LIVE-IN CARE · WALTON-ON-THAMES, SURREY

Live-in care in Walton-on-Thames

Fully managed live-in care in Walton-on-Thames, Hersham and the Moleseys from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&Es at St Peter's and Kingston and how discharge works at each, and local help with dementia groups, transport, 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 Walton-on-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 Walton-on-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 Walton-on-Thames

Day and Nightcare provides fully managed live-in care in Walton-on-Thames 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 Walton-on-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).

Elmbridge Borough Council collects council tax. Someone severely mentally impaired, confirmed by a doctor (free of charge) and receiving a qualifying benefit such as Attendance Allowance, is not counted (25% off if one other resident is counted); send one form per person, with proof of the benefit. A home with an extra room, bathroom or kitchen for a disabled resident, or where they use a wheelchair indoors, can be charged one band lower; an inspector may visit.

Urgent care and leaving hospital in Walton-on-Thames

- **A&E, 24 hours:** St Peter's Hospital, Chertsey (switchboard 01932 872000), and Kingston Hospital, Galsworthy Road (020 8546 7711).
- **Urgent treatment centre:** St Peter's UTC, 8am to midnight every day, ages 2 and over; walk in, or book through NHS 111. It is not an A&E.
- **Walton Community Hospital,** Rodney Road (CSH Surrey), provides community health services; it is not on the NHS list of urgent treatment centres.

St Peter's: families arrange transport home in advance unless the patient is eligible for hospital transport; patients leave from the Discharge Lounge 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.

Kingston: if care is needed after the stay, the Discharge Team (020 8934 3441) works with community services. Patients usually go home with up to two weeks' supply of medicines (medicines helpline 020 8934 2092, weekdays 9.15am to 5pm). Most arrange their own transport.

Molesey Hospital, West Molesey (Surrey Downs Health and Care), offers 24-hour nursing care for people needing rehabilitation, and end-of-life care. Under Discharge to Assess, the county council assesses long-term needs after discharge, for most people at home. Elmbridge is part of **Homesafe Plus**: six weeks of support such as a community alarm and a key safe. 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 Walton-on-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 older people's team for Runnymede and West Elmbridge, in Chertsey (01932 587033, weekdays 9am to 5pm). Elmbridge Dementia Services (01372 474547) runs social groups in Claygate (£64 a session including lunch) and supports carers. See dementia care at home.

- **Getting about.** Elmbridge Community Transport (01372 474 944, weekdays 8am to 4pm) offers dial-a-ride, including medical appointments, for residents with limited mobility who cannot use public transport. Membership for October 2026 to March 2027 is £17.20; dial-a-ride is £7.50 each way up to 3 miles. No bookings on the day.
- **Alarms.** Mole Valley Life provides Lifeline alarms for Elmbridge residents (01372 204500). Elmbridge Borough Council can no longer take new referrals for meals on wheels.
- **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.** Princess Alice Hospice in Esher (0300 10 20 100) gives free end-of-life care in Elmbridge, at the hospice and at home; Woking & Sam Beare covers West Elmbridge (01483 881750).
- **Age UK Surrey:** 01483 503414 (weekdays 10am to 4pm); Help at Home in East Surrey 01883 343095.

What may change soon

On 1 April 2027 East Surrey Council replaces Surrey County Council and Elmbridge Borough Council, taking on all council services in Walton-on-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 Walton-on-Thames

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

Council and care assessments

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

Hospitals near Walton-on-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)
- Kingston Hospital: Galsworthy Road, Kingston upon Thames KT2 7QB; Kingston and Richmond NHS Foundation Trust; A&E open 24 hours, all ages (NHS website); 020 8546 7711; discharge team 020 8934 3441 (leaving hospital information)
- Walton Community Hospital: Rodney Road, Walton-on-Thames KT12 3LD; community health services run by CSH Surrey, hours vary by service; 01932 414 205; not on the ICB's list of Surrey urgent care sites; inpatient beds not stated on the page read
- Molesey Community Hospital: High Street, West Molesey KT8 2LU; Surrey Downs Health and Care; inpatient beds: 24-hour nursing care for rehabilitation and for people at the end of life; ward 020 8296 4455, outpatients 020 8296 4460

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: West Elmbridge and Runnymede (memory concerns): Dementia support (01932 587033)
- Elmbridge Dementia Services: Dementia support (01372 474547)
- Elmbridge Community Transport: Community transport (01372 474 944)
- Walton Community Hub: Community support
- Mole Valley Life lifeline alarms (for Elmbridge): Community support (01372 204500)
- Princess Alice Hospice: Hospice (0300 10 20 100)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Walton-on-Thames

Hersham · Oatlands · Burwood Park · Weybridge · West Molesey · East Molesey · Esher · Cobham · Thames Ditton · Shepperton · Sunbury Common

YOUR QUESTIONS

Questions about live-in care in Walton-on-Thames

Who do I call in Walton-on-Thames to ask for a care assessment?

Surrey County Council runs adult social care for Walton-on-Thames, not Elmbridge 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.

Can I take a minor injury to Walton Community Hospital?

Walton Community Hospital on Rodney Road (01932 414 205) is run by CSH Surrey for community health services, with hours that vary by service, and it is not on the NHS list of Surrey minor injury units or urgent treatment centres. The urgent treatment centre at St Peter's Hospital in Chertsey is open 8am to midnight every day for adults and children aged 2 and over. In an emergency, call 999 or go to A&E.

Which A&E do people in Walton use?

St Peter's in Chertsey has an A&E open 24 hours (switchboard 01932 872000). Kingston Hospital, just over the London border and run by Kingston and Richmond NHS Foundation Trust, also has an A&E open 24 hours for all ages (020 8546 7711). Surrey County Council lists both trusts on its hospital discharge page, and each has its own discharge arrangements.

How much does live-in care cost in Walton-on-Thames?

Live-in care with Day and Nightcare costs from £1,550 a week in Walton-on-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 Walton-on-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 Walton-on-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): East Surrey Council
- Future Surrey (Surrey LGR Hub): Your questions answered
- Elmbridge Borough Council: Council tax, mental health condition
- Elmbridge Borough Council: Council tax, reductions for disabled people
- Elmbridge Borough Council: Elmbridge Dementia Services
- Elmbridge Borough Council: Elmbridge Dementia Services, social clubs
- Elmbridge Borough Council: Community transport overview
- Elmbridge Borough Council: Community transport services

- Elmbridge Borough Council: Community transport bookings and fees
- Elmbridge Borough Council: Meals on wheels
- Mole Valley Life: Independence technology (Lifeline alarms)
- Woking Borough Council: Homesafe Plus services
- 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 website: Kingston Hospital, accident and emergency
- Kingston and Richmond NHS Foundation Trust: Kingston Hospital
- Kingston and Richmond NHS Foundation Trust: Inpatients, staying in hospital
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- CSH Surrey: Walton Community Hospital
- Surrey Downs Health and Care: Molesey Hospital
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Runnymede and West Elmbridge
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Princess Alice Hospice: Find us
- Princess Alice Hospice
- Woking & Sam Beare Hospice and Wellbeing Care
- Action for Carers Surrey: Hospital Carer Advisors
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)
- Age UK Surrey: Contact us

Price

From £1,550 a week

Covers

Walton-on-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 · Staines-upon-Thames · Godalming · Weybridge · 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/walton-on-thames/**
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Information, not advice: please check anything important with the organisation named.