LIVE-IN CARE · STAINES-UPON-THAMES, SURREY

Live-in care in Staines-upon-Thames

Fully managed live-in care in Staines-upon-Thames and across Spelthorne from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&E at St Peter's and the urgent treatment centres at Chertsey and Ashford, help after a hospital stay, and local help with memory, day care, 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 Staines-upon-Thames, 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 Staines-upon-Thames

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 Staines-upon-Thames

Day and Nightcare provides fully managed live-in care in Staines-upon-Thames and across Spelthorne, 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 Staines-upon-Thames

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).

Spelthorne Borough Council collects council tax:

- **Severe mental impairment:** with a doctor's certificate and a qualifying benefit such as Attendance Allowance, the person is not counted: 25% off if they live with one other adult, 100% if they live alone.
- **Carers:** someone who lives with and cares for a disabled person for at least 35 hours a week, where that person gets a listed benefit, is not counted; not for caring for a partner or a child under 18.

- **Disabled relief:** one band lower where a disabled resident needs, for example, a ground-floor bedroom or wheelchair space.

Urgent care and leaving hospital in Staines-upon-Thames

- **A&E:** St Peter's Hospital, Guildford Road, Chertsey (switchboard 01932 872000), open 24 hours.
- **Urgent treatment centres** (not A&Es): St Peter's UTC, 8am to midnight every day; Ashford UTC, Ashford Hospital, London Road, 8am to 8pm every day (01784 884 000). People over 65 with a head injury should go to A&E or call NHS 111.

St Peter's asks families to plan transport home in advance if the patient is not eligible for hospital transport; patients wait in the Discharge Lounge and leave with a discharge plan and medicines. Action for Carers has a Hospital Carer Advisor at Ashford and St Peter's, Tuesday to Friday, through its helpline.

Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home. Spelthorne is part of **Homesafe Plus**: six weeks of support such as a key safe, meals and a community alarm. Ask the ward team to refer (01483 743 668; you may have to pay).

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

Local help in Staines-upon-Thames

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 for Spelthorne, at Unither House in Chertsey (01932 587033, weekdays 9am to 5pm), for people over 65 with memory concerns. OPAL in Shepperton is a referral-only day group, including for memory loss (01932 246173). See dementia care at home.
- **Company and lunch.** Staines Community Centre on Thames Street (01784 463073, weekdays 9am to 4pm) serves lunch at 12.30pm (order by 11.30am), and its free "Let's meet" social group for over-65s meets on Fridays, 2pm to 3pm.
- **Meals at home.** The council's meals service delivers a hot meal and pudding at lunchtime or in the evening for £6 a day, from one to seven days a week. Refer by phone; it can usually start within two to three days (01784 444 265).

- **Getting about.** Spelride (01372 474550) is a door-to-door minibus within the borough only (not for hospital visits); £24 a year, £5 a journey.
- **Equipment** is lent by the county's Community Equipment Service once an occupational therapist, nurse or other health or social care worker orders it.
- **End of life.** Woking & Sam Beare Hospice (01483 881750) and Princess Alice Hospice in Esher (0300 10 20 100) both cover Spelthorne; Princess Alice's care is free, at the hospice or at home.

What may change soon

On 1 April 2027 West Surrey Council replaces Surrey County Council and Spelthorne Borough Council, taking on all council services in Staines-upon-Thames, 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 Staines-upon-Thames

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

Council and care assessments

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

Hospitals near Staines-upon-Thames

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.

