LIVE-IN CARE · HILLINGDON, LONDON

# Live-in care in Hillingdon

How to arrange fully managed live-in care in Hillingdon with our care team, starting with a free assessment, and who else to contact: Hillingdon Council, the A&E and 24-hour urgent treatment centre at Hillingdon Hospital (Mount Vernon's walk-in service has closed), how discharge and Continuing Healthcare work, 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 Hillingdon, 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 Hillingdon

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 Hillingdon

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

Hillingdon Council runs adult social care and collects council tax. To ask for a needs assessment, call Hillingdon Social Care Direct on **01895 556633** (Monday to Friday, 9am to 5pm) or email socialcaredirect@hillingdon.gov.uk, or start the online self-assessment. Out of hours, call 01895 250111.

- The needs and financial assessments are free, and so are community equipment and minor adaptations up to £1,000, and reablement for up to six weeks.
- The council's 2026/27 booklet: above £23,250 in capital you pay the full cost; below £14,250 capital is ignored.
- If you pay in full and ask the council to arrange care at home, its charging policy (undated) sets a £470 set-up fee and £255 a year, so ask for the current figure. You can also arrange live-in care directly with a provider; see the cost of live-in care.
- The TeleCare alarm service is free from age 75; otherwise it costs £1.40 to £6.30 a week.

A family carer can ask for a carer's assessment online, even if the person they care for gets no council help. There is no charge for it, or for council services to carers. In a crisis in your caring role, call Social Care Direct on 01895 556633; you do not have to complete the assessment form first.

For council tax, see the questions below and our council tax discounts guide. The over-65s discount closed to new applicants on 1 April 2021.

## Urgent care and leaving hospital in Hillingdon

- **Urgent treatment centre:** Hillingdon Hospital, Pield Heath Road, Uxbridge, for minor injuries and illnesses: open 24 hours a day, seven days a week, through the main A&E entrance. Not an A&E; the trust asks you to call NHS 111 first.
- **A&E:** Hillingdon Hospital, open 24 hours, 365 days a year (switchboard 01895 238282).
- **Mount Vernon Hospital, Northwood:** its walk-in urgent care service closed on 26 September 2025; for A&E and urgent care, go to Hillingdon Hospital.

Staff plan discharge from the start of a stay; the Departure Lounge and the Discharge Hub (01895 279365) are in the questions below. Once home, patients under the Integrated Discharge Team can call rapid response on 01895 633546 (9am to 12.30am, every day). In October 2026 Healthwatch Hillingdon reported that most patients rated their discharge well, but some had little notice or waited hours for medicines or transport, so ask early; see our questions to ask before discharge.

For NHS Continuing Healthcare, ask the social worker or the clinical team about a Checklist, or call NHS West and North London ICB's Brent, Harrow and Hillingdon team on 020 3114 7123 (Monday to Friday, 9am to 5pm).

## Local help in Hillingdon

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

- **Carers.** Carers Trust Hillingdon, 126 High Street, Uxbridge: 01895 811206 (Monday to Thursday 10am to 4pm, Friday 10am to 2pm). Free information, advice and practical support for unpaid carers, including welfare benefits advice and help with Blue Badge, Dial-a-Ride and Taxicard applications; the council points carers to it.
- **Memory worries.** The GP can refer to the Hillingdon Memory Service at Hillingdon Hospital (01895 488800, weekdays 9am to 5pm). The council's dementia groups are for people in the early to mid stages and their carers, with separate groups for people under 65; booking is essential. See dementia care at home.
- **Day support.** The council's Dementia Resource Centre at Grassy Meadow Court, Hayes (01895 277759), for older residents with a dementia diagnosis at risk of isolation; places follow a social worker's assessment.

