LIVE-IN CARE · BROMLEY, LONDON

Live-in care in Bromley

How to arrange fully managed live-in care in Bromley with our care team, starting with a free assessment, and who else to contact: Bromley Council, the urgent treatment centres at the Princess Royal and Beckenham Beacon, discharge 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 Bromley, 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 Bromley

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 Bromley

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

Bromley Council runs adult social care and collects council tax. To ask for a care assessment, call **020 8461 7777**, email adultsocialcare@bromley.gov.uk, or fill in the online initial information form; the adult early intervention service contacts you within five working days. The needs assessment is free, and anyone can ask for one. Out of hours (5pm to 8.30am on weekdays, and from 5pm Friday to 8.30am Monday), the social services emergency line is 0300 303 8671.

- With savings or capital over £23,250 you pay for your own care but can still have a needs assessment. If you ask the council to arrange your care, it charges an arrangement fee: £304.20 a year (£5.85 a week) in its contributions policy revised April 2025, so check the current amount. You can also arrange live-in care directly with a provider.
- A family carer can ask the council for a carer's assessment or complete its carer's self-assessment online. There is no cost for the assessment, advice or information.

Council tax reductions to ask about: severe mental impairment certified by a doctor; a live-in carer giving at least 35 hours of care a week to someone on a qualifying benefit such as Attendance Allowance (not a spouse or partner); and a lower band if a disabled person needs an extra room, a second kitchen or bathroom, or wheelchair space. Helpline: 0300 303 8670. See council tax discounts.

Urgent care and leaving hospital in Bromley

- **Urgent treatment centre and A&E:** Princess Royal University Hospital (PRUH), Farnborough Common, Orpington, open 24 hours a day, every day. You are assessed on arrival and sent to the right one. A&E sees all ages.
- **Urgent treatment centre:** Beckenham Beacon, 379 Croydon Road, GP-led, open 8am to 8pm every day of the year. Walk in, or NHS 111 can book you an appointment. X-ray until 6.45pm on weekdays and 1pm to 6pm at weekends and bank holidays; no chest or facial X-rays, and no limb X-rays for children under 2. It is not an A&E.

At the PRUH, patients are asked to wait in the discharge lounge for medicines, transport and paperwork; leaving can take up to 4 hours, and hospital transport is only for patients who meet specific criteria. Bromley Council asks anyone in hospital who needs help at home to contact the hospital's social services care manager, directly or through the ward staff. Also:

- Bromley Well's free 6-week hospital aftercare: a weekly visit for people aged 50 and over in Bromley, with company, shopping and errands. Contact it yourself (0808 278 7898).
- Bromley Well's free Take Home and Settle service drives Bromley residents home from the PRUH when nobody else can; ask the ward staff. It gives no personal care.
- Advocacy First helps patients and families with the options for leaving a Bromley hospital, free (020 8460 6712).

For NHS Continuing Healthcare, NHS South East London's Bromley team is on 020 8176 5644.

Local help in Bromley

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

- **Carers.** Bromley Well, paid for by Bromley Council and NHS South East London, gives unpaid carers free one-to-one support, training and social activities. Register on Freephone 0808 278 7898 (Monday to Saturday, 9am to 5pm) or online. Its dementia respite service gives family carers a break with up to 3 hours a week of support at home; it may be charged, in part or in full, after a financial assessment. Ask the council for a referral (020 8461 7777) or call the service on 020 8249 7282 (weekdays 9am to 4.30pm).
- **Memory worries.** Oxleas' memory service at Bridgeways, Turpington Lane, assesses and diagnoses memory problems, usually for people aged 65 and over, by GP referral (020 8629 4900). The Bromley Dementia Support Hub's Wellbeing and Exercise café runs twice a month on Wednesdays, 10.30am to 12.30pm (0203 328 0366). See dementia care at home.

- **Equipment.** Ask adult social care for an occupational therapy assessment (020 8461 7777); equipment may be lent. NRS repairs loaned equipment, including out of hours (0300 100 0253). You can see and try equipment at the Bromley Independent Living Centre, Astley Day Centre, 39 Magpie Hall Lane, by appointment only (0208 461 7985).
- **Older people's charity.** Age UK Bromley & Greenwich, Community House, South Street, Bromley: 020 8315 1850. Age UK London lists its hours as Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm.
- **Day care.** The council and local charities run day care for older people who meet the council's eligibility criteria, for example people who are frail, socially isolated or in the early stages of dementia. Ask the council for an assessment, or a GP or district nurse can refer; you pay for lunch and refreshments, and the person must agree to attend.
- **End of life.** St Christopher's Hospice (Sydenham and Orpington) gives free specialist palliative care at home on referral by a clinician, but not hands-on personal care. Families of people in its care can call 020 8768 4500 at any time of the day or night. See end-of-life care.
- **Getting about.** TfL Dial-a-Ride (0343 222 7777) automatically accepts people aged 85 or over or on higher-rate Attendance Allowance.
- **Having your say.** Healthwatch Bromley: 020 3886 0752 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Bromley

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

Council and care assessments

Adult social care in Bromley is arranged by London Borough of Bromley. 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 Bromley:** ask for a care needs assessment (telephone 020 8461 7777); 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 Bromley it is arranged by NHS South East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Bromley

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.

