LIVE-IN CARE · CITY OF LONDON, LONDON

Live-in care in City of London

How to arrange fully managed live-in care in the City of London with our care team, starting with a free assessment, and who else to contact: the City of London Corporation, the minor injuries unit and the nearest A&Es, leaving hospital and Continuing Healthcare, and local help with carers, memory, equipment, transport and end-of-life 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 City of London, 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 City of London

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 City of London

Day and Nightcare provides fully managed live-in care across the City of London, 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 City of London Corporation (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 City of London

The City of London Corporation, not a borough council, runs adult social care and collects council tax. Its Adult Social Care team is on **020 7332 1224** (Monday to Friday, 9am to 5pm) or adultsduty@cityoflondon.gov.uk. Anyone living in the City with care and support needs is entitled to an assessment, which the team aims to complete within 28 days. The needs assessment is free, and anyone can ask for one. Out of hours, the City and Hackney Emergency Duty Team is on 020 8356 8855 or 020 8356 2300 (option 1).

- What you pay follows a financial assessment; aids and minor adaptations under £1,000 are not charged for. If the City meets your eligible needs, you can take a direct payment.
- Adult carers ask the same team for a carer's assessment. Unpaid carers are not charged for any support they receive.

Council tax: people with a severe mental impairment, and people caring for someone with a disability who is not their spouse, partner or child under 18, are not counted, which can bring a 25% or 50% discount. The Disabled Band Reduction applies where a room, a second bathroom or kitchen, or wheelchair space is needed. See council tax discounts.

Urgent care and leaving hospital in City of London

- **Minor injuries unit:** St Bartholomew's Hospital, West Smithfield (Kenton and Lucas building), Monday to Friday 8am to 4pm. St Bartholomew's has no A&E.
- **Urgent treatment centre:** the Royal London Hospital, Whitechapel (Clinic 1, Cavell Entrance, Stepney Way), open 24 hours a day. It is not an A&E.

- **A&E:** the Royal London's adult emergency department (18 and over) is open 24 hours a day, 365 days a year. University College Hospital's emergency department (entrance on Gower Street) is open 24 hours for all ages.

Before discharge, staff discuss needs and arrangements with the patient and, if they wish, their family, who are asked to think about transport home and who will meet the person. The City's team no longer carries out full assessments in hospital: it supports recovery at home and continues the assessment there. Reablement is free for up to six weeks, and if someone already had a care package, the team aims to return them to the same provider.

NHS Continuing Healthcare is arranged by NHS North East London. Its City and Hackney team is on 020 7683 4813 (Monday to Friday, 9am to 5pm). A decision on whether someone needs a full assessment should usually be made within 28 days.

Local help in City of London

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

- **Carers.** Imago's City of London Carers Support Service is free for unpaid carers aged 16 and over and can help you prepare for a carer's assessment: register online or on 0300 011 1965 (weekdays 9am to 5pm). Drop-ins at Portsoken Community Centre (Thursdays 10am to 12 noon) and the Sir Ralph Perring Centre, Golden Lane Estate (Fridays 10am to 1pm).
- **Memory worries.** The City & Hackney Dementia Service (East London NHS Foundation Trust), which replaced the Diagnostic Memory Clinic, is for adults with a City or Hackney GP: the GP refers suspected dementia, and anyone can refer someone already diagnosed (0203 222 8500, weekdays 9am to 5pm). See dementia care at home.
- **Equipment.** The City's occupational therapists assess for equipment and minor adaptations such as grab rails: call 020 7332 1224.
- **Company.** City Connections is free for anyone living or working in the Square Mile: a Wellbeing Co-ordinator, free activities, and Carers Connections for unpaid carers (020 3957 9844).
- **Older people's charity.** Age UK City of London, for older people in the Square Mile: 020 3970 1227 (leave a message).
- **Getting about.** TfL Dial-a-Ride is free for members who cannot use public transport (0343 222 7777). The Blue Badge scheme does not fully apply in the City; disabled residents and workers can apply for the City's Red Badge (020 7332 1548).

- **End of life.** St Joseph's Hospice's 24/7 Advice & Support Line, for patients, carers and the public in City and Hackney: 0300 30 30 400. See end-of-life care.
- **Having your say.** Healthwatch City of London: 020 3745 9563 (Tuesday to Friday, 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in City of London

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

Council and care assessments

Adult social care in City of London is arranged by City of London Corporation. 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.

- **City of London Corporation:** ask for a care needs assessment (telephone 020 7332 1224); 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 City of London it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near City of London

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.

