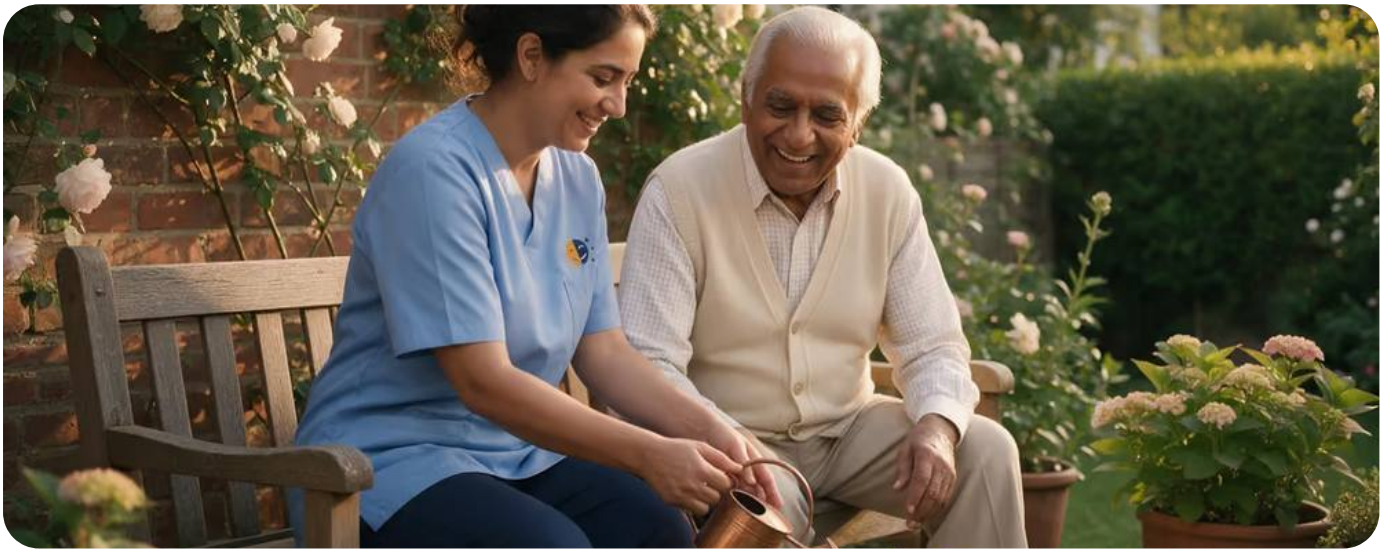
LIVE-IN CARE · WALTHAM FOREST, LONDON

Live-in care in Waltham Forest

How to arrange fully managed live-in care in Waltham Forest with our care team, starting with a free assessment, and who else to contact: Waltham Forest Council, the A&E and 24-hour urgent treatment centre at Whipps Cross, how reablement, discharge and Continuing Healthcare work, and local help with carers, dementia and transport.

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 Waltham Forest, 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 Waltham Forest

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 Waltham Forest

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

Waltham Forest Council runs adult social care and collects council tax. To ask for a needs assessment, call the Adult Social Care Team on **020 8496 3130**, or start with the online self-assessment tool. The needs assessment is free, and anyone can ask for one. The assessment covers physical needs such as washing, dressing and preparing meals, memory and mood. If someone finds it hard to take part and has nobody to help, the council finds an independent advocate. Out of hours, call 020 8496 3000.

What to expect on money:

- People with assets over £23,250 usually pay all their care costs. Below that, a financial assessment works out what the person pays, and the council checks they are claiming the right benefits.
- Charges start from the date services start, but not until the financial assessment is finished; the first invoice should arrive within seven weeks of the assessment visit, or a letter explains why not.
- Reablement for up to six weeks is free. You can also arrange live-in care directly with a provider; see the cost of live-in care.

Adult carers can ask the council for a carer's assessment on 020 8496 3130 or adult.carers@walthamforest.gov.uk. Carers First, at 1 Russell Road, Walthamstow, E10 (0300 303 1555, hello@carersfirst.org.uk), offers personalised information, advice, groups and activities for carers.

Council tax: someone who is severely mentally impaired (the council says this may include Alzheimer's disease and dementia), as stated on a doctor's certificate and with a qualifying benefit, can be exempt or not counted. A carer giving at least 35 hours of care a week to someone they live with, who gets certain benefits and is not their spouse, partner or child under 18, is not counted. Disablement Relief can reduce the bill for a home with adaptations for a disabled person. See council tax discounts for care.

Urgent care and leaving hospital in Waltham Forest

- **Urgent treatment centre:** Whipps Cross University Hospital, Whipps Cross Road, Leytonstone: open 24 hours daily, on the hospital main corridor at Junction 5. After you register at the emergency department, staff assess you and may direct you there. It is not an A&E.
- **A&E:** Whipps Cross (Barts Health), open 24 hours for all ages.

After a hospital stay, the council's free Reablement Service can help for up to six weeks; contact 020 8496 3130 or WFDLiaison@walthamforest.gov.uk. The Alzheimer's Society Dementia Advisers (020 8556 8171) can help families find their way through health and social care services on discharge from hospital. See Discharge to Assess explained and questions to ask before discharge.

For NHS Continuing Healthcare, NHS North East London's Waltham Forest community clinical team is on 020 3644 2459 (weekdays 9am to 5pm).

Local help in Waltham Forest

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

- **Carers.** Carers First Waltham Forest: 0300 303 1555, for information, advice, groups and events.
- **Memory worries.** The GP can refer to the NELFT memory service at Red Oak Lodge, Leytonstone, which sees adults of any age (0300 300 1570). The council's Dementia Hub in Leyton is on 0208 988 9906. See dementia care at home.

