LIVE-IN CARE · LEWISHAM, LONDON

Live-in care in Lewisham

How to arrange fully managed live-in care in Lewisham with our care team, starting with a free assessment, and who else to contact: Lewisham Council, the emergency department and urgent treatment centre at University Hospital Lewisham, how enablement, discharge and Continuing Healthcare work, and local help with carers, memory, falls, 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 Lewisham, 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 Lewisham

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 Lewisham

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

Lewisham Council runs adult social care and collects council tax. To ask for a care needs assessment, call **020 8314 7777**, email gateway@lewisham.gov.uk, or use the online assessment form. The needs assessment is free, and anyone can ask for one. A family carer can ask for their own carer's assessment on the same number (option 1). The council's carers' service, run by Imago, offers free support (0300 373 5769).

On money:

- After a hospital stay, enablement (up to six weeks) and intermediate care are free for people who are eligible.
- Other care at home follows a financial assessment. The council's charging page still shows 2025/26 figures: above £23,250 in savings you pay the full cost plus a brokerage fee for arranging it (no amount given), and direct payments are not an option. The Financial Assessment Team is on 020 8314 6000.
- You can also arrange live-in care directly with a provider; see the cost of live-in care.

Council tax help includes a carers' discount of 25% or 50% for someone living with and caring at least 35 hours a week for a person on a qualifying benefit (not a spouse or a child under 18), a lower band for homes adapted for a disabled resident, and a reduction where someone in the home is severely mentally impaired (no council tax at all if they live alone). The council tax line is 020 8690 9666, weekdays 9am to 3pm; see council tax discounts.

Urgent care and leaving hospital in Lewisham

- **Urgent treatment centre:** University Hospital Lewisham, ground floor, Yellow Zone. Not a walk-in service: go to the emergency department first, and staff may direct you there. Open 8am to midnight every day; new patients 8am to 10pm. Not an A&E.
- **A&E:** University Hospital Lewisham, Lewisham High Street, open 24 hours, seven days a week.
- **Urgent help at home:** the trust's Urgent Community Response team treats Lewisham residents at home to avoid an admission, 8am to 8pm every day, for adults with a Lewisham GP who cannot leave home; ask the GP, or NHS 111, to refer.

Lewisham Council follows the four Discharge to Assess pathways, from going home with no extra help (pathway 0) to a care home placement for complex needs (pathway 3). Medicines usually come with a two-week supply. If enablement is arranged, a discharge assessor and an enablement officer may visit together within 72 hours. Short-term care in a transitional setting is usually free at the point of discharge when it is part of intermediate care, enablement or a discharge to assess pathway.

On the morning of discharge, patients often wait in the Discharge Lounge, which has a dedicated nurse, for family, carers or transport. Space is limited, so no more than two people should come to collect, and parking on the hospital site is very limited.

For NHS Continuing Healthcare, NHS South East London's Lewisham team is on 020 8176 5744.

Local help in Lewisham

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

- **Carers.** Imago's Lewisham carers' service: free support including counselling, befriending and peer groups (0300 373 5769, ucwellbeing@imago.community).
- **Memory and dementia.** Lewisham Memory Service, 020 3228 0939, through the GP. The council's Ladywell Dementia Day Service, Dressington Avenue, is for people with mild to more advanced dementia, usually after a Care Act assessment. See dementia care at home.
- **Company, advice and transport.** Community Connections Lewisham, run by Age UK Lewisham and Southwark, helps anyone aged 18 or over find local groups, befriending and support; it is free, and you can refer yourself (0330 0583 464, weekdays 9.30am to 4pm). Its volunteer-driver transport charges £12 for a return journey within Lewisham; book with its online request form.

- **Day centres.** The council's Calabash Centre on George Lane is for residents aged 65 and over; ask the GP, the hospital team or adult social care to refer.
- **Falls.** Lewisham Community Falls Service: 020 3049 4493, weekdays 9am to 4pm. See falls prevention.
- **End of life.** St Christopher's Hospice cares for people across Lewisham, at home and at its Sydenham site (020 8768 4500, day or night). See end-of-life care at home.
- **Having your say.** Healthwatch Lewisham: 020 3886 0196, weekdays 9am to 5pm.

USEFUL LOCAL CONTACTS

Useful contacts in Lewisham

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

Council and care assessments

Adult social care in Lewisham is arranged by London Borough of Lewisham. 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 Lewisham:** ask for a care needs assessment (telephone 020 8314 7777); 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 Lewisham it is arranged by NHS South East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Lewisham

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.

- University Hospital Lewisham: Lewisham High Street SE13 6LH; emergency department open 24 hours, 7 days a week; Discharge Lounge with a dedicated nurse; parking on the site is very limited. (leaving hospital information)
- Urgent Treatment Centre, University Hospital Lewisham: Ground floor, Yellow Zone; not a walk-in service (go to the emergency department first, where staff assess you and may direct you here); open 8am to midnight every day, new patients 8am to 10pm. Not an A&E.

