LIVE-IN CARE · NEWHAM, LONDON

Live-in care in Newham

How to arrange fully managed live-in care in Newham with our care team, starting with a free assessment, and who else to contact: Newham Council, the A&E and urgent treatment centre at Newham Hospital, how reablement, discharge and Continuing Healthcare work, and local help with carers, memory, loneliness, 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 Newham, 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 Newham

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 Newham

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

Newham Council runs adult social care and collects council tax. To ask for a care needs assessment, call **020 8430 2000** and choose option 2 (Monday to Thursday 9am to 5pm, Friday until 4.45pm), or use the online request form. The needs assessment is free, and anyone can ask for one. A family carer can ask for a carer's assessment the same way; there is no charge for it, or at present for support services to help you keep caring (the council says its charging policy is under review). VoiceAbility provides independent advocacy (0300 303 1660).

From the council's 2026 charging leaflet:

- No financial assessment or charge for: carers' services, advocacy, enablement for the first six weeks and intermediate care, and aids and adaptations.
- Other care at home is means-tested after a financial assessment. With savings over £23,250 you pay the full cost. Between £14,250 and £23,250, £1 a week is counted for every £250.
- The leaflet shows no hourly rate or arrangement fee, so ask the Financial Assessment and Charging Team (020 3373 1184). If funding is agreed, a direct payment can go towards live-in care; see the cost of live-in care.

Council tax: a home with a substantially and permanently disabled resident and a qualifying adaptation can be charged one band lower (call 020 8430 2000 for the claim form), and people who are severely mentally impaired are not counted. A home left empty because the

person has moved into hospital or a care home, or moved to receive care, can be exempt. See council tax discounts.

Urgent care and leaving hospital in Newham

- **Urgent treatment centre:** Newham Hospital, Glen Road, Plaistow: open daily, 8am to 11pm. After you register at the emergency department, staff assess you and may direct you there. It is not an A&E.
- **A&E:** Newham Hospital (Barts Health), open 24 hours for all ages (switchboard 020 7476 4000). Barts also runs A&Es at the Royal London in Whitechapel and at Whipps Cross.

If ward staff think someone will find it hard to manage at home, they refer them to Newham's Integrated Discharge Hub (020 7363 8147), and the team may recommend free reablement. Age UK East London's Home and Settle Service helps Newham residents settle back home for up to four weeks at no charge (0203 011 1241, option 2; weekdays 9am to 6pm). The Rapid Response Team (8am to 10pm daily, last referrals 8pm) also takes referrals from patients and relatives. See Discharge to Assess explained.

For NHS Continuing Healthcare, NHS North East London's Newham team is on 020 7909 3805 (CHC.Newham@nhs.net, weekdays 9am to 5pm).

Local help in Newham

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

- **Carers.** Newham Carers Community is the council's commissioned service for carers and young carers, with free advice and activities, weekdays 9am to 5pm (020 3954 3143).
- **Memory and dementia.** Newham Memory Clinic, 020 8821 0900, through the GP; free memory cafés in Canning Town and East Ham. See dementia care at home.
- **Older people's charity.** Age UK East London gives free advice to people aged 50 and over and their carers, including help with care funding and financial assessment forms (020 8981 7124, weekdays 10am to 4pm; Newham office at Stratford Advice Arcade, 107-109 The Grove).
- **Loneliness.** The council's Be Connected team offers up to six weeks of one-to-one support for residents with chronic loneliness who are not eligible for Care Act services (BeConnected@newham.gov.uk).

- **Getting about.** Newham Taxicard holders get 144 subsidised journeys a year and pay the first part of each fare; Newham adds higher-rate Attendance Allowance to the automatic criteria. TfL Dial-a-Ride (0343 222 7777) accepts everyone aged 85 or over automatically.
- **End of life.** St Joseph's Hospice runs a 24/7 advice line for Newham, Tower Hamlets and City and Hackney; the person does not need to be known to the hospice (0300 30 30 400). See end-of-life care.
- **Finding more.** The Well Newham directory lists over 500 local services, and for most you can refer yourself. Healthwatch Newham: 0800 056 4293, weekdays 9am to 5pm.

USEFUL LOCAL CONTACTS

Useful contacts in Newham

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

Council and care assessments

Adult social care in Newham is arranged by London Borough of Newham. 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 Newham:** ask for a care needs assessment (telephone 020 8430 2000); 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 Newham it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Newham

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.

- Newham Hospital: Glen Road, Plaistow E13 8SL (Barts Health); A&E open 24 hours, all ages; switchboard 020 7476 4000 (leaving hospital information)
- Newham Hospital urgent treatment centre: On the Newham Hospital site; open daily 8am to 11pm; register at the emergency department, where staff assess you and may direct you to the UTC. Not an A&E.
- The Royal London Hospital: Whitechapel (Tower Hamlets); adult emergency department open 24 hours, 365 days a year
- East Ham Care Centre: 302 Shrewsbury Road E7 8QP (East London NHS Foundation Trust); Sally Sherman Ward, 19 beds, gives NHS continuing care to older adults with dementia and complex needs; the Fothergill intermediate care ward closed on 29 September 2026.

