LIVE-IN CARE · FROME, SOMERSET

Live-in care in Frome

Fully managed live-in care in Frome and the villages around it, arranged by our care team after a free assessment (01865 715780), plus how to ask Somerset Council for an assessment, the urgent treatment centre at Frome Community Hospital and the A&E at the RUH in Bath, and local help with memory, transport, carers 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 Frome, 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 Frome

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 Frome

Day and Nightcare provides fully managed live-in care in Frome and the villages around it, 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 Somerset 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 Frome

Somerset Council runs adult social care in Frome. To ask for a care needs assessment, call **0300 123 2224** (Monday to Friday, 8.30am to 5pm), or use the council's online Public Referral to Adult Social Care form, for yourself or someone else. The needs assessment is free, and anyone can ask for one. To speak to a social worker out of hours, call 0300 123 23 27. You can also talk to someone from Adult Social Care at a Talking Café.

If the council may help to pay, a financial assessment follows. With more than £23,250 in savings your relative would usually pay in full, though the home is not counted for care at home. People paying their own way are asked to contact the council as soon as their savings drop to £30,000; if they ask the council to arrange care, it will normally charge an arrangement fee. See council funding for care.

A family carer can ask for a carer's assessment on the same number, alone or jointly with the person they care for; a council social care worker carries it out. Somerset Council also collects council tax. Someone who is severely mentally impaired, and a carer living in the home, may not be counted, and there is a disabled band reduction for adapted homes. See council tax discounts for care.

Urgent care and leaving hospital in Frome

- **Urgent treatment centre:** Frome Community Hospital, Enos Way (01373 454770), open seven days a week 8am to 9pm (last patient 8pm), with X-ray on weekdays from 9am to 4pm. It is not an A&E. It sometimes closes at short notice, so check NHS 111 first.
- **A&E:** The Royal United Hospital (RUH) in Bath, which serves Mendip as well as Bath, open 24 hours as a walk-in service.

At the RUH, discharge planning starts as soon as someone is admitted, and patients are asked to plan from then too; the hospital asks patients to arrange to leave by 10am; hospital transport is only for clinical need. Anyone waiting for medicines, transport or care that starts later in the day waits in the Discharge Lounge in Building E6. Because Frome is in the Somerset Council area, ask the ward to involve Somerset Council if care at home is needed. Somerset's Home First model offers reablement at home or a short stay in a reablement unit, free for no longer than six weeks. The community hospital also has an inpatient ward, Marshfield Ward.

If needs are mainly health needs, ask about NHS Continuing Healthcare: NHS Somerset's team is on 01935 38 5233, option 1 (option 4 for Fast Track). For NHS transport to appointments, the Patient Transport Advice Centre is on 01278 727444 (weekdays 8.30am to 6.30pm).

Local help in Frome

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

- **Health Connections Mendip.** Health Connections Mendip's Health Connectors give one-to-one support to patients of the Mendip GP practices, including Frome Medical Practice (01373 468368). Its Talking Cafés meet at the Cheese and Grain on Mondays (10am to 11.30am) and at Coffee#1 in the Westway Centre on Thursdays (1pm to 2.30pm).
- **Memory worries.** The GP can refer to Somerset NHS Foundation Trust's Dementia Assessment and Support Service (Mendip team 0300 124 5602, option 3). The free Memory Café, for anyone affected by dementia, meets on Wednesdays, 2pm to 3.30pm, at the InTouch Café at Frome Medical Practice. Dementia Support Somerset is on 01458 251541. See live-in care for dementia.
- **Carers.** Somerset Carers Service is free for unpaid carers aged 18 and over (Advice Line 0800 31 68 600).

- **Getting about.** Mendip Community Transport (01749 880613) runs a hospital car service for people who cannot use public transport, where the hospital is more than 12 miles away: register first; the cost is a mileage charge plus a £2.50 administration fee. The Mendip Slinky bookable bus is booked on 01749 880482 (weekdays 9am to 4pm), at least 24 hours ahead, once you have registered. Frome Community Drivers, a volunteer scheme, collects from any BA11 address for appointments; it asks for a £6 booking fee plus 80p a mile.
- **Hospice care.** St Margaret's Hospice Care says patients in East Mendip are normally supported by Dorothy House, whose area reaches south to Shepton Mallet; its Clinical Coordination Centre takes referrals, including from patients and families, on 0345 0130 555.
- **Advice.** Age UK Somerset (01823 345610) offers free advice and a free benefits check for over-60s.

USEFUL LOCAL CONTACTS

Useful contacts in Frome

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

Council and care assessments

Adult social care in Frome is arranged by Somerset 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.

- **Somerset Council:** ask for a care needs assessment (telephone 0300 123 2224); 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 Frome it is arranged by NHS Somerset Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Frome

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.

