LIVE-IN CARE · GODALMING, SURREY

Live-in care in Godalming

Fully managed live-in care in Godalming, Farncombe, Milford 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 the Royal Surrey, the urgent treatment centre at Haslemere and Milford Hospital, and local help with memory, 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 Godalming, 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 Godalming

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 Godalming

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

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).

Waverley Borough Council collects council tax:

- **Severe mental impairment:** with a doctor's certificate and a qualifying benefit such as Attendance Allowance, the person may not be counted. Living alone, the home may be fully exempt; with one other adult, the bill may fall by 25%.
- **Carers:** someone caring at least 35 hours a week for a person they live with who gets a qualifying disability benefit, or a live-in care worker working for a care provider, may not be counted.

- **Disability reduction:** an adapted home is usually charged one band lower.

Urgent care and leaving hospital in Godalming

- **A&E:** Royal Surrey County Hospital, Egerton Road, Guildford (switchboard 01483 571 122), open 24 hours for all ages.
- **Urgent treatment centre:** Haslemere UTC, Church Lane, Haslemere, 8am to 5pm daily, last new patient booking 4pm (01483 956 524). Walk in, or call NHS 111 for a time slot. It is not an A&E.

At the Royal Surrey, a team that includes social workers plans discharge from the start of the stay. Patients may wait in the Level A discharge lounge; families normally arrange the journey home, and the pharmacy usually gives up to 14 days of medicines. Action for Carers' Hospital Carer Advisor is there on weekdays (through the helpline).

Some patients are offered a move to **Milford Community Hospital** on Tuesley Lane, a 30-bed community frailty unit for older patients. 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 Godalming

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 older people's team for Waverley, Berkeley House, Ockford Road (01483 528 116, 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.
- **Lunch and meals.** Farncombe Day Centre, St John's Street (01483 426685), has a restaurant; its Community Meals Service delivers a two-course lunch for £8 on weekdays across Farncombe, Godalming and Milford.
- **Getting about.** Waverley Hoppa (01428 681701): the Shoppa is £3 each way and the Hospital hoppa £12.50 each way.
- **Personal alarms.** Waverley's Careline moved to the monitoring centre Taking Care from 31 July 2026; existing customers call Taking Care on 0800 012 1321, and the council suggests new users find another provider. See technology and telecare.

- **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 cares for people across West Surrey, free of charge, at its hospice in Farnham and at home (01252 729400).

What may change soon

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

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

Council and care assessments

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

Hospitals near Godalming

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 Surrey County Hospital: Egerton Road, Guildford GU2 7XX; A&E open 24 hours, all ages; switchboard 01483 571 122; discharge lounge on Level A (leaving hospital information)
- Milford Community Hospital: Tuesley Lane, Godalming GU7 1UG; community frailty unit for older patients, 30 inpatient beds on Holly and Oak wards; also a diagnostic centre
- Haslemere Urgent Treatment Centre: Haslemere Hospital, Church Lane, GU27 2BJ; open daily 8am to 5pm, last new patient booking at 4pm; walk in, or call NHS 111 for a time slot; 01483 956 524; not an A&E
- Phyllis Tuckwell Hospice: Waverley Lane, Farnham GU9 8BL; hospice care across the whole of West Surrey; all services free; 01252 729400

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Waverley (memory concerns): Dementia support (01483 528 116)
- Farncombe Day Centre: Day opportunities (01483 426685)
- Waverley Hoppa: Community transport (01428 681701)
- Age UK Surrey: Age UK (01483 503414)
- Phyllis Tuckwell: Hospice (01252 729400)
- Healthwatch Surrey: Healthwatch: your independent voice on health and care (0303 303 0023)

Council tax

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

Villages around Godalming

Farncombe · Binscombe · Catteshall · Ockford · Charterhouse · Holloway · Milford · Witley · Bramley · Elstead · Hambledon · Hascombe

YOUR QUESTIONS

Questions about live-in care in Godalming

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

Surrey County Council arranges adult social care for Godalming, not Waverley Borough Council or Godalming Town 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 Milford Hospital, and could my relative go there after the Royal Surrey?

Milford Community Hospital on Tuesley Lane is a community frailty unit for older patients, run by Royal Surrey NHS Foundation Trust, with 30 beds on Holly and Oak wards. The trust says patients leaving the Royal Surrey may be offered a transfer to a community hospital such as Milford to continue their care. For minor injuries, the trust's urgent treatment centre is at Haslemere Hospital, open 8am to 5pm daily.

How much does Hospital hoppa cost from Godalming?

Waverley Hoppa's Hospital hoppa from Godalming costs £12.50 each way, plus £2.50 each way for a carer or companion. Destinations include the Royal Surrey, St Luke's, Milford and Haslemere hospitals, Mount Alvernia, the Jarvis Centre and other health services between Fernhurst and Guildford; the driver meets you at your front door. Register first (registration is free). Book on 01428 681701, Monday to Friday 8.30am to 12.30pm and 1.30pm to 4pm, and give 24 hours' notice of any change.

Can we get a council tax reduction if Mum has dementia?

Possibly. Waverley Borough Council collects council tax in Godalming. With certification of severe mental impairment by a registered medical practitioner and a qualifying benefit such as Attendance Allowance, the person may not be counted. If they live alone the home may be fully exempt; living with one other adult, the bill may fall by 25%. Waverley says reductions are not normally backdated automatically, so apply as soon as possible.

How much does live-in care cost in Godalming?

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

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 Godalming 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 Royal Surrey County 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
- Waverley Borough Council: Severely mentally impaired council tax reduction
- Waverley Borough Council: Carers and care workers council tax discounts
- Waverley Borough Council: Disability council tax reduction
- Waverley Borough Council: Careline personal alarms
- NHS website: Royal Surrey County Hospital, accident and emergency
- Royal Surrey NHS Foundation Trust: Royal Surrey County Hospital

- Royal Surrey NHS Foundation Trust: Discharge
- Royal Surrey NHS Foundation Trust: When you are ready to go home
- Royal Surrey NHS Foundation Trust: Support at home after your hospital stay
- Royal Surrey NHS Foundation Trust: Milford Hospital
- Royal Surrey NHS Foundation Trust: Urgent Treatment Centre, Haslemere Hospital
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Waverley
- Farncombe Day Centre
- Farncombe Day Centre: Community meals
- Hoppa: Services for people who live in the Godalming area
- Hoppa: Hospital hoppa
- Hoppa: Register
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- Phyllis Tuckwell: Get in touch
- Phyllis Tuckwell
- Phyllis Tuckwell: Our sites

Price
From £1,550 a week

Covers
Godalming 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 · 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/godalming/**

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