LIVE-IN CARE · HACKNEY, LONDON

Live-in care in Hackney

How to arrange fully managed live-in care in Hackney with our care team, starting with a free assessment, and who else to contact: Hackney Council, the A&E at Homerton University Hospital, 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 Hackney, 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 Hackney

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 Hackney

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

Hackney Council runs adult social care and collects council tax. To ask for help, call **020 8356 6262** (Monday and Tuesday 9am to 5pm, Wednesday 9am to 4pm, Thursday and Friday 9am to 5pm), email access@hackney.gov.uk, or fill in the online request form. The council calls you to find out what support you need, then carries out a social care assessment. The needs assessment is free, and anyone can ask for one. Out of hours, call 020 8356 2300. Some or all of your care costs may be covered, depending on a financial assessment.

For a carer's assessment, the person's social worker should offer one if they are known to adult social services. If not, City & Hackney Carers Centre (020 8533 0951) can request an assessment for you and help you prepare, or call the council on 020 8356 6262. It does not matter how much care you give, what your finances are or whether you live with the person.

Council tax: Hackney's disregard discount covers people who live with and care for someone, people who are severely mentally impaired, and care workers for a charity or the council. If one adult is still counted the discount is 25%; if everyone is disregarded it is 50%. The council sends an updated bill within 14 days and backdates the discount. There is also a disabled band reduction for homes adapted for a disabled person. See council tax discounts.

Urgent care and leaving hospital in Hackney

- **A&E:** Homerton University Hospital, Homerton Row, E9 6SR, open 24 hours for all ages.
- **Primary Urgent Care Centre:** inside the Homerton's A&E department, alongside a GP out-of-hours service; the trust does not publish separate hours for it.

The Homerton's Integrated Independence Team brings together health and social care staff who work in A&E, on the wards and in people's homes. It helps people avoid a hospital admission, supports them when they leave hospital, and offers up to six weeks of rehabilitation or reablement at home for adults living in City and Hackney. Only health professionals can refer, and for someone in hospital the referral is made no more than a week before the expected discharge date, so ask the ward whether one has been made.

NHS Continuing Healthcare for Hackney 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 Hackney

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

- **Carers.** City & Hackney Carers Centre, Marie Lloyd Centre, 329 Queensbridge Road, offers emotional, social and practical support to unpaid carers in Hackney and the City: register online or call 020 8533 0951 (phone lines 10am to 4pm; on Thursdays from 8am).
- **Memory worries.** The City & Hackney Dementia Service (East London NHS Foundation Trust), Felstead Street 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.** Ask adult social care (020 8356 6262 or the online form) for an equipment and adaptations assessment. The council aims to assess urgent needs within 10 working days and to contact others within three months; equipment is on loan. Ask the GP about mobility aids and wheelchairs.
- **Older people's charity.** Age UK East London, which covers Hackney, Marie Lloyd Centre, 329 Queensbridge Road: 020 8981 7124.
- **Getting about.** Hackney's welfare transport takes older people to day centres and lunch clubs after an assessment, for a small fee (020 8356 4550, weekdays 7am to 6pm). TfL Dial-a-Ride (0343 222 7777) is a door-to-door service for members who cannot use public transport. In Hackney, higher-rate Attendance Allowance also qualifies you automatically for a Taxicard (020 7934 9791, option 2; Mondays, Wednesdays and Fridays).
- **End of life.** St Joseph's Hospice, Mare Street: its 24/7 Advice & Support Line, for patients, carers and the public in City and Hackney, is 0300 30 30 400. See end-of-life care.
- **Having your say.** Healthwatch Hackney, Mainyard Studios, 280 Mare Street: info@healthwatchhackney.co.uk.

USEFUL LOCAL CONTACTS

Useful contacts in Hackney

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

Council and care assessments

Adult social care in Hackney is arranged by London Borough of Hackney. 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 Hackney:** ask for a care needs assessment (telephone 020 8356 6262); 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 Hackney it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Hackney

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.