- Princess Royal University Hospital: Farnborough Common, Orpington BR6 8ND; King's College Hospital NHS Foundation Trust. A&E open 24 hours for all ages, and an urgent treatment centre also open 24 hours, 7 days a week including bank holidays; patients are assessed on arrival and directed to the urgent treatment centre or the emergency department. Discharge: patients wait in the discharge lounge for medicines, transport and paperwork; it can take up to 4 hours; hospital transport only for patients who meet specific criteria. (leaving hospital information)
- Beckenham Beacon urgent treatment centre: 379 Croydon Road, Beckenham BR3 3QL. GP-led urgent treatment centre, open 8am to 8pm, 365 days a year; walk in, or attend an appointment booked through NHS 111. X-ray closes at 6.45pm Monday to Friday and runs 1pm to 6pm at weekends and bank holidays; no chest or facial X-rays, no limb X-rays for children under 2, and injuries more than 2 weeks old cannot be X-rayed. Not an A&E.

Local support and charities

- Bromley Well (carers and older people): Carers' support (0808 278 7898)
- Bromley Dementia Support Hub (South East London Mind): Dementia support (0203 328 0366)
- Oxleas Older Adults Memory Service, Bromley: Dementia support (020 8629 4900)
- Age UK Bromley & Greenwich: Age UK (020 8315 1850)
- St Christopher's Hospice: Hospice (020 8768 4500)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Bromley: Healthwatch: your independent voice on health and care (020 3886 0752)
- Bromley Council occupational therapy and equipment: Equipment (020 8461 7777)

Council tax

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

Areas around Bromley

Bromley town | Beckenham | Penge | West Wickham | Hayes | Chislehurst | Bickley | Petts Wood | Orpington | Farnborough | St Mary Cray | Biggin Hill

YOUR QUESTIONS

Questions about live-in care in Bromley

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

Call Bromley Council's adult social care team on 020 8461 7777 or email adultsocialcare@bromley.gov.uk, or fill in the online adult social care initial information form for yourself or someone you know. You get an email receipt, and the adult early intervention service contacts you within five working days. The council must assess anyone who appears to need care and support, regardless of their finances. A family carer can ask for their own carer's assessment too. In an emergency out of hours, call the social services emergency line on 0300 303 8671.

Where can we get dementia support in Bromley?

The Bromley Dementia Support Hub, run by South East London Mind, is free for people diagnosed with dementia in Bromley and their family and friends: call 0203 328 0366. It offers information and advice, dementia advisers, volunteer befriending, a weekly Memory Lane Café and a Wellbeing and Exercise café twice a month. For an assessment and diagnosis, the GP can refer to the Oxleas memory service at Bridgeways, Turpington Lane (020 8629 4900).

Which urgent treatment centre should we use in Bromley?

The Princess Royal University Hospital's urgent treatment centre and emergency department are open 24 hours a day; staff assess you on arrival and send you to the right one. Beckenham Beacon's urgent treatment centre is open 8am to 8pm every day of the year, but it is not an A&E and its X-ray stops at 6.45pm on weekdays and runs 1pm to 6pm at weekends. If you are not sure, call NHS 111; in an emergency, call 999.

Is there help at home after a hospital stay in Bromley?

Yes. Bromley Well's free 6-week hospital aftercare visits people aged 50 and over in Bromley once a week; you can contact it yourself on 0808 278 7898. Its Take Home and Settle service drives people aged 50 and over home from the Princess Royal when nobody else can, arranged by ward staff. Its handyperson service fits grab rails and key safes: free on referral from a health or social care professional, otherwise £40 an hour (07985 434 262).

How much does live-in care cost in Bromley?

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

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 Bromley is arranged by London Borough of Bromley. 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 Princess Royal University 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

- London Borough of Bromley: How to request a care assessment
- London Borough of Bromley: Assessing your care needs
- London Borough of Bromley: Paying for care
- London Borough of Bromley: Emergency contacts
- London Borough of Bromley: Assessing your needs as a carer
- London Borough of Bromley: Home from hospital
- London Borough of Bromley: Day centres and lunch clubs

- London Borough of Bromley: Occupational therapy service
- London Borough of Bromley: Information to all users of loan equipment
- London Borough of Bromley: Council tax, severe mental impairment
- London Borough of Bromley: Council tax, caring for disabled persons
- London Borough of Bromley: Council tax, reductions for people with disabilities
- NHS website: Princess Royal University Hospital accident and emergency services
- King's College Hospital NHS Foundation Trust: Emergency and urgent care at the PRUH
- King's College Hospital NHS Foundation Trust: Patient welcome guide
- Beckenham Beacon Urgent Treatment Centre
- Beckenham Beacon Urgent Treatment Centre: FAQs
- NHS South East London: Continuing healthcare
- Bromley Well: About us
- Bromley Well: Unpaid adult carers
- Bromley Well: 6 week hospital aftercare
- Bromley Well: Take Home and Settle service
- Bromley Well: Handyperson service
- Advocacy First
- South East London Mind: Bromley Dementia Support Hub
- Oxleas NHS Foundation Trust: Older Adults Memory Clinic, Bexley, Bromley and Greenwich
- Charity Commission: Age Concern Bromley (Age UK Bromley & Greenwich), contact information
- St Christopher's Hospice: Supporting you at home
- St Christopher's Hospice: About
- St Christopher's Hospice: How to refer
- St Christopher's Hospice: Contacting us
- Transport for London: Dial-a-Ride membership
- Healthwatch Bromley: Contact us
- NHS website: Getting a care needs assessment
- Age UK London: Local Age UKs in London
- London Borough of Bromley: Contributions policy for non-residential care services (April 2025)
- Bromley Well: Dementia respite at home

Price

From £1,550 a week

Covers

Bromley and nearby areas

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in London

All of London | Barking and Dagenham | Barnet | Bexley | Brent | 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/bromley/**
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Information, not advice: please check anything important with the organisation named.