LIVE-IN CARE · RICHMOND UPON THAMES, LONDON

Live-in care in Richmond upon Thames

How to arrange fully managed live-in care in Richmond upon Thames with our care team, starting with a free assessment, and who else to contact: Richmond Council, the urgent treatment centre at Teddington and the nearest A&Es at Kingston and West Middlesex, how leaving hospital and Continuing Healthcare work, and local help with carers, memory, neighbours, 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 Richmond 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 Richmond 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 Richmond upon Thames

Day and Nightcare provides fully managed live-in care across Richmond 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 Richmond 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 Richmond upon Thames

Richmond Council runs adult social care and collects council tax. To ask for a care needs assessment, use the online referral form, or call **020 8891 7971** (weekdays 9am to 5pm). For a carer's assessment, the council offers an online AI carer's support service, reviewed by experienced social workers, or you can speak to a member of the team.

Money points from the council's 2026-2027 booklet:

- Available to everyone, whatever their finances: the needs assessment, reablement after a hospital stay or a sudden decline in health, and free simple equipment and small adaptations up to £1,000.
- With savings over £23,250 you pay the full cost of care. Below that, a financial assessment leaves you at least the minimum income guarantee (£241.45 a week for a single person over pension credit age). If you get a disability benefit, it also allows £20 a week for disability-related costs, or reviews your actual costs if they are higher.
- If you pay in full and ask the council to arrange home care, the Care Arrangement fee is £61.10 a week. The Charging Helpline is 020 8831 6400. See the cost of live-in care.

Council tax reductions are not automatic: you must apply for the disabled band reduction, the severe mental impairment discount (with evidence of a qualifying benefit and the doctor's name and address) or the carer's disregard. A home left empty because the person is in hospital or a care home can be exempt. See council tax discounts.

Urgent care and leaving hospital in Richmond upon Thames

- **Urgent treatment centre:** Teddington Memorial Hospital, Hampton Road: 8am to 8pm every day; book through NHS 111 or walk in. It is not an A&E.
- **A&E:** none in the borough. Kingston Hospital's emergency department (24 hours, 365 days a year, with an urgent treatment centre open 8am to midnight) and West Middlesex University Hospital in Isleworth (24 hours) are the closest.

At Kingston Hospital, the Discharge Team is on 020 8934 3441. Patients may wait in the discharge lounge for medicines or for someone to collect them, and all patients arrange their own transport home. The Carers' Clinical Liaison Service supports family carers while the person is in hospital. Age UK Richmond's free Nightingale Service helps residents aged 65 or over who live alone, or with another vulnerable person, settle at home after hospital (preparing the home, key safes, shopping, prescriptions and transport); a health or social care professional refers (020 8876 2449). Some people move first to the Pamela Bryant Unit at Teddington Memorial Hospital (020 8714 4040), a ward for adults who need rehabilitation before going home.

Back home, the Richmond Response and Rehabilitation Team plans the return with the family and gives short-term rehabilitation for a few days up to a few weeks; it works seven days a week and responds within two hours to urgent referrals from a GP or health professional (020 8714 4060). Ongoing care afterwards is usually charged. See reablement and intermediate care.

For NHS Continuing Healthcare, NHS South West London's Richmond team is on 020 3968 2390 (Referrals.KRCHC@swlondon.nhs.uk).

Local help in Richmond upon Thames

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

- **Carers.** Richmond Carers Centre's Adult Carers Support Team: 020 8867 2380, with a 24-hour answerphone.
- **Memory and dementia.** Richmond Memory Assessment Service through the GP; the NHS Dementia Community Service visits at home, on a professional's referral (020 8614 5428); Alzheimer's Society Richmond (0208 036 9570, Monday to Thursday 9am to 4.30pm); the Woodville Centre in Ham. See dementia care at home.

