LIVE-IN CARE · GUILDFORD, SURREY

Live-in care in Guildford

Fully managed live-in care in Guildford 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 Royal Surrey's A&E and the nearest urgent treatment centres, how leaving hospital and Continuing Healthcare work, and local help with memory, carers, 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 Guildford, 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 Guildford

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 Guildford

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

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), which has a Hospital Carer Advisor at the Royal Surrey on weekdays. The GP can refer a carer through the Carer's Prescription, which may include a one-off GP Carer Break of up to £300.

Guildford Borough Council collects council tax. Its reductions include severe mental impairment (with a qualifying benefit such as Attendance Allowance and the GP's or consultant's confirmation; apply through MyGuildford), carers or those receiving care, and homes adapted for a disabled person. See council tax discounts.

Urgent care and leaving hospital in Guildford

- **A&E:** Royal Surrey County Hospital, Egerton Road (switchboard 01483 571 122), open 24 hours.
- **Urgent treatment centres** (not A&Es), open every day: Woking UTC, Woking Community Hospital, 8am to 8pm (01483 846 209); St Peter's Hospital UTC, Chertsey, 8am to midnight; Haslemere UTC, 8am to 5pm, last new patient booking 4pm (01483 956 524). Walk in, or call NHS 111 for a time slot.

At the Royal Surrey, a discharge team that includes social workers plans the return home from the start of a stay. Patients may wait in the Level A discharge lounge. Families normally arrange the journey home; hospital transport is only for people who medically cannot use a car, taxi or public transport. The pharmacy usually gives up to 14 days of medicines. District nurses and the Intermediate Care Team, which gives short-term rehabilitation at home, are free.

Some patients are offered a transfer to Milford Community Hospital near Godalming, a 30-bed frailty unit. 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. Since 1 April 2026 the ICB also covers Ash, which used to be with NHS Frimley.

Local help in Guildford

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 at The Larches, Farnham Road Hospital (01483 443655, weekdays 9am to 5pm), for people over 65 with memory concerns. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **A hot lunch.** The council's activities hub at The Hive, Park Barn Drive, serves a two-course hot lunch for £5.30; membership is £15.60 a year (01483 458055).
- **Getting about.** Guildford Community Transport is door-to-door for borough residents with a disability, illness or mobility problem, including to hospital appointments: Monday to Thursday 9am to 4.30pm, Friday 9am to 4pm. Membership is £15.60 a year; register and book on 01483 458055.
- **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.** Phyllis Tuckwell cares for people across West Surrey (01252 729400), free of charge; its Beacon Centre is on the Royal Surrey site. North Guildford is also covered by Woking & Sam Beare Hospice (01483 881750).

What may change soon

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

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

Council and care assessments

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

Hospitals near Guildford

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, GU2 7XX; A&E open 24 hours, all ages; switchboard 01483 571 122 (leaving hospital information)
- Milford Community Hospital: Tuesley Lane, Godalming: a community frailty unit for older patients with 30 inpatient beds on Holly and Oak wards
- Woking Urgent Treatment Centre: Woking Community Hospital, Heathside Road; 8am to 8pm every day; walk in (no appointment needed) or book through NHS 111; X-ray; ages 2 and over; 01483 846 209; not an A&E; over-65s with a head injury should go to A&E or call NHS 111
- Haslemere Hospital Urgent Treatment Centre: Church Lane, Haslemere; 8am to 5pm every day, last new patient booking 4pm; walk in, or call NHS 111 for advice and a time slot; 01483 956 524; not an A&E
- Phyllis Tuckwell (Beacon Centre): Living Well services and outpatient appointments at the Beacon Centre on the Royal Surrey site; in-patient unit at the hospice in Farnham; all services free

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Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Guildford (memory concerns): Dementia support (01483 443655)
- Activities hub at The Hive: Day opportunities (01483 458055)
- Guildford Community Transport (Dial-a-Ride): Community transport (01483 458055)
- 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 Guildford, including discounts for people with a severe mental impairment, for disabled people and for some carers, is handled by Guildford Borough Council. See council tax discounts for care.

Villages around Guildford

Ash · Normandy · Worplesdon · Pirbright · Send · Ripley · East Horsley · West Clandon · Shalford · Shere · Albury · Compton

YOUR QUESTIONS

Questions about live-in care in Guildford

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

Surrey County Council arranges adult social care for Guildford, not Guildford 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 needs assessment is free, and a family carer can ask for their own carer's assessment too.

Is there an urgent treatment centre near Guildford?

The Royal Surrey County Hospital on Egerton Road has an A&E open 24 hours. Urgent treatment centres within reach are at Woking Community Hospital (8am to 8pm every day, 01483 846 209), St Peter's Hospital in Chertsey (8am to midnight) and Haslemere Hospital (8am to 5pm every day, last new patient booking 4pm, 01483 956 524). They are not A&Es. Woking asks people over 65 with a head injury to go to A&E or call NHS 111, and frail people with several health conditions to call NHS 111 first. In an emergency, call 999.

Where are memory problems assessed for people in Guildford?

Start with the GP, who can refer to Surrey and Borders Partnership's Community Mental Health Team for Older People in Guildford, at The Larches, Farnham Road Hospital (01483 443655, weekdays 9am to 5pm). It accepts people over 65 with memory concerns, including mild cognitive impairment, through its Single Point of Access. Age UK Surrey runs dementia support groups and Memory Lane at Home (01483 420668), and the Alzheimer's Society Dementia Support Line is on 0333 150 3456.

What changes for Guildford when West Surrey Council starts?

On 1 April 2027, West Surrey Council replaces Surrey County Council and Guildford Borough Council and takes on all council services in Guildford, including adult social care. Until then the current councils operate as normal: call Surrey County Council about care, and Guildford Borough Council about council tax discounts. No decision has yet been taken on council tax from April 2027.

How much does live-in care cost in Guildford?

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

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 Guildford 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

- Guildford Borough Council: Council tax discounts and reductions
- Guildford Borough Council: Discounts for people who are severely mentally impaired
- Guildford Borough Council: Community transport
- Guildford Borough Council: Activities hub
- Guildford Borough Council: The Hive Community Centre
- 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
- CSH Surrey: Woking Urgent Treatment Centre
- CSH Surrey: Urgent treatment centres
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- NHS Surrey and Sussex ICB: About the ICB
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Guildford
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Action for Carers Surrey: The Carer's Prescription
- Age UK Surrey: Contact us
- Phyllis Tuckwell: Our sites
- Phyllis Tuckwell: Get in touch
- Woking & Sam Beare Hospice and Wellbeing Care

Price

From £1,550 a week

Covers

Guildford and nearby villages

CQC rating

Good

Assessment

Free, with no obligation

Live-in care elsewhere in Surrey

All of Surrey · Woking · Epsom · Reigate · Redhill · Camberley · 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/guildford/**
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Information, not advice: please check anything important with the organisation named.