LIVE-IN CARE · HOUNSLOW, LONDON

Live-in care in Hounslow

How to arrange fully managed live-in care in Hounslow with our care team, starting with a free assessment, and who else to contact: Hounslow Council, the A&E and urgent care centre at West Middlesex University Hospital, how discharge, recovery at home 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 Hounslow, 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 Hounslow

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 Hounslow

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

Hounslow Council runs adult social care and collects council tax. To ask for help, use its online enquiry form or call the First Contact Team on **020 8583 3100** (Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm). Out of hours, in an emergency, call 020 8583 2222.

- There is no charge for intermediate care and reablement for up to 6 weeks, or for aids and minor adaptations up to £1,000.
- With savings or assets of £23,250 or more, you usually pay the full cost. You can do the financial assessment online (fas@hounslow.gov.uk).
- If you pay in full and the council arranges care at home, it charges an administration fee and an annual fee (amounts not published). You can also arrange live-in care directly with a provider; see the cost of live-in care.

A family carer can ask for a carer's assessment through the same form, choosing the option for unpaid carers. It can lead to Short Breaks, delivered by Harlington Care (in a crisis, usually considered within one working day), and a carer's emergency card, at no cost, that plans at least 48 hours of cover if you suddenly cannot care.

Council tax: a home adapted for a disabled person can be billed one band lower; there is the severe mental impairment reduction (see the questions below); and a carer of a disabled person who is not their spouse, partner or child under 18 is not counted. See council tax discounts.

Urgent care and leaving hospital in Hounslow

- **Urgent care centre:** inside the A&E at West Middlesex University Hospital, Twickenham Road, Isleworth: open 24 hours, for minor injuries such as sprains, broken bones, bites, stings and wounds, with X-rays. It is not an A&E.
- **A&E:** West Middlesex, open 24 hours, with its own entrance to the right of the main hospital (020 8560 2121).

If the patient cannot get home alone, the trust asks families to talk to ward staff at least 48 hours before discharge, and to collect the discharge letter for the GP.

Back home, West London NHS Trust's Community Recovery Service offers rehabilitation and reablement for people with a Hounslow GP or living in the borough; you can self-refer (0203 966 9916; 8am to 6pm every day, reablement 8am to 10pm). The trust's Integrated Community Response Service aims to respond within two hours in a crisis and support someone at home for up to seven days; a patient or relative can refer on 020 3771 6220 (8am to 8pm). See reablement.

For NHS Continuing Healthcare, NHS West and North London ICB's Ealing and Hounslow team is on 020 3350 4091.

Local help in Hounslow

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

- **Carers.** The council's Carers Service: three Carers Advisers who give advice at venues across the borough, hold information tables at West Middlesex Hospital twice a month and may visit at home, plus regular Carers Café meetups; email carers@hounslow.gov.uk.
- **Memory worries.** Dementia Support Hounslow: 020 8563 0360. Enhanced Dementia Care Service: 020 3771 5996. See dementia care at home.
- **Day care.** Sandbanks in Feltham is the council's day care centre for adults including people with dementia (020 8583 4040); apply through adult social care, not the centre. Homelink Day Respite Centre in Whitton supports older people and their carers (020 8255 1992).
- **Older people's charity.** Age UK Hounslow, Southville Community Centre, Feltham: 020 8560 6969 (Monday to Wednesday, 9am to 5pm). For residents aged 60 and over it offers telephone befriending and the Vintage Club (Monday to Wednesday, 10am to 4pm, £45 a day with a hot two-course lunch, after an assessment). Its free Dementia Station on Tuesdays is for people with dementia and their carers.

- **Getting about.** TfL Dial-a-Ride is a free door-to-door service for members; people aged 85 or over, or on higher-rate Attendance Allowance, qualify automatically (0343 222 7777).
- **End of life.** Meadow House Hospice, an NHS hospice behind Ealing Hospital in Southall, cares for people with an incurable illness in its 15 inpatient rooms and at home (020 8967 5179). A healthcare professional refers, with consent, for people registered with a GP in Ealing or Hounslow. See end-of-life care at home.
- **Having your say.** Healthwatch Hounslow: 0203 603 2438 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Hounslow

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

Council and care assessments

Adult social care in Hounslow is arranged by London Borough of Hounslow. 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 Hounslow:** ask for a care needs assessment (telephone 020 8583 3100); 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 Hounslow it is arranged by NHS West and North London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Hounslow

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.

- West Middlesex University Hospital: Twickenham Road, Isleworth TW7 6AF (Chelsea and Westminster Hospital NHS Foundation Trust); A&E open 24 hours, with its own entrance to the right side of the main hospital; the Urgent Care Centre is inside the A&E department, also open 24 hours, for minor injuries such as sprains, broken bones, bites, stings and wounds, with X-rays; A&E tel 020 8560 2121. (leaving hospital information)
- Charing Cross Hospital: Fulham Palace Road, London W6 8RF, over the borough boundary in Hammersmith and Fulham (Imperial College Healthcare NHS Trust); A&E open 24 hours (NHS website, last confirmed 9 July 2026)
- Meadow House Hospice: NHS hospice behind Ealing Hospital, Uxbridge Road, Southall UB1 3HW (London North West University Healthcare NHS Trust); care for people with an incurable illness at home, in care homes and in the hospice; 15 inpatient rooms and a community palliative care team; 020 8967 5179. Referral by a healthcare professional, with consent, for patients registered with a GP in Ealing or Hounslow (referralsmeadowhouse@nhs.net; queries 020 8967 5758).

