LIVE-IN CARE · HASLEMERE, SURREY

Live-in care in Haslemere

Fully managed live-in care in Haslemere, Hindhead 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, Haslemere Hospital's urgent treatment centre and the nearest A&E, leaving the Royal Surrey, and local help with dementia day care, 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 Haslemere, 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 Haslemere

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 Haslemere

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

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%. Reductions are not normally backdated automatically.

- **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.
- **Adapted homes:** usually charged one band lower.

Urgent care and leaving hospital in Haslemere

- **Urgent treatment centre:** Haslemere Hospital, Church Lane, open daily 8am to 5pm, last new patient booking 4pm (01483 956 524). Walk in, or call NHS 111 for a time slot. It is not an A&E and cannot treat head injuries, falls or trauma with any loss of consciousness.
- **A&E:** Royal Surrey County Hospital, Egerton Road, Guildford, open 24 hours for all ages.

Haslemere Hospital's inpatient services are currently paused. At the Royal Surrey, a team that includes social workers plans discharge. Patients may wait in the Level A discharge lounge; families usually arrange the journey home, as hospital transport is only for those who medically cannot travel otherwise, and 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. Action for Carers' Hospital Carer Advisor is there on weekdays (through the helpline).

If a community bed is needed, the trust may offer one such as **Milford Hospital** near Godalming, a 30-bed community 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.

Local help in Haslemere

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

- **Memory worries.** The GP can refer to the Community Mental Health Team for Older People for Waverley, in Godalming (01483 528 116, weekdays 9am to 5pm), for people over 65 with memory concerns; routine appointments take 4 to 8 weeks. The Hunter Centre on Grayswood Road runs dementia day care four days a week (01428 654710). See dementia care at home.
- **Community centre.** Haslewey Community Centre at Lion Green is open weekdays 9am to 5pm, with a café, podiatry, a hairdresser and a Post Office (01428 648716).

- **Getting about.** Waverley Hoppa (01428 681701): the Shoppa is £3 each way, and the Hospital hoppa (8am to 5.30pm) goes to the Royal Surrey, Haslemere or Milford hospitals for £12.50 each way, plus £2.50 for a carer or companion.
- **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 (01252 729400) cares for the whole of West Surrey, free of charge, with Living Well services at its Beacon Centre on the Royal Surrey site.

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 Haslemere, 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 Haslemere

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

Council and care assessments

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

Hospitals near Haslemere

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; run by Royal Surrey NHS Foundation Trust, which also runs Haslemere Hospital; discharge lounge on Level A (leaving hospital information)
- Haslemere Hospital Urgent Treatment Centre: Church Lane, Haslemere GU27 2BJ; open daily 8am to 5pm, last new patient booking at 4pm; walk in, or call NHS 111 for advice and a time slot; 01483 956 524; not an A&E; not for head injuries, falls or trauma with any loss of consciousness
- Haslemere Hospital: Inpatient beds: none at present (inpatient services currently paused for operational and safety factors, Royal Surrey NHS Foundation Trust); the UTC on the same site is a separate row; switchboard 01483 956 500
- Milford Community Hospital: Tuesley Lane, Godalming GU7 1UG; community frailty unit for older patients, 30 inpatient beds on Holly and Oak wards

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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)
- The Hunter Centre: Dementia support (01428 654710)
- Haslewey Community Centre: Day opportunities (01428 648716)
- Waverley Hoppa: Community transport (01428 681701)
- Phyllis Tuckwell: Hospice (01252 729400)
- Age UK Surrey: Age UK (01483 503414)
- Healthwatch Surrey: Healthwatch: your independent voice on health and care (0303 303 0023)

Council tax

Council tax in Haslemere, 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 Haslemere

Hindhead | Beacon Hill | Grayswood | Shottermill | Chiddingfold | Fernhurst

YOUR QUESTIONS

Questions about live-in care in Haslemere

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

Surrey County Council arranges adult social care for Haslemere, not Waverley Borough Council or Haslemere 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.

Which hospital do people in Haslemere use?

For A&E, the Royal Surrey County Hospital on Egerton Road, Guildford, open 24 hours for all ages. Its trust also runs Haslemere Hospital on Church Lane, whose urgent treatment centre is open daily 8am to 5pm, with the last new patient booked at 4pm (01483 956 524); walk in, or call NHS 111 for a time slot. It is not an A&E and cannot treat head injuries, falls or trauma with any loss of consciousness. In an emergency, call 999.

Does Haslemere Hospital still have beds?

Not at present. Royal Surrey NHS Foundation Trust says inpatient services at Haslemere Hospital are currently paused because of operational and safety factors; the urgent treatment centre is open. Patients who need a community bed after a Royal Surrey stay may be offered a transfer to a community hospital such as Milford Hospital near Godalming, a 30-bed community frailty unit for older patients.

Is there dementia day care in Haslemere?

Yes. The Hunter Centre, at Marjorie Gray Hall on Grayswood Road, offers day care for people living with a dementia diagnosis on Mondays, Wednesdays, Thursdays and Fridays, 9.30am to 3.30pm, giving carers a regular break. It also runs the Welcome Club for carers. Call 01428 654710. For a memory assessment, start with the GP, who can refer to the NHS older people's team for Waverley in Godalming.

How much does live-in care cost in Haslemere?

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

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 Haslemere 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
- NHS website: Royal Surrey County Hospital, accident and emergency
- 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: Urgent Treatment Centre, Haslemere Hospital
- Royal Surrey NHS Foundation Trust: Haslemere Hospital
- Royal Surrey NHS Foundation Trust: Milford Hospital
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Waverley
- The Hunter Centre
- Haslewey Community Centre: Contact
- Hoppa: Services for people who live in the Haslemere area
- Hoppa: Hospital hoppa
- 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: Our sites
- Phyllis Tuckwell

Price
From £1,550 a week

Covers
Haslemere 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 | 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/haslemere/**
Local information checked 31 October 2026. This PDF was made on 1 November 2026.
Information, not advice: please check anything important with the organisation named.