LIVE-IN CARE · OXTED, SURREY

Live-in care in Oxted

Fully managed live-in care in Oxted, Limpsfield, Lingfield 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 East Surrey Hospital and the minor injury unit at Caterham Dene, how discharge works, and local help for carers, memory, transport, meals 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 Oxted, 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 Oxted

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 Oxted

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

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).

Tandridge District Council collects council tax; apply through your MyTandridge account. People who are severely mentally impaired, including those with Alzheimer's disease, are not counted; nor is a carer who lives with someone and gives at least 35 hours of care a week, where that person gets a qualifying benefit (not a husband, wife, partner or child under 18). An adapted home may be charged one band lower, even in band A.

Urgent care and leaving hospital in Oxted

- **Minor injuries:** Caterham Dene Minor Injury Unit, Church Road, Caterham, 8am to 8pm every day, for adults and children over 5 (01883 837 500, extension 4); X-ray on site. It is not an A&E and does not see head injuries in people over 65.
- **A&E:** East Surrey Hospital, Canada Avenue, Redhill, open 24 hours for all ages.

At East Surrey, staff talk to patients about their discharge plan as early as possible, usually 24 to 48 hours after admission. Patients waiting for medicines or transport move to the Discharge Lounge by the East Entrance. Action for Carers' Hospital Carer Advisor is there on weekdays (through the helpline).

Some people move first to the 28-bed intermediate care ward at Caterham Dene Hospital for rehabilitation, on referral by the hospital, GP or another professional (ward reception 01883 837517). 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 Oxted

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

- **Carers.** Action for Carers Surrey runs a Carer Hub at The Park Hub, Master Park, Church Lane (dates on its events listings). Helpline 0303 040 1234.
- **Memory worries.** The GP can refer to the Community Mental Health Team for Older People (East) in Redhill (0300 222 5761, weekdays 9am to 5pm), for people over 65 with memory concerns. Dementia First provides dementia day care and support in East Surrey (01883 818310). See dementia care at home.
- **Getting about.** Buses 4 U and the Voluntary Car Scheme, both on 01883 701270.
- **Meals.** Tandridge District Council lists meals on wheels from Lingfield and Dormansland Community Centre for Lingfield, Dormansland, Felcourt and Crowhurst (Monday to Thursday, £4.50 a day; 01342 870341 or 07504 481289) and from The Westway in Caterham (£9 a day; 01883 347230). Ask whether they deliver to your road.
- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **Alarms.** Mole Valley Life provides lifeline alarms for Tandridge (01372 204500).

- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in East Surrey 01883 343095.
- **End of life.** St Catherine's Hospice, for West Sussex and East Surrey, cares for most people at home, free of charge, once the GP or another professional refers; calls about care go to its Triage Team (01293 447333). Tandridge District Council also lists Marie Curie's Companion Service for people with a terminal illness: volunteer support by phone or at home (01883 772232).

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Tandridge District Council, taking on all council services in Oxted, 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 Oxted

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

Council and care assessments

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

Hospitals near Oxted

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.

- East Surrey Hospital: Canada Avenue, Redhill RH1 5RH; A&E open 24 hours, all ages (NHS website); main switchboard 01737 768 511 (the trust's Contact us page); Discharge Lounge at the East Entrance, ground floor (leaving hospital information)
- Caterham Dene Minor Injury Unit: Caterham Dene Hospital, Church Road, Caterham CR3 5RA; 8am to 8pm, seven days a week, over 5s; walk in, or book a timed arrival through NHS 111; X-ray on site; 01883 837 500, extension 4; not an A&E; head injuries are not seen in people over 65, people who have previously lost consciousness or people taking blood thinners
- Caterham Dene Hospital Inpatient Intermediate Care Ward: 28 beds for adults who need short-term rehabilitation after illness or injury; referral by a hospital, GP or other healthcare professional; ward reception 01883 837517

Local support and charities

- Action for Carers Surrey: Oxted Carer Hub: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: East (memory concerns): Dementia support (0300 222 5761)
- Dementia First: Dementia support (01883 818310)
- Tandridge Buses 4 U (East Surrey Rural Transport Partnership): Community transport (01883 701270)
- Voluntary Car Scheme (East Surrey Rural Transport Partnership): Community transport (01883 701270)
- Lingfield and Dormansland Community Centre meals on wheels: Meals at home (01342 870341)
- Age UK Surrey: Age UK (01483 503414)
- St Catherine's Hospice: Hospice (01293 447333)

Council tax

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

Villages around Oxted

Limpsfield | Tandridge | Godstone | Lingfield | Crowhurst | Tatsfield | Titsey

YOUR QUESTIONS

Questions about live-in care in Oxted

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

Surrey County Council runs adult social care for Oxted, not Tandridge 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.

Where is the nearest A&E and minor injuries unit to Oxted?

The A&E is at East Surrey Hospital on Canada Avenue, Redhill (switchboard 01737 768 511), open 24 hours for all ages. NHS Surrey and Sussex ICB lists no minor injury unit or urgent treatment centre in Oxted itself; the nearest on its Surrey list is Caterham Dene Minor Injury Unit, open 8am to 8pm every day for people over 5 (01883 837 500, extension 4). It is not an A&E, and it does not see head injuries in people over 65.

Is there support for family carers in Oxted?

Yes. Action for Carers Surrey runs one of its Carer Hubs at The Park Hub in Master Park, Church Lane, Oxted; dates are on its events listings. Its Carer Helpline is 0303 040 1234 (Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm). Carers can also ask Surrey County Council for a free carer's assessment online.

How can someone without a car get to appointments from Oxted?

The East Surrey Rural Transport Partnership (01883 701270) runs Buses 4 U, a weekday dial-a-ride that goes to East Surrey Hospital, with membership at £25 a year and single fares from £3.50; medical appointments can be booked up to 14 days ahead. Its Voluntary Car Scheme uses volunteer drivers for hospital, doctor and dentist trips, at 60p a mile from the driver's home plus parking, paid to the driver in cash at the end of the journey.

How much does live-in care cost in Oxted?

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

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 Oxted 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 East Surrey 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
- Tandridge District Council: Council tax discounts
- Tandridge District Council: Support for older and vulnerable people
- NHS website: East Surrey Hospital, accident and emergency
- Surrey and Sussex Healthcare: Let's get you home
- Surrey and Sussex Healthcare: Discharge unit
- Surrey and Sussex Healthcare: Contact us

- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- First Community Health and Care: Minor Injury Unit
- First Community Health and Care: Inpatient Intermediate Care Ward at Caterham Dene Hospital
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, East
- Dementia First
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Carer drop-ins for support
- Action for Carers Surrey: Hospital Carer Advisors
- East Surrey Rural Transport Partnership: Buses 4 U dial-a-ride
- East Surrey Rural Transport Partnership: Voluntary Car Scheme
- The Westway: Meals on wheels
- Mole Valley Life: Independence technology (Lifeline alarms)
- Surrey County Council: Community Equipment Service
- Age UK Surrey: Contact us
- St Catherine's Hospice
- St Catherine's Hospice: Care at home
- St Catherine's Hospice: Contact us
- Marie Curie: Companion service

Price
From £1,550 a week

Covers
Oxted 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 · 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/oxted/**

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