- St Peter's Hospital, Chertsey: Guildford Road, Chertsey KT16 0PZ; A&E open 24 hours; urgent treatment centre 8am to midnight every day, ages 2 and over, walk in or book through NHS 111, not an A&E; switchboard 01932 872000 (leaving hospital information)
- Ashford Urgent Treatment Centre: Ashford Hospital, London Road, Ashford TW15 3FE; 8am to 8pm every day; walk in (no appointment needed) or book through NHS 111; X-ray; ages 2 and over; 01784 884 000; not an A&E; over-65s with a head injury should go to A&E or call NHS 111

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Spelthorne (memory concerns): Dementia support (01932 587033)
- OPAL group at the Greeno Centre: Day opportunities (01932 246173)
- Staines Community Centre: Community support (01784 463073)
- Spelride: Community transport (01372 474550)
- Spelthorne meals service: Meals at home (01784 444 265)
- Woking & Sam Beare Hospice and Wellbeing Care: Hospice (01483 881750)
- Princess Alice Hospice: Hospice (0300 10 20 100)

Council tax

Council tax in Staines-upon-Thames, including discounts for people with a severe mental impairment, for disabled people and for some carers, is handled by Spelthorne Borough Council. See council tax discounts for care.

Villages around Staines-upon-Thames

Laleham | Shepperton | Stanwell | Stanwell Moor | Ashford | Ashford Common | Sunbury Common | Lower Sunbury | Halliford

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YOUR QUESTIONS

Questions about live-in care in Staines-upon-Thames

Who do I call in Staines-upon-Thames to ask for a care assessment?

Surrey County Council runs adult social care for Staines-upon-Thames, not Spelthorne 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. Out of hours, call 01483 517 898. If the person already has a care package, Spelthorne Borough Council gives the Spelthorne locality team's number as 01932 795 577. The assessment is free.

Where are the nearest A&E and urgent treatment centre to Staines?

The A&E is at St Peter's Hospital on Guildford Road, Chertsey, open 24 hours, with an urgent treatment centre on the same site from 8am to midnight every day (switchboard 01932 872000). Ashford Urgent Treatment Centre at Ashford Hospital, London Road, opens 8am to 8pm every day (01784 884 000). Neither UTC is an A&E: CSH Surrey, which runs Ashford, asks people over 65 with a head injury to go to A&E or call NHS 111.

Can Spelride take my mother to hospital appointments?

No. Spelride, Spelthorne Borough Council's door-to-door minibus for disabled and elderly residents who cannot use conventional public transport, travels within the borough only and cannot take hospital visits. It goes to shops, the GP, day centres and family. Membership is £24 a year (£30 with the community centres), fares are £5 a journey or £9 return, and an essential escort or carer travels free. Book on 01372 474550 between 9.30am and 1.30pm.

Is there a day centre in Spelthorne for someone with memory loss?

Yes. OPAL, run by Spelthorne Borough Council at the Greeno Centre in Shepperton, is a day group for older people who need extra support, including people with memory loss. It takes up to 25 people a day, with six support workers, a minibus from home and a hot two-course lunch. It is by referral, not drop-in. There is a daily charge, with transport and lunch extra, which a self-funder pays or an adult social care package can cover. Call 01932 246173.

How much does live-in care cost in Staines-upon-Thames?

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

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 Staines-upon-Thames 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 St Peter's Hospital, Chertsey?

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
- Spelthorne Borough Council: Single occupier discount and other disregards
- Spelthorne Borough Council: OPAL
- Spelthorne Borough Council: Staines Community Centre
- Spelthorne Borough Council: Spelthorne accessible transport (Spelride)
- Spelthorne Borough Council: Spelthorne meals service
- Woking Borough Council: Homesafe Plus services
- Runnymede Borough Council: Homesafe Plus
- NHS website: St Peter's Hospital, accident and emergency
- Ashford and St Peter's Hospitals: St Peter's Hospital
- Ashford and St Peter's Hospitals: Leaving hospital
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- CSH Surrey: Urgent treatment centres
- CSH Surrey: Ashford Urgent Treatment Centre

- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Spelthorne
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Woking & Sam Beare Hospice and Wellbeing Care
- Princess Alice Hospice
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)

Price
From £1,550 a week

Covers
Staines-upon-Thames 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 | 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)

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