LIVE-IN CARE · CROYDON, LONDON

Live-in care in Croydon

How to arrange fully managed live-in care in Croydon with our care team, starting with a free assessment, and who else to contact: Croydon Council, the urgent treatment centre and A&E at Croydon University Hospital, the GP hubs at Purley and New Addington, discharge and Continuing Healthcare, and local help with carers, memory, 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 Croydon, 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 Croydon

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 Croydon

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

Croydon Council runs adult social care and collects council tax. To ask for a care needs assessment for yourself or someone you care for, use the council's online form, or call **020 8726 6500** if you need to speak to somebody or cannot complete the form. The needs assessment is free, and anyone can ask for one.

- You pay the full cost of care with savings or assets over £23,250, or if you do not share your financial information within 28 days of the care assessment. Charging helpline: 020 8760 5676.
- If you pay for your own care at home and ask the council to arrange it, it charges an annual arrangement fee; ask the helpline for the current amount. You can also arrange live-in care directly with a provider.

For a carer's assessment, ask the allocated social worker if the person you look after has a council support package; otherwise contact Carers First (below).

Council tax reductions to ask about: severely mentally impaired people and some carers are not counted (25% off if one adult is left counted; 50% or an exemption if nobody is); and a lower band if a disabled person needs an extra room, a second bathroom or kitchen, or wheelchair space. Email croyctax@croydon.gov.uk or apply online. See council tax discounts.

Urgent care and leaving hospital in Croydon

- **Urgent treatment centre and A&E:** Croydon University Hospital, 530 London Road, Thornton Heath, both open 24 hours, entrance on Mayday Road. Walk in to the urgent treatment centre or book through NHS 111. A&E sees all ages.
- **GP hubs for minor injuries and illnesses:** Purley War Memorial Hospital, 856 Brighton Road, and Parkway Health Centre, New Addington, 8am to 8pm every day, for people living or working in Croydon who cannot get a GP appointment. Book through NHS 111; walk-ins with an urgent need are seen. No X-ray. Not an urgent treatment centre or an A&E.

At Croydon University Hospital, ask a nurse to arrange a visit from the hospital social workers, or ask to see the discharge co-ordinator. On the day, patients may wait in the discharge lounge (8am to 8pm), where medicines can be delivered. Families are asked to collect early, bring clothes and arrange transport where possible; hospital transport is only for people whose condition makes other travel impossible.

Croydon's LIFE service (intermediate care, urgent crisis response, A&E liaison and reablement) gives short-term recovery support at home under a Home First approach; it is not ongoing care, and professionals refer. See reablement and intermediate care.

For NHS Continuing Healthcare, NHS South West London's Croydon and Sutton team is on 0203 880 0296 (option 1 for the admin team).

Local help in Croydon

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

- **Carers.** Carers First supports unpaid carers aged 18 and over in Croydon (0300 303 1555). Its Carer's Support Centre, 24 George Street, has an advice desk on Monday, Wednesday and Friday, 10am to 1pm, and a carers café the same days, 10.30am to 12.30pm.
- **Memory worries.** Croydon Memory Service, Heavers Resource Centre, 122 Selhurst Road, for adults with mild to moderate memory problems (020 3228 9500, weekdays 9am to 5pm). See dementia care at home.
- **Dementia day centres.** The council's Langley Oaks (South Croydon) and Marsh and Willow (Selhurst Road) centres are for adults with a dementia diagnosis living at home who can walk or stand with help from no more than one person. Request support from the council (020 8726 6500), which visits first; the fee depends on a financial assessment.
- **Older people's charity.** Age UK Croydon (020 8686 0066, weekdays 10am to 4pm) runs the Memory Tree Café.

- **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) is for people with a long-term disability who cannot use public transport; anyone aged 85 or over qualifies automatically. The council handles Freedom Passes, Blue Badges and Taxicard.
- **Having your say.** Healthwatch Croydon: 0300 012 0235 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Croydon

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

Council and care assessments

Adult social care in Croydon is arranged by London Borough of Croydon. 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 Croydon:** ask for a care needs assessment (telephone 020 8726 6500); 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 Croydon it is arranged by NHS South West London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Croydon

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.

