LIVE-IN CARE · MERTON, LONDON

Live-in care in Merton

How to arrange fully managed live-in care in Merton with our care team, starting with a free assessment, and who else to contact: Merton Council, the A&Es at St George's and St Helier and the urgent treatment centre at St Helier, how leaving hospital 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 Merton, 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 Merton

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 Merton

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

Merton Council runs adult social care and collects council tax. To ask for a care needs assessment, call the First Response Team on **020 8545 4388** (weekdays 9am to 5pm) or email ASCFirstResponse@merton.gov.uk. The needs assessment is free, and anyone can ask for one. Out of hours, call 020 8770 5000.

Carer's assessments are carried out for the council by Carers First Merton (0300 303 1555); see carer's assessments. Carers of someone with a learning disability can also contact Merton Mencap.

Money points:

- Reablement is free for up to six weeks, and a financial assessment is done during it in case care continues.
- For care delivered from 31 August 2026, council-arranged home care costs around £27.28 an hour, depending on the provider. With savings over £23,250 you pay the provider's hourly rate. The Financial Assessment Team is on 020 8545 3632.
- If council funding is agreed, a direct payment can be used for care you arrange; you can also arrange live-in care directly with a provider. See the cost of live-in care.

Council tax: carers giving at least 35 hours of care a week to someone in their household (not a spouse, civil partner or child under 18) who gets a qualifying benefit, and people who are severely mentally impaired, are not counted. Merton says a person with dementia may get

100% off living alone, 50% with a carer and 25% with a partner, once the GP confirms the diagnosis. Disablement Relief charges the home one band lower. The council tax line is 020 8274 4904 (weekdays 9am to 1pm); see council tax discounts.

Urgent care and leaving hospital in Merton

- **Urgent treatment centre:** part of the emergency department at St Helier Hospital, Carshalton: open 8am to 10pm daily, for minor illnesses and injuries such as broken bones and cuts needing stitches. Not an A&E.
- **A&E:** St Helier Hospital, open 24 hours, 365 days a year; and St George's Hospital in Tooting, a 24-hour emergency department.
- **Not walk-in:** the Nelson Health Centre on Kingston Road is for outpatient and diagnostic appointments only.

At St Helier, patients may move to the discharge lounge to wait to be collected; a family member, carer or friend is usually asked to collect, and patients who qualify for hospital transport are collected within 90 minutes of being booked as ready. Merton's Hospital to Home Team plans short-term social care for residents leaving hospital (duty worker 020 8545 3801); see the questions below. District nursing for housebound adults is provided by Central London Community Healthcare, on referral from a GP, hospital or other professional.

For NHS Continuing Healthcare, NHS South West London's Merton and Wandsworth team is on 020 3880 0288 (option 1 for general enquiries).

Local help in Merton

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

- **Carers.** Carers First Merton: 0300 303 1555. It offers a free Merton National Carers Card to carers registered with it.
- **Memory and dementia.** Dementia Advisers (self-referral 020 8687 0922, weekdays 9am to 5pm); the memory assessment service at the Wilson Hospital through the GP; Singing for the Brain at the Merton Dementia Hub in Mitcham. See dementia care at home.
- **Staying independent.** Wimbledon Guild works with Merton residents over 50 to stay independent (020 8946 0735, weekdays 9am to 5pm), with a free drop-in every Monday, 10am to 3pm, at WG Morden, 3-4 Crown Parade. Merton Community Hub (020 8066 4086) offers telephone befriending and advice on local help.

- **Day centre.** Eastway Day Centre in Morden, the council's day centre for older people, weekdays 9am to 3.30pm (020 8274 5755).
- **Older people's charity.** Age UK Merton, Elmwood Centre, London Road, Mitcham: 020 8648 5792, weekdays 9.30am to 1pm. Free advice for over-60s and carers, and free befriending (with Wimbledon Guild) for isolated residents aged 65 and over.
- **Getting about.** TfL Dial-a-Ride (0343 222 7777) is a door-to-door minibus for members; people aged 85 or over qualify automatically.
- **End of life.** St Raphael's Hospice in Cheam cares for people in Merton and Sutton, free, at home and on its ward (020 8099 7777). Royal Trinity Hospice covers parts of Merton. See end-of-life care.

USEFUL LOCAL CONTACTS

Useful contacts in Merton

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

Council and care assessments

Adult social care in Merton is arranged by London Borough of Merton. 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 Merton:** ask for a care needs assessment (telephone 020 8545 4388); 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 Merton it is arranged by NHS South West London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Merton

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.

