LIVE-IN CARE · SURREY

Live-in care in Surrey

Fully managed live-in care across Surrey from Day and Nightcare, starting with a free assessment; this guide also covers who to contact at Surrey County Council and what it charges, where the A&Es, urgent treatment centres and minor injury unit are, how hospital discharge and Continuing Healthcare work, which council takes over in April 2027, and county-wide support for carers, memory, equipment, 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 across Surrey, 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 Surrey

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 Surrey

Day and Nightcare provides fully managed live-in care across Surrey, 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 live-in care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Surrey

Surrey County Council runs adult social care for the whole county, and the 11 district and borough councils collect council tax, until 1 April 2027.

1. **Call** the information and advice line on **0300 200 1005** (9am to 5pm, Monday to Friday) or email asc.infoandadvice@surreycc.gov.uk. Out-of-hours emergencies: 01483 517 898.
2. **Or start online.** The self-assessment form needs an email address, a contact phone number and the GP's contact details. The assessment may be online, by phone or face to face, and a family member, friend or carer can be there.
3. **What is free** (charging policy since 1 April 2026): information and advice, the needs assessment, carers' services, assessment and reablement for up to six weeks, and daily living equipment and adaptations under £1,000.
4. **Savings.** With more than £23,250 in capital, not counting the home they live in, your relative pays the full cost; between £14,250 and £23,250 they pay £1 a week for every £250 over £14,250, plus a contribution from income.
5. **Arrangement fees.** Above £23,250, if the council arranges care at home it charges £385 plus £16.50 for each week it commissions the support (reviewed each April). You can also arrange live-in care directly with a provider. See council funding for care.

Carers' assessments are free, and the carer need not live with the person. Use the council's online form, or register with Action for Carers Surrey and ask it to do the assessment. A one-off **carer wellbeing break payment** is open to adult carers where neither person gets council support and no earlier carer's payment was made. See our guide to carers' assessments.

Council tax. Ask the district or borough council about reductions, for example for severe mental impairment or a home adapted for a disabled person. See council tax discounts for care.

Urgent care and leaving hospital in Surrey

- **A&E, open 24 hours:** Royal Surrey County Hospital (Guildford), Frimley Park Hospital (near Camberley), St Peter's Hospital (Chertsey), East Surrey Hospital (Redhill) and Epsom Hospital. Kingston Hospital (London) is also on the council's discharge list.
- **Urgent treatment centres and minor injury unit,** open every day: St Peter's UTC, 8am to midnight; Ashford UTC and Woking UTC, 8am to 8pm; Caterham Dene Minor Injury Unit, 8am to 8pm, over-5s; Haslemere UTC, 8am to 5pm (last new patient booking 4pm). They are not A&Es: walk in, or book a time slot through NHS 111.

People leave hospital when medically ready. Under Discharge to Assess, long-term needs are assessed after leaving, for most people at home, although eligibility differs between areas. The council may offer free therapy-led reablement for a few days up to six weeks. Two schemes help in the first weeks (charges may apply):

- **Homesafe Plus** (Elmbridge, Runnymede, Spelthorne, Woking and Surrey Heath): six weeks of immediate support, such as key safes, meals at home and community alarms. Woking Borough Council's team is on 01483 743 668.
- **Hospital to Home Support Service** (the Surrey Downs area): up to six weeks of support, with a Lifeline alarm and welfare calls. Refer before discharge on 01372 204500.

NHS Continuing Healthcare is handled by NHS Surrey and Sussex ICB's Surrey All-Age Continuing Care team: **0300 561 1444** or sysxicb.aaccenquiries@nhs.net. A patient or their representative can ask by phone, email or letter. Since 1 April 2026 the ICB also covers Surrey Heath, Farnham and Ash, which used to be with NHS Frimley.

Local help in Surrey

Carers' services, dementia support, transport, befriending and other local help, with phone numbers.