- **Older people's charity.** Age UK Richmond upon Thames: advice helpline 020 8878 3625 (weekdays 10am to 2pm). Its social and wellbeing centres run groups, sessions and activities: Twickenham Wellbeing Centre, Arragon Road (weekdays 9am to 4pm, 020 8538 9254); Barnes Green Centre, Church Road (weekdays 9am to 4pm, 020 8876 2377); and Whitton Social Centre, Kneller Road (Tuesdays and Fridays 9am to 4pm, 020 8894 4963).
- **Neighbourhood care groups.** Volunteers help older neighbours: FiSH in Barnes, Mortlake and East Sheen (helpline 020 8876 3414); HANDS in Twickenham and St Margarets, for older, isolated or housebound people (020 8891 3346); and Ham and Petersham SOS, including transport to medical appointments (020 8948 1090).
- **Befriending.** Ruils volunteers visit disabled adults and people with long-term conditions at home, usually for two hours a week (020 8831 6083). The council's charging booklet says Ruils' advice line, on the same number, can help with arranging care and support.
- **End of life.** Princess Alice Hospice gives free palliative care to people in Kingston and Richmond, at the hospice in Esher and at home (patient and clinical support 0300 10 20 100); Royal Trinity Hospice covers parts of the borough. See end-of-life care.
- **Having your say.** Healthwatch Richmond: 020 8099 5335.

USEFUL LOCAL CONTACTS

Useful contacts in Richmond upon Thames

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

Council and care assessments

Adult social care in Richmond upon Thames is arranged by London Borough of Richmond 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.

- **London Borough of Richmond upon Thames:** ask for a care needs assessment (telephone 020 8891 7971); 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 Richmond upon Thames it is arranged by NHS South West London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Richmond 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, Kingston KT2 7QB; emergency department 24 hours, 365 days a year; Kingston Hospital urgent treatment centre 8am to midnight every day; discharge team 020 8934 3441. (leaving hospital information)
- West Middlesex University Hospital: Twickenham Road, Isleworth TW7 6AF (Hounslow); A&E open 24 hours; switchboard 020 8560 2121 (leaving hospital information)
- Urgent Treatment Centre, Teddington Memorial Hospital: Hampton Road, Teddington TW11 0JL; 8am to 8pm, 7 days a week; book through NHS 111 or walk in; X-ray weekdays 9am to 7pm, weekends and bank holidays 9am to 5pm. Not an A&E.
- Pamela Bryant Unit, Teddington Memorial Hospital: Rehabilitation ward for adults discharged from hospital who need a period of rehabilitation before going home; 020 8714 4040.

Local support and charities

- Richmond Carers Centre: Carers' support (020 8867 2380)
- Richmond Memory Assessment Service: Dementia support (020 3513 5000)
- Richmond upon Thames Dementia Support Service (Alzheimer's Society): Dementia support (0208 036 9570)
- Age UK Richmond: Age UK (020 8878 3625)
- Ruils: Befriending (020 8831 6083)
- Woodville Centre: Day opportunities
- Princess Alice Hospice: Hospice (0300 10 20 100)
- Healthwatch Richmond: Healthwatch: your independent voice on health and care (020 8099 5335)

Council tax

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

Areas around Richmond upon Thames

Richmond | Kew | Barnes | Mortlake | East Sheen | Twickenham | St Margarets | Whitton | Teddington | Hampton | Hampton Hill | Ham

YOUR QUESTIONS

Questions about live-in care in Richmond upon Thames

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

Richmond Council asks people to use its online adult social care enquiry or referral form. If you cannot use the forms, call 020 8891 7971 or email adultsocialcare@richmond.gov.uk; the team works Monday to Friday, 9am to 5pm. Out of hours (weekdays 5pm to 8am, and 24 hours at weekends and on bank holidays), the Adults Emergency Duty Team is on 020 8744 2442. Anyone can ask for a needs assessment, whatever their finances.

Does Richmond charge to arrange care if we pay for it ourselves?

