adaptations (an extra room, a second bathroom or kitchen, or wheelchair access), not a converted downstairs bedroom.

Urgent care and leaving hospital in Barking and Dagenham

- **Urgent treatment centre:** Barking Community Hospital, Upney Lane, IG11 9LX, open every day 8am to 10pm. Walk in, or be referred by NHS 111. It is not an A&E.
- **Urgent treatment centres open 24 hours:** at King George Hospital (Barley Lane, Goodmayes) and Queen's Hospital (Rom Valley Way, Romford).
- **A&E:** King George and Queen's hospitals both have 24-hour emergency departments for all ages (switchboard 01708 435 000).

After a hospital stay, the council's reablement starts with a referral from a health or social care professional. ECL, which provides reablement for the council, visits at home to assess needs and agree a support plan. If help is still needed when reablement ends, an adult social care team assesses longer-term needs.

NHS Continuing Healthcare is arranged by NHS North East London. Its Barking and Dagenham, Havering and Redbridge team is on 020 8221 5700 (option 4 for Fast Track, option 8 for assessment bookings). A decision on whether someone needs a full assessment should usually be made within 28 days.

Local help in Barking and Dagenham

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

- **Carers.** Carers of Barking and Dagenham, 334 Heathway, Dagenham: advice, peer support groups, dementia services and help with carers' assessments (020 8593 4422, carers@carerscentre.org.uk, or refer online).
- **Memory worries.** NELFT's Barking and Dagenham Memory Service, Broad Street Health Centre, Morland Road, Dagenham, assesses and diagnoses memory problems in adults; referral is through the GP (0300 555 1016, weekdays 9am to 5pm). Its Admiral Nurses support family carers of people with dementia. See dementia care at home.

- **Equipment.** Ask the Adult Intake Team (020 8227 2915) for an occupational therapy assessment; the council works with Medequip to supply equipment. People aged 65 or over, disabled or recently out of hospital may be able to use the free Harmony House handyperson service for small jobs such as grab rails; contact Harmony House directly (020 8526 8200).
- **Older people's charity.** Age UK Redbridge, Barking and Havering: 020 8220 6000 (10am to 2pm).
- **Getting about.** TfL Dial-a-Ride is a door-to-door service for members with a long-term disability who cannot use public transport; people aged 85 or over or on higher-rate Attendance Allowance qualify automatically (0343 222 7777).
- **End of life.** Saint Francis Hospice cares for people with a serious life-limiting illness living in Barking and Dagenham; its specialist advice team is available around the clock on 01708 758643. See end-of-life care.
- **Having your say.** Healthwatch Barking and Dagenham: 0800 298 5331 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Barking and Dagenham

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

Council and care assessments

Adult social care in Barking and Dagenham is arranged by London Borough of Barking and Dagenham. 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.

- **London Borough of Barking and Dagenham:** ask for a care needs assessment (telephone 020 8227 2915); 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 Barking and Dagenham it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Barking and Dagenham

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.

- Queen's Hospital, Romford: Rom Valley Way, Romford RM7 0AG; A&E open 24 hours, all ages; urgent treatment centre open 24 hours (NELFT list), not an A&E; switchboard 01708 435 000
- King George Hospital, Goodmayes: Barley Lane, Goodmayes IG3 8YB; A&E open 24 hours, all ages; urgent treatment centre open 24 hours (NELFT list), not an A&E; switchboard 01708 435 000
- Barking Community Hospital urgent treatment centre: Upney Lane, Barking IG11 9LX; open every day 8am to 10pm; walk in, self-refer or be referred by NHS 111; not an A&E

Local support and charities

- Carers of Barking and Dagenham (Carers Centre SA Ltd): Carers' support (020 8593 4422)
- Barking and Dagenham Memory Service (NELFT): Dementia support (0300 555 1016)
- Age UK Redbridge, Barking and Havering: Age UK (020 8220 6000)
- Saint Francis Hospice: Hospice (01708 758643)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Barking and Dagenham: Healthwatch: your independent voice on health and care (0800 298 5331)
- Occupational therapy and equipment (Barking and Dagenham Council): Equipment (020 8227 2915)

Council tax

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

Areas around Barking and Dagenham

Barking · Dagenham · Becontree · Chadwell Heath · Rush Green · Marks Gate · Thames View · Barking Riverside · Becontree Heath · Goresbrook

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YOUR QUESTIONS

Questions about live-in care in Barking and Dagenham

Who do I call in Barking and Dagenham to ask for a care assessment?

