LIVE-IN CARE · KENSINGTON AND CHELSEA, LONDON

Live-in care in Kensington and Chelsea

How to arrange fully managed live-in care in Kensington and Chelsea with our care team, starting with a free assessment, and who else to contact: the Royal Borough, the A&Es at Chelsea and Westminster and St Mary's and the St Charles urgent care centre, 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 Kensington and Chelsea, 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 Kensington and Chelsea

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 Kensington and Chelsea

Day and Nightcare provides fully managed live-in care across Kensington and Chelsea, 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 the Royal Borough of Kensington and Chelsea (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 Kensington and Chelsea

The Royal Borough runs adult social care and collects council tax. To ask for a needs assessment for yourself or someone else, call the Social Services Line on **020 7361 3013** (Monday to Friday, 9am to 5pm), email socialservices@rbkc.gov.uk or use the online referral form. Out of hours, the Emergency Duty Team is on 020 7373 2227.

- If you are eligible, a financial assessment then works out what you pay. The council will not contribute if savings or assets are over £23,250, or if you choose not to have a financial assessment.
- Questions about care charges go to Adult Social Care Finance on 020 7361 2324 (hsfateam@rbkc.gov.uk). You can also arrange live-in care directly with a provider; see the cost of live-in care.
- Reablement, often after hospital, is a free programme of up to 6 weeks.

A family carer can have a carer's assessment through Carers Network (020 8960 3033), or from the council alongside the person's own assessment. Carers Network's free End of Life Carers project helps unpaid carers of someone with a life-limiting illness, or aged 80 or over and vulnerable, with care arrangements, planning ahead and dealing with professionals.

For council tax, people with dementia may count as severely mentally impaired (see the questions below), carers of a disabled person (not a spouse, partner or child under 18) are not counted, and an adapted home may be billed one band lower. See council tax discounts.

Urgent care and leaving hospital in Kensington and Chelsea

- **Urgent care centre:** St Charles NHS Urgent Care Centre, Exmoor Street, W10: walk in, 8am to 8pm every day including bank holidays, for anyone over 2; X-ray 8am to 6pm (closed 1.30pm to 2pm); 020 8102 5111. It is not an A&E.
- **A&E:** Chelsea and Westminster Hospital, open 24/7, with a 24-hour urgent care centre inside it (020 3315 8080); St Mary's Hospital, Paddington, open 24/7.

At Chelsea and Westminster, if you cannot make your own arrangements and are not fit to travel alone, tell the ward at least 48 hours before going home.

At St Mary's, the trust aims to give an estimated discharge date within 48 hours of admission and to discharge people before midday, sometimes via the discharge lounge (8am to 6pm), with at least two weeks' supply of any new medicines. The ward can contact the British Red Cross or social services for help getting home.

At home, the Community Independence Service's Home First team contacts people within 24 hours of getting home, 8am to 8pm every day, and supports them for at least three days. See reablement.

For NHS Continuing Healthcare, NHS West and North London ICB lists its Westminster, Kensington and Chelsea and Hammersmith and Fulham team on 020 3114 7220 (nhsnwl.chc.admin-tri@nhs.net), Monday to Friday, 9am to 5pm.

Local help in Kensington and Chelsea

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

- **Memory worries.** The GP can refer to the Kensington and Chelsea and Westminster Memory Service (020 3317 3666, weekdays 9am to 5pm). See dementia care at home.
- **Older people's charity.** Age UK Kensington and Chelsea: 020 8969 9105. Option 2 is free advice on benefits and social care (weekdays 9.30am to 1pm and 2pm to 5pm); option 5 is dementia support and monthly memory cafés for people over 55. Volunteers visit people aged 50 and over who live alone or feel lonely.
- **Staying active.** Open Age, at the St Charles Centre: free membership for anyone aged 50 and over and low-cost activities, including Steady & Stable falls classes (main office 020 4516 9978, weekdays 9am to 5pm).