Yes, if you ask the council to arrange it. Richmond's 'Paying for your care and support 2026-2027' booklet sets a weekly Care Arrangement fee of £61.10 for people who pay the full cost of home care and ask the council to arrange and manage it, on top of the care itself. Simple equipment and small adaptations up to £1,000 are free. The Charging Helpline is 020 8831 6400. You can also arrange live-in care directly with a provider.

Is there an urgent treatment centre in Richmond upon Thames?

Yes: the Richmond Urgent Treatment Centre at Teddington Memorial Hospital, Hampton Road, is open 8am to 8pm every day. You can book through NHS 111 or simply walk in; X-ray runs 9am to 7pm on weekdays and 9am to 5pm at weekends. There is no A&E in the borough: Healthwatch Richmond names Kingston Hospital and West Middlesex University Hospital in Isleworth as the closest, both open 24 hours. Kingston's urgent treatment centre is open 8am to midnight every day. In an emergency, call 999.

Where can we get help with memory problems in Richmond?

Start with the GP, who can refer to the Richmond Memory Assessment Service at Livingston House in Teddington (reception 020 3513 5000, weekdays 9am to 5pm), run by South West London and St George's Mental Health NHS Trust, which diagnoses and treats dementia in people over 55. The NHS Dementia Community Service in Teddington visits people with dementia who have a Richmond GP, and their carers, at home; GPs, hospitals or other health or social care professionals refer (020 8614 5428, weekdays 8am to 6pm). The Alzheimer's Society's Richmond dementia support service gives advice face to face, by phone or in writing (0208 036 9570, Monday to Thursday, 9am to 4.30pm). The council's Woodville Centre in Ham is a day centre for people aged 60 plus with moderate to severe dementia.

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

Live-in care with Day and Nightcare costs from £1,550 a week in Richmond 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 Richmond 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 Richmond upon Thames is arranged by London Borough of Richmond 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

- Richmond Council: Contact Adult Social Care
- Richmond Council: Adult social care referral
- Richmond Council: Short-term rehabilitation support

- Richmond Council: Paying for your care and support 2026-2027
- Richmond Council: Carer's assessment and support
- Richmond Council: Council Tax discounts, exemptions and reductions
- Richmond Council: Council Tax discounts
- Richmond Council: Find day and social centres
- Kingston and Richmond NHS Foundation Trust: Emergencies and urgent care
- Kingston and Richmond NHS Foundation Trust: Staying in hospital
- Kingston and Richmond NHS Foundation Trust: Richmond Urgent Treatment Centre
- Kingston and Richmond NHS Foundation Trust: Pamela Bryant Unit
- Kingston and Richmond NHS Foundation Trust: Richmond Response and Rehabilitation Team
- NHS website: West Middlesex University Hospital accident and emergency services
- Healthwatch Richmond: Guide to Richmond's NHS, care and support
- NHS South West London: Continuing healthcare and other funding contacts
- South West London and St George's Mental Health NHS Trust: Richmond older adults services
- Alzheimer's Society: Richmond upon Thames Dementia Support Service
- Richmond Carers Centre: Contact us
- Richmond Carers Centre: Services for adult carers
- Charity Commission: Age UK Richmond upon Thames
- Ruils: Befriending service
- FiSH Neighbourhood Care
- HANDS Care Group
- Ham and Petersham SOS
- Princess Alice Hospice: Our care
- Royal Trinity Hospice: Who is eligible
- Age UK Richmond upon Thames: Contact us
- Age UK Richmond upon Thames: Social and Wellbeing Centres
- Kingston and Richmond NHS Foundation Trust: Dementia Community Service (Richmond)
- Age UK Richmond: Nightingale Service, Home from Hospital Support
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)

Price

From £1,550 a week

Covers

Richmond 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 | Kingston upon Thames | Lambeth | Lewisham | Merton | Newham | Redbridge | 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)

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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.