LIVE-IN CARE · CAMBERLEY, SURREY

Live-in care in Camberley

Fully managed live-in care in Camberley, Frimley, Bagshot and the villages around them from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&E at Frimley Park and the nearest urgent treatment centre, help after a hospital stay, and local help with memory, day care, meals, 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 Camberley, 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 Camberley

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 Camberley

Day and Nightcare provides fully managed live-in care in Camberley 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 Surrey County 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 Camberley

Surrey County Council arranges adult social care. To ask for a needs assessment, call **0300 200 1005** (9am to 5pm, Monday to Friday), email asc.infoandadvice@surreycc.gov.uk, or start the online self-assessment with an email address, a phone number and the GP's details to hand. Out of hours, call 01483 517 898.

The assessment is free, and so are reablement for up to six weeks and daily living equipment under £1,000. With more than £23,250 in capital (not counting the home) your relative pays the full cost, and if the council arranges care at home it charges £385 plus £16.50 a week. 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 free carer's assessment online or through Action for Carers Surrey (0303 040 1234). It does not affect Carer's Allowance.

Surrey Heath Borough Council collects council tax:

- **People not counted:** someone exempt on medical grounds, and someone caring for a disabled person who is not their spouse, partner or child under 18.
- **Disabled person reduction:** the bill drops to the band below where the home has a room, a second bathroom or kitchen, or wheelchair space a disabled person needs. The GP signs the form, so it cannot be claimed online; email revenues@surreyheath.gov.uk.

See council tax discounts for care.

Urgent care and leaving hospital in Camberley

- **A&E:** Frimley Park Hospital, Portsmouth Road, run by Frimley Health NHS Foundation Trust (0300 614 5000), open 24 hours for all ages.
- **Urgent treatment centre:** NHS Surrey and Sussex ICB lists none in Surrey Heath. The nearest on its list is Woking UTC at Woking Community Hospital, 8am to 8pm every day (01483 846 209), no appointment needed; it is not an A&E.

For concerns about a discharge plan, Frimley Park's Patient Advice and Liaison Service is on 0300 613 6530. Surrey County Council asks carers to tell hospital staff as soon as possible.

Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home. Surrey Heath is part of **Homesafe Plus**: six weeks of support such as a key safe, meals and a community alarm. Ask the ward team to refer (01483 743 668; you may have to pay). Surrey Heath may also lend a community alarm free for six weeks after discharge (01932 425865).

For NHS Continuing Healthcare, NHS Surrey and Sussex ICB's Surrey team is on 0300 561 1444. Surrey Heath moved to this ICB from NHS Frimley on 1 April 2026.

Local help in Camberley

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

- **Memory worries.** The GP can refer to Surrey and Borders Partnership's Community Mental Health Team for Older People in Frimley (01276 454 100, weekdays 8am to 8pm), for people over 65 with memory concerns; routine appointments in two to four weeks. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **Day centre.** The Windle Valley Centre in Bagshot (01276 479185), for older residents: activities, a two-course lunch for £5.70 (attendance £1.80), groups advising on matters including dementia and memory loss, and a Saturday Club for older residents and their carers.
- **Getting about.** Surrey Heath Community Transport is door-to-door, weekdays 8.30am to 4.30pm. Membership is free, carers travel free as companions, and you can book up to six days ahead on 01276 707655.
- **Meals.** Meals at Home delivers seven days a week; two courses cost £6.30 on weekdays and £7.25 at weekends (01276 707659).

- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in West Surrey 01252 331352.
- **End of life.** Phyllis Tuckwell (01252 729400) cares for people across West Surrey; Woking & Sam Beare Hospice (01483 881750) also covers Surrey Heath.

What may change soon

On 1 April 2027 West Surrey Council replaces Surrey County Council and Surrey Heath Borough Council, taking on all council services in Camberley, including adult social care (confirmed). Until then the current councils operate as normal; council tax from April 2027 has not yet been decided.

USEFUL LOCAL CONTACTS

Useful contacts in Camberley

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

Council and care assessments

Adult social care in Camberley is arranged by Surrey County 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.

- **Surrey County Council:** ask for a care needs assessment (telephone 0300 200 1005); 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 Camberley it is arranged by NHS Surrey and Sussex Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Camberley

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.