Call Barking and Dagenham Council's Adult Intake Team on 020 8227 2915 or email intaketeam@lbbd.gov.uk. If you or someone you know needs help with day-to-day tasks and is finding it hard to manage, you can ask for a free care needs assessment. The council describes it as a conversation about your needs, how they affect your wellbeing and what you want to be able to do. A family member or friend who cares for you regularly will be offered a separate carer's assessment.

Where is the nearest urgent treatment centre to Barking?

Barking Community Hospital on Upney Lane (IG11 9LX) has an urgent treatment centre open every day from 8am to 10pm. You can walk in or be referred by NHS 111. King George Hospital in Goodmayes and Queen's Hospital in Romford each have an urgent treatment centre open 24 hours, and both hospitals have 24-hour A&E departments. If you are not sure where to go, call NHS 111; in an emergency, call 999.

Can we get a council tax discount if Mum has dementia?

Often, yes. Barking and Dagenham Council says the severe mental impairment discount typically covers conditions such as dementia. Her GP signs the council's form, which the GP is not allowed to charge for, and she must be entitled to a qualifying benefit such as Attendance Allowance or Personal Independence Payment (PIP). If she lives alone, her home is exempt; if she lives with one other adult, the bill falls by 25%. A relative who lives with her and cares for at least 35 hours a week may also be disregarded, and Carer's Allowance is not needed.

Who arranges NHS Continuing Healthcare in Barking and Dagenham?

NHS North East London. Its Barking and Dagenham, Havering and Redbridge team is on 020 8221 5700: option 4 is for Fast Track, and option 8 is for booking CHC assessments. To ask about an assessment, speak to a social worker or a member of the clinical team. A decision on whether someone needs a full assessment should usually be made within 28 days of an initial assessment or request.

How much does live-in care cost in Barking and Dagenham?

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

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 Barking and Dagenham is arranged by London Borough of Barking and Dagenham. 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 Queen's Hospital, Romford?

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

- London Borough of Barking and Dagenham: Adult social care
- London Borough of Barking and Dagenham: Assessing your care needs
- London Borough of Barking and Dagenham: Assessment process
- London Borough of Barking and Dagenham: Care needs assessments leaflet (2023)
- London Borough of Barking and Dagenham: Safeguarding adults at risk of abuse or neglect
- London Borough of Barking and Dagenham: Carers assessment
- London Borough of Barking and Dagenham: Reablement leaflet (January 2025)
- London Borough of Barking and Dagenham: Equipment and adaptations for older and disabled people
- London Borough of Barking and Dagenham: Council tax, disability and care
- BHR University Hospitals NHS Trust: Emergency departments
- NHS website: Queen's Hospital accident and emergency services
- NHS website: King George Hospital accident and emergency services
- NELFT NHS Foundation Trust: Urgent treatment centres

- Care Quality Commission: Barking Urgent Treatment Centre
- NELFT NHS Foundation Trust: Memory service, Barking and Dagenham
- NELFT NHS Foundation Trust: Admiral nurses, Barking and Dagenham
- NHS North East London: Continuing health care
- Carers of Barking and Dagenham (Carers Centre SA Ltd)
- Age UK Redbridge, Barking & Havering: Contact us
- Charity Commission: Age UK Redbridge, Barking and Havering
- Saint Francis Hospice: Contact us
- Transport for London: Dial-a-Ride membership
- Healthwatch Barking and Dagenham: Contact us
- Harmony House Dagenham: Contact

Price
From £1,550 a week

Covers
Barking and Dagenham and nearby areas

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in London

All of London | Barnet | Bexley | Brent | Bromley | Camden | City of London | Croydon | Ealing | Enfield | Greenwich | Hackney | Hammersmith and Fulham | Haringey | Harrow | Havering | Hillingdon | Hounslow | Islington | Kensington and Chelsea | Kingston upon Thames | Lambeth | Lewisham | Merton | Newham | Redbridge | Richmond upon Thames | Southwark | Sutton | Tower Hamlets | Waltham Forest | Wandsworth | Westminster

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

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The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/london/barking-and-dagenham/**

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