Local support and charities

- Hounslow Council Carers Service: Carers' support
- Harlington Care (Short Breaks for carers in Hounslow): Carers' support
- Dementia Support Hounslow (Alzheimer's Society): Dementia support (020 8563 0360)
- Hounslow Enhanced Dementia Care Service: Dementia support (020 3771 5996)
- Age UK Hounslow: Age UK (020 8560 6969)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Sandbanks day care centre: Day opportunities (020 8583 4040)
- Healthwatch Hounslow: Healthwatch: your independent voice on health and care (0203 603 2438)

Council tax

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

Areas around Hounslow

Hounslow | Hounslow West | Chiswick | Brentford | Isleworth | Osterley | Heston | Cranford | Feltham | Hanworth | Bedfont

YOUR QUESTIONS

Questions about live-in care in Hounslow

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

Hounslow Council runs adult social care and asks people to start with its short online enquiry form; someone acting on your behalf needs your consent first. If you would rather talk, call the First Contact Team on 020 8583 3100, Monday to Thursday 9am to 5pm and Friday 9am to 4.45pm. The team reviews each enquiry and may give information, ask for more detail, pass it to a social care team or arrange a care assessment. Out of hours, in an emergency, call 020 8583 2222.

Is there an urgent treatment centre in Hounslow?

Yes. West Middlesex University Hospital on Twickenham Road, Isleworth, has an urgent care centre inside its A&E department, and the trust says both are open 24 hours a day, every day. The urgent care centre treats minor injuries such as sprains, broken bones, bites, stings and wounds, with X-rays if needed. The A&E has its own entrance to the right of the main hospital. Charing Cross Hospital on Fulham Palace Road, in Hammersmith and Fulham, also has a 24-hour A&E. If you are unsure, call NHS 111; in an emergency, call 999.

Where can someone with memory problems get help in Hounslow?

Start with the GP, who can look into a diagnosis. Alzheimer's Society's Dementia Support Hounslow gives personalised advice face to face or over the phone (020 8563 0360, Monday to Friday 9am to 5pm). The NHS Enhanced Dementia Care Service supports people aged 65 and over with a confirmed diagnosis who live at home in the borough or have a Hounslow GP; self-referrals are encouraged on 020 3771 5996. It is not a diagnostic service.

Can we get a council tax reduction if Mum has dementia?

Possibly. Hounslow Council gives a reduction for people who are severely mentally impaired: a severe impairment of intelligence and social functioning, however caused, that appears permanent. You need a certificate from a doctor and a qualifying benefit such as Attendance Allowance or the daily living part of PIP. If every adult in the home qualifies, the home is exempt; if all but one adult qualifies or is in another category the council does not count, the bill falls by 25%. Apply with evidence, one application for each adult.

Who handles NHS Continuing Healthcare for Hounslow?

NHS West and North London ICB. Its Continuing Healthcare team for Ealing and Hounslow is on 020 3350 4091 (nhsnwl.chc.duty-eh@nhs.net), Monday to Friday 9am to 5pm. To start, ask a social worker or a member of the clinical team involved in the person's care about the Checklist, the first screening step. If someone is eligible, the ICB funds their full package of health and social care, which can be at home. Appeals go to nhsnwl.chc.appeals@nhs.net.

How much does live-in care cost in Hounslow?

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

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 Hounslow is arranged by London Borough of Hounslow. 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 West Middlesex 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

- London Borough of Hounslow: Request support from us
- London Borough of Hounslow: Adult social care, getting in contact
- London Borough of Hounslow: Out of hours emergencies
- London Borough of Hounslow: What you might need to pay
- London Borough of Hounslow: Adult social care charging policy
- London Borough of Hounslow: Carer's assessment
- London Borough of Hounslow: Support for carers
- London Borough of Hounslow: Short Breaks and respite for carers
- London Borough of Hounslow: Emergency help for carers
- London Borough of Hounslow: Council Tax discounts
- London Borough of Hounslow: Reduction for severely mentally impaired
- London Borough of Hounslow: Day care centres for adults
- Homelink Day Respite: Contact us
- West London NHS Trust: Community Recovery Service
- West London NHS Trust: Integrated Community Response Service
- West London NHS Trust: Enhanced Dementia Care Service
- Chelsea and Westminster Hospital NHS Foundation Trust: A&E (including UCC)
- Chelsea and Westminster Hospital NHS Foundation Trust: Going home
- NHS West and North London: Continuing Healthcare (CHC)
- Imperial College Healthcare NHS Trust: Charing Cross Hospital
- Alzheimer's Society: Dementia Support Hounslow
- London North West University Healthcare NHS Trust: Meadow House Hospice
- London Borough of Hounslow: Disabled occupant reduction
- London Borough of Hounslow: Care assessment for adults
- London Borough of Hounslow: Financial assessment for adult social care
- London Borough of Hounslow: Sandbanks day care centre
- London Borough of Hounslow: Travel for disabled and older people
- NHS website: Charing Cross Hospital accident and emergency services
- Age UK Hounslow: Contact us
- Age UK Hounslow: Vintage Day Club
- Age UK Hounslow: Dementia Support

- Age UK Hounslow: Befriending
- Charity Commission: Age UK Hounslow
- TfL: Dial-a-Ride membership
- Healthwatch Hounslow: Contact us

Price
From £1,550 a week

Covers
Hounslow 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 · Hillingdon · 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/hounslow/**
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Information, not advice: please check anything important with the organisation named.