LIVE-IN CARE · HAMMERSMITH AND FULHAM, LONDON

Live-in care in Hammersmith and Fulham

How to arrange fully managed live-in care in Hammersmith and Fulham with our care team, starting with a free assessment, and who else to contact: the council and what it does not charge for, the A&Es and urgent treatment centres, reablement 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 Hammersmith and Fulham, 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 Hammersmith and Fulham

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 Hammersmith and Fulham

Day and Nightcare provides fully managed live-in care across Hammersmith and Fulham, 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 Hammersmith & Fulham 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 Hammersmith and Fulham

Hammersmith & Fulham Council runs adult social care and collects council tax. To ask for a care needs assessment, call freephone **0800 145 6095** (8.45am to 5pm, Monday to Friday) or use the online Adult Social Care contact form. The needs assessment is free, and anyone can ask for one. For patients at Hammersmith and Charing Cross Hospitals, the community and hospital assessment service is on 020 3311 1844. For emergencies out of hours, the council's service is on 020 8748 8588 (5pm to 9am on weekdays, 24 hours at weekends and on bank holidays).

The council says "There are no charges for receiving home care in H&F". Home care is for residents assessed as needing support at home and usually follows a short spell of reablement. The council works out a personal budget, which it can spend for you or pay as direct payments. You can also arrange live-in care directly with a provider.

The council or the local carers organisation may carry out a carer's assessment, even if the person you care for gets no help from the council.

Council tax: people who are severely mentally impaired (with a doctor's declaration form), people who care for someone with a disability who is not their spouse, partner or child under 18, and low-paid care workers are not counted, which can mean 25% off, or 50% if everyone is disregarded. A home with an extra bathroom or kitchen, wheelchair space or a room mainly used to meet a disabled person's needs is billed one band lower. See council tax discounts.

Urgent care and leaving hospital in Hammersmith and Fulham

- **A&E:** Charing Cross Hospital, Fulham Palace Road, open 24 hours for all ages. For urgent care here, contact NHS 111 first, which books an arrival slot. Its urgent treatment centre is inside the A&E (020 8846 1005).
- **Urgent treatment centre (booked only):** Hammersmith Hospital, Du Cane Road. It sees only patients with appointments booked by NHS 111. There is no A&E at Hammersmith Hospital.
- **A&E and urgent care centre:** Chelsea and Westminster Hospital, 369 Fulham Road, in neighbouring Kensington and Chelsea, both open 24/7. The urgent care centre, inside the A&E, treats minor injuries and takes X-rays.

Coming home, the Community Independence Service gives free reablement and treatment at home for a few days or up to six weeks, seven days a week from 8am to 10pm (Single Point of Referral 0300 033 0333, option 2). At Chelsea and Westminster, if you cannot arrange transport and are not fit to travel home alone, talk to the ward staff at least 48 hours before going home.

For NHS Continuing Healthcare, NHS West and North London ICB's Westminster, Kensington and Chelsea and Hammersmith and Fulham team is on 020 3114 7220 (weekdays 9am to 5pm).

Local help in Hammersmith and Fulham

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

- **Carers.** Carers Network: for adult unpaid carers looking after someone over 18 who lives in Hammersmith and Fulham, Kensington and Chelsea or Westminster (020 8960 3033, weekdays 9am to 5pm).
- **Memory worries.** The Hammersmith and Fulham Cognitive Impairment and Dementia Service at St Vincent's, Queen Caroline Street, after a GP referral (020 8483 2525). See dementia care at home.
- **Older people's charity.** Age UK Hammersmith and Fulham, Greyhound Road: information and advice, befriending, practical help and a shopping service for older people in the borough (020 7386 9085, weekdays 10am to 4pm).

- **End of life.** St John's Hospice takes inpatient referrals for adults in the borough from a professional involved in their care, and its Hospice@Home covers Hammersmith and Fulham (020 7806 4027, weekdays 9am to 5pm; 020 7806 4040 out of hours). Royal Trinity Hospice cares for adults with a progressive, life-limiting condition in parts of the borough (Clinical Hub 020 7787 1062). See end-of-life care.
- **Getting about.** TfL Dial-a-Ride (0343 222 7777): door-to-door for disabled members who cannot use public transport; anyone aged 85 or over qualifies automatically. Taxicard: in this borough, Blue Badge holders qualify automatically (020 7934 9791, option 2).
- **Having your say.** Healthwatch Hammersmith and Fulham: 0800 051 9326 (weekdays 9.30am to 6pm).

USEFUL LOCAL CONTACTS

Useful contacts in Hammersmith and Fulham

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

Council and care assessments

Adult social care in Hammersmith and Fulham is arranged by London Borough of Hammersmith & Fulham. 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 Hammersmith & Fulham:** ask for a care needs assessment (telephone 0800 145 6095); 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 Hammersmith and Fulham it is arranged by NHS West and North London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Hammersmith and Fulham

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.