- **Older people's charity.** Age UK Waltham Forest, 58 Hall Lane, E4: 020 8558 5512 (office weekdays 9.30am to 4pm). Its free information and advice service for older people, families and carers covers benefits and social care (020 8558 3404, or the drop-in at Priory Court, Walthamstow, on Wednesdays 9.30am to 1pm). It also offers befriending, and paid help at home (£25 an hour plus a £25 set-up charge; no personal care) and a handyperson (£35 an hour) who can fit key safes and grab rails.
- **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). The council's Taxicard page offers reduced taxi fares for people who find public transport difficult.
- **Worried about someone's safety.** The council's safeguarding adults team can be called on 020 8496 3130 at any time, or emailed at WFDLiaison@walthamforest.gov.uk; in an emergency, call 999.
- **Having your say.** Healthwatch Waltham Forest: 0800 145 5026 (weekdays 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Waltham Forest

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

Council and care assessments

Adult social care in Waltham Forest is arranged by Waltham Forest 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.

- **Waltham Forest Council:** ask for a care needs assessment (telephone 020 8496 3130); 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 Waltham Forest it is arranged by NHS North East London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Waltham Forest

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.

- Whipps Cross University Hospital: Whipps Cross Road, Leytonstone E11 1NR (Barts Health); A&E open 24 hours, all ages.
- Whipps Cross Urgent Treatment Centre: Open 24 hours daily, on the hospital main corridor at Junction 5; register at the emergency department, where staff assess you and may direct you to the UTC. Not an A&E.

Local support and charities

- Carers First Waltham Forest: Carers' support (0300 303 1555)
- Waltham Forest Dementia Hub: Dementia support (020 8988 9906)
- Memory service, Waltham Forest (NELFT): Dementia support (0300 300 1570)
- Age UK Waltham Forest: Age UK (020 8558 5512)
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Waltham Forest: Healthwatch: your independent voice on health and care (0800 145 5026)

Council tax

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

Areas around Waltham Forest

Chingford · Highams Park · Hale End · Walthamstow · Higham Hill · Wood Street · Leyton · Leytonstone · Cann Hall · Lea Bridge

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YOUR QUESTIONS

Questions about live-in care in Waltham Forest

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

Call Waltham Forest Council's Adult Social Care Team on 020 8496 3130. You can also try the council's online self-assessment tool first: a few quick questions show whether the person might be eligible for support. The assessment itself can be face to face or by phone, and you receive a written copy with an explanation of any decisions. Out of hours, at weekends and on public holidays, call Customer Services on 020 8496 3000 and an emergency duty social worker will call you back.

What dementia support is there in Waltham Forest?

Start with the GP, who can refer to NELFT's memory service at Red Oak Lodge in Leytonstone (0300 300 1570, weekdays 9am to 5pm). The council's Dementia Hub in Leyton (0208 988 9906, dementia.hub@walthamforest.gov.uk) is the focal point for dementia support and the contact for the Intensive Dementia Outreach Service: group sessions in Leyton or Chingford and home visits, on a social worker's referral, possibly charged after a financial assessment. The Alzheimer's Society Dementia Advisers are on 020 8556 8171 on weekdays.

Is reablement free in Waltham Forest?

Yes. The council's Reablement Service gives free, short-term support at home for up to six weeks to adults over 18 living in Waltham Forest after an illness, a hospital stay or a decline in a long-term physical condition. Reablement officers, occupational therapists, a physiotherapist and social workers help the person relearn everyday tasks and rebuild confidence at their own pace. To ask about it, contact 020 8496 3130 or WFDLiaison@walthamforest.gov.uk.

Who arranges NHS Continuing Healthcare in Waltham Forest?

NHS North East London integrated care board. In Waltham Forest, Continuing Healthcare is handled by the community clinical team on 020 3644 2459, Monday to Friday, 9am to 5pm (wfchcpd@nelft.nhs.uk). Eligibility depends on the person's assessed needs, not on a particular diagnosis. To ask for an assessment, speak to the social worker or a member of the clinical team. For arrangements for care through an agency or a nursing home, the ICB lists a Waltham Forest brokerage team.

How much does live-in care cost in Waltham Forest?

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

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 Waltham Forest is arranged by Waltham Forest 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 Whipps Cross University 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 Waltham Forest: Getting help from social services
- London Borough of Waltham Forest: Contact Waltham Forest Council
- London Borough of Waltham Forest: Useful contacts for carers
- London Borough of Waltham Forest: Reablement Service
- London Borough of Waltham Forest: Help and support for people living with dementia
- London Borough of Waltham Forest: Paying for your care and support
- London Borough of Waltham Forest: What to do if you are worried about a vulnerable adult
- London Borough of Waltham Forest: Council tax discounts, exemptions and reductions
- London Borough of Waltham Forest: People who do not count for council tax
- London Borough of Waltham Forest: Taxicard scheme
- NHS website: Whipps Cross Hospital accident and emergency services
- Barts Health NHS Trust: Emergency care
- NHS North East London: Continuing Health Care (CHC)

- NELFT: Memory service, Waltham Forest
- Carers First: Waltham Forest
- Charity Commission: Age UK Waltham Forest
- Age UK Waltham Forest: Home and contact details
- Age UK Waltham Forest: Information and Advice Service
- Age UK Waltham Forest: Help at Home
- Age UK Waltham Forest: Handyperson and Garden Maintenance
- TfL: Dial-a-Ride
- TfL: Dial-a-Ride membership
- Healthwatch Waltham Forest: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Waltham Forest 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 | Sutton | Tower Hamlets | 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/waltham-forest/**

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.