LIVE-IN CARE · CHIPPENHAM, WILTSHIRE AND SWINDON

Live-in care in Chippenham

Fully managed live-in care in Chippenham and the villages around it from Day and Nightcare, arranged after a free assessment, plus who to call at Wiltshire Council, the minor injury unit at Chippenham Community Hospital and the nearest A&Es, and local help with memory, carers, 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 Chippenham, 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 Chippenham

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 Chippenham

Day and Nightcare provides fully managed live-in care in Chippenham 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 Wiltshire 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 Chippenham

Wiltshire Council arranges adult social care and also collects council tax. Call its Advice and Contact team on **0300 456 0111** (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4pm; out of hours 0300 456 0100), or refer online. You can refer yourself, or a family member or GP can refer you with your consent.

The council may first offer equipment or reablement, short-term help at home for up to six weeks to relearn everyday tasks; its north and east Wiltshire reablement team is based at Monkton Park, Chippenham, and short-term care is free. If longer-term care is needed, a financial assessment follows: with more than £23,250 in savings your relative would usually pay the full cost, and the home is not counted when care is at home. See council funding for care and direct payments.

If you help a relative, ask Carers Together Wiltshire for a carer's assessment on 01380 710300; it can be done at home or by phone.

Wiltshire Council's council tax team is on 0300 456 0109. Discounts or exemptions can apply to:

- **carers** who live with the person, give at least 35 hours of care a week and are not their partner, where the person gets a qualifying benefit such as Attendance Allowance
- a **severe mental impairment** that appears permanent, with a doctor's certificate and a qualifying benefit
- **disabled people**, where the home has a room, a second bathroom or kitchen, or indoor wheelchair space they need (staff may visit)

- long-term hospital patients

See council tax discounts for care.

Urgent care and leaving hospital in Chippenham

- **Minor injuries:** the Minor Injury Unit at Chippenham Community Hospital, Rowden Hill, is open every day, 8am to 8pm (last entry 7.30pm), with no booking needed; X-ray is on weekdays, 8.30am to 4pm, only. It treats injuries, not illnesses, and cannot see babies under one. It is not an A&E.
- **A&E:** the nearest are at the Royal United Hospital (RUH) in Bath, a 24-hour walk-in Emergency Department at Combe Park, and the Great Western Hospital in Swindon, also open 24 hours.

The RUH aims to get people home by 10am and arranges transport only where there is a clinical need; the Great Western aims to discharge by midday (see the Wiltshire and Swindon guide).

Some people move on to Chippenham Community Hospital to recover, on Cedar Ward (17 beds, general rehabilitation) or Mulberry Ward (20 beds, stroke and neurological rehabilitation). Back home, Wiltshire Council's Wiltshire Support at Home service gives short-term care after discharge; it takes referrals only from the locality hub, Home First, reablement and Rapid Response teams, so ask the ward.

If needs are mainly health needs, ask about NHS Continuing Healthcare. NHS BSW ICB lists email contacts only: bswicb.chcassessreview@nhs.net, or bswicb.chcdutyft@nhs.net for Fast Track.

Local help in Chippenham

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

- **Memory worries.** The GP can refer to the NHS memory service run by Avon and Wiltshire Mental Health Partnership; its North Wiltshire team is on 01380 731298. Beyond Dementia (01225 776481) offers free dementia advisers, supported by Wiltshire Council, and the groups in the questions below. See live-in dementia care.
- **Carers.** Carers Together Wiltshire's free Carer Café meets at the Angel Hotel, Market Place, on the third Monday of the month, 10.30am to noon (01380 710300).

- **Company.** Chippenham Day Centre, for people aged 50 and over, meets on Thursdays, 10am to 3pm, at King Alfred Hall, St Andrew's Church: £15 with meals and activities, or £22 with transport for Chippenham residents. Age UK Wiltshire's Fitness and Friendship Club, a social club for older people with gentle exercise, meets fortnightly on Wednesdays, 2pm to 4pm, at Kingsley Road Community Hall (£6, first session free; 0808 196 2424).
- **Getting about.** Chippenham Link (01249 461881) covers the town, Chippenham Without, Langley Burrell, Sutton Benger and Tytherton. The Village Link Scheme (07590 720836) covers parishes including Biddestone, Castle Combe, Grittleton, Kington St Michael, Nettleton, North Wraxall and Yatton Keynell. Volunteers drive their own cars, and passengers are asked for a donation.
- **Equipment.** Wiltshire Council (0300 456 0111) can loan some equipment after a phone call or arrange an occupational therapist's visit, free of charge.
- **Hospice care and bereavement.** Dorothy House gives free hospice care, including Hospice at Home, in parts of Wiltshire, depending on the GP practice, and accepts self-referrals (0345 0130 555). Its Bereavement Help Point, open to anyone, meets at the Angel Hotel on the second and fourth Wednesday, 10am to noon.

USEFUL LOCAL CONTACTS

Useful contacts in Chippenham

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

Council and care assessments

Adult social care in Chippenham is arranged by Wiltshire 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.

