LIVE-IN CARE · MARLBOROUGH, WILTSHIRE AND SWINDON

Live-in care in Marlborough

Fully managed live-in care in Marlborough and the villages around it from Day and Nightcare, arranged after a free assessment, plus who to call at Wiltshire Council, the nearest A&E, what Savernake Community Hospital offers, and local help with transport, memory, carers 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 Marlborough, 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 Marlborough

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 Marlborough

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

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 Marlborough

- **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. It is not an A&E. At the Great Western Hospital, walk-ins enter through the Urgent Treatment Centre (7am to 10pm).
- **A&E:** the Great Western Hospital in Swindon, open 24 hours.

The Great Western aims to discharge people by midday, usually from its Discharge Lounge, and asks families to arrange transport, clothes and shoes, and to make sure there are keys, heating, food and medicines at home.

For some, the next step is Savernake Community Hospital on London Road, one of the NHS community inpatient units run by HCRG Care Group, where people recover with nursing, therapy and medical support. 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 Marlborough

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

- **Getting about.** Marlborough and District Link Scheme (01672 288007) has volunteer drivers for the town, Manton, the Ogbournes, Avebury, Lockeridge, West Overton, Mildenhall and nearby. Ramsbury and Axford (01672 520111), Aldbourne and Baydon (07767 116895) and the Bedwyns (07717 006787) have their own schemes; passengers are asked for a donation. Kennet Community Transport (07581 743132) runs a wheelchair-accessible minibus for older and disabled people, and the Marlborough Mobility Store (01672 511550) is the local Shopmobility scheme. Wiltshire Connect runs a bookable bus for the Marlborough area (helpline 01225 712900).

- **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's groups near Marlborough are in the questions below. See live-in dementia care.
- **Carers.** Carers Together Wiltshire (01380 710300) carries out carers' assessments, at home or by phone.
- **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 advice line is 0808 196 24 24 (weekdays, 10am to 2pm), and its shop at 34 High Street has an information point.
- **End of life.** Prospect Hospice cares for people in Marlborough free of charge at its Wroughton hospice and at home; anyone can refer on 01793 816124 (weekdays, 9am to 5pm), and the 24-hour advice line is 01793 816109. See planning end-of-life care at home.

USEFUL LOCAL CONTACTS

Useful contacts in Marlborough

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

Council and care assessments

Adult social care in Marlborough 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 Marlborough 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 Marlborough

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.

- 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)
- Savernake Community Hospital: London Road, just outside Marlborough SN8 3HL. General medical inpatient beds and outpatient clinics, run by HCRG Care Group; visits by appointment; 0300 247 0200. Not on the ICB's list of minor injury units. Not an A&E
- Prospect Hospice: Moormead Road, Wroughton. Free care for people in Swindon, Marlborough and the surrounding areas, at the hospice and at home; anyone can refer by phone, 01793 816124 (Mon to Fri 9am to 5pm); 24-hour advice line 01793 816109

Local support and charities

- Carers Together Wiltshire: Carers' support (01380 710300)
- Beyond Dementia: Dementia support (01225 776481)
- Marlborough and District Link Scheme: Community transport (01672 288007)
- Kennet Community Transport: Community transport (07581 743132)
- Ramsbury and Axford Link Scheme: Community transport (01672 520111)
- 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 Marlborough, 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 Marlborough

Manton · Preshute · Mildenhall · Ogbourne St George · Ogbourne St Andrew · Avebury · West Overton · Lockeridge · Ramsbury · Aldbourne · Chilton Foliat · Great Bedwyn

YOUR QUESTIONS

Questions about live-in care in Marlborough

Who do I call in Marlborough 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.

Does Savernake Hospital have a minor injuries unit?

No. Savernake Community Hospital, on London Road just outside Marlborough, is an NHS community hospital run by HCRG Care Group, with general medical inpatient beds and outpatient clinics; visits to services are by appointment (0300 247 0200). It is not an A&E, and the NHS list of minor injury units in the area does not include it. The nearest minor injury unit is at Chippenham Community Hospital, open every day from 8am to 8pm (last entry 7.30pm).

Where is the nearest A&E to Marlborough?

The Emergency Department at the Great Western Hospital in Swindon, which is open 24 hours. If you walk in, use the west entrance, where a clinical navigator directs people to the Emergency Department, the Urgent Treatment Centre (7am to 10pm) or an assessment unit. People who arrive by ambulance go straight to the Emergency Department. In a life-threatening emergency, call 999; for urgent advice, call 111.

Is there anything for people living with dementia near Marlborough?

Yes. Beyond Dementia runs Music for the Mind at Kennet Valley Hall in Lockeridge on Thursdays, 10.45am to 12.15pm, and a Muddy Boots group, exploring nature and doing crafts, from the same hall on the second and fourth Monday, 10.30am to noon; its memory café at Coronation Hall, East Grafton, meets on the first and third Monday, 2pm to 3.30pm. Each costs £5, and Beyond Dementia also has a pay-what-you-can scheme. A free dementia adviser covers Devizes, Marlborough and the surrounding areas (01225 776481).

How much does live-in care cost in Marlborough?

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

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 Marlborough 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 Great Western 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.

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: Savernake Community Hospital
- BSW Community Services: Community inpatient units
- NHS BSW ICB: Minor Injury Unit (MIU)
- BSW Community Services: Chippenham Minor Injury Unit
- NHS: The Great Western Hospital, accident and emergency services
- Great Western Hospital: Emergency Department and Urgent Treatment Centre
- Great Western Hospital: Leaving hospital
- Wiltshire Connect
- Beyond Dementia: Music for the Mind, Lockeridge
- Beyond Dementia: Muddy Boots, Kennet
- Beyond Dementia: Memory Café, East Grafton
- Beyond Dementia: Dementia advisers
- Your care, your support Wiltshire: Age UK Wiltshire, information and advice
- Your care, your support Wiltshire: Age UK charity shops with information points
- Prospect Hospice: Make a referral
- NHS website: Getting a care needs assessment
- Wiltshire Council: Council tax discounts
- Wiltshire Council: Preventing, reducing and delaying eligible needs
- Beyond Dementia: Community groups

Price

From £1,550 a week

Covers

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