- Croydon University Hospital: 530 London Road, Thornton Heath CR7 7YE; Croydon Health Services NHS Trust; switchboard 020 8401 3000. A&E open 24 hours for all ages, and an urgent treatment centre in the same building, also open 24 hours (walk in or book through NHS 111); both entered from Mayday Road. Discharge: hospital social workers (ask a nurse) and a discharge co-ordinator; discharge lounge 8am to 8pm, where medicines can be delivered; families arrange transport home where possible. (leaving hospital information)
- Purley War Memorial Hospital: 856 Brighton Road, Purley CR8 2YL; outpatient clinics, no inpatient beds; not an urgent treatment centre and not an A&E. GP hub for minor injuries and illnesses, 8am to 8pm, 365 days a year, for people living or working in Croydon who cannot get a GP appointment; book through NHS 111 (walk-ins with an urgent need are seen); no X-ray.
- Parkway Health Centre GP hub (New Addington): Parkway, New Addington CR0 0JA. GP hub for minor injuries and illnesses, 8am to 8pm every day, for people living or working in Croydon who cannot get a GP appointment; book through NHS 111 (walk-ins with an urgent need are seen); no X-ray. Not an urgent treatment centre and not an A&E.
- St Christopher's Hospice: Sydenham (51-59 Lawrie Park Road, SE26 6DZ) and Orpington (Caritas House, Tregony Road, BR6 9XA); free specialist palliative care at home for people across Bromley, Croydon, Lambeth, Lewisham and Southwark, on referral by a clinician; main number 020 8768 4500, also for urgent, out-of-hours enquiries.

Local support and charities

- Carers First (Croydon): Carers' support (0300 303 1555)
- Croydon Memory Service (South London and Maudsley): Dementia support (020 3228 9500)
- Age UK Croydon: Age UK (020 8686 0066)
- Council dementia day centres (Langley Oaks; Marsh and Willow): Day opportunities (020 8726 6500)
- St Christopher's Hospice: Hospice (020 8768 4500)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Croydon: Healthwatch: your independent voice on health and care (0300 012 0235)

Council tax

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

Areas around Croydon

Addiscombe | Coulsdon | Kenley | New Addington | Norbury | Purley | Sanderstead | Selsdon | Shirley | South Norwood | Thornton Heath | Upper Norwood

YOUR QUESTIONS

Questions about live-in care in Croydon

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

Croydon Council's adult social care team. You can request support online for yourself or someone you care for, or call 020 8726 6500 if you need to speak to somebody or cannot complete the online form. The assessment may be by phone or in person, at home or somewhere that suits you, and a friend or relative can be with you. The council asks about a typical day or week, what is important to the person and what they find difficult.

How do I get a carer's assessment in Croydon?

If the person you look after has a support package from Croydon Adult Social Care, ask their allocated social worker. If not, contact Carers First on 0300 303 1555 or hello@carersfirst.org.uk, or drop in to the Carer's Support Centre at 24 George Street, Croydon CR0 1PB, where the advice desk is open on Monday, Wednesday and Friday from 10am to 1pm. A carer's assessment looks at your own health, work, leisure, relationships and finances.

Is there an urgent treatment centre in Croydon?

Yes. The urgent treatment centre at Croydon University Hospital in Thornton Heath is open 24 hours, in the same building as the A&E, with the entrance on Mayday Road; walk in or book through NHS 111. The GP hubs at Purley War Memorial Hospital and Parkway Health Centre in New Addington treat minor injuries and illnesses from 8am to 8pm every day, but they are not urgent treatment centres and cannot X-ray. In an emergency, call 999.

Where are memory problems assessed in Croydon?

The Croydon Memory Service, run by South London and Maudsley NHS Foundation Trust, assesses adults over 18 with mild to moderate memory problems at the Heavers Resource Centre, 122 Selhurst Road, SE25 6LL (020 3228 9500, Monday to Friday 9am to 5pm). Home visits are possible for people who are housebound. Croydon Council also lists Age UK Croydon's Memory Tree Café and the Alzheimer's Society Dementia Support Line, 0333 150 3456.

How much does live-in care cost in Croydon?

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

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 Croydon is arranged by London Borough of Croydon. 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 Croydon 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

- Croydon Council: How to request an assessment
- Croydon Council: What happens in the assessment
- Croydon Council: Request support for an adult
- Croydon Council: Paying for adult social care
- Croydon Council: Adult social care charges
- Croydon Council: Carer's Assessments
- Croydon Council: LIFE service, supporting recovery and independence at home
- Croydon Council: Support for people with dementia and Alzheimer's disease
- Croydon Council: Sole occupier discount and disregarded persons
- Croydon Council: Council tax band reduction for disabilities
- Croydon Council: Travel passes and support
- NHS website: Croydon University Hospital accident and emergency services
- Croydon Health Services: Emergency Department and Urgent Treatment Centre
- Croydon Health Services: Leaving hospital
- Croydon Health Services: Purley War Memorial Hospital
- Croydon Health Services: GP hubs
- NHS South West London: Continuing healthcare contacts
- South London and Maudsley: Croydon Memory Service
- Carers First: Croydon
- Charity Commission: Age UK Croydon, contact information
- Age UK Croydon: Contact us
- 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 Croydon: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Croydon 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 | City of London | 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/croydon/**
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Information, not advice: please check anything important with the organisation named.