LIVE-IN CARE · REDHILL, SURREY

Live-in care in Redhill

Fully managed live-in care in Redhill, Merstham, Earlswood and the areas 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 nearest minor injury and urgent treatment centres, how discharge works there, and local help with memory, day care, befriending, alarms 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 Redhill, 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 Redhill

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 Redhill

Day and Nightcare provides fully managed live-in care in Redhill and the areas 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 Redhill

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).

Reigate and Banstead Borough Council collects council tax. People who are severely mentally impaired, people caring for a disabled person who is not their spouse, partner or child under 18, and people looked after in care homes are not counted, and a disabled band reduction helps where a home needs extra space for a disabled resident. Council tax team: council.tax@reigate-banstead.gov.uk.

Urgent care and leaving hospital in Redhill

- **A&E:** East Surrey Hospital, Canada Avenue (switchboard 01737 768 511), open 24 hours for all ages.
- **Minor injuries and urgent treatment** (not A&Es), from NHS Surrey and Sussex ICB's list: Caterham Dene Minor Injury Unit, Church Road, Caterham, 8am to 8pm every day, over-5s (01883 837 500, extension 4); Crawley Urgent Treatment Centre, 7.30am to 10pm every day. Walk in, or book an arrival time through NHS 111.

At East Surrey, staff talk to patients about their discharge plan as early as possible, usually 24 to 48 hours after admission, and give clear information about the options so patients can be central to the decisions. Patients who have been clinically discharged but are waiting for medicines or transport move to the Discharge Lounge, at the East Entrance on the ground floor. Action for Carers' Hospital Carer Advisor is there on weekdays (through the helpline).

Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home. A lifeline alarm can help in the first weeks: Mole Valley Life provides the service for Reigate and Banstead, 24 hours a day (01372 204500).

For NHS Continuing Healthcare, NHS Surrey and Sussex ICB's Surrey team is on 0300 561 1444.

Local help in Redhill

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 (East) at Gatton Place (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.
- **Day centre and befriending.** Age Concern Merstham, Redhill and Reigate runs Merstham Day Centre four days a week, with meals cooked in house and a minibus, and matches lonely or isolated older people with a volunteer befriender (01737 645636).
- **Company.** MHA East Surrey Communities, at Redhill Methodist Church on Gloucester Road, runs social groups and befriending visits or calls.
- **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 East Surrey 01883 343095.
- **End of life.** St Catherine's Hospice provides hospice care in West Sussex and East Surrey and cares for most people in their own homes, free of charge, once the GP or another professional refers; calls about care go to its Triage Team (01293 447333).

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Reigate and Banstead Borough Council, taking on all council services in Redhill, 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 Redhill

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

Council and care assessments

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

Hospitals near Redhill

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); where best for the patient, more long-term care assessments take place at home; Discharge Lounge at the East Entrance, ground floor (leaving hospital information)
- Caterham Dene Minor Injury Unit: Church Road, Caterham CR3 5RA; 8am to 8pm every day, over 5 years; walk in, or book a timed arrival through NHS 111; 01883 837 500, extension 4; not an A&E
- Crawley Urgent Treatment Centre: Crawley, West Sussex; 7.30am to 10pm every day; walk in, or book an arrival time through NHS 111; not an A&E

Local support and charities

- Action for Carers Surrey: 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)
- Merstham Day Centre (Age Concern Merstham, Redhill and Reigate): Day opportunities (01737 645636)
- MHA East Surrey Communities: Befriending
- Mole Valley Life lifeline alarms (for Reigate and Banstead): Community support (01372 204500)
- St Catherine's Hospice: Hospice (01293 447333)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Redhill

Earlswood | Whitebushes | St John's | Meadvale | Wray Common | Merstham | Hooley | Netherne | Salfords | Reigate | Horley

YOUR QUESTIONS

Questions about live-in care in Redhill

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

Surrey County Council runs adult social care for Redhill, not Reigate and Banstead 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.

What happens when someone is discharged from East Surrey Hospital?

Under the hospital's Let's Get You Home approach, staff talk to patients about their discharge plan as early as possible, usually 24 to 48 hours after admission. On the day, patients who have been clinically discharged but are waiting for medicines or transport wait in the Discharge Lounge, at the East Entrance on the ground floor. Action for Carers Surrey has a Hospital Carer Advisor at East Surrey on weekdays, reached through its helpline, 0303 040 1234.

Is there a day centre for older people near Redhill?

Yes. Age Concern Merstham, Redhill and Reigate runs Merstham Day Centre at the Merstham Centre: Monday 9am to 2pm, and Tuesday, Wednesday and Friday 9.30am to 3.30pm. Meals are cooked from scratch in house, and a minibus takes people to and from the centre. Call the charity on 01737 645636. For people with dementia, the charity Dementia First provides day care in East Surrey (01883 818310).

Is there a dial-a-ride service in Redhill?

Surrey County Council's list of dial-a-ride and community transport schemes does not include one for Reigate and Banstead. Ask a day centre or club about transport when you book: Merstham Day Centre, for example, has a minibus. For hospital journeys, NHS non-emergency patient transport in Surrey, run by EMED, is for people with a medical need; ask the GP or the ward.

How much does live-in care cost in Redhill?

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

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 Redhill 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
- Surrey County Council: Dial-a-Ride
- Surrey County Council: Hospital transport
- Future Surrey (Surrey LGR Hub): East Surrey Council
- Future Surrey (Surrey LGR Hub): Your questions answered
- Reigate and Banstead Borough Council: Discounts on council tax
- Reigate and Banstead Borough Council: Exemptions and discounts
- Reigate and Banstead Borough Council: Support for older or vulnerable people (lifeline alarms)
- 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
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, East
- Dementia First
- Age Concern Merstham, Redhill and Reigate: Merstham Day Centre
- Age Concern Merstham, Redhill and Reigate: Befriending service
- MHA Communities East Surrey
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- St Catherine's Hospice
- St Catherine's Hospice: Contact
- St Catherine's Hospice: Care at home

Price
From £1,550 a week

Covers
Redhill and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Surrey

All of Surrey | Guildford | Woking | Epsom | Reigate | 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/redhill/**
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Information, not advice: please check anything important with the organisation named.