LIVE-IN CARE · REDBRIDGE, LONDON

Live-in care in Redbridge

How to arrange fully managed live-in care in Redbridge with our care team, starting with a free assessment, and who else to contact: Redbridge Council, what care at home costs, the A&Es and 24-hour urgent treatment centres at King George and Queen's, 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 Redbridge, 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 Redbridge

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 Redbridge

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

Redbridge Council runs adult social care and collects council tax. For a care needs assessment, use the online referral form or call **020 8708 7333** (weekdays 9am to 5pm). The needs assessment is free, and anyone can ask for one. A family carer can ask for a carer's assessment, even if the person they care for is not eligible for council services.

From the council's 2026/27 fees and charging policy:

- Free: the first six weeks of reablement or intermediate care, and community equipment costing less than £1,000.
- Home care is £24.26 an hour, with a maximum of £1,000 a week, but what each person pays depends on their financial assessment. With savings above £23,250 you pay the full cost.
- Above that limit, if the council arranges your care at home, there is a £300 a year administration fee (not charged if you use a direct payment and no council-commissioned services). You can also arrange live-in care directly with a provider; see the cost of live-in care.
- The council's Lifeline alarm costs £6.50 a week, with support 24 hours a day.

Council tax: a carer who lives with and cares at least 35 hours a week for someone on a qualifying benefit, who is not their spouse, partner or child under 18, can get a discount, without claiming Carer's Allowance. A home with features a disabled person needs can

drop one band (stairlifts or handrails alone do not qualify). A person with a severe mental impairment, which can include dementia, who lives alone pays no council tax. See council tax discounts.

Urgent care and leaving hospital in Redbridge

- **Urgent treatment centres:** King George Hospital, Barley Lane, Goodmayes, and Queen's Hospital, Romford, both open 24 hours. Neither is an A&E; NHS 111 can book you in.
- **A&E:** King George and Queen's both have 24-hour emergency departments (switchboard 01708 435 000). Many people in the west of the borough use Whipps Cross Hospital in Leytonstone, also 24 hours.

Hospital staff may contact adult social care to arrange a discharge assessment; if care is likely to be needed for longer than six weeks, a care plan is put in place. NELFT's BHR Integrated Discharge Hub arranges the next step for people who need support. The Redbridge reablement service, run by NELFT, lasts from one day to six weeks after a referral from a health professional. Some people first spend time on Poppy Ward at Meadow Court, Goodmayes Hospital, an intermediate care rehabilitation ward. See Discharge to Assess explained.

For NHS Continuing Healthcare, NHS North East London's Barking and Dagenham, Havering and Redbridge team is on 020 8221 5700 (option 4 for Fast Track, option 8 to book an assessment).

Local help in Redbridge

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

- **Carers.** Redbridge Carers Support Service, 12 Clements Court, Ilford: 020 8514 6251. It runs Older Carers Connect for carers aged 65 and over and a dementia carers support group at Fullwell Cross Library on the second Monday of the month (10.30am to 12.30pm).
- **Memory and dementia.** Redbridge Memory Service through the GP (0300 300 1657, option 3). Redbridge Respite Care Association, in Chadwell Heath, offers regular two-and-a-half-hour home respite visits and a dementia day centre with a home-cooked lunch (020 8599 0151). See dementia care at home.
- **Older people's charity.** Age UK Redbridge, Barking and Havering: free advice on social care and benefits, 020 8220 6000 (10am to 2pm).

- **Getting about.** The council's Mobility Card Scheme gives disabled residents door-to-door transport within ten miles of the Gants Hill roundabout (020 8554 5000). In Redbridge, Taxicard is also open to anyone aged 85 or over or on higher-rate Attendance Allowance.
- **End of life.** Saint Francis Hospice has a specialist advice line answered around the clock on 01708 758643. In Redbridge, referrals must come from a health professional such as the GP, district nurse or hospital team.
- **Having your say.** Healthwatch Redbridge: 020 4635 4616.

What may change soon

Redbridge Council has published a draft new Adult Social Care Charging Policy for consultation, open until 20 November 2026. Until a new policy is adopted, the current charging policy and the 2026/27 fees above apply.

USEFUL LOCAL CONTACTS

Useful contacts in Redbridge

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

Council and care assessments

Adult social care in Redbridge is arranged by London Borough of Redbridge. 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 Redbridge:** ask for a care needs assessment (telephone 020 8708 7333); 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 Redbridge it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Redbridge

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.

- King George Hospital, Goodmayes: Barley Lane, Goodmayes IG3 8YB; emergency department open 24 hours; urgent treatment centre (run by PELC) open 24 hours; NHS 111 can book an urgent treatment centre appointment. The UTC is not an A&E. (leaving hospital information)
- Queen's Hospital, Romford: Rom Valley Way, Romford RM7 0AG (Havering); emergency department and urgent treatment centre open 24 hours; switchboard 01708 435 000
- Whipps Cross University Hospital: Leytonstone (Waltham Forest), Barts Health; A&E open 24 hours, all ages; the council has said thousands of people in the west of Redbridge rely on it.
- Poppy Ward, Meadow Court, Goodmayes Hospital: Barley Lane, Ilford IG3 8XJ (NELFT); inpatient physical health rehabilitation for adults with intermediate care rehabilitation needs, under a consultant geriatrician; open 24 hours, seven days a week.