- **Older people's charity.** Age UK Hillingdon, Harrow and Brent: 020 8756 3040 (weekdays 9am to 3pm). Its free Good Neighbours service (020 8756 4391) matches people aged 65 or over living in Hillingdon with a volunteer for occasional help, such as shopping, collecting prescriptions or going with them to an appointment, subject to volunteer availability. The same team offers up to 6 weeks of volunteer social support, by phone or in person, for people aged 65 or over who need more regular contact, for example after a bereavement or because they live alone or are housebound.
- **Getting about.** TfL Dial-a-Ride: 0343 222 7777 (buses 7am to 11pm; phone line 6am to midnight). Hillingdon Community Transport, a charity part funded by the council, runs accessible minibuses for members.
- **End of life.** Harlington Hospice's 24/7 advice and support line is 020 3824 1268. Its 12-bed inpatient unit, Michael Sobell House, is at Mount Vernon Hospital (020 8106 9201), and Hospice at Home offers night-time visits. See end-of-life care.
- **Having your say.** Healthwatch Hillingdon: 01895 272 997 (Monday to Friday, 9am to 5pm).

USEFUL LOCAL CONTACTS

## Useful contacts in Hillingdon

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

### Council and care assessments

Adult social care in Hillingdon is arranged by London Borough of Hillingdon. 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 Hillingdon:** ask for a care needs assessment (telephone 01895 556633); 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 Hillingdon it is arranged by NHS West and North London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

### Hospitals near Hillingdon

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.

- Hillingdon Hospital: Pield Heath Road, Uxbridge UB8 3NN; A&E and urgent treatment centre open 24 hours, 365 days a year; switchboard 01895 238282; Discharge Hub 01895 279365 (leaving hospital information)
- Hillingdon Hospital Urgent Treatment Centre: At Hillingdon Hospital, Pield Heath Road, Uxbridge, entered through the main A&E door; open 24 hours a day, seven days a week, for minor injuries and illnesses; the trust asks people to call NHS 111 first. Not an A&E.
- Mount Vernon Hospital: Rickmansworth Road, Northwood HA6 2RN, 01923 826111. Its Urgent Care Nurse Practitioner Service saw its last patients on 26 September 2025 and that work moved to Hillingdon Hospital; there is no walk-in urgent care here now, and the trust's A&E is at Hillingdon Hospital. Its other services, including outpatient appointments and therapies, remain open.
- Michael Sobell House (Harlington Hospice): 12-bed inpatient hospice at Gate 3, Mount Vernon Hospital, Northwood; 020 8106 9201; 24/7 advice line 020 3824 1268

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### Local support and charities

- Carers Trust Hillingdon: Carers' support (01895 811206)
- Hillingdon Memory Service (Central and North West London NHS Foundation Trust): Dementia support (01895 488800)
- Dementia Resource Centre, Grassy Meadow Court: Day opportunities (01895 277759)
- Age UK Hillingdon, Harrow and Brent: Age UK (020 8756 3040)
- Age UK Good Neighbours Service (Hillingdon): Befriending (020 8756 4391)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Harlington Hospice: Hospice (020 3824 1268)
- Healthwatch Hillingdon: Healthwatch: your independent voice on health and care (01895 272 997)

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### Council tax

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

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### Areas around Hillingdon

Uxbridge · Hayes · Ruislip · Eastcote · Northwood · Ickenham · Harefield · West Drayton · Yiewsley · Harlington · Hillingdon Village · Yeading

YOUR QUESTIONS

## Questions about live-in care in Hillingdon

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

Call Hillingdon Social Care Direct on 01895 556633 (Monday to Friday, 9am to 5pm) or email socialcaredirect@hillingdon.gov.uk. Out of hours, the council's emergency line is 01895 250111 (weekdays 5pm to 9am, and weekends). You can also start the online self-assessment, for yourself or on behalf of someone else aged over 18; the first section usually takes 10 to 15 minutes and gives a result. The needs assessment, the financial assessment and the care plan are free, and a family carer can ask for their own carer's assessment too.

**Is there still a minor injuries service at Mount Vernon Hospital?**

No. The Urgent Care Nurse Practitioner Service at Mount Vernon Hospital in Northwood saw its last patients on 26 September 2025, and that work moved into the urgent treatment centre at Hillingdon Hospital, Pield Heath Road, Uxbridge. That centre is open 24 hours a day, seven days a week, through the main A&E entrance. Mount Vernon's other services stayed open. For anything that is not an emergency, the hospital trust asks people to call NHS 111 first; in an emergency, call 999.