- **Getting about.** TfL Dial-a-Ride (0343 222 7777) membership is automatic at 85 or over or with higher-rate Attendance Allowance. Taxicard (020 7934 9791, option 2) is automatic with higher-rate DLA mobility or 8 points on the PIP moving around activity.
- **End of life.** St John's Hospice takes referrals for the borough from a health or social care professional, for inpatient care and free Hospice@Home (020 7806 4040, reception staffed 24/7); Royal Trinity Hospice serves parts of it, for adults with a progressive life-limiting illness, at any stage (020 7787 1062). See end-of-life care at home.
- **Having your say.** Healthwatch Kensington and Chelsea: 020 8968 7049 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Kensington and Chelsea

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

Council and care assessments

Adult social care in Kensington and Chelsea is arranged by Royal Borough of Kensington and Chelsea. 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.

- **Royal Borough of Kensington and Chelsea:** ask for a care needs assessment (telephone 020 7361 3013); 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 Kensington and Chelsea it is arranged by NHS West and North London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Kensington and Chelsea

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.

- Chelsea and Westminster Hospital: South of the borough; A&E and the urgent care centre (inside the A&E department) open 24/7; A&E 020 3315 8080 (Chelsea and Westminster Hospital NHS Foundation Trust); switchboard 020 3315 8000 (trust Contact page). (leaving hospital information)
- St Mary's Hospital: Praed Street, Paddington W2 1NY (City of Westminster, near the north of the borough); Imperial College Healthcare; A&E open 24/7 (trust page); switchboard 020 3312 6666; discharge lounge 8am to 6pm. (leaving hospital information)
- St Charles NHS Urgent Care Centre: St Charles Hospital, Exmoor Street, North Kensington W10 6DZ; Central London Community Healthcare; walk-in, 8am to 8pm every day including bank holidays, for anyone over 2; X-ray 8am to 6pm (closed 1.30pm to 2pm); 020 8102 5111. Not an A&E.
- Pembridge Palliative Care Centre: At the St Charles Centre, W10 6DZ (Central London Community Healthcare); inpatient unit closed since 2018, formal closure confirmed by the NHS North West London Board (decision approved July 2025); day hospice, outpatient and home-based specialist palliative care continue.
- St John's Hospice: St John's Wood; the inpatient unit and the free Hospice@Home service (for adults with specialist palliative care needs) take referrals for patients living in Kensington and Chelsea from a GP, hospital doctor, nurse specialist, community nurse or other health or social care professional (no self-referrals); 020 7806 4040. Reception desk 020 7806 4040 manned 24/7 (slower replies outside office hours and at weekends).

Local support and charities

- Carers Network (Kensington and Chelsea): Carers' support (020 8960 3033)
- Age UK Kensington & Chelsea: Age UK (020 8969 9105)
- Kensington and Chelsea and Westminster Memory Service: Dementia support (020 3317 3666)
- Open Age: Community support (020 4516 9978)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Taxicard (London Councils): Community transport (020 7934 9791)
- Royal Trinity Hospice: Hospice (020 7787 1062)
- Healthwatch Kensington and Chelsea: Healthwatch: your independent voice on health and care (020 8968 7049)

Council tax

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

Areas around Kensington and Chelsea

Kensington · Chelsea · Notting Hill · North Kensington · Ladbroke Grove · Golborne · Kensal Town · Holland Park · Earl's Court · South Kensington · Brompton · World's End

YOUR QUESTIONS

Questions about live-in care in Kensington and Chelsea

Who do I call in Kensington and Chelsea to ask for a care assessment?

Call the Royal Borough's Social Services Line on 020 7361 3013 (Monday to Friday, 9am to 5pm) or email socialservices@rbkc.gov.uk. You can also fill in the online Adult Social Care referral form, on the council's 'Get support from Adult Social Care' page, for yourself or for someone else. Out of hours, the Emergency Duty Team is on 020 7373 2227. The council uses the national eligibility rules, and it will not contribute to the cost of care if savings or assets are over £23,250.

Which hospitals do people from Kensington and Chelsea use?

In the south of the borough, Chelsea and Westminster Hospital has an A&E and an urgent care centre inside it, both open 24 hours a day. In the north, St Mary's Hospital on Praed Street, Paddington, just over the border in Westminster, has a 24/7 A&E. For minor injuries and illnesses, St Charles NHS Urgent Care Centre on Exmoor Street, North Kensington, is open 8am to 8pm every day, including bank holidays, for anyone over the age of 2.

Is the Pembridge hospice in North Kensington still taking inpatients?

