LIVE-IN CARE · DORKING, SURREY

Live-in care in Dorking

Fully managed live-in care in Dorking and the villages around it from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&Es at Epsom and East Surrey, what Dorking Hospital is for, urgent help at home and after discharge, and local help with memory, transport, alarms 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 Dorking, 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 Dorking

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 Dorking

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

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).

Mole Valley District Council collects council tax. It does not count someone severely mentally impaired who gets a qualifying benefit such as Attendance Allowance, or someone giving substantial care to a disabled person who is not their spouse, partner or child under 18. If only one adult is still counted, the bill falls by 25%. A home adapted for a disabled resident may get the disabled band reduction.

Urgent care and leaving hospital in Dorking

- **A&E, 24 hours:** Epsom Hospital, Dorking Road (01372 735 735), and East Surrey Hospital, Redhill.
- **Urgent treatment centres:** NHS Surrey and Sussex ICB lists none in Mole Valley; Dorking Hospital is not on its list.
- **Urgent help at home:** for adults registered with a Surrey Downs GP, the Urgent Community Response aims to assess people at home within two hours of referral, 8am to 8pm daily.

At **Epsom**, a relative or friend usually collects the patient; patient transport, for those with a medical need, aims to collect within two hours. At **East Surrey**, staff talk to patients about their discharge plan as early as possible, usually 24 to 48 hours after admission. Action for Carers has Hospital Carer Advisors at East Surrey on weekdays and at Epsom on Mondays, Tuesdays and Thursdays.

For Surrey Downs patients, the **Transfer of Care Hub** coordinates discharge, with first assessments at home where practical, and can arrange a community hospital bed, such as Ranmore ward at Dorking Hospital. Under Discharge to Assess, long-term needs are assessed after discharge. Before discharge, ask Mole Valley Life (01372 204500) for its **Hospital to Home Support Service**: up to six weeks of support, a Lifeline alarm and welfare calls.

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

Local help in Dorking

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

- **Memory and company.** Start with the GP for a memory assessment. In Leatherhead, the Fairfield Centre (01372 376058), the county council's listed dementia wellbeing centre for Mole Valley, is open to everyone aged 60 and over; its Conservatory Club is for people with memory difficulties or early dementia. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **Getting about.** Mole Valley Life community transport: 0300 123 7749 (members only).
- **A daily call and an alarm.** Mole Valley Life's Telephone Check In Service rings at an agreed time for £1 a day before VAT, and it runs the Lifeline alarm service for Mole Valley (01372 204500).

- **For men who want company.** Dorking Men's Shed, set up to reduce loneliness and isolation, meets on Thursdays and Saturdays, 9am to 12.30pm; email info@dorkingshed.org.uk.
- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **End of life.** Princess Alice Hospice in Esher gives free end-of-life care in Mole Valley, at the hospice and at home (0300 10 20 100).
- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in East Surrey 01883 343095.

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Mole Valley District Council, taking on all council services in Dorking, 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 Dorking

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

Council and care assessments

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

Hospitals near Dorking

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.

- Epsom Hospital: Dorking Road, Epsom KT18 7EG; A&E open 24 hours, all ages; 01372 735 735 (leaving hospital information)
- East Surrey Hospital: Canada Avenue, Redhill RH1 5RH; A&E open 24 hours, all ages; main switchboard 01737 768 511 (leaving hospital information)
- Dorking Community Hospital: Horsham Road, Dorking RH4 2AA; Surrey Downs Health and Care; inpatient ward (Ranmore) with 24-hour nursing care for rehabilitation and end-of-life care for people who choose their local community hospital, community matrons, physiotherapy, podiatry, neuro-rehabilitation and outpatients; main reception 01372 735711; Ranmore ward 01372 735712; not on the ICB's list of Surrey urgent care sites
- Princess Alice Hospice: West End Lane, Esher KT10 8NA; free specialist end-of-life care across Kingston, Richmond and large parts of Surrey, including Mole Valley, at the hospice and in people's homes; 0300 10 20 100

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Hospital to Home Support Service (Mole Valley Life): Community support (01372 204500)
- Mole Valley Life community transport: Community transport (0300 123 7749)
- Telephone Check In Service (Mole Valley Life): Befriending (01372 204500)
- Fairfield Centre and The Conservatory Club, Leatherhead: Dementia support (01372 376058)
- Dorking Men's Shed: Community support
- Princess Alice Hospice: Hospice (0300 10 20 100)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Dorking

Westcott · Mickleham · Box Hill · Brockham · Betchworth · Buckland · Holmwood · Beare Green · Capel · Newdigate · Abinger · Ockley

YOUR QUESTIONS

Questions about live-in care in Dorking

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

Surrey County Council runs adult social care for Dorking, not Mole Valley 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.

What is Dorking Hospital used for?

Dorking Hospital on Horsham Road is run by Surrey Downs Health and Care. Its inpatient ward, Ranmore, gives 24-hour nursing care to people who need rehabilitation after a hospital stay, and care at the end of life for people who choose their local community hospital. The hospital also has community matrons, physiotherapy, podiatry, neuro-rehabilitation and outpatient clinics. Main reception is 01372 735711 and Ranmore ward 01372 735712. It is not on the NHS list of Surrey urgent treatment centres or minor injury units.

Is there urgent help at home to avoid a hospital admission?

For adults registered with a Surrey Downs GP, Surrey Downs Health and Care's Urgent Community Response aims to assess people at home within two hours of referral, seven days a week from 8am to 8pm. GPs, NHS 111, the ambulance service and other health and social care professionals can refer; patients already known to community services can refer themselves through the Single Point of Access on 020 8296 4488 (option 3). In an emergency, call 999.

How can someone in Dorking get to appointments without driving?

Mole Valley Life's community transport is for members. Fares are £5 for a single journey of up to five miles, £7.75 up to 10 miles, and £7.75 plus £1 a mile up to 20 miles. Medical appointments can be booked up to 28 days ahead and other journeys up to 7 days; the Community Bus also serves some medical appointments outside Mole Valley, so ask when you book. Call 0300 123 7749, 9am to 4pm on weekdays (the lines close from 12 to 1pm).

How much does live-in care cost in Dorking?

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

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 Dorking 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 Epsom 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

- Mole Valley District Council: Council tax discounts
- NHS website: Epsom Hospital, accident and emergency
- Epsom and St Helier University Hospitals: Inpatients
- NHS website: East Surrey Hospital, accident and emergency
- Surrey and Sussex Healthcare: Let's get you home
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- Surrey Downs Health and Care: Dorking Hospital
- Surrey Downs Health and Care: Bedded care
- Surrey County Council: Dementia support services
- Surrey and Sussex Healthcare: Contact us
- Surrey Downs Health and Care: Transfer of Care Hub
- Surrey Downs Health and Care: Mary Seacole Unit
- Surrey Downs Health and Care: Urgent Community Response
- Mole Valley Life: Hospital to Home Support Service
- Mole Valley Life: Community transport
- Mole Valley Life: Telephone Check In Service
- Mole Valley Life: Independence technology (Lifeline alarms)
- Mole Valley Life: Fairfield Centre
- Mole Valley Life: The Conservatory Club
- Dorking Men's Shed
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- Princess Alice Hospice: Find us
- Princess Alice Hospice
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)

Price

From £1,550 a week

Covers

Dorking 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 · 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/dorking/**
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Information, not advice: please check anything important with the organisation named.