Local support and charities

- Imago: Lewisham carers' service (Maximising Wellbeing of Unpaid Carers): Carers' support (0300 373 5769)
- Lewisham Memory Service (South London and Maudsley): Dementia support (020 3228 0939)
- Community Connections Lewisham (Age UK Lewisham and Southwark): Age UK (0330 0583 464)
- Lewisham Community Falls Service: Community support (020 3049 4493)
- Lewisham Council day opportunities (Calabash Centre and Ladywell Dementia Day Service): Day opportunities
- St Christopher's Hospice: Hospice (020 8768 4500)
- Healthwatch Lewisham: Healthwatch: your independent voice on health and care (020 3886 0196)

Council tax

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

Areas around Lewisham

Catford | Deptford | New Cross | Brockley | Forest Hill | Sydenham | Lee Green | Hither Green | Ladywell | Bellingham | Downham | Blackheath

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YOUR QUESTIONS

Questions about live-in care in Lewisham

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

Lewisham Council's Adult Social Care advice line is 020 8314 7777, or email gateway@lewisham.gov.uk. You can also fill in the council's online 'Adult with Support Needs Assessment' form, and the council says it will be in touch within five working days. Laurence House, 1 Catford Road, is open for in-person enquiries Monday to Friday, 9am to 5pm. For an emergency out of hours, call 020 8314 6000.

What is enablement in Lewisham, and is it free?

Enablement is Lewisham's name for reablement: short-term help at home to rebuild everyday skills after illness, injury, surgery or reduced mobility. The council says it is free and time-limited, usually up to six weeks, for people who meet the eligibility criteria. In hospital, the discharge team assesses whether it fits; at home, contact adult social care. After discharge there may be a joint home visit within 72 hours from a discharge to assess worker and an enablement officer. Ongoing care afterwards follows a financial assessment.

Where can we get help with memory problems in Lewisham?

Ask the GP about the Lewisham Memory Service, run by South London and Maudsley at 91 Granville Park, SE13 (020 3228 0939, weekdays 9am to 5pm). It offers home visits to people who cannot get to a clinic. The Dementia Clinical Nurse Specialists at the same address support adults with a confirmed diagnosis who live at home and have a Lewisham GP, and accept self-referrals. The council's Ladywell Dementia Day Service usually follows a Care Act assessment. The Alzheimer's Society's support line is 0333 150 3456.

Is there help in Lewisham for someone who keeps falling?

Yes. The Lewisham Community Falls Service, run by Lewisham and Greenwich NHS Trust, sees people aged 65 and over who have fallen or are at risk of falls and live in Lewisham or have a Lewisham GP. Anyone can refer, including the person themselves (ask their permission first if you refer someone else). Its Falls Helpline is 020 3049 4493, Monday to Friday, 9am to 4pm; it is not an urgent service. After a fall with an injury or a head knock, contact the GP or NHS 111. See our guide to falls prevention for practical steps at home.

How much does live-in care cost in Lewisham?

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

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 Lewisham is arranged by London Borough of Lewisham. 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 University Hospital Lewisham?

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

- Lewisham Council: When you contact us
- Lewisham Council: Adult with Support Needs Assessment (online form)
- Lewisham Council: Enablement services
- Lewisham Council: Getting ready to leave the hospital
- Lewisham Council: What if you can't return home straight away
- Lewisham Council: Will I have to pay for this service?
- Lewisham Council: What do you pay for?
- Lewisham Council: Help and support for carers
- Lewisham Council: Carers' discount
- Lewisham Council: Disability reduction scheme
- Lewisham Council: Severely mentally impaired reduction
- Lewisham Council: Day opportunities
- NHS South East London: Continuing healthcare

- Lewisham and Greenwich NHS Trust: Emergency Department, University Hospital Lewisham
- Lewisham and Greenwich NHS Trust: Urgent Treatment Centre, Lewisham
- Lewisham and Greenwich NHS Trust: Discharge information
- Lewisham and Greenwich NHS Trust: Lewisham Community Falls Service
- Lewisham and Greenwich NHS Trust: Urgent Community Response
- South London and Maudsley: Memory Service (Lewisham)
- South London and Maudsley: Dementia Clinical Nurse Specialists (Lewisham)
- Imago: Lewisham carers
- Community Connections Lewisham
- Community Connections Lewisham: Community Connections Transport
- St Christopher's Hospice: Care at home
- St Christopher's Hospice: About us
- Alzheimer's Society: Dementia Support Line
- Healthwatch Lewisham: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Lewisham 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 | Kingston upon Thames | Lambeth | 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/lewisham/**
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Information, not advice: please check anything important with the organisation named.