LIVE-IN CARE · ROYAL WOOTTON BASSETT, WILTSHIRE AND SWINDON

Live-in care in Royal Wootton Bassett

Fully managed live-in care in Royal Wootton Bassett and the villages around it from Day and Nightcare, arranged after a free assessment, plus who to call at Wiltshire Council (not Swindon), the nearest A&E and minor injury unit, and local help with memory, carers, company, 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 Royal Wootton Bassett, 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 Royal Wootton Bassett

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 Royal Wootton Bassett

Day and Nightcare provides fully managed live-in care in Royal Wootton Bassett 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 Royal Wootton Bassett

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 Royal Wootton Bassett

- **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 Great Western Hospital in Swindon, open 24 hours, where walk-in patients enter through the Urgent Treatment Centre (7am to 10pm).

The Great Western aims to discharge people by midday, usually from its Discharge Lounge, and asks families to arrange transport, clothes and shoes, keys, heating and food at home. Ask early who is collecting your relative, and when.

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 Royal Wootton Bassett

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) has a free dementia adviser for Calne, Royal Wootton Bassett and the surrounding area, and an art group at St Michael's Church Hall, Lyneham, on the second and fourth Monday, 2pm to 3.30pm (£6). See live-in dementia care.
- **Carers.** The free Carer Café meets on the first Tuesday of the month, 10.30am to noon (see the questions below).

- **Company.** Age UK Wiltshire's Friendship Club, open to anyone for tea, a chat and games, meets at the Sacred Heart Church Hall, High Street, on Mondays, 2pm to 4pm, for a small charge. Its Fitness and Friendship Club, a social club for older people with gentle exercise, meets fortnightly on Thursdays, 2pm to 4pm, at the Memorial Hall, Station Road (£6, first session free). Age UK Wiltshire's free advice line is 0808 196 24 24 (weekdays, 10am to 2pm).
- **Getting about.** The Link 6 and Royal Wootton Bassett Link Scheme (07879 394666) has volunteer drivers for the town, Lyneham, Bradenstoke, Broad Town, Tockenham, the Lydiards and nearby, for a donation. Dauntsey Vale Link Scheme (07563 769549) covers Brinkworth, Christian Malford, Dauntsey and Foxham; Purton and District Age Concern (01793 770862) runs a minibus. Wiltshire Connect's bookable bus for Royal Wootton Bassett and Malmesbury also serves the Great Western Hospital (helpline 01225 712900).
- **Equipment.** Wiltshire Council (0300 456 0111) can loan some equipment after a phone call or arrange an occupational therapist's visit, free of charge.

USEFUL LOCAL CONTACTS

Useful contacts in Royal Wootton Bassett

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

Council and care assessments

Adult social care in Royal Wootton Bassett 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 Royal Wootton Bassett 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 Royal Wootton Bassett

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)
- Chippenham Community Hospital Minor Injury Unit: 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
- Prospect Hospice: Moormead Road, Wroughton. Names Royal Wootton Bassett in its area. Free care for adults in their last year of life; 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)
- Royal Wootton Bassett Carer Café: Carers' support
- Beyond Dementia: Dementia support (01225 776481)
- Age UK Wiltshire: Royal Wootton Bassett Monday Friendship Club: Age UK
- Link 6 and Royal Wootton Bassett Link Scheme: Community transport (07879 394666)
- Purton and District Age Concern minibus: Community transport (01793 770862)
- Healthwatch Wiltshire: Healthwatch: your independent voice on health and care (01225 434218)

Council tax

Council tax in Royal Wootton Bassett, 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 Royal Wootton Bassett

Lyneham · Bradenstoke · Broad Town · Clyffe Pypard · Tockenham · Lydiard Millicent · Lydiard Tregoze · Hook · Purton · Brinkworth · Broad Hinton · Winterbourne Bassett

YOUR QUESTIONS

Questions about live-in care in Royal Wootton Bassett

Who do I call in Royal Wootton Bassett 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. Although the town is close to Swindon, Swindon Borough Council does not cover it. 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.

Which hospital will my relative go to from Royal Wootton Bassett?

The nearest A&E is at the Great Western Hospital on Marlborough Road, Swindon, open 24 hours. Walk-in patients enter through its Urgent Treatment Centre at the west entrance, open 7am to 10pm, or the out-of-hours entrance beside it. 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), with X-ray on weekdays only; it is not an A&E. In a life-threatening emergency, call 999; for advice, call 111.

Is there anywhere in Royal Wootton Bassett for carers to meet?

Yes. Carers Together Wiltshire runs a free Carer Café on the first Tuesday of the month, 10.30am to noon, a chance for unpaid carers to meet others. Its own events page lists the next session in Community Room 3 at the Manor House, Lime Kiln; the council's directory gives a High Street venue, so check with Carers Together Wiltshire (01380 710300), which also carries out carers' assessments, at home or by phone.

Does Prospect Hospice cover Royal Wootton Bassett?

Yes. Prospect Hospice in Wroughton names Royal Wootton Bassett among the places it serves in north-east Wiltshire. Its care is free, at the hospice and in people's own homes. Anyone can phone to refer someone aged 18 or over who needs specialist palliative support in their last year of life, on 01793 816124 (Monday to Friday, 9am to 5pm); the 24-hour advice line is 01793 816109.

How much does live-in care cost in Royal Wootton Bassett?

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

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 Royal Wootton Bassett 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: Chippenham Minor Injury Unit
- NHS BSW ICB: Minor Injury Unit (MIU)
- NHS: The Great Western Hospital, accident and emergency services
- Great Western Hospital: Emergency Department and Urgent Treatment Centre
- Great Western Hospital: Leaving hospital
- Carers Together Wiltshire: Royal Wootton Bassett Carer Café
- Your care, your support Wiltshire: Carer Café, Royal Wootton Bassett
- Beyond Dementia: Dementia advisers
- Beyond Dementia: Art group, Lyneham
- Your care, your support Wiltshire: Royal Wootton Bassett Friendship Club
- Your care, your support Wiltshire: Fitness and Friendship Club, Royal Wootton Bassett
- Your care, your support Wiltshire: Age UK Wiltshire, information and advice
- Wiltshire Connect
- Prospect Hospice: About us
- 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

Price

From £1,550 a week

Covers

Royal Wootton Bassett 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 · Wroughton · Cricklade · Malmesbury · 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)

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