LIVE-IN CARE · WESTMINSTER, LONDON

Live-in care in Westminster

How to arrange fully managed live-in care in Westminster with our care team, starting with a free assessment, and who else to contact: Westminster City Council, the 24-hour A&Es at St Mary's, St Thomas' and University College Hospital, 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 Westminster, 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 Westminster

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 Westminster

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

Westminster City Council runs adult social care and collects council tax. Call the Adult Social Care team on **020 7641 2500**, email adultsocialcare@westminster.gov.uk, or use the online referral form. The needs assessment is free, and anyone can ask for one. For help regaining independence after an illness, the Community Independence Team can be reached through Adult Social Care or through Central London Community Healthcare on 020 7641 4001.

What to expect on money:

- With assets above £23,250 you are expected to pay the full cost of care, but you keep your benefits, such as your state pension, to help pay for it. You will not have to sell the home you live in to pay for care at home.
- Below £23,250, a financial assessment works out what you pay under government rules, looking only at your own means, not your family's. The financial assessment team is on 020 7641 2820 (finassessment@westminster.gov.uk).
- You can also arrange live-in care directly with a provider; see the cost of live-in care.

In Westminster a carer's assessment may be carried out by the council or, on its behalf, by Carers Network (020 8960 3033).

For council tax, a carer who is the only other adult living with the person they care for (not a spouse, partner or child under 18) may get a carers discount; a home occupied only by someone who is severely mentally impaired is exempt; and the Disabled Band Reduction

Scheme applies where a home has, for example, a room mainly used by a disabled person or space for a wheelchair indoors. See council tax discounts for care.

Urgent care and leaving hospital in Westminster

- **A&E:** St Mary's Hospital, Praed Street, Paddington: 24-hour A&E for all ages (switchboard 020 3312 6666).
- **A&E:** St Thomas' Hospital, across Westminster Bridge in Lambeth: a walk-in A&E open 24 hours a day, 7 days a week.
- **A&E:** University College Hospital, Camden: emergency department open 24 hours, 365 days a year, entrance on Gower Street opposite Euston Square station.

At St Mary's, ask early about the estimated discharge date and say if the home is unsafe or support will be needed: with your permission the hospital can assess for social care, home adaptations or NHS Continuing Healthcare. The discharge lounge is in the Cambridge Wing, 2nd floor (8am to 6pm). At UCH, patients aim to leave the ward by midday and may wait in the patient lounge in the ground-floor atrium (weekdays 8am to 8pm, weekends 10am to 6pm). See Discharge to Assess explained.

For NHS Continuing Healthcare, the team for Westminster is on 020 3114 7220 (weekdays 9am to 5pm).

Local help in Westminster

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

- **Carers.** Carers Network, the main organisation supporting unpaid adult carers in Westminster, Kensington and Chelsea, and Hammersmith and Fulham: 020 8960 3033 (weekdays 9am to 5pm).
- **Memory worries.** The Westminster Memory Service at 42 Westbourne Park Road: 020 3317 3666. See dementia care at home.
- **Older people's charity.** Age UK Westminster, Beethoven Centre, Third Avenue, W10: 020 3004 5610 (enquiry line weekdays 10am to 2pm). Free advice for older people, families and carers, including benefits, Taxicard applications and individual budgets, at surgeries across the borough (book by phone); befriending; and dementia support, including the Heart of Westminster Memory Café at Regent Hall, Oxford Street, on the third Monday of each month, 11am to 1pm.

- **End of life.** St John's Hospice, 60 Grove End Road, St John's Wood, cares for Westminster residents at home (free Hospice@Home and community palliative care) and on its inpatient unit, on referral from the GP, hospital doctor, nurse specialist or community nurse; its reception (020 7806 4040) is staffed 24/7. Royal Trinity Hospice also covers parts of Westminster. See end-of-life care at home.
- **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 Westminster, higher-rate Attendance Allowance also gives automatic Taxicard eligibility.
- **Finding services.** People First (peoplefirstinfo.org.uk) has information on support at home, carers and local services across Westminster and Kensington and Chelsea.

USEFUL LOCAL CONTACTS

Useful contacts in Westminster

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

Council and care assessments

Adult social care in Westminster is arranged by Westminster City 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.

