LIVE-IN CARE · MALMESBURY, WILTSHIRE AND SWINDON

Live-in care in Malmesbury

Fully managed live-in care in Malmesbury and the villages around it from Day and Nightcare, arranged after a free assessment, plus who to call at Wiltshire Council, the nearest A&Es and minor injury unit, 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 Malmesbury, 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 Malmesbury

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 Malmesbury

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

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 Malmesbury

- **Minor injuries:** the nearest Minor Injury Unit is at Chippenham Community Hospital, Rowden Hill, 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 is not an A&E.
- **A&E:** the Royal United Hospital (RUH) in Bath and the Great Western Hospital in Swindon, both open 24 hours.

The RUH starts planning discharge on admission and aims to get people home by 10am. It expects families to arrange transport, except in exceptional circumstances where there is a clinical need, and has a Discharge Lounge in Building E6 with free parking spaces outside for whoever collects your relative. The Great Western aims to discharge by midday and also asks families to arrange transport.

Some people move to the rehabilitation wards at Chippenham Community Hospital to recover before going home. Back home, Wiltshire Council's Wiltshire Support at Home service gives short-term care after a 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 Malmesbury

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 (North Wiltshire team, 01380 731298). Beyond Dementia (01225 776481) has a free dementia adviser for the Malmesbury, Cricklade and Purton areas, who visits at home and helps draw up a support plan. See live-in dementia care.
- **Getting about.** Malmesbury and District Link Scheme (01666 840861) has volunteer drivers for the town and nearby villages. Malmesbury and District Community Transport (01666 822143) runs a minibus taking mainly older and disabled people to the day centre at Athelstan House.

- **Carers.** Carers Together Wiltshire (01380 710300) offers carers' assessments, which can include planning for what happens if you are ill, and help applying for the free Carer ID card, which is issued by Forward Carers.
- **Equipment.** Wiltshire Council (0300 456 0111) can loan some equipment after a phone call or arrange an occupational therapist's visit, free of charge.
- **Advice.** Age UK Wiltshire's free information and advice line is 0808 196 24 24 (weekdays, 10am to 2pm).
- **End of life and bereavement.** Dorothy House's local teams reach Malmesbury, including Hospice at Home care (0345 0130 555), and its Bereavement Help Point, open to anyone, meets at the Kings Arms every Monday, 2pm to 4pm. See planning end-of-life care at home.

USEFUL LOCAL CONTACTS

Useful contacts in Malmesbury

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

Council and care assessments

Adult social care in Malmesbury 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 Malmesbury 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 Malmesbury

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. A&E open 24 hours; the trust says it serves North and West Wiltshire (leaving hospital information)
- Great Western Hospital: 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: At Chippenham Community Hospital, Rowden Hill, SN15 2AJ: 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. The hospital also has NHS rehabilitation wards
- Dorothy House Hospice Care: Winsley. Local teams from Malmesbury in the north to Shepton Mallet in the south; free care, aligned to the GP practice; self-referral; 0345 0130 555. Bereavement Help Point at the Kings Arms, Malmesbury, every Monday 2pm to 4pm

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Local support and charities

- Carers Together Wiltshire: Carers' support (01380 710300)
- Beyond Dementia: Dementia support (01225 776481)
- Malmesbury and District Link Scheme: Community transport (01666 840861)
- Malmesbury and District Community Transport: Community transport (01666 822143)
- Dauntsey Vale Link Scheme: Community transport (07563 769549)
- Age UK Wiltshire: Age UK (0808 196 24 24)
- Healthwatch Wiltshire: Healthwatch: your independent voice on health and care (01225 434218)

Council tax

Council tax in Malmesbury, 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 Malmesbury

Brokenborough | Charlton | Crudwell | Hankerton | Oaksey | Minety | Great Somerford | Little Somerford | Lea and Cleverton | Sherston | Hullavington | Easton Grey

YOUR QUESTIONS

Questions about live-in care in Malmesbury

Who do I call in Malmesbury 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.

Which hospital will my relative go to from Malmesbury?

Malmesbury has no hospital or minor injury unit of its own. The two nearest A&Es are at the Royal United Hospital in Bath, which says it serves North and West Wiltshire, and the Great Western Hospital in Swindon; both are open 24 hours. For injuries that are not life-threatening, the Minor Injury Unit at Chippenham Community Hospital is open every day from 8am to 8pm (last entry 7.30pm); it is not an A&E. In a life-threatening emergency, call 999.

Which hospice covers Malmesbury?

Dorothy House Hospice Care, based at Winsley near Bradford on Avon, says its local teams work from Malmesbury in the north to Shepton Mallet in the south, and its care follows the patient's GP practice. All its services are free. As well as a 10-bed inpatient unit, it offers Hospice at Home care and nurse-led day services, and you can refer yourself. Call 0345 0130 555.

How can an older person in Malmesbury get to appointments without a car?

Try the Malmesbury and District Link Scheme on 01666 840861. Its volunteer drivers use their own cars to take people from Malmesbury and nearby villages, including Sherston, Crudwell, Hullavington, the Somerfords, Minety and Oaksey, to medical appointments, and passengers are asked for a donation. Book as far ahead as you can, so that the scheme has time to find a volunteer driver. Brinkworth and Dauntsey are covered by the Dauntsey Vale Link Scheme (07563 769549). Wiltshire Connect's bookable bus for Royal Wootton Bassett and Malmesbury also serves the Great Western Hospital (helpline 01225 712900).

How much does live-in care cost in Malmesbury?

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

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 Malmesbury 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: Local council tax office, discount and exemption
- Your care, your support Wiltshire: Wiltshire Support at Home

- Your care, your support Wiltshire: Equipment to support you at home
- NHS BSW ICB: Continuing healthcare
- Avon and Wiltshire Mental Health Partnership: Memory services
- Community First: Community transport directory
- Your care, your support Wiltshire: Wiltshire Council Reablement Service (Chippenham Hub)
- BSW Community Services: Chippenham Minor Injury Unit
- NHS BSW ICB: Minor Injury Unit (MIU)
- NHS: Royal United Hospitals Bath, accident and emergency services
- Royal United Hospitals Bath: You Matter strategy 2023 to 2028
- NHS: The Great Western Hospital, accident and emergency services
- Royal United Hospitals Bath: Going home
- Great Western Hospital: Leaving hospital
- CQC: Chippenham Community Hospital
- Beyond Dementia: Dementia advisers
- Carers Together Wiltshire: Support for carers
- Wiltshire Connect
- Your care, your support Wiltshire: Age UK Wiltshire, information and advice
- Dorothy House: Our geography
- Dorothy House: Care and services overview
- Dorothy House: Community map
- NHS website: Getting a care needs assessment
- Wiltshire Council: Council tax discounts
- Wiltshire Council: Preventing, reducing and delaying eligible needs
- Community First: Wiltshire Link Schemes

Price

From £1,550 a week

Covers

Malmesbury 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 · Marlborough · Chippenham · 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/malmesbury/**
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Information, not advice: please check anything important with the organisation named.