LIVE-IN CARE · WELLS, SOMERSET

Live-in care in Wells

Fully managed live-in care in Wells 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 nearest urgent treatment centres and A&Es, and local help with memory, carers, 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 Wells, 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 Wells

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 Wells

Day and Nightcare provides fully managed live-in care in Wells 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 Wells

Somerset Council runs adult social care in Wells. 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. The Independent Living Centre in Shepton Mallet offers free equipment appointments with an occupational therapist, booked on the same number.

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 Wells

- **Urgent treatment centres:** West Mendip Community Hospital, Old Wells Road, Glastonbury (01458 836454), open seven days a week 8am to 9pm (last patient 8pm), with X-ray on weekdays from 9am to 4.30pm; or Shepton Mallet Community Hospital (01749 342931), also 8am to 9pm daily, with limited weekday X-ray and none for under-18s. Neither is an A&E; both can close at short notice, so check NHS 111 first.
- **A&E:** the Royal United Hospital (RUH) in Bath, which serves Mendip, Yeovil Hospital and Musgrove Park Hospital in Taunton, all open 24 hours.

At the RUH, the hospital asks patients to arrange to leave by 10am; hospital transport is only for clinical need. Before your relative leaves hospital, ask the ward staff, who can arrange for someone from Adult Social Care to see them. The council's Health Interface Service works with the Somerset Home First model: reablement at home or a short stay in a reablement unit. Home First is free for no longer than six weeks.

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 Wells

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

- **Health Connections Mendip.** Patients of Wells City Practice, Wells Health Centre and the other Mendip practices can have one-to-one support from a Health Connector (01373 468368). Its community coffee morning meets on Fridays, 10am to noon, at the Portway Annexe.
- **Memory worries.** The GP can refer to Somerset NHS Foundation Trust's Dementia Assessment and Support Service (Mendip team 0300 124 5602, option 3; weekdays 9am to 5pm). Dementia Support Somerset (Alzheimer's Society) is on 01458 251541 (weekdays 9am to 5pm). 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.
- **Hospice care.** St Margaret's Hospice Care has a community team in Glastonbury and gives free care; its 24-hour Advice Line, 01823 333822, is for anyone with a life-limiting illness registered with a Somerset GP. See end-of-life care at home.
- **Advice and company.** Age UK Somerset (01823 345610) offers free advice, a free benefits check for over-60s and a free volunteer Wellbeing Service for over-60s who live alone.

USEFUL LOCAL CONTACTS

Useful contacts in Wells

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

Council and care assessments

Adult social care in Wells 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 Wells it is arranged by NHS Somerset Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Wells

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. Emergency Department open 24 hours, seven days a week (walk-in). Asks patients to arrange to leave by 10am. (leaving hospital information)
- Yeovil Hospital: Higher Kingston, Yeovil BA21 4AT; serves 'parts of Mendip'. A&E open 24 hours (NHS website, confirmed 9 July 2026). (leaving hospital information)
- West Mendip Community Hospital, Glastonbury: Old Wells Road, Glastonbury BA6 8JD; 01458 836450. Cathedral and Abbey wards (short-term rehabilitation, Home First); outpatient clinics include a central memory assessment service.
- Glastonbury Urgent Treatment Centre: At West Mendip Community Hospital; 01458 836454. 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 4.30pm; may close early. Not an A&E.
- Shepton Mallet Urgent Treatment Centre: Shepton Mallet Community Hospital, 01749 342931; every day 8am to 9pm (last patient 8pm); walk in; limited X-ray weekdays 9am to 4pm, none for under-18s; may close early, and the trust posts one-off closures on its page. Not an A&E.
- St Margaret's Hospice Care: Community team in Glastonbury; 24-hour Advice Line 01823 333822 or 01935 709480 for anyone with a life-limiting illness registered with a Somerset GP.

Local support and charities

- Somerset Carers Service: Carers' support (0800 31 68 600)
- Health Connections Mendip: Community support (01373 468368)
- 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)
- Thrive Village Agents: Community support (01823 331 222)
- 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 Wells, 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 Wells

Wookey · Wookey Hole · Westbury-sub-Mendip · Priddy · Chewton Mendip · North Wootton · Godney · Coxley · Easton · Dulcote · Croscombe · Binegar

YOUR QUESTIONS

Questions about live-in care in Wells

Who do I call in Wells 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. To speak to a social worker out of hours, call 0300 123 23 27. Somerset Council runs adult social care and also collects council tax. A family carer can ask for a carer's assessment on the same number.

Is there an A&E or minor injury unit in Wells?

No. The nearest urgent treatment centres are at West Mendip Community Hospital in Glastonbury and at Shepton Mallet Community Hospital, both open every day 8am to 9pm (last patient 8pm). They are not A&Es and can close at short notice, so check NHS 111 first. A&Es open 24 hours are at the RUH in Bath, Yeovil Hospital and Musgrove Park Hospital in Taunton. In a life-threatening emergency, call 999.

How much does live-in care cost in Wells?

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

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 Wells 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 NHS Foundation Trust: Community hospitals
- Somerset Council: Equipment to help you
- Somerset Council: Community transport 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
- Royal United Hospitals Bath NHS Foundation Trust: Emergency Department / A&E: contact us
- Royal United Hospitals Bath NHS Foundation Trust: Annual Report 2026
- NHS website: Yeovil District Hospital: Accident and emergency services
- NHS website: Musgrove Park Hospital: Accident and emergency services
- 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
- St Margaret's Hospice Care: 24-hour Advice Line
- St Margaret's Hospice Care: St Margaret's Hospice Care (home page)
- St Margaret's Hospice Care: Hospice services in Somerset
- Age UK Somerset: Age UK Somerset
- Mendip Community Transport
- Healthwatch Somerset: Contact us
- NHS website: Getting a care needs assessment

Price
From £1,550 a week

Covers
Wells 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 | Frome | 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/wells/**
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Information, not advice: please check anything important with the organisation named.