- **Westminster City Council:** ask for a care needs assessment (telephone 020 7641 2500); 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 Westminster it is arranged by NHS West and North London ICB (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Westminster

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 Mary's Hospital: Praed Street, Paddington W2 1NY; 24/7 A&E for all ages; switchboard 020 3312 6666; discharge lounge Cambridge Wing, 2nd floor, 8am to 6pm. (leaving hospital information)
- St Thomas' Hospital: Westminster Bridge Road, Lambeth; walk-in A&E, no appointment needed, open 24 hours a day, 7 days a week. (leaving hospital information)
- University College Hospital: Camden; emergency department open 24 hours, 365 days a year, entrance on Gower Street opposite Euston Square station; patient lounge in the ground-floor atrium, Monday to Friday 8am to 8pm, weekends 10am to 6pm. (leaving hospital information)

Local support and charities

- Carers Network: Carers' support (020 8960 3033)
- Westminster Memory Service: Dementia support (020 3317 3666)
- Age UK Westminster: Age UK (020 3004 5610)
- St John's Hospice: Hospice (020 7806 4040)
- People First: Local services directory
- TfL Dial-a-Ride: Community transport (0343 222 7777)
- Healthwatch Westminster: Healthwatch: your independent voice on health and care

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Council tax

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

Areas around Westminster

Marylebone · St John's Wood · Maida Vale · Little Venice · Paddington · Bayswater · Westbourne · Queen's Park · Church Street · Pimlico · Belgravia · Mayfair

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YOUR QUESTIONS

Questions about live-in care in Westminster

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

Call Westminster City Council's Adult Social Care team on 020 7641 2500, email adultsocialcare@westminster.gov.uk, or start with the council's online referral form. The same number reaches the Emergency and Out-of-Hours team. People First, the information website Westminster runs with Kensington and Chelsea, lists the specialist teams, including mental health and learning disability. A family carer can have their carer's assessment at the same time as the person they look after, or separately if they prefer.

Where can memory problems be checked in Westminster?

The Westminster Memory Service, a joint health and social care team, supports adults with early signs of memory problems and their carers. It is based at the Memory and Dementia Resource Centre, 42 Westbourne Park Road, W2 5PH (020 3317 3666, wmsreferrals.cnwl@nhs.net). People over 65 with a confirmed diagnosis of dementia and more advanced symptoms are supported by the Westminster Older People Community Mental Health Team (020 7854 4105), usually after a referral from the GP or another professional.

What happens when someone leaves St Mary's Hospital?

Imperial College Healthcare aims to give an estimated discharge date within 48 hours of admission, and tries to discharge people in the morning, before midday. Patients may wait in the discharge lounge on the 2nd floor of the Cambridge Wing, open 8am to 6pm. They go home with at least two weeks' supply of any new medicines and a discharge summary, which is also sent to the GP. If you need help getting home, staff can contact the British Red Cross or social services.

Who arranges NHS Continuing Healthcare in Westminster?

NHS West and North London integrated care board. Its Continuing Healthcare team for Westminster, Kensington and Chelsea, and Hammersmith and Fulham is on 020 3114 7220, Monday to Friday, 9am to 5pm (nhsnwl.chc.admin-tri@nhs.net). To start, ask a social worker or a member of the clinical team about the Checklist, the first screening step. If someone is eligible, the ICB funds their full package of health and social care.

How much does live-in care cost in Westminster?

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

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 Westminster is arranged by Westminster City 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 Mary's 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

- People First (Westminster and Kensington and Chelsea): Requesting an assessment in Westminster
- People First: Requesting a carer's assessment
- People First: Paying towards council support at home
- People First: Home
- Westminster City Council: Council Tax discounts and exemptions
- Westminster City Council: Carers discount
- Westminster City Council: Severely mentally impaired discount
- Westminster City Council: The Disabled Band Reduction Scheme
- Imperial College Healthcare NHS Trust: St Mary's Hospital
- Imperial College Healthcare NHS Trust: Planning to leave hospital
- NHS website: St Mary's Hospital accident and emergency services
- Guy's and St Thomas': Emergency department (A&E)
- UCLH: Emergency department

- UCLH: The day you leave
- NHS West and North London ICB: Continuing Healthcare (CHC)
- Carers Network: Contact us
- Charity Commission: Age UK Westminster
- Age UK Westminster: Contact us
- Age UK Westminster: Home
- Age UK Westminster: Information and advice surgery
- Age UK Westminster: Dementia service
- St John's Hospice: Contact
- St John's Hospice: Inpatient care
- St John's Hospice: Hospice at Home
- St John's Hospice: Community care
- Royal Trinity Hospice: Eligibility and the referral process
- Taxicard: Am I eligible?
- TfL: Dial-a-Ride
- TfL: Dial-a-Ride membership
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Westminster 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 · Waltham Forest · Wandsworth

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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The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/london/westminster/**

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Information, not advice: please check anything important with the organisation named.