LIVE-IN CARE · CATERHAM, SURREY

Live-in care in Caterham

Fully managed live-in care in Caterham, Whyteleafe, Warlingham 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 minor injury unit and rehabilitation ward at Caterham Dene and the A&E at East Surrey Hospital, and local help with memory, lunch and 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 Caterham, 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 Caterham

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 Caterham

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

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; Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm).

Tandridge District Council collects council tax; apply through your MyTandridge account:

- **Severe mental impairment:** people who are severely mentally impaired, including those with Alzheimer's disease, are not counted.
- **Carers:** someone who lives with and cares for a person for at least 35 hours a week, where that person gets a qualifying benefit, may not be counted (not a husband, wife, partner or child under 18).
- **Adapted homes:** the bill may be reduced by one band, even in band A.

Urgent care and leaving hospital in Caterham

- **Minor injuries:** Caterham Dene Minor Injury Unit, Church Road, 8am to 8pm every day, for adults and children over 5 (01883 837 500, extension 4); X-ray on site. It is not an A&E and does not see head injuries in people over 65, people who have previously lost consciousness or people taking blood thinners.
- **A&E:** East Surrey Hospital, Canada Avenue, Redhill (switchboard 01737 768 511), open 24 hours for all ages.

At East Surrey, staff talk to patients about their discharge plan as early as possible, usually 24 to 48 hours after admission. Patients waiting for medicines or transport move to the Discharge Lounge by the East Entrance. Action for Carers' Hospital Carer Advisor is there on weekdays (through the helpline).

Some people go on to the intermediate care ward at Caterham Dene for rehabilitation. Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home.

For NHS Continuing Healthcare, NHS Surrey and Sussex ICB's Surrey team is on 0300 561 1444.

Local help in Caterham

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 (East) at Gatton Place, Redhill (0300 222 5761, weekdays 9am to 5pm), for people over 65 with memory concerns. Dementia First provides dementia day care and support in East Surrey (01883 818310). See dementia care at home.
- **Lunch and company.** The Westway community centre on Chaldon Road serves freshly cooked lunches Monday to Friday, with hairdressing, podiatry and ear wax removal at a subsidised rate; its meals on wheels cost £9 a day (01883 347230).
- **Getting about.** East Surrey Dial-a-Ride for CR3 and CR6 (01883 349001), or Buses 4 U and the Voluntary Car Scheme (01883 701270); volunteer drivers charge 60p a mile from their home, plus parking.
- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **Alarms.** Mole Valley Life provides lifeline alarms for Tandridge (01372 204500).

- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in East Surrey 01883 343095.
- **End of life.** St Catherine's Hospice provides hospice care in West Sussex and East Surrey and cares for most people in their own homes, free of charge, once the GP or another professional refers; calls about care go to its Triage Team (01293 447333).

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Tandridge District Council, taking on all council services in Caterham, 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 Caterham

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

Council and care assessments

Adult social care in Caterham 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 Caterham it is arranged by NHS Surrey and Sussex Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Caterham

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.

- East Surrey Hospital: Canada Avenue, Redhill RH1 5RH; A&E open 24 hours, all ages (NHS website); main switchboard 01737 768 511 (the trust's Contact us page); Discharge Lounge at the East Entrance, ground floor (leaving hospital information)
- Caterham Dene Minor Injury Unit: Caterham Dene Hospital, Church Road, CR3 5RA; First Community Health and Care; 8am to 8pm, seven days a week, adults and children over 5; walk in, or book a timed arrival through NHS 111; X-ray on site; 01883 837 500, extension 4; not an A&E; head injuries are not seen in people over 65, people who have previously lost consciousness or people taking blood thinners
- Caterham Dene Hospital Inpatient Intermediate Care Ward: 28 beds for adults who need a short period of rehabilitation after illness or injury; referral by a hospital, GP or other healthcare professional; ward reception 01883 837517

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: East (memory concerns): Dementia support (0300 222 5761)
- Dementia First: Dementia support (01883 818310)
- The Westway Community Centre: Day opportunities (01883 347230)
- East Surrey Dial-a-Ride: Community transport (01883 349001)
- Tandridge Buses 4 U (East Surrey Rural Transport Partnership): Community transport (01883 701270)
- Age UK Surrey: Age UK (01483 503414)
- St Catherine's Hospice: Hospice (01293 447333)

Council tax

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

Villages around Caterham

Caterham on the Hill | Caterham Valley | Chaldon | Whyteleafe | Warlingham | Woldingham | Godstone

YOUR QUESTIONS

Questions about live-in care in Caterham

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

Surrey County Council runs adult social care for Caterham, not Tandridge District 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 needs assessment is free.

Can Caterham Dene Minor Injury Unit see an older person after a fall?

Often, but not for every injury. The unit at Caterham Dene Hospital on Church Road is open 8am to 8pm, seven days a week, for adults and children over 5 (01883 837 500, extension 4), and there is an X-ray facility on site. It does not see head injuries in anyone over 65, anyone who has previously lost consciousness or anyone taking blood thinners. It is not an A&E: for those, and for emergencies, go to East Surrey Hospital's A&E or call 999.

What is the ward at Caterham Dene Hospital for?

It is a 28-bed inpatient intermediate care ward run by First Community Health and Care for adults who need a period of rehabilitation after illness or injury. People are referred by an acute hospital, their GP or another healthcare professional, so you cannot book a bed yourself. Ward reception is 01883 837517.

Is there a dial-a-ride in Caterham?

Yes, two. East Surrey Dial-a-Ride (01883 349001) is a membership service for people in the CR3 and CR6 postcodes who have difficulty using public transport. Buses 4 U, run by the East Surrey Rural Transport Partnership (01883 701270), goes to East Surrey Hospital; membership is £25 a year and single fares start at £3.50. The partnership also runs a Voluntary Car Scheme for hospital and GP trips.

How much does live-in care cost in Caterham?

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

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 Caterham 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 East Surrey 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): East Surrey Council
- Future Surrey (Surrey LGR Hub): Your questions answered
- Tandridge District Council: Council tax discounts
- Tandridge District Council: Support for older and vulnerable people
- NHS website: East Surrey Hospital, accident and emergency
- Surrey and Sussex Healthcare: Let's get you home
- Surrey and Sussex Healthcare: Discharge unit
- Surrey and Sussex Healthcare: Contact us

- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- First Community Health and Care: Minor Injury Unit
- First Community Health and Care: Inpatient Intermediate Care Ward at Caterham Dene Hospital
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, East
- Dementia First
- The Westway: Meals on wheels
- East Surrey Dial-a-Ride
- East Surrey Rural Transport Partnership: Buses 4 U dial-a-ride
- East Surrey Rural Transport Partnership: Voluntary Car Scheme
- Mole Valley Life: Independence technology (Lifeline alarms)
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- St Catherine's Hospice
- St Catherine's Hospice: Care at home
- St Catherine's Hospice: Contact

Price
From £1,550 a week

Covers
Caterham 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 | Camberley | Farnham | Staines-upon-Thames | Godalming | Weybridge | Walton-on-Thames

Esher | Leatherhead | Dorking | 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/caterham/**
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Information, not advice: please check anything important with the organisation named.