- **Carers.** Action for Carers Surrey: 0303 040 1234 (Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm). Its Hospital Carer Advisors (Royal Surrey, East Surrey, Epsom and St Helier, Ashford and St Peter's) are reached through the helpline. A GP can refer a carer through the Carer's Prescription, which may include a one-off GP Carer Break of up to £300.

- **Memory worries.** Start with the GP. The council lists Dementia First (day care and advice in East Surrey) and wellbeing centres for people with memory loss in Elmbridge, Epsom and Ewell, Mole Valley and Woking. Age UK Surrey runs dementia groups and Memory Lane at Home (01483 420668), and the Alzheimer's Society's Dementia Support Line is 0333 150 3456. See live-in dementia care.
- **Equipment.** Millbrook Healthcare runs the Community Equipment Service. You cannot order it yourself: an occupational therapist, nurse or other health or social care worker does. Repairs: 0330 124 1247 (weekdays 8am to 8pm; urgent repairs any time).
- **Getting about.** Dial-a-Ride schemes cover most districts, usually with an annual membership fee and a fare per journey; town pages give the local scheme.
- **Age UK Surrey:** 01483 503414 (10am to 4pm, Monday to Friday).
- **Hospices.** Phyllis Tuckwell, Farnham, for West Surrey (01252 729400); Woking & Sam Beare for Woking, Spelthorne, Surrey Heath, Runnymede, West Elmbridge and North Guildford (01483 881750); Princess Alice, Esher, free palliative and end-of-life care, at the hospice and at home, for Elmbridge, Epsom and Ewell, Mole Valley, Reigate and Banstead, Runnymede and Spelthorne (0300 10 20 100); St Catherine's, Pease Pottage, for East Surrey (01293 447333).
- **Healthwatch Surrey** (feedback on services): 0303 303 0023 (Monday to Thursday 9am to 5pm, Friday 10am to 4.30pm).

What may change soon

Two new councils (confirmed). Surrey's councils say that on 1 April 2027 two unitary councils replace Surrey County Council and the 11 district and borough councils: West Surrey Council (Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley, Woking) and East Surrey Council (Elmbridge, Epsom and Ewell, Mole Valley, Reigate and Banstead, Tandridge), each taking on all council services, including adult social care. Until then the existing councils operate as normal; council tax from April 2027 has not yet been decided.

USEFUL LOCAL CONTACTS

Useful contacts in Surrey

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

Councils and care assessments

Adult social care in Surrey 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.

Our guide to reducing the cost of care and funding checker explain every route.

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. In Surrey it is arranged by NHS Surrey and Sussex Integrated Care Board (Continuing Healthcare information). We already support people whose care is funded by NHS Continuing Healthcare. See our NHS Continuing Healthcare guide.

Hospitals

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.

- Royal Surrey County Hospital, Guildford (leaving hospital information)
- Frimley Park Hospital, Camberley (Frimley)
- St Peter's Hospital, Chertsey (leaving hospital information)
- East Surrey Hospital, Redhill (leaving hospital information)
- Epsom Hospital, Epsom (leaving hospital information)
- Kingston Hospital, Kingston upon Thames (London)
- Milford Community Hospital, Godalming (Milford)
- Haslemere Hospital Urgent Treatment Centre, Haslemere
- Cranleigh Village Hospital, Cranleigh
- Woking Urgent Treatment Centre, Woking
- Ashford Urgent Treatment Centre, Ashford (Spelthorne)
- Caterham Dene Minor Injury Unit, Caterham

Local support and charities

- Action for Carers Surrey: Carers' support
- Age UK Surrey: Age UK
- Dementia First: Dementia support
- Alzheimer's Society Dementia Support Line: Dementia support
- Surrey Dial-a-Ride and community transport schemes: Community transport
- Phyllis Tuckwell: Hospice
- Woking & Sam Beare Hospice and Wellbeing Care: Hospice
- Princess Alice Hospice: Hospice
- St Catherine's Hospice: Hospice
- Healthwatch Surrey: Healthwatch: your independent voice on health and care
- Connect to Support Surrey: Local services directory

Council tax and equipment

Council tax discounts for people with a severe mental impairment, for disabled people and for some carers are claimed from the local council: Elmbridge Borough Council, Epsom and Ewell Borough Council, Guildford Borough Council, Mole Valley District Council, Reigate and Banstead Borough Council, Runnymede Borough Council, Spelthorne Borough Council, Surrey Heath Borough Council, Tandridge District Council, Waverley Borough Council, Woking Borough Council. See council tax discounts for care.