**How does leaving Hillingdon Hospital work?**

Staff plan discharge from the start of a stay. On the day, patients often wait in the Departure Lounge on Dorica Ward (Monday to Friday, 8am to 8pm). The Discharge Hub is on 01895 279365: option 2 covers Discharge to Assess and the Take Home and Settle service, option 3 duty and complex cases. Reablement, free for up to six weeks, is normally arranged by the hospital discharge team. Where possible, friends or relatives are asked to collect the patient; ambulance transport is only for special medical needs.

### Where are memory problems assessed for people in Hillingdon?

Start with the GP, who can do a brief memory check and refer on. The Hillingdon Memory Service, run by Central and North West London NHS Foundation Trust, is at the Woodland Centre on the Hillingdon Hospital site (01895 488800, Monday to Friday, 9am to 5pm). It sees people of any age, including early onset dementia. After a diagnosis, the council points people to Alzheimer's Society dementia advisers (01923 842444), and it runs dementia groups that must be booked (01895 277137).

### Can we get a council tax reduction in Hillingdon if someone has dementia?

Possibly. Hillingdon Council lists a disregard for a person who is severely mentally impaired, and an exemption where everyone living in the home is severely mentally impaired. It also lists a disregard for a carer who lives with the person they care for (not a partner or a child under 18), and a disability relief scheme for adapted homes. Conditions apply: email counciltax@hillingdon.gov.uk for details and an application form, or call 0300 123 1384.

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

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

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 Hillingdon is arranged by London Borough of Hillingdon. 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 Hillingdon 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 Hillingdon: Contact us by phone
- London Borough of Hillingdon: Applying for social care
- London Borough of Hillingdon: Care and support self-assessment
- London Borough of Hillingdon: Carer's assessment
- London Borough of Hillingdon: Support for carers
- London Borough of Hillingdon: When charges do not apply
- London Borough of Hillingdon: Care and support at home booklet, 2026/27
- London Borough of Hillingdon: Adult social care charging policy
- London Borough of Hillingdon: Reablement
- London Borough of Hillingdon: How much does TeleCare cost?
- London Borough of Hillingdon: Disregards and occupied annexes
- London Borough of Hillingdon: Exempt properties
- London Borough of Hillingdon: Over-65s' council tax discount
- London Borough of Hillingdon: Dementia, diagnosing and memory assessment
- London Borough of Hillingdon: Dementia help and support
- London Borough of Hillingdon: Dementia events and activities
- London Borough of Hillingdon: Day opportunities
- London Borough of Hillingdon: Dial-a-Ride and other schemes
- The Hillingdon Hospitals NHS Foundation Trust: Emergency Department (A&E)
- The Hillingdon Hospitals NHS Foundation Trust: Urgent Treatment Centre
- The Hillingdon Hospitals NHS Foundation Trust: Leaving hospital
- The Hillingdon Hospitals NHS Foundation Trust: Mount Vernon Hospital
- NHS North West London: Urgent Care Nurse Practitioner Service at Mount Vernon Hospital (25 September 2025)
- NHS West and North London ICB: Continuing Healthcare (CHC)
- Central and North West London NHS Foundation Trust: Hillingdon Memory Service
- Carers Trust Hillingdon
- Carers Trust Hillingdon: Adult carer services
- Charity Commission: Age UK Hillingdon, Harrow and Brent
- Harlington Hospice: 24/7 advice and support
- Harlington Hospice: Michael Sobell House

- Harlington Hospice: Hospice at Home
- Healthwatch Hillingdon: Patient experiences of hospital discharge (22 October 2026)
- Healthwatch Hillingdon: Contact us
- TfL: Dial-a-Ride
- Age UK Hillingdon, Harrow and Brent: Contact us
- Age UK Hillingdon, Harrow and Brent: Good Neighbours Service (Hillingdon)

**Price**
From £1,550 a week

**Covers**
Hillingdon 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 | Havering | 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/hillingdon/**

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