LIVE-IN CARE · SUTTON, LONDON

Live-in care in Sutton

How to arrange fully managed live-in care in Sutton with our care team, starting with a free assessment, and who else to contact: Sutton Council for an assessment, the A&E and urgent treatment centre at St Helier, how leaving hospital, START reablement 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 Sutton, 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 Sutton

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 Sutton

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

Sutton Council runs adult social care and collects council tax. Start with the online care needs checklist, which takes you to the request form; the council aims to contact you within 10 working days. If you cannot use the form, call **020 8770 5000** (9am to 5pm, Monday to Friday). The needs assessment is free, and anyone can ask for one.

What to expect on money:

- Above £23,250 in savings and investments, you pay the full cost of care. The value of a home you own and receive care in is not counted.
- In the financial assessment, tell the council about disability-related costs, such as extra heating or laundry, if you receive Attendance Allowance, PIP or DLA. The financial assessment team is on 020 8770 5280.
- Self-funders who ask the council to arrange care at home pay a fee on top of the full cost (see the questions below). You can also arrange live-in care directly with a provider; see the cost of live-in care.

A family carer can ask for a carer's assessment on 020 8770 5000, by emailing ContactAdultSocialCare@sutton.gov.uk or through the council's online form. It may take place by phone, online or in person, and can lead to a carer's personal budget paid as a direct payment, including help to take a break (respite).

Council tax: people who are severely mentally impaired, certified by a doctor (who completes part D of the form) and receiving a qualifying benefit such as Attendance Allowance, can get a discount, or an exemption if everyone in the home qualifies. A volunteer carer giving at least 35 hours of care a week to someone who is not their spouse or partner may get a discount, and homes adapted for a disabled person can get a reduction. See council tax discounts.

Urgent care and leaving hospital in Sutton

- **Urgent treatment centre:** part of the emergency department at St Helier Hospital, Wrythe Lane, Carshalton: 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; all of the trust's emergency surgery is done there. The same trust runs a 24-hour emergency department at Epsom Hospital in Surrey.

At St Helier, discharge arrangements are discussed with the patient, or with a relative or carer where appropriate, before they go home. A family member, carer or friend is usually asked to collect; hospital transport is only for people with a medical need, and collection at St Helier is within 90 minutes of being booked as ready. If needed, a 14-day supply of medicines is given, and the discharge summary goes to the GP.

Back home, START reablement gives free care and therapy for up to six weeks; see reablement and intermediate care. For NHS Continuing Healthcare, NHS South West London's Sutton team is on 0203 880 0296.

Local help in Sutton

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

- **Carers.** Sutton Carers Centre, Benhill Avenue, supports anyone who lives, works or cares for someone in Sutton, with one-to-one support, groups and workshops: 020 8296 5611, enquiries@suttoncarerscentre.org.
- **Memory worries.** The GP can refer to the memory assessment service. The Sutton Dementia Hub, with dementia advisers run by Age UK Sutton, peer support groups, dementia cafés and Admiral Nurses for families with complex needs: 020 8078 0002, dementiahub@ageuksutton.org.uk (Admiral Nurses self-referral: 020 8770 5327). See dementia care at home.

- **Older people's charity.** Age UK Sutton, Sutton Gate, 1 Carshalton Road: 020 8078 0002 (reception open to drop-in visitors 10am to 3pm on weekdays). Its Living Well Centre at 316 Malden Road, North Cheam, is on 020 8078 2149.
- **End of life.** St Raphael's Hospice in Cheam cares for people in Merton and Sutton, free of charge, at home and on its ward: 020 8099 7777.
- **Getting about.** TfL Dial-a-Ride minibuses run door to door from 7am to 11pm; membership is automatic at 85 or over or with higher-rate Attendance Allowance (0343 222 7777). In Sutton, higher-rate Attendance Allowance also qualifies for Taxicard automatically.
- **Everything else.** The Sutton Information Hub lists local services, events and advice, including living well at home and support for older people.

USEFUL LOCAL CONTACTS

Useful contacts in Sutton

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

Council and care assessments

Adult social care in Sutton is arranged by Sutton Council. 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.