Equipment such as hoists, hospital beds and bathing aids is provided after an assessment through Surrey Community Equipment Service (Millbrook Healthcare). See equipment and home adaptations.

COVERAGE

Towns we cover in Surrey

We provide live-in care everywhere in Surrey, including:

Guildford · Woking · Epsom · Reigate · Redhill · Camberley · Farnham · Godalming · Staines-upon-Thames · Weybridge · Walton-on-Thames · Esher · Leatherhead · Dorking · Caterham · Oxted · Haslemere · Cranleigh · Egham

YOUR QUESTIONS

Questions about live-in care in Surrey

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

Call Surrey County Council's Adult Social Care information and advice line on 0300 200 1005 (9am to 5pm, Monday to Friday), or email asc.infoandadvice@surreycc.gov.uk. You can also start a needs assessment online with the council's self-assessment form; you will need an email address, a contact phone number and the GP's contact details. The assessment is free. In an emergency outside those hours, call 01483 517 898.

Which council will handle care after April 2027?

Surrey's councils say that on 1 April 2027 two unitary councils replace Surrey County Council and the 11 district and borough councils. West Surrey Council will cover Guildford, Runnymede, Spelthorne, Surrey Heath, Waverley and Woking, and East Surrey Council will cover Elmbridge, Epsom and Ewell, Mole Valley, Reigate and Banstead and Tandridge, each running all council services including adult social care. Until then the current councils operate as normal, so ask Surrey County Council about care now.

Who arranges NHS Continuing Healthcare in Surrey?

NHS Surrey and Sussex Integrated Care Board's Surrey All-Age Continuing Care team, on 0300 561 1444 or sysxicb.aaccenquiries@nhs.net. A patient or their representative can ask by phone, email or letter, and the team will usually complete a checklist first. The ICB was formed on 1 April 2026 and also covers Surrey Heath, Farnham and Ash, which used to be with NHS Frimley.

Does Surrey County Council charge to arrange care for people who pay in full?

Yes. If your relative has more than £23,250 in capital and the council arranges care at home for them, it charges an arrangement fee of £385 and £16.50 for each week it commissions the support. Both are reviewed each April. The needs assessment and advice are free whatever someone's savings, and you can also arrange live-in care directly with a provider.

Who supports unpaid carers in Surrey?

Action for Carers Surrey, on 0303 040 1234 (Monday to Thursday 9am to 7.30pm, Friday 9am to 5pm, Saturday 9am to 12.30pm). It can do a carer's assessment for you if you register with it, and its Hospital Carer Advisors work at the Royal Surrey, East Surrey, Epsom and St Helier, and Ashford and St Peter's. A GP can refer you through the Carer's Prescription, which may include a one-off GP Carer Break of up to £300.

How much does live-in care cost in Surrey?

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

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 Surrey 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 Royal Surrey County 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.

How would live-in care be supported in Surrey?

Our care team supports every live-in placement, wherever it is in England: a free assessment, a written care plan, regular contact and reviews, one main live-in carer, with a relief carer covering holidays and time off, and a manager on call outside office hours. Your carer works alongside the person's own GP, community nurses and any hospice team already involved in their care.

