LIVE-IN CARE · HAVERING, LONDON

Live-in care in Havering

How to arrange fully managed live-in care in Havering with our care team, starting with a free assessment, and who else to contact: Havering Council, the urgent treatment centres at Queen's Hospital and Harold Wood and the A&E at Queen's, how discharge and Continuing Healthcare work, and local help with carers, memory, day care, 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 Havering, 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 Havering

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 Havering

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

Havering Council runs adult social care and collects council tax. To ask for a free needs assessment, call **01708 432000** (9am to 5pm, Monday to Friday) or use the online Adult Social Care enquiry form; out of hours, in an emergency, call 01708 433999.

- An online, means-tested financial assessment works out what you pay.
- Direct payments are paid onto a pre-paid card every four weeks.
- If you pay the full cost and ask the council to arrange care at home, it charges an annual brokerage and arrangement fee (£210.98 on its page, with no year given) and at least 30 minutes for each home care visit. You can also arrange live-in care directly with a provider; see the cost of live-in care.
- Residents aged 50 and over can get a benefits check, including Attendance Allowance and Pension Credit, from Age UK Redbridge, Barking and Havering's Advice and Information Service, run with the council.

A family carer can ask for a carer's assessment online, or by phone or face to face on 01708 432000, and Imago's carers' service can help you prepare.

For council tax, one adult living alone gets 25% off, and carers and residents registered as severely mentally impaired are among the people not counted. Disabled relief moves an adapted home down a band (17% off in band A), after an inspection. Council Tax Support can cover up to 100% for people of pension age. See council tax discounts.

Urgent care and leaving hospital in Havering

- **Urgent treatment centres** (run by PELC; not an A&E): Queen's Hospital, Rom Valley Way, Romford, open 24 hours (01708 435 178); and Harold Wood Polyclinic, Copse Avenue, for minor injuries and illnesses, 8am to 10pm every day. At Harold Wood, walk in or book through NHS 111.
- **A&E:** Queen's Hospital, open 24 hours (switchboard 01708 435 000).
- **Urgent help at home:** the Urgent Community Response Team (0300 300 1660, every day 8am to 8pm) treats some urgent problems at home.

Help after hospital is usually arranged by the hospital discharge team, with NELFT's BHR Integrated Discharge Hub (every day, 8am to 8pm): home with care, reablement or therapy visits; a short stay in a rehabilitation bed; or a care home. See reablement and intermediate care. If someone is not ready to go home, Havering uses Discharge to Assess short stays in approved local care homes.

For NHS Continuing Healthcare, ask the social worker or the clinical team, or call NHS North East London's Barking and Dagenham, Havering and Redbridge team on 020 8221 5700 (option 4 for Fast Track, option 8 to book an assessment).

Local help in Havering

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

- **Carers.** Imago runs Havering's free carers' service for the council, for unpaid carers aged 16 and over: 0300 011 1965 (weekdays 9am to 5pm). Drop-ins need no booking: Harold Hill (Mondays and Tuesdays), Hornchurch (Wednesdays) and Rainham (Fridays). Ask about its Emergency Alert Card.
- **Memory worries.** Havering Memory Service, Harold Wood (0300 555 1135, extension 66700), usually through the GP. See dementia care at home.
- **Day care and company.** Tapestry runs day care, including specialist dementia day care, at hubs in Hornchurch, Rainham and Harold Hill, with an escorted minibus (£12 one way, £24 return; prices can change). Care Call and telephone befriending: 01708 796600. Havering Volunteer Centre's befrienders phone for a chat (01708 922214).
- **Getting about.** TfL Dial-a-Ride (0343 222 7777) is door to door, 7am to 11pm; people aged 85 or over, or on higher-rate Attendance Allowance, qualify automatically. Havering says Taxicard is for social trips and must not be used for hospital or clinic appointments.

- **Older people's charity.** Age UK Redbridge, Barking and Havering: 020 8220 6000 (10am to 2pm).
- **End of life.** Saint Francis Hospice, Havering-atte-Bower: specialist advice around the clock on 01708 758643. Adults with a life-limiting condition, or their family or carer, can refer themselves. See end-of-life care at home.
- **Having your say.** Healthwatch Havering: 01708 457040; you can leave a voicemail at any time.

USEFUL LOCAL CONTACTS

Useful contacts in Havering

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

Council and care assessments

Adult social care in Havering is arranged by London Borough of Havering. 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 Havering:** ask for a care needs assessment (telephone 01708 432000); 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 Havering it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Havering

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's Hospital: Rom Valley Way, Romford RM7 0AG; A&E open 24 hours; switchboard 01708 435 000 (Barking, Havering and Redbridge University Hospitals NHS Trust)
- Queen's Hospital Urgent Treatment Centre: Run by PELC at Queen's Hospital, Rom Valley Way, Romford RM7 0AG; open 24 hours; 01708 435 178. Not an A&E (the 24-hour A&E is in the same hospital).
- Harold Wood Urgent Treatment Centre: Harold Wood Polyclinic, Copse Avenue, RM3 0FE; run by PELC; minor injuries and illnesses; 8am to 10pm every day; walk in or book through NHS 111; no need to be registered with a GP. Not an A&E.
- St George's Health and Wellbeing Hub: 113 Suttons Lane, Hornchurch RM12 6RR; GP practice, outpatient clinics, scans and blood tests, and the Ageing Well Centre for older residents; reception 0300 300 1506, Monday to Friday 8am to 8pm
- Saint Francis Hospice: The Hall, Broxhill Road, Havering-atte-Bower RM4 1QH; 24-hour specialist advice line 01708 758643; main line 01708 753319

