LIVE-IN CARE · GREENWICH, LONDON

# Live-in care in Greenwich

How to arrange fully managed live-in care in Greenwich with our care team, starting with a free assessment, and who else to contact: the Royal Borough of Greenwich, the urgent treatment centre and A&E at Queen Elizabeth Hospital, 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 Greenwich, 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 Greenwich

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 Greenwich

Day and Nightcare provides fully managed live-in care across Greenwich, 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 Royal Borough of Greenwich (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 Greenwich

The Royal Borough of Greenwich runs adult social care and collects council tax. To ask for an assessment, use the council's online form, call the Contact Assessment Team on **020 8921 2304** (Monday to Thursday 9am to 5pm, Friday 9am to 4pm) or email aops.contact.officers@royalgreenwich.gov.uk. The needs assessment is free, and anyone can ask for one. A GP or other professional can also refer you, and the same team takes referrals for occupational therapy and community rehabilitation. For social care emergencies outside office hours, call 020 8854 8888.

With more than £23,250 in savings or assets, you pay the whole cost of council-arranged care plus an admin fee of £5.50 a week. You do not have to arrange care through the council: you can also arrange live-in care directly with a provider.

A family carer can request a carer's assessment on the same number or email. If the person you care for has a social worker or care coordinator with Oxleas NHS Foundation Trust, ask them instead. Some community hubs help with the form, and the council can help you find an advocate.

Council tax reductions to ask about (none is automatic, so apply): a band reduction if someone in the home is disabled; a discount or exemption for severe mental impairment, for example from dementia or a stroke; an unpaid carer discount when the person cared for gets a qualifying benefit such as Attendance Allowance; and an exemption when a home is empty because someone has moved out to receive care or to care for someone. See council tax discounts.

## Urgent care and leaving hospital in Greenwich

- **Urgent treatment centre:** next to the Emergency Department at Queen Elizabeth Hospital, Stadium Road, Woolwich (Block A, ground floor; 020 8836 6846). Open 24 hours a day, seven days a week, for minor injuries and illnesses in adults and children. It is a walk-in service with no appointments. It is not an A&E.
- **A&E:** Queen Elizabeth Hospital, open 24 hours for all ages. University Hospital Lewisham, in the neighbouring borough, also has a 24-hour A&E.

Before you leave, staff check it is safe to go home and can refer you for an assessment of support. Short-term care, either intermediate care in a rehabilitation unit or reablement at home, may be free for up to six weeks. On the morning of discharge, patients usually wait in the Discharge Lounge (West Entrance, ground floor) with a dedicated nurse until family, carers or transport arrive; space is limited, so the trust asks that no more than two people collect. Patients get a copy of the discharge summary, which also goes to the GP.

For NHS Continuing Healthcare, NHS South East London's Greenwich team is on 020 8176 5656.

## Local help in Greenwich

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

- **Carers.** Greenwich Carers Centre, 76 Hornfair Road, Charlton (0300 300 2233, info@greenwichcarers.org): a Dementia Carer Lead and Advisor, and Carers Link volunteers who offer companionship to isolated, older or bereaved carers (refer yourself or someone else).
- **A break from caring.** Greenwich Volcare, run by Carers' Support Bexley: free respite for carers aged 18 or over when the person cared for lives in Greenwich, a volunteer sitting with them for half a day a week or a day a fortnight, no personal care (020 8302 0198).
- **Memory worries.** The Greenwich Memory Service at the Memorial Hospital, Shooters Hill, after a GP referral (020 8836 8519). See dementia care at home.
- **Older people's charity.** Age UK Bromley & Greenwich: 020 8315 1850 (Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm). People can refer themselves to most of its services.
- **Getting about.** TfL Dial-a-Ride (0343 222 7777): door-to-door minibuses for members; people aged 85 or over or on higher-rate Attendance Allowance join automatically.

- **End of life.** Greenwich & Bexley Community Hospice, 185 Bostall Hill: free care at home, at the hospice or at Queen Elizabeth Hospital for anyone with a terminal illness. Patients can call 020 8320 5837 24 hours a day; to ask about its care, call 020 8312 2244. See end-of-life care.
- **Having your say.** Healthwatch Greenwich, Gunnery House, Royal Arsenal: 020 8301 8340 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

## Useful contacts in Greenwich

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

### Council and care assessments

Adult social care in Greenwich is arranged by Royal Borough of Greenwich. 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.

- **Royal Borough of Greenwich:** ask for a care needs assessment (telephone 020 8921 2304); carer's assessment.