- Frimley Park Hospital: Portsmouth Road, Camberley GU16 7UJ; run by Frimley Health NHS Foundation Trust; A&E open 24 hours, all ages; 0300 614 5000; PALS 0300 613 6530
- Phyllis Tuckwell Hospice: Waverley Lane, Farnham; hospice care across the whole of West Surrey and part of North East Hampshire; 01252 729400

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Surrey Heath (memory concerns): Dementia support (01276 454 100)
- Windle Valley Centre: Day opportunities (01276 479185)
- Surrey Heath Community Transport: Community transport (01276 707655)
- Homesafe Plus: Community support (01483 743 668)
- Woking & Sam Beare Hospice and Wellbeing Care: Hospice (01483 881750)
- Surrey Heath Meals at Home: Meals at home (01276 707659)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Camberley

Frimley · Frimley Green · Mytchett · Heatherside · Parkside · Bagshot · Windlesham · Chobham · Lightwater · West End · Bisley

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YOUR QUESTIONS

Questions about live-in care in Camberley

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

Surrey County Council runs adult social care for Camberley, not Surrey Heath Borough Council. Call its information and advice line on 0300 200 1005 (9am to 5pm, Monday to Friday), email asc.infoandadvice@surreycc.gov.uk, or start the online self-assessment with an email address, a phone number and the GP's details to hand. Out of hours, the emergency number is 01483 517 898. The assessment is free. A family carer can also call Action for Carers Surrey on 0303 040 1234 (Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm). From 1 April 2027 West Surrey Council takes over; until then the current councils operate as normal.

Is there an urgent treatment centre near Camberley?

Frimley Park Hospital on Portsmouth Road has an A&E open 24 hours for all ages. NHS Surrey and Sussex ICB's list of urgent treatment centres and minor injury units has none in Surrey Heath; the nearest on it is Woking Urgent Treatment Centre at Woking Community Hospital, open 8am to 8pm every day (01483 846 209). It is not an A&E: CSH Surrey asks people over 65 with a head injury to go to A&E or call NHS 111. In an emergency, call 999.

What help is there in Surrey Heath after a hospital stay?

Surrey Heath is one of the five councils in Homesafe Plus, which offers six weeks of support after a hospital stay, such as a key safe, meals at home and a community alarm; ask the ward team to refer (01483 743 668; you may have to pay). Surrey Heath may also provide a community alarm free for six weeks after discharge, after which its standard charge applies (currently £5.65 a week; 01932 425865). The county council's reablement, from a few days up to six weeks, is free.

Which NHS board handles Continuing Healthcare for Camberley now?

Since 1 April 2026, NHS Surrey and Sussex ICB, which took in Surrey Heath, Farnham and Ash from NHS Frimley ICB when it was created. Referrals, appeals and questions go to its Surrey All-Age Continuing Care team on 0300 561 1444 or sysxicb.aaccenquiries@nhs.net. The hospital has not changed: Frimley Park is still run by Frimley Health NHS Foundation Trust.

How much does live-in care cost in Camberley?

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

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 Camberley is arranged by Surrey County 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 Frimley Park 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

- Surrey County Council: Contact Adult Social Care
- Surrey County Council: Start a social care needs assessment
- Surrey County Council: What is a carer's assessment
- Surrey County Council: Charging policy for adult social care
- Surrey County Council: Hospital stays and discharge
- Future Surrey (Surrey LGR Hub): West Surrey Council
- Future Surrey (Surrey LGR Hub): Your questions answered
- Surrey Heath Borough Council: Other council tax discounts
- Surrey Heath Borough Council: Disabled person reduction
- Surrey Heath Borough Council: Community alarms and telecare
- Surrey Heath Borough Council: Community transport
- Surrey Heath Borough Council: Windle Valley Centre
- Surrey Heath Borough Council: Meals at home

- Woking Borough Council: Homesafe Plus services
- Runnymede Borough Council: Homesafe Plus
- NHS website: Frimley Park Hospital, accident and emergency
- NHS website: Frimley Park Hospital, contact details
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- CSH Surrey: Urgent treatment centres
- NHS Surrey and Sussex ICB: About the ICB
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Surrey Heath
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Age UK Surrey: Contact us
- Phyllis Tuckwell: Get in touch
- Phyllis Tuckwell
- Woking & Sam Beare Hospice and Wellbeing Care

Price
From £1,550 a week

Covers
Camberley and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Surrey

All of Surrey | Guildford | Woking | Epsom | Reigate | Redhill | Farnham | Staines-upon-Thames | Godalming | Weybridge | Walton-on-Thames | Esher | Leatherhead | Dorking | Caterham | Oxted | Haslemere | Cranleigh | Egham

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/surrey/camberley/**

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