No. The inpatient unit at Pembridge Palliative Care Centre, on the St Charles site, has been closed since 2018, and NHS North West London's board confirmed its formal closure when it approved a new model of palliative care in July 2025. Pembridge continues to offer day hospice, outpatient services and home-based care. For a hospice bed, St John's Hospice in St John's Wood takes referrals for Kensington and Chelsea residents from a health or social care professional, and Royal Trinity Hospice in Clapham covers parts of the borough.

Who does carer's assessments in Kensington and Chelsea?

Carers Network supports adult unpaid carers looking after someone over 18 who lives in the borough, and you can ask for a carer's assessment when you register with it, or call 020 8960 3033 (Monday to Friday, 9am to 5pm). The assessment usually takes 45 to 60 minutes, in person, online or by phone, and can include checking whether you may be eligible for a Carers Personal Budget. The council can also assess you at the same time as the person you look after, though not in their presence.

Can someone with dementia get a council tax reduction in Kensington and Chelsea?

Often, yes. The Royal Borough says people living with dementia may be eligible under 'severely mentally impaired' and should apply through a MyRBKC account. People who are severely mentally impaired are not counted for council tax, so a home where only one other adult is counted can get the 25% single-adult discount, and if all residents are disregarded a 50% discount may apply. You need to provide evidence. For questions, call council tax on 020 7361 3005, 9am to 5pm, Monday to Friday.

How much does live-in care cost in Kensington and Chelsea?

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

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 Kensington and Chelsea is arranged by Royal Borough of Kensington and Chelsea. 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 Chelsea and Westminster 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

- Royal Borough of Kensington and Chelsea: Call or email us
- Royal Borough of Kensington and Chelsea: Social Services Line
- Royal Borough of Kensington and Chelsea: Get support from Adult Social Care
- Royal Borough of Kensington and Chelsea: Adult Social Care
- Royal Borough of Kensington and Chelsea: Support for carers
- Royal Borough of Kensington and Chelsea: Dementia support
- Royal Borough of Kensington and Chelsea: Support available in your home
- Royal Borough of Kensington and Chelsea: People that are not counted for Council Tax
- Royal Borough of Kensington and Chelsea: Council Tax discounts, exemptions and disabled relief 2026 to 2027
- People First: Paying towards council support at home
- People First: Community Independence Service leaflet (Kensington and Chelsea)
- Central and North West London NHS Foundation Trust: Community Independence Service

- Central and North West London NHS Foundation Trust: Kensington and Chelsea and Westminster Memory Service
- Chelsea and Westminster Hospital NHS Foundation Trust: A&E (including UCC)
- Chelsea and Westminster Hospital NHS Foundation Trust: Going home
- Imperial College Healthcare NHS Trust: St Mary's Hospital
- Imperial College Healthcare NHS Trust: Planning to leave hospital
- Central London Community Healthcare NHS Trust: Walk-in centres and urgent care centres
- NHS North West London: Compassionate care for all, completed consultation and next steps
- NHS West and North London ICB: Continuing Healthcare (CHC)
- Central London Community Healthcare: Continuing Healthcare services in West and North London transferring to CLCH (1 July 2026)
- Carers Network: Contact us
- Carers Network: Get a carer's assessment
- Age UK Kensington and Chelsea: Information and advice
- Age UK Kensington and Chelsea: Dementia and memory loss
- Age UK Kensington and Chelsea: Befriending and Enabling Connections
- Charity Commission: Age UK Kensington and Chelsea
- Open Age
- Open Age: Contact us
- Open Age: New befriending service
- TfL: Dial-a-Ride membership
- Taxicard: Am I eligible?
- Taxicard: Contact the Taxicard team
- St John's Hospice: Referrals
- St John's Hospice: Hospice@Home
- St John's Hospice: Inpatient care
- Royal Trinity Hospice: Who is eligible
- Healthwatch Kensington and Chelsea: Contact us
- St John's Hospice: Contact
- Carers Network: End of Life Carers
- Chelsea and Westminster Hospital NHS Foundation Trust: Contact

Price

From £1,550 a week

Covers

Kensington and Chelsea 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 | Hounslow | Islington | 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
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Information, not advice: please check anything important with the organisation named.