LIVE-IN CARE · KINGSTON UPON THAMES, LONDON

Live-in care in Kingston upon Thames

How to arrange fully managed live-in care in Kingston upon Thames with our care team, starting with a free assessment, and who else to contact: the Royal Borough, the A&E and urgent treatment centres at Kingston Hospital and Teddington, how discharge, reablement and Continuing Healthcare work, and local help with carers, memory, day centres, 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 Kingston upon Thames, 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 Kingston upon Thames

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 Kingston upon Thames

Day and Nightcare provides fully managed live-in care across Kingston upon Thames, 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 Kingston upon Thames (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 Kingston upon Thames

The Royal Borough of Kingston upon Thames runs adult social care and collects council tax. Call adult social care on **020 8547 5005** or email adults@kingston.gov.uk, or use the online eligibility checker and request the assessment at the end. Out of hours, call 020 8547 5800. The needs assessment is free, and anyone can ask for one.

From the council's pages and charging policy (April 2026):

- Up to the first 6 weeks of reablement and community equipment under £1,000 are free.
- Above £23,250 in capital you pay the full cost; below £14,250 it is not counted. You have 14 days to return the financial assessment, or you may be charged the full cost of care the council arranges.
- If you pay in full and ask the council to arrange care at home, it charges £353 plus VAT once and £12.50 plus VAT a week. You can also arrange live-in care directly with a provider; see the cost of live-in care.

Kingston Carers' Network carries out carer's assessments with the council (020 3031 2757, admin@kingstoncarers.org.uk); the wait is about 8 to 12 weeks. Carers can get up to 72 hours a year of agency relief care, or a one-off discretionary payment. The council's Carer's Emergency Alert Card makes sure NHS staff know about your caring role if you are suddenly taken ill, and gives 24-hour access to an emergency response team who will arrange immediate care.

Council tax help includes severe mental impairment (medical certification of a permanent condition and a benefit such as Attendance Allowance; nothing to pay if the person lives alone), a carer's discount for caring 35 hours or more a week for an adult you live with who is not your partner, and the Disabled Band Reduction. See council tax discounts.

Urgent care and leaving hospital in Kingston upon Thames

- **Urgent treatment centres:** Kingston Hospital, Galsworthy Road, 8am to midnight every day; Richmond Urgent Treatment Centre at Teddington Memorial Hospital, 8am to 8pm every day (book through NHS 111 or walk in). Neither is an A&E.
- **A&E:** Kingston Hospital's Emergency Department, open 24 hours, 365 days a year (020 8546 7711).

Tell the nurse early if help will be needed at home; the Discharge Team (020 8934 3441) works with community health and social care. All patients arrange their own transport home. The hospital gives up to two weeks' medicines (Medicines Information Helpline 020 8934 2092, weekdays 9.15am to 5pm). Ask the ward for a Carer's Passport, which involves you in planning the discharge.

Kingston's free reablement is delivered with Your Healthcare: usually up to 28 hours of support over four weeks. Some people first go to Cedars, a 25-bed rehabilitation unit at Teddington Memorial Hospital, which also gives short-term care while a care package is organised (020 8274 7060).

For NHS Continuing Healthcare, ask the GP, a health professional or social worker, or call NHS South West London's Kingston team on 020 3968 2390 (Referrals.KRCHC@swlondon.nhs.uk). A health professional can make a Fast Track referral for someone nearing the end of life, which may be processed within 48 hours.

Local help in Kingston upon Thames

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

- **Carers.** Kingston Carers' Network, 418 Ewell Road, Tolworth (020 3031 2757): carer's assessments, support groups, counselling and peer support.
- **Memory worries.** The GP can refer to the memory service at Tolworth Hospital (0203 513 5000, weekdays 9am to 5pm). Kingston Alzheimer's Society: 020 7423 5115. See dementia care at home.

