LIVE-IN CARE · SWINDON, WILTSHIRE AND SWINDON

Live-in care in Swindon

Fully managed live-in care in Swindon and the villages in the borough from Day and Nightcare, arranged after a free assessment, plus who to call at Swindon Borough Council, the A&E and urgent treatment centre at the Great Western Hospital, 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 Swindon, 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 Swindon

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 Swindon

Day and Nightcare provides fully managed live-in care in Swindon and the villages in the borough, 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 Swindon Borough 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 Swindon

Swindon Borough Council arranges adult social care and also collects council tax; Wiltshire Council does not cover the borough. Phone the contact centre on **01793 445500** during office hours, with your relative's consent if you are calling for them. An adviser refers you to the best-placed team, such as Initial Contact, Community Led Support, Intermediate Care or Reablement, which contacts you and sends a summary. Out of hours, choose option 4 for the Emergency Duty Team.

The council says social care is not free. If support is agreed, a financial assessment follows: with savings over £23,250 your relative would usually pay the full cost, and the home is not counted when care is at home. For 2026/27 the council charges £27.84 an hour for home care it arranges. Council funding can be taken as a direct payment; see council funding for care. Reablement at home lasts at most six weeks.

If you look after someone, ask for a free carer's assessment: through their social worker if they get council services, otherwise through Swindon Carers Together. You do not need their permission, and it can lead to a carers emergency card or a carer's direct payment.

The council's Council Tax team is on 0345 302 2316. Reductions to ask about:

- **25% carer's reduction** for a live-in carer, not a partner, giving at least 35 hours of care a week, where the person gets a benefit such as Attendance Allowance
- **severe mental impairment**, a full or partial reduction
- **adapted homes**, where the property has been adapted for a disabled person
- **disregards** for someone living long term in hospital or a care home

Each is claimed online. See council tax discounts for care.

Urgent care and leaving hospital in Swindon

- **Urgent treatment:** walk-in patients at the Great Western Hospital, Marlborough Road, enter through the Urgent Treatment Centre at the west entrance, open 7am to 10pm, where a clinical navigator directs them; outside those hours, use the out-of-hours entrance beside it.
- **A&E:** the Great Western's Emergency Department is open 24 hours.

The Great Western aims to discharge people by midday. Patients usually wait in the Discharge Lounge and may be given medicines in a green bag. The hospital asks families to arrange transport, bring clothes and shoes, and make sure there are keys, heating, food and medicines at home.

For some people the next step is the Swindon Intermediate Care Centre (SWICC) on Downs Way, on the hospital campus, for people moving between hospital and home, run by HCRG Care Group (0300 247 0200). If ward staff think someone will need help at home, they refer to the council's intermediate care teams, such as Home First and the Discharge Hub, so ask the ward early.

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 Swindon

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

- **Memory worries.** The GP can refer to the memory service at the Victoria Centre (01793 327894). The Alzheimer's Society Dementia Support Service is free on 01793 485404. See live-in dementia care.
- **Carers.** Swindon Carers Together at Sanford House, Sanford Street, supports adult, parent and young carers (01793 531133, Monday to Friday, 9am to 5pm).
- **Meals.** Age UK Wiltshire's Wellbeing Checks with Meals delivers a hot lunch with a wellbeing check to older people daily except Christmas Day; the cost depends on the area (01793 279606, 8.30am to 3pm).

- **Getting about.** Swindon Dial A Ride (01793 616050, weekdays 10am to 4.30pm) is door-to-door transport for anyone whose mobility stops them using public transport; its Volunteer Car Service is on 01793 521123 (weekdays 10.30am to 12.30pm). Haydon Wick Parish Council runs an accessible minibus for older and disabled people in Haydon Wick (01793 722446), and Highworth Lions Club runs a community minibus (01793 723314).
- **Equipment.** Ask adult social care on 01793 445500; the reablement service can also access equipment and aids.
- **End of life.** Prospect Hospice in Wroughton gives free care at the hospice and at home to adults in their last year of life; anyone can refer on 01793 816124 (weekdays, 9am to 5pm), and the 24-hour advice line is 01793 816109.
- **Having your say.** Healthwatch Swindon: 01793 497777 (weekdays, 9am to 5pm).

USEFUL LOCAL CONTACTS

Useful contacts in Swindon

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

Council and care assessments

Adult social care in Swindon is arranged by Swindon Borough 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.

