LIVE-IN CARE · WEYBRIDGE, SURREY

# Live-in care in Weybridge

Fully managed live-in care in Weybridge and the villages around it from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council, the A&E and urgent treatment centre at St Peter's, help after a hospital stay, 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 Weybridge, 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 Weybridge

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 Weybridge

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

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:

- **Severe mental impairment**, confirmed by a doctor (free of charge), with a qualifying benefit such as Attendance Allowance: the person is not counted. If only one other resident is counted, the bill falls by 25%; if all residents qualify, the home is exempt. Send one form per person, with proof of the benefit.
- **Reduction for disabled people:** where a disabled resident needs an extra room, bathroom or kitchen, or uses a wheelchair indoors, the bill drops to the next lowest band.

## Urgent care and leaving hospital in Weybridge

- **A&E:** St Peter's Hospital, Guildford Road, Chertsey (switchboard 01932 872000), open 24 hours.
- **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 Surrey urgent treatment centres.

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. Elmbridge is part of **Homesafe Plus**: six weeks of support such as a community alarm and a temporary 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 Weybridge

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), for people over 65 with memory concerns. Elmbridge Dementia Services (01372 474547) runs social groups (£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.
- **A place to go.** Weybridge Community Hub, Church Street (01932 844391), weekdays 10am to 3pm.

- **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 gives free end-of-life care in Elmbridge, at the hospice and at home (0300 10 20 100); Woking & Sam Beare Hospice 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

- **Two new councils (confirmed).** On 1 April 2027 East Surrey Council replaces Surrey County Council and Elmbridge Borough Council, taking on all council services in Weybridge, including adult social care. Until then the current councils operate as normal; council tax from April 2027 has not yet been decided.
- **New health centre (under construction).** NHS Property Services began building a new health centre in Weybridge in February 2026, planned to include same-day urgent care.

USEFUL LOCAL CONTACTS

## Useful contacts in Weybridge

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

### Council and care assessments

Adult social care in Weybridge 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.

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### 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 Weybridge it is arranged by NHS Surrey and Sussex Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

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### Hospitals near Weybridge

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)
- 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
- Woking & Sam Beare Hospice and Wellbeing Care: Goldsworth Park Centre, Woking GU21 3LG; serves West Elmbridge among other areas; 01483 881750

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### 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)
- Weybridge Community Hub: Community support (01932 844391)
- 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)

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### Council tax

Council tax in Weybridge, 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.

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### Villages around Weybridge

Oatlands · Burwood Park · St George's Hill · Hersham · Walton-on-Thames · Cobham · Downside · Oxshott · Stoke d'Abernon · Byfleet · West Byfleet

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YOUR QUESTIONS

# Questions about live-in care in Weybridge

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

Surrey County Council runs adult social care for Weybridge, 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.

### Which hospital do people in Weybridge use?

St Peter's Hospital in Chertsey has a 24-hour A&E and an urgent treatment centre open 8am to midnight every day for adults and children aged 2 and over (switchboard 01932 872000). Walton Community Hospital on Rodney Road, run by CSH Surrey, provides community health services, with hours that vary by service; it is not on the NHS list of Surrey urgent treatment centres. In an emergency, call 999.

### Is there dementia support in Elmbridge?

Yes. Elmbridge Borough Council runs Elmbridge Dementia Services (01372 474547, dementiaservices@elmbridge.gov.uk). Its social groups meet at Claygate Community Centre on Tuesdays, Wednesdays and Fridays from 10am to 3pm and cost £64 a session including lunch and refreshments, after an assessment visit. It also runs a quarterly social cafe, Time for Us, for people with dementia and their families, and supports carers. The GP can refer for a memory assessment.

### How much does live-in care cost in Weybridge?

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

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 Weybridge 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.

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### 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.

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## 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: Elmbridge Dementia Services, Time for Us social cafe
- Elmbridge Borough Council: Community transport overview
- Elmbridge Borough Council: Community transport services
- Elmbridge Borough Council: Community transport bookings and fees
- Elmbridge Borough Council: Weybridge Community Hub
- Elmbridge Borough Council: Meals on wheels
- Mole Valley Life: Independence technology (Lifeline alarms)
- 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: Walton Community Hospital
- NHS Property Services: Construction work begins on Weybridge's new health centre
- 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**
Weybridge 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 | 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.