- Royal United Hospital, Bath: Combe Park, Bath BA1 3NG; serves Mendip as well as Bath and West Wiltshire. Emergency Department open 24 hours, seven days a week (walk-in). Asks patients to arrange to leave by 10am; those waiting go to the Discharge Lounge (Building E6). (leaving hospital information)
- Frome Community Hospital: Enos Way, BA11 2FH; 01373 454740. Marshfield Ward for inpatients.
- Frome Urgent Treatment Centre: At Frome Community Hospital; 01373 454770. Every day 8am to 9pm (last patient 8pm); walk in (you may be asked to come back at a set time); X-ray weekdays 9am to 4pm; may close early, and the trust posts one-off closures on its page. Not an A&E.
- Dorothy House Hospice Care: Normally supports patients in East Mendip; referrals, including self-referrals, through the Clinical Coordination Centre on 0345 0130 555.

Local support and charities

- Somerset Carers Service: Carers' support (0800 31 68 600)
- Health Connections Mendip: Community support (01373 468368)
- Frome Memory Café: Dementia support
- Dementia Assessment and Support Service (Mendip): Dementia support (0300 124 5602 (option 3))
- Dementia Support Somerset (Alzheimer's Society): Dementia support (01458 251541)
- Mendip Community Transport: Community transport (01749 880613)
- Age UK Somerset: Age UK (01823 345610)
- Healthwatch Somerset: Healthwatch: your independent voice on health and care (0800 999 1286)

Council tax

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

Villages around Frome

Beckington · Berkley · Buckland Dinham · Great Elm · Lullington · Mells · Norton St Philip · Nunney · Rode · Trudoxhill · Wanstrow · Whatley

YOUR QUESTIONS

Questions about live-in care in Frome

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

Call Somerset Council on 0300 123 2224 (Monday to Friday, 8.30am to 5pm) and ask for adult social care. Frome is in the Somerset Council area, even though its A&E is in Bath. To speak to a social worker out of hours, call 0300 123 23 27. A family carer can ask for a carer's assessment on the same number.

Is there an A&E in Frome?

No. Frome Community Hospital on Enos Way has an urgent treatment centre, open every day 8am to 9pm (last patient 8pm), with X-ray on weekday daytimes. It is not an A&E, and it sometimes closes at short notice, so check NHS 111 first. The nearest A&E, open 24 hours, is at the Royal United Hospital in Bath. In a life-threatening emergency, call 999.

How much does live-in care cost in Frome?

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

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 Frome is arranged by Somerset 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 Royal United Hospital, Bath?

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

- Somerset NHS Foundation Trust: Urgent treatment centres (UTC)
- Somerset Council: Community transport in Somerset
- St Margaret's Hospice Care: Hospice services in Somerset
- Health Connections Mendip: Health Connections Mendip
- Health Connections Mendip: Talking Cafes: Coleford, Evercreech, Frome, Shepton Mallet, Street and Wells
- Somerset Council: Mendip Slinky services
- Frome Town Council: Community cars and assisted travel
- NHS Somerset Integrated Care Board: Patient transport
- Somerset Council: Carers assessments
- Dorothy House Hospice Care: Referrals
- Dorothy House Hospice Care: Our geography
- Royal United Hospitals Bath NHS Foundation Trust: Emergency Department / A&E: contact us
- Royal United Hospitals Bath NHS Foundation Trust: Annual Report 2026
- Somerset NHS Foundation Trust: Marshfield ward
- Health Connections Mendip: Memory Cafe Frome
- Frome Town Council: Directory: Memory Café
- Somerset Council: Contact us
- Somerset Council: Paying for your care
- Somerset Council: Report an adult at risk
- Somerset Council: Care and support assessment
- Thrive (Community Council for Somerset): Help and advice: Village Agents and Talking Cafés
- Somerset Council: Financial assessment
- Somerset Council: Council Tax discounts and exemptions
- Somerset Council: Help after a stay in hospital

- Somerset Council: Health Interface Service
- NHS Somerset Integrated Care Board: Continuing Healthcare
- Royal United Hospitals Bath NHS Foundation Trust: Going home
- Somerset NHS Foundation Trust: Dementia assessment and support service (DASS)
- Alzheimer's Society: Dementia Support Somerset
- Somerset Council: Carers in Somerset
- Somerset Carers Service (Thrive): Somerset Carers: free information and support for carers
- Age UK Somerset: Age UK Somerset
- Somerset Council: Equipment to help you
- Healthwatch Somerset: Contact us
- Mendip Community Transport
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Frome and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Somerset

All of Somerset | Bath | Taunton | Yeovil | Bridgwater | Weston-super-Mare | Wells | Minehead | Glastonbury | Street | Chard | Burnham-on-Sea | Shepton Mallet | Clevedon | Portishead | Nailsea | Keynsham | Midsomer Norton

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/somerset/frome/**

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