- **Swindon Borough Council:** ask for a care needs assessment (telephone 01793 445500); 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 Swindon 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 Swindon

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, SN3 6BB. A&E open 24 hours; ambulance patients go straight to the Emergency Department. Aims to discharge by midday via the Discharge Lounge (leaving hospital information)
- Great Western Hospital Urgent Treatment Centre: West entrance of the Great Western Hospital: walk in, open 7am to 10pm; a clinical navigator directs people to the Emergency Department, the Urgent Treatment Centre or an assessment unit; outside those hours walk-ins use the out-of-hours entrance next to it. The UTC itself is not the A&E
- Swindon Intermediate Care Centre (SWICC): Downs Way, SN3 6BW, on the Great Western Hospital campus: NHS centre for people moving between hospital care and independent living, run by HCRG Care Group; 0300 247 0200; visits by appointment
- Prospect Hospice: Moormead Road, Wroughton. Free care for adults in their last year of life in Swindon, Marlborough and north-east Wiltshire; anyone can refer by phone, 01793 816124 (Mon to Fri 9am to 5pm); 24-hour advice line 01793 816109

Local support and charities

- Swindon Carers Together: Carers' support (01793 531133)
- Alzheimer's Society Dementia Support Service (Swindon): Dementia support (01793 485404)
- AWP Swindon Memory Service: Dementia support (01793 327894)
- Swindon Dial A Ride: Community transport (01793 616050)
- Haydon Wick Parish Council Community Transport: Community transport (01793 722446)
- Healthwatch Swindon: Healthwatch: your independent voice on health and care (01793 497777)

Council tax

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

Villages around Swindon

Stratton St Margaret · Haydon Wick · Highworth · Blunsdon · Covingham · Nythe · Liden · West Swindon · South Marston · Wanborough · Chiseldon · Wroughton

YOUR QUESTIONS

Questions about live-in care in Swindon

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

Phone Swindon Borough Council's contact centre on 01793 445500 during office hours. Have your relative's consent if you are calling for them, and be ready to say what help they might need. A customer adviser passes the request to the right social work team, which contacts you the way you prefer and sends a summary of what was discussed. The needs assessment is free, and anyone can ask for one. Out of hours, ring the same number and choose option 4 for the Emergency Duty Team. Wiltshire Council does not cover Swindon.

Is the A&E at the Great Western Hospital open all night?

Yes. The Emergency Department on Marlborough Road is open 24 hours. If you walk in, use the west entrance: a clinical navigator at the door sends each person to the Emergency Department, the Urgent Treatment Centre or an assessment unit. The Urgent Treatment Centre is open 7am to 10pm, and outside those hours walk-ins use the out-of-hours entrance next to it. People who arrive by ambulance go straight to the Emergency Department. In a life-threatening emergency, call 999.

Where can we get help with memory problems or dementia in Swindon?

Start with the GP, who can refer to the NHS memory service run by Avon and Wiltshire Mental Health Partnership at the Victoria Centre, 53 Downs Way, beside the Great Western Hospital (01793 327894). For information, advice and support, the Alzheimer's Society Dementia Support Service for Swindon is free on 01793 485404, Monday to Friday, 9am to 4pm. It helps people with a diagnosis or seeking one, and their families and carers.

Can we get a personal alarm from Swindon council?

Not at the moment. Swindon Borough Council says its Homeline and Homeline+ services, which include 24-hour monitoring and an in-person response, are not taking new users. In July 2026 its Cabinet approved commissioning a specialist external provider, and the council intends to reopen the service to new residents once that provider is in place. Existing users keep the same service. The council lists other alarm services that monitor calls and respond by telephone, and says there is no like-for-like service with a physical response in Swindon.

How much does live-in care cost in Swindon?

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

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 Swindon is arranged by Swindon Borough 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

- Swindon Borough Council: Getting in contact to discuss your needs
- Swindon Borough Council: Social work support, Emergency Duty team
- Swindon Borough Council: Paying for care services at home
- Swindon Borough Council: Adult social care fees and charges 2026/27
- Swindon Borough Council: Carer's assessment
- Swindon Borough Council: Council Tax discounts and reductions

- Swindon Borough Council: Equipment to help you at home
- Swindon Borough Council: Homeline
- NHS: The Great Western Hospital, accident and emergency services
- Great Western Hospital: Emergency Department and Urgent Treatment Centre
- Great Western Hospital: Leaving hospital
- BSW Community Services: Swindon Intermediate Care Centre (SWICC)
- NHS BSW ICB: Continuing healthcare
- Avon and Wiltshire Mental Health Partnership: Memory services
- Swindon Borough Council directory: Alzheimer's Society Dementia Support Service
- Swindon Carers Together
- Swindon Borough Council directory: Swindon Dial A Ride
- Community First: Community transport directory
- Prospect Hospice: Make a referral
- Healthwatch Swindon: Contact us
- NHS website: Getting a care needs assessment
- Age UK Wiltshire: Wellbeing Checks with Meals

Price
From £1,550 a week

Covers
Swindon and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Wiltshire and Swindon

All of Wiltshire and Swindon | Royal Wootton Bassett | 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)

The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/wiltshire/swindon/**
Local information checked 31 October 2026. This PDF was made on 3 November 2026.
Information, not advice: please check anything important with the organisation named.