LIVE-IN CARE · EGHAM, SURREY

Live-in care in Egham

Fully managed live-in care in Egham, Englefield Green, Thorpe and Virginia Water from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&E and urgent treatment centre at St Peter's, Homesafe Plus after a hospital stay, and local help with memory, lunch, 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 Egham, 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 Egham

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 Egham

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

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).

Runnymede Borough Council collects council tax:

- **Severe mental impairment:** with a doctor's certificate and a qualifying benefit such as Attendance Allowance, the bill payer may get a discount; if the person lives alone, the home is exempt. Apply online, uploading the certificate and the DWP letter confirming the benefit.

- **Carers:** someone who lives with and cares for a person at least 35 hours a week, where that person gets for example any rate of Attendance Allowance or the daily living part of PIP, may not be counted (not a spouse, partner or the parent of a child under 18).
- **Adapted homes:** a disabled banding reduction can apply for indoor wheelchair space, a second adapted bathroom or kitchen, or an extra adapted room. An inspector may visit, and reductions are reviewed each year.

Urgent care and leaving hospital in Egham

- **A&E:** St Peter's Hospital, Guildford Road, Chertsey (switchboard 01932 872000), open 24 hours.
- **Urgent treatment centres** (not A&Es): St Peter's UTC, 8am to midnight every day; Ashford UTC, London Road, 8am to 8pm every day (01784 884 000). Walk in, or book through NHS 111.

St Peter's asks families to plan transport home in advance if the patient is not eligible for hospital transport; patients wait in the Discharge Lounge and leave with a discharge plan and medicines. Action for Carers has a Hospital Carer Advisor at Ashford and St Peter's, Tuesday to Friday, through its helpline.

Before discharge, ask about **Homesafe Plus**: up to six weeks of support such as a community alarm, meals and a handyperson (01483 743 668; you may have to pay). Runnymede's own community alarm, with 24/7 monitoring, starts at £25.35 a month (01932 425865). 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 Egham

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

- **Company and lunch.** Manor Farm centre, Manor Farm Lane, is for residents over 55 and free to attend: weekdays 9am to 4pm, a two-course lunch for £5.80, a hairdresser and chiropody. Community transport there is £5.80 return (01784 435278).
- **Getting about.** Runnymede Community Transport (01932 425050) is door-to-door, Monday to Saturday, 9am to 5pm. Membership is free, a carer travels free as a companion, and you can book up to six days ahead.

- **Meals.** Runnymede Meals at Home: 01932 425010, seven days a week.
- **Memory worries.** The GP can refer to the Community Mental Health Team for Older People for Runnymede, in Chertsey (01932 587033, weekdays 9am to 5pm), for people over 65 with memory concerns; routine appointments take 4 to 8 weeks. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **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).
- **End of life.** Woking & Sam Beare Hospice (01483 881750) covers Runnymede.

What may change soon

On 1 April 2027 West Surrey Council replaces Surrey County Council and Runnymede Borough Council, taking on all council services in Egham, 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 Egham

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

Council and care assessments

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

Hospitals near Egham

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.

- St Peter's Hospital, Chertsey: Guildford Road, Chertsey KT16 0PZ; A&E open 24 hours; urgent treatment centre 8am to midnight every day, ages 2 and over, walk in or book through NHS 111, not an A&E; switchboard 01932 872000 (leaving hospital information)
- Ashford Urgent Treatment Centre: Ashford Hospital, London Road, Ashford TW15 3FE; 8am to 8pm every day; walk in (no appointment needed) or book through NHS 111; X-ray; ages 2 and over; 01784 884 000; not an A&E; over-65s with a head injury should go to A&E or call NHS 111

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Runnymede and West Elmbridge (memory concerns): Dementia support (01932 587033)
- Manor Farm centre: Day opportunities (01784 435278)
- Runnymede Community Transport: Community transport (01932 425050)
- Runnymede Meals at Home: Meals at home (01932 425010)
- Homesafe Plus: Community support (01483 743 668)
- Woking & Sam Beare Hospice and Wellbeing Care: Hospice (01483 881750)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Egham

Egham Hythe | Englefield Green | Thorpe | Virginia Water

YOUR QUESTIONS

Questions about live-in care in Egham

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

Surrey County Council runs adult social care for Egham, not Runnymede 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, and a family carer can ask for their own carer's assessment.

Which hospital serves Egham?

St Peter's Hospital on Guildford Road, Chertsey, has an A&E open 24 hours (switchboard 01932 872000) and an urgent treatment centre open 8am to midnight every day. Ashford Urgent Treatment Centre, at Ashford Hospital on London Road, is open 8am to 8pm (01784 884 000), but its operator asks anyone over 65 with a head injury to go to A&E or call NHS 111. Neither UTC is an A&E. In an emergency, call 999.

What is Homesafe Plus?

Homesafe Plus gives people leaving hospital up to six weeks of support from local services. It is provided jointly by Elmbridge, Runnymede, Spelthorne, Surrey Heath and Woking councils, and Runnymede lists community alarms, meals at home, a handyperson, its home improvement agency and social prescribing. Surrey County Council says you may have to pay. Ask before discharge, or contact Woking Borough Council's team on 01483 743 668 or home.independence@woking.gov.uk.

Does Runnymede council deliver meals to older people?

Yes. Runnymede Borough Council's Meals at Home service delivers seven days a week, including bank holidays, or on the days you choose. Two courses cost £6.30 on weekdays and £7.25 at weekends and bank holidays. Vegetarian, reduced sugar, gluten free, soft, halal and kosher meals are available. Call 01932 425010.

How much does live-in care cost in Egham?

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

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 Egham 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 St Peter's Hospital, Chertsey?

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
- Runnymede Borough Council: People disregarded from paying council tax (severe mental impairment)
- Runnymede Borough Council: People disregarded from paying council tax (carers)
- Runnymede Borough Council: Council tax discounts (disabled banding)
- Runnymede Borough Council: Centres
- Runnymede Borough Council: Manor Farm centre
- Runnymede Borough Council: Community transport
- Runnymede Borough Council: Meals at home
- Runnymede Borough Council: Community alarms
- Runnymede Borough Council: Homesafe Plus
- Woking Borough Council: Going home after hospital discharge (Homesafe Plus)
- Woking Borough Council: Homesafe Plus services
- NHS website: St Peter's Hospital, accident and emergency
- Ashford and St Peter's Hospitals: St Peter's Hospital

- Ashford and St Peter's Hospitals: Leaving hospital
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- CSH Surrey: Urgent treatment centres
- CSH Surrey: Ashford Urgent Treatment Centre
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Runnymede
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- Woking & Sam Beare Hospice and Wellbeing Care

Price
From £1,550 a week

Covers
Egham 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 | Caterham | Oxted | Haslemere | Cranleigh

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

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The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/surrey/egham/**

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