Local support and charities

- Imago Havering Carers Support Service: Carers' support (0300 011 1965)
- Havering Memory Service (NELFT): Dementia support (0300 555 1135 ext 66700)
- Age UK Redbridge, Barking and Havering: Age UK (020 8220 6000)
- Tapestry (day care, Care Call and befriending): Day opportunities (01708 796600)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Urgent Community Response Team BHR (NELFT): Community support (0300 300 1660)
- Saint Francis Hospice: Hospice (01708 758643)
- Healthwatch Havering: Healthwatch: your independent voice on health and care (01708 457040)

Council tax

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

Areas around Havering

Romford · Hornchurch · Upminster · Rainham · Harold Wood · Harold Hill · Collier Row · Gidea Park · Elm Park · Emerson Park · Cranham · Havering-atte-Bower

YOUR QUESTIONS

Questions about live-in care in Havering

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

Call Havering Council's adult social care team on 01708 432000 (9am to 5pm, Monday to Friday), or fill in the online Adult Social Care enquiry form and the council will call or email you back. Out of hours, in an emergency, call 01708 433999. You can ask on behalf of a relative, but you need their permission unless they cannot make or communicate that decision, and the council will need to speak to them too. The assessment is free. If you disagree with it, tell the social worker who did it within two weeks.

Is there an urgent treatment centre in Havering?

Yes, two, both run by PELC. The urgent treatment centre at Queen's Hospital in Romford is open 24 hours (01708 435 178); Queen's also has the 24-hour A&E. The urgent treatment centre at Harold Wood Polyclinic sees minor injuries and illnesses, 8am to 10pm every day. Walk in, or book through NHS 111; you do not need to be registered with a GP. In an emergency, call 999.

Where are memory problems assessed for people in Havering?

Start with the GP: most referrals to the Havering Memory Service come from GPs and other health professionals. The service is run by North East London NHS Foundation Trust at 26 Gubbins Lane, Harold Wood (0300 555 1135, extension 66700; 9am to 5pm, Monday to Friday). Its doctors, nurses, psychologists, occupational therapists and Admiral Nurses see adults of any age with memory difficulties. Imago's Havering carers' service (0300 011 1965) supports family carers, and Tapestry runs specialist dementia day care in the borough (01708 796600).

Can someone in Havering be treated at home instead of going to A&E?

Sometimes. The Urgent Community Response Team for Barking and Dagenham, Havering and Redbridge treats adults at home with an urgent physical problem, such as a suspected infection, a fall without injury or a flare-up of COPD, and aims to respond within two hours. It works every day from 8am to 8pm on 0300 300 1660. Anyone can refer, including the person or their carer, and a nurse or therapist triages each call. If the person cannot make the call themselves, be with them when you ring. If someone is seriously ill or injured, call 999.

What if my parent is ready to leave Queen's Hospital but cannot go straight home?

Havering uses Discharge to Assess (D2A) short stays in an approved care home in Barking and Dagenham, Havering or Redbridge, where needs are assessed with the aim of getting home. A nursing-home stay is not charged at first; a residential-home stay is chargeable from the day of discharge, subject to a financial assessment. For questions about the process the council gives 01708 435454 or 020 8970 8234 (bhrut.pals@nhs.net). If care at home is the goal, say so early to the ward team.

How much does live-in care cost in Havering?

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

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 Havering is arranged by London Borough of Havering. 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's 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

- London Borough of Havering: How to get help and contact Havering Adult Social Care
- London Borough of Havering: What you can expect from Havering Adult Social Care
- London Borough of Havering: Carers assessments
- London Borough of Havering: Carers register and alert card
- London Borough of Havering: Local authority funding for care
- London Borough of Havering: Care arranged by the Council but paid in full by you
- London Borough of Havering: Discharge from hospital
- London Borough of Havering: Help after hospital
- London Borough of Havering: Single resident discounts
- London Borough of Havering: Reduce your bill
- London Borough of Havering: Disabled relief
- London Borough of Havering: Support if you're lonely or anxious
- London Borough of Havering: Apply for a taxi discount card
- London Borough of Havering: Advice service helps older residents boost income (8 January 2026)
- NHS North East London: Continuing Health Care (CHC)
- NHS North East London: Where to get the right help
- BHR University Hospitals NHS Trust: Emergency departments
- BHR University Hospitals NHS Trust: Information about urgent care in your area
- PELC: Our locations
- NELFT: Urgent Treatment Centres
- NELFT: BHR Integrated Discharge Hub
- NELFT: Urgent Community Response Team BHR
- NELFT: Memory service, Havering
- Imago: Havering carers
- Saint Francis Hospice: Contact us
- Saint Francis Hospice: Self-referrals
- Age UK Redbridge, Barking and Havering: Contact us
- Charity Commission: Age UK Redbridge, Barking and Havering
- Tapestry: Day care
- Tapestry: Transport
- TfL: Dial-a-Ride

- TfL: Dial-a-Ride membership
- Healthwatch Havering: Contact us
- Saint Francis Hospice: Home page

Price
From £1,550 a week

Covers
Havering 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 | Hammersmith and Fulham | Haringey | Harrow | 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/havering/**
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Information, not advice: please check anything important with the organisation named.