Sources and further information

- Surrey County Council: Contact Adult Social Care
- Surrey County Council: How to find out if you can get support
- Surrey County Council: Start a social care needs assessment
- Surrey County Council: Charging policy for adult social care
- Surrey County Council: What is a carer's assessment
- Surrey County Council: Carer wellbeing break payment
- Surrey County Council: Hospital stays and discharge

- Surrey County Council: Dementia support services
- Surrey County Council: Community Equipment Service
- Surrey County Council: Dial-a-Ride
- Reigate and Banstead Borough Council: Discounts on council tax
- Waverley Borough Council: Severely mentally impaired council tax reduction
- Waverley Borough Council: Carers and care workers council tax discounts
- Waverley Borough Council: Disability council tax reduction
- 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: Meals on wheels
- Mole Valley Life: Independence technology (Lifeline alarms)
- CSH Surrey: Walton Community Hospital
- Princess Alice Hospice: Find us
- Surrey Downs Health and Care: Urgent Community Response
- Future Surrey (Surrey LGR Hub): About Future Surrey
- Future Surrey (Surrey LGR Hub): Your questions answered
- Future Surrey (Surrey LGR Hub): East Surrey Council
- Future Surrey (Surrey LGR Hub): West Surrey Council
- NHS website: Royal Surrey County Hospital, accident and emergency
- NHS website: Frimley Park Hospital, accident and emergency
- NHS website: St Peter's Hospital, accident and emergency
- NHS website: East Surrey Hospital, accident and emergency
- NHS website: Epsom Hospital, accident and emergency
- NHS website: Kingston Hospital, accident and emergency
- Kingston and Richmond NHS Foundation Trust: Kingston Hospital

- Kingston and Richmond NHS Foundation Trust: Staying in hospital
- NHS Surrey and Sussex ICB: Minor injuries and urgent treatment centres
- Royal Surrey NHS Foundation Trust: Urgent Treatment Centre, Haslemere Hospital
- Royal Surrey NHS Foundation Trust: Royal Surrey County Hospital
- Royal Surrey NHS Foundation Trust: Discharge
- Royal Surrey NHS Foundation Trust: When you are ready to go home
- Royal Surrey NHS Foundation Trust: Support at home after your hospital stay
- Royal Surrey NHS Foundation Trust: Milford Hospital
- Royal Surrey NHS Foundation Trust: Haslemere Hospital
- Ashford and St Peter's Hospitals: St Peter's Hospital
- Ashford and St Peter's Hospitals: Leaving hospital
- Epsom and St Helier University Hospitals: Inpatients
- Surrey and Sussex Healthcare: Let's get you home
- Surrey and Sussex Healthcare: Contact us
- NHS website: Frimley Park Hospital, contact details
- CSH Surrey: Urgent treatment centres
- CSH Surrey: Woking Urgent Treatment Centre
- CSH Surrey: Ashford Urgent Treatment Centre
- Woking Borough Council: Homesafe Plus services
- Runnymede Borough Council: Homesafe Plus
- Mole Valley Life: Hospital to Home Support Service
- NHS Surrey and Sussex ICB: About the ICB
- NHS Surrey and Sussex ICB: Surrey All Age Continuing Care
- Action for Carers Surrey: Contact us
- Action for Carers Surrey: Hospital Carer Advisors
- Action for Carers Surrey: The Carer's Prescription
- Age UK Surrey: Contact us
- Healthwatch Surrey: Contact us
- Phyllis Tuckwell: Get in touch
- Phyllis Tuckwell
- Woking & Sam Beare Hospice and Wellbeing Care

- Princess Alice Hospice
- Princess Alice Hospice: Why leave us a gift in your Will (areas served)
- St Catherine's Hospice
- St Catherine's Hospice: Care at home
- St Catherine's Hospice: Contact us

Price
From £1,550 a week

Covers
All of Surrey

CQC rating
Good

Assessment
Free, with no obligation

Live-in care near Surrey

Live-in care in Oxfordshire | Live-in care in Buckinghamshire | Live-in care in Berkshire | Live-in care in Wiltshire and Swindon | Live-in care in Gloucestershire | Live-in care in Northamptonshire | Live-in care in Warwickshire | Live-in care in Hampshire | Live-in care in Bristol | Live-in care in Cornwall | Live-in care in Devon | Live-in care in London | Live-in care in Somerset | Anywhere in England

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.