- Charing Cross Hospital: Fulham Palace Road, W6 8RF; A&E open 24 hours, seven days a week, all ages (A&E 020 3311 1005); anyone needing urgent care here is booked into an arrival slot by contacting NHS 111 first; the urgent treatment centre is inside the A&E (020 8846 1005; no separate hours published).
- Hammersmith Hospital urgent treatment centre: Du Cane Road, W12 0HS, next to the main entrance; by appointment only, booked through NHS 111 (no walk-ins); hours not published; no A&E at Hammersmith Hospital; not an A&E.
- Chelsea and Westminster Hospital: 369 Fulham Road, SW10 9NH, in neighbouring Kensington and Chelsea; A&E and urgent care centre open 24 hours (24/7), all ages; the UCC, inside the A&E, treats minor injuries and takes X-rays; A&E 020 3315 8080. Patients who cannot arrange transport and are not fit to travel home alone should tell ward staff at least 48 hours before discharge. (leaving hospital information)

Local support and charities

- Carers Network: Carers' support (020 8960 3033)
- Hammersmith and Fulham Cognitive Impairment and Dementia Service (West London NHS Trust): Dementia support (020 8483 2525)
- Age UK Hammersmith & Fulham: Age UK (020 7386 9085)
- St John's Hospice: Hospice (020 7806 4027)
- Royal Trinity Hospice: Hospice (020 7787 1062)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Hammersmith and Fulham: Healthwatch: your independent voice on health and care (0800 051 9326)

Council tax

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

Areas around Hammersmith and Fulham

Hammersmith | Fulham | Shepherd's Bush | White City | Brook Green | Ravenscourt Park | Parsons Green | Sands End | Wormholt

YOUR QUESTIONS

Questions about live-in care in Hammersmith and Fulham

Who do I call in Hammersmith and Fulham to ask for a care assessment?

Call Hammersmith & Fulham Council's adult social care team on freephone 0800 145 6095, 8.45am to 5pm, Monday to Friday, or use the council's online Adult Social Care contact form. If the person is in Hammersmith or Charing Cross Hospital, the community and hospital assessment service is on 020 3311 1844. For an emergency outside office hours, the council's out of hours service is on 020 8748 8588.

Is home care really free in Hammersmith and Fulham?

Yes, for home care arranged by the council. Its care at home page says: "There are no charges for receiving home care in H&F." Home care is for residents assessed as needing support to stay at home, and it usually follows a short period of reablement. The council works out a personal budget, which it can spend on your behalf or pay to you as a direct payment. Live-in care that you arrange privately is a separate choice, paid for in the usual way.

How do I get reablement after a hospital stay in Hammersmith and Fulham?

Through the Community Independence Service, the council's free reablement service for adults. It supports people when they leave hospital and can provide nursing care, therapy and social care at home for a few days or up to six weeks, seven days a week from 8am to 10pm. You can contact it yourself, or a GP, hospital staff member or social worker can refer you: call the Single Point of Referral on 0300 033 0333 and choose option 2.

Where can memory problems be assessed in Hammersmith and Fulham?

Ask the GP, who can refer to the Hammersmith and Fulham Cognitive Impairment and Dementia Service, run by West London NHS Trust from St Vincent's, close to Hammersmith Underground station (020 8483 2525). It may carry out an assessment to understand the cause of the symptoms, and after a diagnosis it helps plan care and support so the person can stay independent for as long as possible.

How much does live-in care cost in Hammersmith and Fulham?

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

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 Hammersmith and Fulham is arranged by London Borough of Hammersmith & Fulham. 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 Charing Cross 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

- Hammersmith & Fulham Council: Contact us about assessments for care
- Hammersmith & Fulham Council: Emergency out of hours information
- Hammersmith & Fulham Council: Care and support at home
- Hammersmith & Fulham Council: Regaining your independence (reablement)
- Hammersmith & Fulham Council: Carer's assessments for people taking care of adults
- Hammersmith & Fulham Council: People who may be disregarded
- Hammersmith & Fulham Council: Reductions for disabilities
- Hammersmith & Fulham Council: Hospitals, GPs and dentists
- Hammersmith & Fulham Council: Age UK Hammersmith and Fulham (Living Independently directory)
- Imperial College Healthcare NHS Trust: Accident and emergency
- Imperial College Healthcare NHS Trust: Urgent treatment centres
- NHS website: Charing Cross Hospital accident and emergency services
- Chelsea and Westminster Hospital: A&E (including UCC)

- Chelsea and Westminster Hospital: Going home
- NHS West and North London ICB: Continuing Healthcare (CHC)
- West London NHS Trust: Cognitive impairment and dementia services (CIDS)
- Carers Network: Contact us
- Age UK Hammersmith and Fulham: Contact us
- Charity Commission: Age UK Hammersmith & Fulham, contact information
- St John's Hospice: Make a referral
- Royal Trinity Hospice: Who is eligible
- Transport for London: Dial-a-Ride membership
- Taxicard: Am I eligible?
- Healthwatch Hammersmith and Fulham: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Hammersmith and Fulham 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 | Hackney | 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.