- **Wiltshire Council:** ask for a care needs assessment (telephone 0300 456 0111); 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 Chippenham it is arranged by Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (NHS BSW ICB) (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Chippenham

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 United Hospital, Bath: Combe Park, Bath BA1 3NG. Emergency Department (A&E) open 24 hours, seven days a week, walk-in (leaving hospital information)
- Great Western Hospital, Swindon: Marlborough Road, Swindon SN3 6BB. A&E open 24 hours; walk-ins enter through the Urgent Treatment Centre at the west entrance (7am to 10pm) or, outside those hours, the out-of-hours entrance beside it (leaving hospital information)
- Chippenham Community Hospital: Rowden Hill, SN15 2AJ: inpatient rehabilitation on Cedar Ward (17 beds, general rehabilitation) and Mulberry Ward (20 beds, stroke and neurological rehabilitation), run by HCRG Care Group for the NHS. Not an A&E
- Chippenham Minor Injury Unit: At Chippenham Community Hospital, Rowden Hill: every day 8am to 8pm (last entry 7.30pm), walk in, no booking needed; X-ray 8.30am to 4pm on weekdays only. Injuries only, not illnesses; babies under one cannot be treated. Not an A&E

Local support and charities

- Carers Together Wiltshire (Carer Café at the Angel Hotel, third Monday, 10.30am to noon): Carers' support (01380 710300)
- Beyond Dementia: Chippenham Memory Café (Sheldon Road Methodist Church): Dementia support (01225 776481)
- Chippenham Day Centre (Thursdays, King Alfred Hall): Day opportunities
- Age UK Wiltshire (Fitness and Friendship Club, Kingsley Road Community Hall): Age UK (0808 196 2424)
- Chippenham Link (volunteer car scheme): Community transport (01249 461881)
- Village Link Scheme (volunteer car scheme): Community transport (07590 720836)
- Dorothy House Hospice Care: Hospice (0345 0130 555)
- Healthwatch Wiltshire: Healthwatch: your independent voice on health and care (01225 434218)

Council tax

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

Villages around Chippenham

Langley Burrell · Sutton Benger · Tytherton · Kington St Michael · Biddestone · Castle Combe · Yatton Keynell · Grittleton · North Wraxall · Nettleton

YOUR QUESTIONS

Questions about live-in care in Chippenham

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

Call Wiltshire Council's Advice and Contact team on 0300 456 0111 (Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4pm), or refer online through the council's Your care, your support Wiltshire website. In the evenings or at weekends, the number is 0300 456 0100. You can refer yourself, or a family member or your GP can refer you with your consent. The needs assessment is free, and anyone can ask for one. A family member who helps can ask Carers Together Wiltshire (01380 710300) for their own carer's assessment.

Is there an A&E in Chippenham?

No. Chippenham Community Hospital on Rowden Hill has a Minor Injury Unit, open every day from 8am to 8pm (last entry 7.30pm), with no booking needed and X-ray only from 8.30am to 4pm on weekdays. It treats injuries that are not life-threatening, not illnesses. The nearest A&Es are at the Royal United Hospital in Bath and the Great Western Hospital in Swindon, both open 24 hours. In a life-threatening emergency, call 999; for advice, call 111.

Where can someone living with dementia meet others in Chippenham?

Beyond Dementia runs a Memory Café at Sheldon Road Methodist Church, Audley Road, on the second and fourth Thursday of the month, 10.30am to noon (£5 or pay what you can), with dementia professionals on hand to chat informally. The same church hosts its fortnightly Music for the Mind group on Thursday mornings (£5), and Movement for the Mind meets at St Paul's Church Hall, Greenway Lane, on the second and fourth Tuesday, 10am to noon (£5). Call Beyond Dementia on 01225 776481.

How much does live-in care cost in Chippenham?

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

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 Chippenham is arranged by Wiltshire 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 United Hospital, Bath?

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

- Your care, your support Wiltshire: Contact us
- Your care, your support Wiltshire: Assessment of need
- Your care, your support Wiltshire: Carers assessments
- Your care, your support Wiltshire: Wiltshire Council Reablement Service (Chippenham Hub)
- Your care, your support Wiltshire: Wiltshire Support at Home
- Your care, your support Wiltshire: Local council tax office, discount and exemption
- BSW Community Services: Chippenham Minor Injury Unit
- NHS BSW ICB: Minor Injury Unit (MIU)
- CQC: Chippenham Community Hospital
- Royal United Hospitals Bath: Emergency Department contact us
- Royal United Hospitals Bath: Going home
- NHS: The Great Western Hospital, accident and emergency services
- Great Western Hospital: Leaving hospital

- NHS BSW ICB: Continuing healthcare
- Avon and Wiltshire Mental Health Partnership: Memory services
- Beyond Dementia: Memory Café, Chippenham
- Beyond Dementia: Music for the Mind, Chippenham
- Beyond Dementia: Movement for the Mind, Chippenham
- Your care, your support Wiltshire: Carer Café, Chippenham
- Your care, your support Wiltshire: Chippenham Day Centre
- Your care, your support Wiltshire: Fitness and Friendship Club, Chippenham
- Community First: Community transport directory
- Your care, your support Wiltshire: Equipment to support you at home
- Dorothy House: Care and services overview
- Dorothy House: Our geography
- Dorothy House: Community map
- NHS website: Getting a care needs assessment
- Wiltshire Council: Council tax discounts
- Wiltshire Council: Preventing, reducing and delaying eligible needs

Price
From £1,550 a week

Covers
Chippenham and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Wiltshire and Swindon

All of Wiltshire and Swindon | Swindon | Royal Wootton Bassett | Wroughton | Cricklade | Malmesbury | Marlborough | Calne | Corsham | Melksham | Devizes | Pewsey | Salisbury | Tidworth | Trowbridge | Bradford on Avon | Westbury

Warminster

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/wiltshire/chippenham/**
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Information, not advice: please check anything important with the organisation named.