Local support and charities

- Newham Carers Community (led by Age UK East London): Carers' support (020 3954 3143)
- Newham Memory Clinic (East London NHS Foundation Trust): Dementia support (020 8821 0900)
- Newham memory cafés and Music for the Mind: Dementia support
- Age UK East London: Age UK (020 8981 7124)
- St Joseph's Hospice: Hospice (0300 30 30 400)
- Healthwatch Newham: Healthwatch: your independent voice on health and care (0800 056 4293)
- Be Connected (Newham Council): Befriending
- Well Newham directory: Local services directory

Council tax

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

Areas around Newham

Stratford | Forest Gate | Manor Park | East Ham | West Ham | Plaistow | Canning Town | Custom House | Beckton | Green Street | Silvertown | North Woolwich

YOUR QUESTIONS

Questions about live-in care in Newham

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

Newham Council's Access to Adult Social Care Team is on 020 8430 2000; choose option 2. Lines are open Monday to Thursday 9am to 5pm and Friday 9am to 4.45pm, with a textphone on 18001 020 8430 2000. You can also use the council's online 'Request an assessment' form or email Accessto.AdultsSocialCareTeam@newham.gov.uk. Wherever possible, the council aims to complete new needs assessments and carer's assessments within 30 working days.

Is reablement free in Newham?

Yes. The Newham Reablement Service gives adults free, short-term support at home to regain everyday skills after illness, a fall or a hospital stay, for up to six weeks (typically three to four). Contact the Access to Adult Social Care Team (020 8430 2000, option 2), and a member of the reablement team visits to assess. If care is still needed afterwards, it is subject to a financial assessment. For a sudden problem at home, the Rapid Response Team aims to visit within two hours (0208 709 5555).

Where can we get help with memory problems in Newham?

Talk to the GP, who can refer to the Newham Memory Clinic run by East London NHS Foundation Trust at First Avenue, Plaistow (020 8821 0900, weekdays 9am to 5pm). Newham Council funds free memory support from Newham New Deal Partnership for residents affected by dementia: memory cafés at Canning Town Community Neighbourhood Centre and East Ham Library, and Music for the Mind at Stratford Library. Contact the partnership directly or ask a professional to refer. The Alzheimer's Society support line is 0333 150 3456.

What has changed at East Ham Care Centre?

Fothergill Ward, the intermediate care ward at East Ham Care Centre, closed on 29 September 2026. East London NHS Foundation Trust says patients who are ready to leave hospital now go home through one of several discharge pathways, with home care visits as needed, because people usually recover better at home. Sally Sherman Ward at the same centre continues to give NHS continuing care to older adults with dementia and complex needs. Live-in care is one way to give support at home.

How much does live-in care cost in Newham?

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

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 Newham is arranged by London Borough of Newham. 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 Newham 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 Newham: Contacting adult social care
- London Borough of Newham: Reablement service
- London Borough of Newham: Help after leaving hospital (Integrated Discharge Hub)
- London Borough of Newham: Help after leaving hospital (assessments and advocacy)
- London Borough of Newham: Home and Settle Service
- London Borough of Newham: Rapid Response Team

- London Borough of Newham: Non-residential charging leaflet 2026
- London Borough of Newham: Carers
- London Borough of Newham: Council tax disabled band reduction and single person discount
- London Borough of Newham: People exempt or disregarded from council tax
- London Borough of Newham: Dementia
- London Borough of Newham: Be Connected
- London Borough of Newham: Accessible transport
- Barts Health NHS Trust: Emergency care
- Barts Health NHS Trust: Newham Hospital
- Barts Health NHS Trust: The Royal London Hospital
- NHS website: Newham Hospital accident and emergency services
- East London NHS Foundation Trust: Diagnostic Memory Clinic (Newham)
- East London NHS Foundation Trust: Home-first approach to be adopted in Newham, Fothergill Ward to close
- East London NHS Foundation Trust: Sally Sherman Ward
- NHS North East London: Continuing Health Care (CHC)
- Age UK East London: Information and advice
- Age UK East London: Contact us
- Age UK East London: Our services
- St Joseph's Hospice: 24/7 Advice and Support Line
- Taxicard: Am I eligible?
- TfL: Dial-a-Ride membership
- Healthwatch Newham: Contact us
- Well Newham: Find local support services
- Alzheimer's Society: Dementia Support Line
- NHS website: Getting a care needs assessment

Price

From £1,550 a week

Covers

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