- The Royal London Hospital: Whitechapel Road, E1 1FR; adult emergency department (18 and over) open 24 hours, 365 days a year, with a children's emergency department; urgent treatment centre open 24 hours daily (Clinic 1, Cavell Entrance, Stepney Way), not an A&E; discharge lounge with qualified nurses and a hot meal; switchboard 020 7377 7000 (leaving hospital information)
- University College Hospital: 235 Euston Road (entrance on Gower Street); emergency department (A&E) open 24 hours, 365 days a year, all ages; patient lounge (ground floor atrium) Monday to Friday 8am to 8pm, weekends 10am to 6pm (leaving hospital information)
- St Bartholomew's Hospital minor injuries unit: West Smithfield, EC1A 7BE, in the Kenton and Lucas building; minor injuries unit open Monday to Friday 8am to 4pm; the trust does not say whether to walk in or book (call NHS 111 if unsure); not an A&E (St Bartholomew's has no A&E)

Local support and charities

- Imago: City of London Carers Support Service: Carers' support (0300 011 1965)
- City & Hackney Dementia Service (East London NHS Foundation Trust): Dementia support (0203 222 8500)
- City Connections: Befriending (020 3957 9844)
- St Joseph's Hospice: Hospice (0300 30 30 400)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch City of London: Healthwatch: your independent voice on health and care (020 3745 9563)
- Age UK City of London: Age UK (020 3970 1227)

Council tax

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

Areas around City of London

Barbican | Golden Lane Estate | Smithfield | Farringdon | Moorgate | Bank | St Paul's | Blackfriars | Temple | Aldgate | Portsoken

YOUR QUESTIONS

Questions about live-in care in City of London

Who do I call in the City of London to ask for a care assessment?

The City of London Corporation's Adult Social Care team: 020 7332 1224, Monday to Friday 9am to 5pm, or email adultsduty@cityoflondon.gov.uk. Anyone living in the City with care and support needs because of a physical or mental impairment or illness is entitled to an assessment. The team aims to complete it within 28 days, though it can take up to 42. Outside office hours, call the City and Hackney Emergency Duty Team on 020 8356 8855 or 020 8356 2300 and select option 1. If someone is at immediate risk, call 999.

We live on a City Corporation estate outside the Square Mile. Who do we ask?

Usually your own local council, not the City. The City Corporation says people living on its estates outside the Square Mile may be able to get adult social care from their local authority, because the City's team serves people who live in the City of London. If you are not sure which council that is, GOV.UK's find-your-local-council service will tell you from the postcode.

Where can we go for a minor injury in the City?

St Bartholomew's Hospital in West Smithfield has a minor injuries unit, open Monday to Friday 8am to 4pm in its Kenton and Lucas building; the hospital has no A&E. The Royal London Hospital in Whitechapel has an urgent treatment centre open 24 hours a day, beside an adult emergency department that is also open 24 hours. University College Hospital's emergency department, entered from Gower Street, is open 24 hours for all ages. If you are not sure where to go, call NHS 111; in an emergency, call 999.

Is there free help at home after a hospital stay in the City?

Yes. The City's reablement service gives short-term, intensive support at home after a hospital stay, illness or injury, and is free of charge for up to six weeks. It is for City residents aged over 18. The hospital, your GP or another professional can refer you, or you can call Adult Social Care yourself on 020 7332 1224 (weekdays 9am to 5pm), or 020 8356 8855 at other times. If more help is needed afterwards, the team can put you in touch with a social worker.

How much does live-in care cost in City of London?

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

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 City of London is arranged by City of London Corporation. 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 The Royal London 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

- City of London Corporation: Social care for adults
- City of London Corporation: Contact Adult Social Care
- City of London Corporation: Care Act assessments and the appeals process
- City of London Corporation: Adult social care costs
- City of London Corporation: Request a carers assessment
- City of London Corporation: Support with leaving hospital (short-term care)
- City of London Corporation: Support with living at home (occupational therapy)
- City of London Corporation: About dementia
- City of London Corporation: Support with travel schemes (concessionary travel)
- City of London Corporation: Social wellbeing
- City of London Corporation: Council tax discounts
- Barts Health NHS Trust: Emergency care
- Barts Health NHS Trust: The Royal London Hospital

- Barts Health NHS Trust: St Bartholomew's Hospital
- University College London Hospitals: Emergency department
- NHS North East London: Continuing health care
- East London NHS Foundation Trust: City & Hackney Dementia Service
- Imago: City of London carers
- St Joseph's Hospice: 24/7 Advice and Support Line
- Transport for London: Dial-a-Ride
- Age UK City of London: Contact us
- Healthwatch City of London: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
City of London 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 | Bromley | Camden | 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

CQC overall rating: Good (report published 20 April 2018)

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

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.