- **Day centres.** Staywell's Raleigh House in New Malden, for people over 65 (weekdays 10am to 3pm, two-course lunch, dementia support, transport for £16 extra), and The Bradbury (Monday to Thursday 10am to 2.30pm): 020 8942 8256.
- **Getting about.** Kingston residents qualify for Taxicard automatically at 90 or over, with higher-rate Attendance Allowance or with a Blue Badge (020 7934 9791, option 2). TfL Dial-a-Ride: 0343 222 7777.
- **Help at home.** Staywell's Help@Home (cleaning, shopping, meals, companionship, escorts to appointments) costs £29 an hour on weekdays plus expenses (April 2026); its handyperson service fits key safes and handrails (020 8942 8256).
- **Meals.** There is no council meals on wheels; Alfriston Outreach Service delivers hot weekday lunches for a fee (020 8399 4289).
- **End of life.** Princess Alice Hospice in Esher gives free palliative care to people in Kingston, at the hospice and at home: 0300 10 20 100. See end-of-life care at home.

USEFUL LOCAL CONTACTS

Useful contacts in Kingston upon Thames

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

Council and care assessments

Adult social care in Kingston upon Thames is arranged by Royal Borough of Kingston upon Thames. 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 Kingston upon Thames:** ask for a care needs assessment (telephone 020 8547 5005); 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 Kingston upon Thames it is arranged by NHS South West London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Kingston upon Thames

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.

- Kingston Hospital: Galsworthy Road, KT2 7QB (Kingston and Richmond NHS Foundation Trust); Emergency Department open 24 hours a day, 365 days a year; 020 8546 7711; Discharge Team 020 8934 3441. (leaving hospital information)
- Kingston Hospital Urgent Treatment Centre: On the Kingston Hospital site, Galsworthy Road; open 8am to midnight every day, for minor injuries and illnesses; call NHS 111 first. Not an A&E.
- Richmond Urgent Treatment Centre (Teddington Memorial Hospital): Teddington Memorial Hospital, Hampton Road, Teddington TW11 0JL (in Richmond borough); 8am to 8pm every day; book through NHS 111 or walk in. Not an A&E.
- Cedars at Grace Anderson Ward (Your Healthcare): 25-bed nurse and therapy-led inpatient rehabilitation unit at Teddington Memorial Hospital; patients are admitted from home or from a local acute hospital; also supports people needing short-term care for intravenous medication or while a care package is organised; 020 8274 7060 (visiting 2.30pm to 7pm weekdays, 11am to 7pm weekends and bank holidays).
- Princess Alice Hospice: Esher; free palliative care for people living in the London Boroughs of Kingston and Richmond; patient and clinical support 0300 10 20 100; care at the hospice in Esher and in patients' own homes.

Local support and charities

- Kingston Carers' Network: Carers' support (020 3031 2757)
- Kingston Alzheimer's Society: Dementia support (020 7423 5115)
- Kingston Older People's Community Mental Health Team and Memory Service: Dementia support (0203 513 5000)
- Staywell: Community support (020 8942 8256)
- Raleigh House day centre (Staywell): Day opportunities (020 8942 8256)
- Taxicard and TfL Dial-a-Ride: Community transport (020 7934 9791)
- Princess Alice Hospice: Hospice (0300 10 20 100)
- Healthwatch Kingston upon Thames: Healthwatch: your independent voice on health and care

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Council tax

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

Areas around Kingston upon Thames

Surbiton · New Malden · Old Malden · Norbiton · Berrylands · Tolworth · Hook · Chessington · Malden Rushett · Coombe · Motspur Park · Canbury

YOUR QUESTIONS

Questions about live-in care in Kingston upon Thames

Who do I call in Kingston upon Thames to ask for a care assessment?

The Royal Borough of Kingston upon Thames runs adult social care. Call 020 8547 5005 or email adults@kingston.gov.uk, or use the council's online eligibility checker and request an assessment at the end of it. You can ask on someone else's behalf with their permission, unless they cannot make or communicate that decision. The council aims to contact you within 7 days, and the whole process can take around 6 weeks. Outside 9am to 5pm on weekdays, and at weekends and bank holidays, the council's emergency number is 020 8547 5800.

Where is the nearest A&E or urgent treatment centre for Kingston?

Kingston Hospital on Galsworthy Road has an Emergency Department open 24 hours a day, 365 days a year, and an Urgent Treatment Centre open 8am to midnight every day. The Richmond Urgent Treatment Centre at Teddington Memorial Hospital is open 8am to 8pm every day; you can book through NHS 111 or walk in. For anything that is not life-threatening, call NHS 111 first. If an adult's health suddenly worsens at home, carers can call Your Healthcare's 2-hour Urgent Community Response team on 020 8274 7088 (8am to 8pm, last referral 6pm). In an emergency, call 999.