- **Sutton Council:** ask for a care needs assessment (telephone 020 8770 5000); 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 Sutton it is arranged by NHS South West London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Sutton

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 Helier Hospital: Wrythe Lane, Carshalton SM5 1AA; 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); the trust's emergency surgery is all done here. (leaving hospital information)
- Epsom Hospital: Dorking Road, Epsom KT18 7EG (Surrey); emergency department open 24 hours; patients needing emergency surgery are transferred to St Helier

Local support and charities

- Sutton Carers Centre: Carers' support (020 8296 5611)
- Sutton Dementia Hub (Age UK Sutton): Dementia support (020 8078 0002)
- Sutton Memory Assessment Service: Dementia support
- Age UK Sutton: Age UK (020 8078 0002)
- St Raphael's Hospice: Hospice (020 8099 7777)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Sutton Information Hub: Local services directory

Council tax

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

Areas around Sutton

Cheam · North Cheam · Belmont · Carshalton · Wallington · Beddington · Hackbridge · Worcester Park · St Helier · Roundshaw

YOUR QUESTIONS

Questions about live-in care in Sutton

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

Sutton Council asks families to start with its online care needs checklist, which leads to the form for requesting an assessment. The council aims to contact you within 10 working days, and the assessment can take up to six weeks; a written statement of needs follows within 10 working days. If you cannot go online, call the council's Contact Centre on 020 8770 5000 (9am to 5pm, Monday to Friday). To ask on someone else's behalf you need their permission, unless they cannot make that decision or tell you about it.

What is the START reablement service in Sutton?

START, the council's Short Term Assessment and Reablement Team, gives free short-term care and therapy at home, usually to help someone leave hospital safely or to avoid a hospital stay. It can last from about a week up to six weeks and runs from 7am to 11pm every day of the year. A social worker or health care provider makes the referral, and occupational therapists or physiotherapists may be involved. START has an overall CQC rating of Good.

Does Sutton Council charge self-funders to arrange care at home?

Yes. With more than £23,250 in savings and investments you are a self-funder and pay the full cost of care. You can arrange care yourself, or ask the council to arrange care at home, for a fee on top of a bill every four weeks for the full cost. Its self-funding page gives a weekly fee of £25; its charging policy (dated April 2025) lists a £310 set-up fee and a £15.50 weekly management fee, both subject to VAT, so ask the self-funders team for the current figure (020 8079 2760). You can cancel with a month's notice.

Who arranges NHS Continuing Healthcare for Sutton residents?

NHS South West London integrated care board. Its Sutton team handles questions about continuing healthcare, fast track funding, personal health budgets and appeals on 0203 880 0296 (option 1 for the admin team). Eligibility depends on the person's assessed needs, not on a diagnosis. If the person is eligible, the NHS arranges a care and support package, which can include support in their own home.

How much does live-in care cost in Sutton?

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

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 Sutton is arranged by Sutton Council. 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 Helier 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

- Sutton Council: Request a care needs assessment
- Sutton Council: Request a carer's assessment
- Sutton Council: Short term care and reablement
- Sutton Council: If you're a self-funder
- Sutton Council: Paying for care in your own home
- Sutton Council: Adult social care charging policy
- Sutton Council: Council Tax discounts and exemptions
- Sutton Council: Severe mental impairment discount
- Sutton Council: Other Council Tax discounts and exemptions
- Sutton Council: Get dementia support
- Epsom and St Helier University Hospitals: Emergency departments
- Epsom and St Helier University Hospitals: Inpatients
- NHS website: St Helier Hospital A&E

- NHS website: Epsom Hospital A&E
- NHS South West London: Continuing healthcare and other funding contacts
- NHS South West London: Continuing healthcare
- Sutton Carers Centre
- Age UK Sutton: Contact us
- St Raphael's Hospice: About us
- TfL: Dial-a-Ride
- TfL: Dial-a-Ride membership
- Taxicard: Am I eligible?
- Sutton Information Hub
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Sutton 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 | Richmond upon Thames | Southwark | 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/sutton/**

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.