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### 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 Greenwich it is arranged by NHS South East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

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### Hospitals near Greenwich

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 Elizabeth Hospital: Stadium Road, Woolwich SE18 4QH; Lewisham and Greenwich NHS Trust; A&E open 24 hours, all ages; discharge lounge at the West Entrance, ground floor, with a dedicated nurse (leaving hospital information)
- Queen Elizabeth Hospital Urgent Treatment Centre: Next to the Emergency Department (Block A, ground floor); 020 8836 6846; open 24 hours a day, 7 days a week; walk in, no appointment system; minor injuries and illnesses in adults and children; not an A&E
- University Hospital Lewisham: Lewisham High Street SE13 6LH, in the neighbouring borough; A&E open 24 hours, all ages (leaving hospital information)

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### Local support and charities

- Greenwich Carers Centre: Carers' support (0300 300 2233)
- Greenwich Volcare (Carers' Support Bexley): Carers' support (020 8302 0198)
- Greenwich Memory Service (Oxleas NHS Foundation Trust): Dementia support (020 8836 8519)
- Age UK Bromley & Greenwich: Age UK (020 8315 1850)
- Greenwich & Bexley Community Hospice: Hospice (020 8320 5837)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Greenwich: Healthwatch: your independent voice on health and care (020 8301 8340)

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### Council tax

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

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### Areas around Greenwich

Greenwich · Woolwich · Eltham · Charlton · Plumstead · Abbey Wood · Thamesmead · Kidbrooke · Shooters Hill · New Eltham

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YOUR QUESTIONS

# Questions about live-in care in Greenwich

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

Use the council's online form to ask for support with adult care and health, or call the Contact Assessment Team on 020 8921 2304 (Monday to Thursday 9am to 5pm, Friday 9am to 4pm) or email aops.contact.officers@royalgreenwich.gov.uk. If you fill in the form for someone else, you need their permission first. A GP or other health or care professional can also refer you. For social care emergencies outside office hours, call 020 8854 8888.

### Can I get a council tax discount as an unpaid carer in Greenwich?

You may. Greenwich disregards an unpaid carer when the person they care for gets a qualifying benefit, such as Attendance Allowance, the middle or highest rate of the DLA care component, or the daily living part of PIP. You do not need to be getting Carer's Allowance. If you are the only adult living with the person you care for, you could get 25% off, or 50% if everyone else in the home is also disregarded. It is not automatic, so apply.

### Is support after hospital free in Greenwich?

It may be. The council says short-term care after a hospital stay, either intermediate care (a rehabilitation unit with hands-on care 24 hours a day) or reablement at home, may be free for up to six weeks; most short-term care lasts two to three weeks. If care is needed after that, the council works out with you how much you will pay. If care was already in place, tell the council or the care provider the discharge date so it can restart.

### Where are memory problems assessed in Greenwich?

Talk to the GP first. If they think it would help, they refer to the Greenwich Memory Service, run by Oxleas NHS Foundation Trust at the Memorial Hospital on Shooters Hill (020 8836 8519), which assesses, diagnoses and treats memory difficulties, usually for people aged 65 and over. Greenwich Carers Centre (0300 300 2233) has a Dementia Carer Lead and Advisor who supports family carers of people living with dementia.

### How much does live-in care cost in Greenwich?

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

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 Greenwich is arranged by Royal Borough of Greenwich. 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 Elizabeth 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

- Royal Borough of Greenwich: Contact Adult Social Care team
- Royal Borough of Greenwich: Ask for support with adult care and health
- Royal Borough of Greenwich: Ask for a care assessment
- Royal Borough of Greenwich: Request a carer's assessment
- Royal Borough of Greenwich: Get support after illness or leaving hospital
- Royal Borough of Greenwich: Get short term or emergency care
- Royal Borough of Greenwich: Check how much you'll pay towards your care
- Royal Borough of Greenwich: How we work out how much you need to pay
- Royal Borough of Greenwich: Reductions for carers and disabled people
- Royal Borough of Greenwich: Council Tax band discount if you're disabled
- Royal Borough of Greenwich: Council Tax discount or exemption for severe mental impairment
- Royal Borough of Greenwich: Apply for a Council Tax discount if you're an unpaid carer
- Lewisham and Greenwich NHS Trust: Urgent Treatment Centre, Queen Elizabeth Hospital
- Lewisham and Greenwich NHS Trust: Emergency services
- NHS website: Queen Elizabeth Hospital accident and emergency services
- NHS website: University Hospital Lewisham accident and emergency services
- Lewisham and Greenwich NHS Trust: Discharge information
- NHS South East London: Continuing healthcare
- Oxleas NHS Foundation Trust: Older Adults Memory Clinic, Bexley, Bromley and Greenwich
- Greenwich Carers Centre: Get in touch

- Greenwich Carers Centre: Dementia support
- Greenwich Carers Centre: Carers Link
- Carers' Support Bexley: Respite for carers (incorporating Greenwich Volcare)
- Age UK London: Local Age UKs in London
- Charity Commission: Age UK Bromley & Greenwich, contact information
- NHS website: Age UK Bromley & Greenwich
- Greenwich & Bexley Community Hospice: Contact us
- Greenwich & Bexley Community Hospice: Our care
- Greenwich & Bexley Community Hospice: Accessing our care
- Transport for London: Dial-a-Ride membership
- Healthwatch Greenwich: Contact us
- NHS website: Getting a care needs assessment

**Price**
From £1,550 a week

**Covers**
Greenwich 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 | Croydon | Ealing | Enfield | 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)

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