LIVE-IN CARE · WOKING, SURREY

Live-in care in Woking

Fully managed live-in care in Woking 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 Woking urgent treatment centre and the A&E at St Peter's, help in the first weeks after hospital, and local help with memory, day care, 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 Woking, 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 Woking

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 Woking

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

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).

Woking Borough Council collects council tax. Apply, and keep paying while a claim is processed:

- **Disregarded people discount:** people who are severely mentally impaired, and certain care workers and people providing care in the home, are not counted.
- **Disability discount:** the bill drops to the band below where a disabled resident needs an extra room, bathroom, kitchen or wheelchair space.

See council tax discounts for care.

Urgent care and leaving hospital in Woking

- **Urgent treatment centre:** Woking UTC at Woking Community Hospital, Heathside Road, 8am to 8pm every day (01483 846 209). No appointment needed; X-ray available. It is not an A&E, and people over 65 with a head injury are asked to go to A&E or call NHS 111.
- **A&E:** St Peter's Hospital, Guildford Road, Chertsey (switchboard 01932 872000), open 24 hours, with its own urgent treatment centre from 8am to midnight.

St Peter's asks families to plan the discharge in advance, including transport home if the patient is not eligible for hospital transport. Patients leave with a discharge plan, medicines and details of ongoing care. 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. Woking is part of **Homesafe Plus**: six weeks of support such as a temporary key safe, a community alarm and meals at home. 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 Woking

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 Woking (01932 587033, weekdays 9am to 5pm), for people over 65 with memory concerns; routine appointments in four to eight weeks. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668). See dementia care at home.
- **Dementia day care.** Friends of the Elderly's Woking Day Care at the Bradbury Centre runs weekdays 9am to 3pm (£75.50 a day; 03305 550 378).
- **Getting about.** The Bustler, Woking Community Transport, is a door-to-door Dial-a-Ride for borough residents with reduced mobility or a disability. It runs 9am to 4pm on weekdays; register first (£26.80 a year), then book up to two weeks ahead on 01483 724433. Hospital singles: St Peter's £13.90, Royal Surrey £20.00.
- **Carers.** Action for Carers Surrey: 0303 040 1234 (Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm).

- **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 West Surrey 01252 331352.
- **End of life.** Woking & Sam Beare Hospice, Goldsworth Park (01483 881750), covers Woking. See planning end-of-life care at home.

What may change soon

On 1 April 2027 West Surrey Council replaces Surrey County Council and Woking Borough Council, taking on all council services in Woking, 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 Woking

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

Council and care assessments

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

Hospitals near Woking

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)
- Woking Urgent Treatment Centre: Woking Community Hospital, Heathside Road, GU22 7HS; 8am to 8pm every day; walk in (no appointment needed) or book through NHS 111; X-ray; ages 2 and over; 01483 846 209; not an A&E; over-65s with a head injury should go to A&E or call NHS 111
- Royal Surrey County Hospital: Egerton Road, Guildford; A&E open 24 hours, all ages; switchboard 01483 571 122 (leaving hospital information)
- Woking & Sam Beare Hospice and Wellbeing Care: Goldsworth Park Centre, Woking GU21 3LG; 01483 881750

Local support and charities

- Action for Carers Surrey: Carers' support (0303 040 1234)
- Community Mental Health Team for Older People: Woking (memory concerns): Dementia support (01932 587033)
- Woking Day Care (Friends of the Elderly): Day opportunities (03305 550 378)
- Woking Community Transport (Bustler): Community transport (01483 724433)
- Homesafe Plus: Community support (01483 743 668)
- Woking & Sam Beare Hospice and Wellbeing Care: Hospice (01483 881750)
- Age UK Surrey: Age UK (01483 503414)

Council tax

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

Villages around Woking

Byfleet | West Byfleet | Pyrford | Horsell | Knaphill | St John's | Goldsworth Park | Old Woking | Sheerwater | Brookwood | Mayford | Westfield

YOUR QUESTIONS

Questions about live-in care in Woking

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

Surrey County Council runs adult social care for Woking, not Woking Borough Council. Call its information and advice line on 0300 200 1005 (9am to 5pm, Monday to Friday) or start the online self-assessment; you will need an email address, a phone number and the GP's details. Out of hours, the emergency number is 01483 517 898. The assessment is free, and a family carer can ask for a carer's assessment through Action for Carers Surrey on 0303 040 1234.

Can we use the Woking urgent treatment centre instead of A&E?

For minor injuries and illnesses, yes. Woking Urgent Treatment Centre at Woking Community Hospital, Heathside Road, is open 8am to 8pm every day with no appointment needed (01483 846 209). It is not an A&E: CSH Surrey, which runs it, asks people over 65 with a head injury to go to A&E or call NHS 111, and frail older people with several health conditions to call NHS 111 first. The A&E at St Peter's Hospital in Chertsey is open 24 hours. In an emergency, call 999.

Is there help in Woking for the first weeks after a hospital stay?

Yes. Homesafe Plus, provided jointly by Woking and four neighbouring borough councils, offers six weeks of support after a hospital stay, such as a temporary key safe, a community alarm and meals at home. Surrey County Council says you may have to pay for it. Ask the ward team to refer; questions go to Woking Borough Council's team on 01483 743 668. Separately, the county council's reablement is free for up to six weeks.

Is there a day centre in Woking for someone with dementia?

Friends of the Elderly runs Woking Day Care at the Bradbury Centre, Smiles Place, Monday to Friday 9am to 3pm. Its staff are trained to support people with dementia, and the day includes a light breakfast, lunch and afternoon tea. The fee is £75.50 a day; care enquiries go to 03305 550 378. If the person has eligible needs, ask Surrey County Council whether a personal budget could help pay.

How much does live-in care cost in Woking?

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

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 Woking 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
- Woking Borough Council: Disregarded people discount
- Woking Borough Council: Disability discount
- Woking Borough Council: Going home after hospital discharge (Homesafe Plus)
- 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: Woking Urgent Treatment Centre
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Surrey and Borders Partnership: Community Mental Health Team for Older People, Woking
- Friends of the Elderly: Woking Day Care
- Woking Community Transport: Bustler Dial-a-Ride
- Woking Community Transport: Bustler membership
- Surrey County Council: Community Equipment Service
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Age UK Surrey: Contact us
- Woking & Sam Beare Hospice and Wellbeing Care

Price
From £1,550 a week

Covers
Woking and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Surrey

All of Surrey | Guildford | Epsom | Reigate | Redhill | 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/woking/**

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