- St George's Hospital: Tooting (Wandsworth); 24-hour emergency department, 365 days a year
- St Helier Hospital: Carshalton (Sutton); emergency department open 24 hours, 365 days a year; urgent treatment centre, part of the emergency department, 8am to 10pm daily, for minor illnesses and injuries (not an A&E); patient discharge lounge. (leaving hospital information)
- Nelson Health Centre: Kingston Road SW20 8DA; outpatient and diagnostic services by GP referral; not a walk-in centre, appointment needed

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Local support and charities

- Carers First Merton: Carers' support (0300 303 1555)
- Merton Dementia Advisers and Dementia Hub (Alzheimer's Society): Dementia support (020 8687 0922)
- Merton Older People's Memory Assessment Service: Dementia support (020 3513 5000)
- Age UK Merton: Age UK (020 8648 5792)
- Wimbledon Guild: Community support (020 8946 0735)
- Eastway Day Centre: Day opportunities (020 8274 5755)
- Merton Community Hub: Befriending (020 8066 4086)
- St Raphael's Hospice: Hospice (020 8099 7777)

Council tax

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

Areas around Merton

Wimbledon | Wimbledon Village | South Wimbledon | Wimbledon Park | Mitcham | Morden | Colliers Wood | Raynes Park | Merton Park | West Barnes | Pollards Hill | St Helier

YOUR QUESTIONS

Questions about live-in care in Merton

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

Merton Council's Adult Social Care First Response Team takes requests on 020 8545 4388, Monday to Friday, 9am to 5pm, or by email to ASCFirstResponse@merton.gov.uk. Out of hours (weekdays 5.30pm to 9am, and 24 hours at weekends and on public holidays) the number is 020 8770 5000. You can bring a family member, friend or carer to the assessment. A family carer can ask for a carer's assessment through Carers First Merton on 0300 303 1555.

How much does Merton charge for home care?

It depends on a financial assessment. For care delivered from 31 August 2026, Merton says the hourly charge for council-arranged home care is around £27.28, depending on the provider. People with savings over £23,250 pay the care provider's hourly rate, and savings under £14,250 are not counted. Reablement, for up to six weeks, is free. The Financial Assessment Team is on 020 8545 3632 (financial.assessment@merton.gov.uk), and it offers a free benefit check during the assessment.

Where can we get dementia support in Merton?

The GP usually refers to the memory assessment service at the Wilson Hospital in Mitcham, run by South West London and St George's Mental Health NHS Trust (reception 020 3513 5000). Alzheimer's Society's Dementia Advisers take self-referrals on 020 8687 0922, weekdays 9am to 5pm. Singing for the Brain meets on Wednesdays from 1.30pm to 3pm at the Merton Dementia Hub, 67 Whitford Gardens, Mitcham, for Merton residents or people with a Merton GP. Someone with dementia who lives alone may not have to pay council tax; the GP confirms the diagnosis.

What help is there when someone from Merton leaves hospital?

Merton's Hospital to Home Team gives short-term social care support to residents leaving acute hospitals or short-term rehabilitation, at home or in interim support accommodation if needed. To talk to a social worker before discharge, call the duty worker on 020 8545 3801. Reablement is usually organised before the person goes home; it is free and lasts from one day to six weeks. The person must be medically stable and safe between visits and overnight.

How much does live-in care cost in Merton?

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

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 Merton is arranged by London Borough of Merton. 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 St George's 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

- Merton Council: How to get adult social care support (needs assessment)
- Merton Council: Short-term help at home (reablement)
- Merton Council: Help leaving hospital
- Merton Council: Changes to homecare charges
- Merton Council: Paying for care at home
- Merton Council: Carer's assessment
- Merton Council: Dementia

- Merton Council: Council tax discounts
- Merton Council: Eastway Day Centre
- Merton Council: Support from the voluntary and community sector
- St George's University Hospitals: Emergency department
- St George's University Hospitals: Nelson Health Centre
- Epsom and St Helier University Hospitals: Emergency departments
- Epsom and St Helier University Hospitals: Inpatients
- Central London Community Healthcare: District nursing
- NHS South West London: Continuing healthcare and other funding contacts
- South West London and St George's Mental Health NHS Trust: Merton older adults services
- Alzheimer's Society: Singing for the Brain, Merton
- Carers First: Merton
- Age UK Merton: Contact us
- Age UK Merton: Information and advice
- Age UK Merton: Befriending
- Wimbledon Guild: Staying independent
- St Raphael's Hospice: About us
- St Raphael's Hospice: Contact us
- Royal Trinity Hospice: Who is eligible
- TfL: Dial-a-Ride membership
- NHS website: Getting a care needs assessment

Price

From £1,550 a week

Covers

Merton 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 | Lewisham | 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/merton/**
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Information, not advice: please check anything important with the organisation named.