Local support and charities

- Redbridge Carers Support Service (RCSS): Carers' support (020 8514 6251)
- Redbridge Memory Service (NELFT): Dementia support (0300 300 1657)
- Redbridge Respite Care Association: Day opportunities (020 8599 0151)
- Age UK Redbridge, Barking and Havering: Age UK (020 8220 6000)
- Redbridge Mobility Card Scheme: Community transport (020 8554 5000)
- Saint Francis Hospice: Hospice (01708 758643)
- Healthwatch Redbridge: Healthwatch: your independent voice on health and care (020 4635 4616)
- Redbridge support service directory: Local services directory

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Council tax

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

Areas around Redbridge

Ilford | Gants Hill | Barkingside | Wanstead | South Woodford | Woodford Green | Woodford Bridge | Chadwell Heath | Goodmayes | Seven Kings | Hainault | Clayhall

YOUR QUESTIONS

Questions about live-in care in Redbridge

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

Redbridge Council says the quickest way is its online adult social care referral form, which asks you to log in or create an account. If you would rather talk to someone, call Adult Social Services on 020 8708 7333, Monday to Friday, 9am to 5pm. Out of hours (weekdays 6pm to 8am, and at weekends), if you are worried about a vulnerable adult, call the out of hours team on 020 8553 5825. The assessment is carried out free of charge, and a family carer can ask for their own carer's assessment too.

What does Redbridge charge for care at home in 2026/27?

The council's 2026/27 fees list home care at £24.26 an hour, with a maximum home care charge of £1,000 a week; what each person actually pays depends on their financial assessment. People with assets above the upper capital limit of £23,250 whose care at home is arranged by the council pay £300 a year towards administration costs (not if they use a direct payment and no council-commissioned services). The first six weeks of reablement or intermediate care are free. A draft new charging policy is out for consultation until 20 November 2026.

Where are memory problems assessed in Redbridge?

The Redbridge Memory Service, run by North East London NHS Foundation Trust (NELFT) at Aldborough Road North, Newbury Park, sees adults of any age with memory difficulties. All new referrals come through the GP. Its phone line is 0300 300 1657, option 3, weekdays 9am to 5pm. For families, Redbridge Carers Support Service runs a monthly dementia carers support group, and Redbridge Respite Care Association has a dementia day centre and home respite visits.

Which hospital will someone from Redbridge go to in an emergency?

Usually King George Hospital in Goodmayes or Queen's Hospital in Romford, which both have 24-hour emergency departments and urgent treatment centres open 24 hours. The council has also said thousands of people in the west of Redbridge rely on Whipps Cross Hospital in Leytonstone, which has a 24-hour A&E. For anything that is not life-threatening, NHS 111 can book you an appointment at an urgent treatment centre. In an emergency, always call 999.

How much does live-in care cost in Redbridge?

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

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 Redbridge is arranged by London Borough of Redbridge. 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 King George Hospital, Goodmayes?

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 Redbridge: Contact us
- London Borough of Redbridge: Assessing your care needs
- London Borough of Redbridge: Adult social care referral form
- London Borough of Redbridge: Request a carer's assessment
- London Borough of Redbridge: Going into and leaving hospital
- London Borough of Redbridge: Charging policy for adult social services
- London Borough of Redbridge: Fees and charges 2026/27

- Let's Talk Redbridge: Adult Social Care Charging Policy consultation
- London Borough of Redbridge: Lifeline monitors and alarms
- London Borough of Redbridge: Carers discount
- London Borough of Redbridge: Council tax for people with disabilities
- London Borough of Redbridge: Mobility Card Scheme
- London Borough of Redbridge: Funding for new Whipps Cross Hospital secured (May 2023)
- London Borough of Redbridge: Redbridge Carers Support Service (directory)
- BHR University Hospitals NHS Trust: Emergency departments
- PELC: Urgent treatment centres
- NHS North East London: Where to get the right help
- NHS website: Whipps Cross Hospital accident and emergency services
- NHS North East London: Continuing Health Care (CHC)
- NELFT: Redbridge reablement
- NELFT: BHR Integrated Discharge Hub
- NELFT: Meadow Court, Poppy Ward
- NELFT: Redbridge Memory Service
- Redbridge Carers Support Service
- Redbridge Carers Support Service: Dementia carers
- Redbridge Respite Care Association
- Age UK Redbridge, Barking and Havering
- Age UK Redbridge, Barking and Havering: Contact us
- Charity Commission: Age UK Redbridge, Barking and Havering
- Saint Francis Hospice: Contact us
- Saint Francis Hospice: Self-referrals
- Taxicard: Am I eligible?
- Healthwatch Redbridge: Contact us
- NHS website: Getting a care needs assessment

Price

From £1,550 a week

Covers

Redbridge 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 | Newham | 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.