Which local charity helps older people in Kingston upon Thames?

Age UK London says there is no local Age UK in Kingston and points to Staywell, an independent local charity. Staywell offers older people information and advice, help at home, the Raleigh House day centre in New Malden and a Home from Hospital service. Home from Hospital is for Kingston residents, or people with a Kingston GP, aged 65 or over who live alone or with another vulnerable person: up to 6 hours of free practical support, including an older-age benefit check. Call 020 8942 8256; its office is at 14 Nelson Road, New Malden.

What does Kingston Council charge if we pay in full but want it to arrange care?

If you have savings over £23,250 and have had a care needs assessment, the council can arrange and manage your care through its council-managed care service. You pay the full cost of the care, plus a one-off arrangement fee of £353.00 plus VAT and a weekly management fee of £12.50 plus VAT; the council reviews these fees every year. You can also arrange live-in care directly with a provider, which avoids those fees.

Where are memory problems assessed for people in Kingston?

Start with the GP, who refers to the Kingston Older People's Community Mental Health Team and Memory Service at Tolworth Hospital, Red Lion Road (reception 0203 513 5000, Monday to Friday 9am to 5pm). It sees people aged over 75, and younger people where memory is the main concern. Kingston Alzheimer's Society, which works in partnership with the council, offers dementia advisers, monthly groups for carers and workshops for families: 020 7423 5115 or kingstonoffice@alzheimers.org.uk.

How much does live-in care cost in Kingston upon Thames?

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

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 Kingston upon Thames is arranged by Royal Borough of Kingston upon Thames. 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 Kingston 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 Kingston upon Thames: Care and support for adults
- Royal Borough of Kingston upon Thames: Request a care needs assessment
- Royal Borough of Kingston upon Thames: Contact us
- Royal Borough of Kingston upon Thames: Understand the financial assessment (means test)
- Royal Borough of Kingston upon Thames: Adult Social Care Charging Policy (1 April 2026)
- Royal Borough of Kingston upon Thames: Council-managed care for someone paying the full cost of their care
- Royal Borough of Kingston upon Thames: Reablement
- Royal Borough of Kingston upon Thames: Request a carer's assessment
- Royal Borough of Kingston upon Thames: Respite care
- Royal Borough of Kingston upon Thames: Plan for backup care
- Royal Borough of Kingston upon Thames: Support for dementia and memory loss
- Royal Borough of Kingston upon Thames: Meals and shopping
- Royal Borough of Kingston upon Thames: Severely mentally impaired people discount
- Royal Borough of Kingston upon Thames: Carer's discount
- Royal Borough of Kingston upon Thames: Disabled Band Reduction Scheme
- Kingston and Richmond NHS Foundation Trust: Kingston Hospital
- Kingston and Richmond NHS Foundation Trust: Emergencies and urgent care
- Kingston and Richmond NHS Foundation Trust: Emergency Department
- Kingston and Richmond NHS Foundation Trust: Richmond Urgent Treatment Centre
- Kingston and Richmond NHS Foundation Trust: Inpatients, staying in hospital
- Kingston and Richmond NHS Foundation Trust: Information for people who care for others
- Your Healthcare: Reablement
- Your Healthcare: Inpatient rehabilitation
- Your Healthcare: 2-hour Urgent Community Response Service

- NHS South West London ICB: Continuing healthcare
- NHS South West London ICB: Contact, continuing healthcare and other funding
- Kingston Carers' Network: Contact us
- Staywell: Contact
- Staywell: Home from Hospital
- Staywell: Raleigh House
- Staywell: The Bradbury
- Staywell: Who we are
- South West London and St George's Mental Health NHS Trust: Kingston Older People's Community Mental Health Team and Memory Service
- Princess Alice Hospice: Our care
- Taxicard: Am I eligible?
- Taxicard: Contact the Taxicard team
- TfL: Dial-a-Ride membership
- Age UK London: Local Age UKs in London
- NHS website: Getting a care needs assessment
- Staywell: Help@Home
- Staywell: Handyperson Service
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)

Price
From £1,550 a week

Covers
Kingston upon Thames 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 · Kensington and Chelsea · 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/kingston-upon-thames/**
Local information checked 31 October 2026. This PDF was made on 1 November 2026.
Information, not advice: please check anything important with the organisation named.