- Homerton University Hospital: Homerton Row, E9 6SR; A&E open 24 hours, all ages; a Primary Urgent Care Centre and a GP out-of-hours service work within the A&E department (no separate hours published); integrated discharge and reablement through the Integrated Independence Team
- St Leonard's: Nuttall Street, Hoxton N1 5LZ (020 7683 4527); Homerton community health services, including the Adult Community Rehabilitation Team and the City & Hackney Wheelchair Service
- St Joseph's Hospice: Mare Street, E8 4SA; hospice with inpatient and community palliative care; 24/7 Advice & Support Line 0300 30 30 400 for City and Hackney, Tower Hamlets and Newham

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Local support and charities

- City & Hackney Carers Centre: Carers' support (020 8533 0951)
- City & Hackney Dementia Service (East London NHS Foundation Trust): Dementia support (0203 222 8500)
- Age UK East London: Age UK (020 8981 7124)
- St Joseph's Hospice: Hospice (0300 30 30 400)
- Hackney Council welfare transport: Community transport (020 8356 4550)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Hackney: Healthwatch: your independent voice on health and care

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Council tax

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

Areas around Hackney

Dalston | Stoke Newington | Hackney Central | Homerton | Clapton | Stamford Hill | Hoxton | Shoreditch | Hackney Wick | De Beauvoir Town | Haggerston

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YOUR QUESTIONS

Questions about live-in care in Hackney

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

Hackney Council's adult social care team on 020 8356 6262 (Monday and Tuesday 9am to 5pm, Wednesday 9am to 4pm, Thursday and Friday 9am to 5pm), or email access@hackney.gov.uk. You can also fill in the council's online request form. The council then calls to find out what support is needed and carries out a social care assessment; while you wait, it can connect you with other services. Out of hours, the council's number is 020 8356 2300.

Can a carer get money off council tax in Hackney?

You may well be able to. Hackney does not count (disregards) some adults when it works out a bill, including people who live with and care for someone, people who are severely mentally impaired, and care workers for a charity or the council. If only one adult in the home is still counted, the bill falls by 25%; if everyone is disregarded, by 50%. Apply online: the council sends an updated bill within 14 days and backdates the discount to the date you became eligible.

Where are memory problems assessed in Hackney?

At the City & Hackney Dementia Service, run by East London NHS Foundation Trust at Felstead Street Clinic, Hackney Wick (0203 222 8500, weekdays 9am to 5pm). It is for adults registered with a City or Hackney GP. If dementia is suspected, the GP, a community matron or the Homerton refers. If the person already has a diagnosis, anyone can refer, including the person themselves or their family. The service contacts people within six weeks of receiving a referral.

Is there a 24-hour hospice advice line in Hackney?

Yes. St Joseph's Hospice, on Mare Street, runs a 24/7 Advice & Support Line on 0300 30 30 400, available 24 hours a day, 365 days a year, for people in City and Hackney, Tower Hamlets and Newham. Patients, family carers and professionals can all call for advice about managing pain and symptoms or supporting the person who is ill; the person does not have to be known to the hospice. The line cannot provide counselling.

How much does live-in care cost in Hackney?

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

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 Hackney is arranged by London Borough of Hackney. 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 Homerton 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

- Hackney Council: Apply for adult social care support
- Hackney Council: Carer's assessment for unpaid carers
- Hackney Council: Equipment and adaptations to the home
- Hackney Council: Council Tax discounts, reductions and exemptions
- Hackney Council: Apply for a disregard discount for Council Tax
- Hackney Council: Free or cheaper travel for older and disabled people
- NHS website: Homerton University Hospital accident and emergency services
- Homerton Healthcare: Accident and Emergency
- Homerton Healthcare: Integrated Independence Team
- NHS North East London: Continuing Health Care (CHC)
- East London NHS Foundation Trust: City & Hackney Dementia Service
- City & Hackney Carers Centre
- St Joseph's Hospice: 24/7 Advice and Support Line
- Age UK East London: Contact us
- Homerton Healthcare: St Leonard's
- Charity Commission: Age UK East London
- Transport for London: Dial-a-Ride membership
- Taxicard: Am I eligible?
- Healthwatch Hackney: Contact us
- NHS website: Getting a care needs assessment

Price

From £1,550 a week

Covers

Hackney 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 | Greenwich | 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/hackney/**
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Information, not advice: please check anything important with the organisation named.