LIVE-IN CARE · WILTSHIRE AND SWINDON

Live-in care in Wiltshire and Swindon

Fully managed live-in care across Wiltshire and Swindon from Day and Nightcare, arranged after a free assessment, plus which of the two councils to call for a care assessment, where the A&Es and minor injury units are, how hospital discharge and Continuing Healthcare work, and county-wide help with memory, carers, equipment, 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 across Wiltshire and 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 Wiltshire and 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 Wiltshire and Swindon

Day and Nightcare provides fully managed live-in care across Wiltshire and Swindon, 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 or 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 live-in care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Wiltshire and Swindon

First, check which council. There are two unitary councils. Swindon Borough Council covers the Swindon borough; Wiltshire Council covers everywhere else, including Salisbury, Chippenham and Trowbridge.

Wiltshire Council. Call the 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, with your consent. Equipment, minor adaptations up to £1,000, short-term care and carer services are free. Reablement lasts up to six weeks.

Swindon Borough Council. Phone the contact centre on **01793 445500** during office hours, with your relative's consent; an adviser passes the request to a social work team, which contacts you. Out of hours, choose option 4 for the Emergency Duty Team. Reablement at home lasts at most six weeks. Swindon's 2026/27 charge for council-arranged home care is £27.84 an hour, subject to a financial assessment.

With savings over £23,250, your relative would usually pay the full cost, and the home is not counted when care is at home. See direct payments.

Carers' assessments. In Wiltshire, contact Carers Together Wiltshire on 01380 710300; the assessment can be at home or by phone. In Swindon, ask the social worker if the person you care for has one; otherwise contact Swindon Carers Together (01793 531133). See our guide to carers' assessments.

Council tax. Wiltshire Council (0300 456 0109) and Swindon (0345 302 2316) both list discounts for severe mental impairment and for carers: see council tax discounts for care.

Urgent care and leaving hospital in Wiltshire and Swindon

- **A&E, 24 hours:** the Great Western Hospital in Swindon, Salisbury District Hospital and the Royal United Hospital (RUH) in Bath, whose area includes west Wiltshire. At the Great Western, walk-in patients enter through the Urgent Treatment Centre at the west entrance (open 7am to 10pm) or, outside those hours, the out-of-hours entrance beside it.
- **Minor injuries:** the units at Chippenham Community Hospital and the Trowbridge Integrated Care Centre are open every day, 8am to 8pm (last entry 7.30pm), with no booking needed, and X-ray on weekdays from 8.30am to 4pm. They are not A&Es and cannot treat babies under one. NHS 111 can arrange a time.

Discharge:

- **Great Western Hospital** aims to discharge people by midday, via its Discharge Lounge, and asks families to arrange transport, clothes and shoes, heating, food and keys.
- **The RUH** starts planning discharge on admission and aims to get people home by 10am. Its Discharge Lounge is in Building E6, and hospital transport is only for exceptional clinical need.
- **Salisbury District Hospital's** Discharge Lounge, on Breamore Ward, is open Monday to Friday, 8.30am to 5pm.

Some people go on to rehabilitation in an NHS community inpatient unit, run by HCRG Care Group: Chippenham Community Hospital, Savernake Community Hospital near Marlborough, Warminster Community Hospital or the Swindon Intermediate Care Centre (0300 247 0200).

In Swindon, ward staff can refer people to the council's intermediate care teams, such as Home First. If needs are mainly health needs, ask about NHS Continuing Healthcare: BSW ICB lists email contacts only, bswicb.chcassessreview@nhs.net, or bswicb.chcdutyft@nhs.net for Fast Track.

Local help in Wiltshire and Swindon

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

- **Memory worries.** The GP can refer to the NHS memory service (Avon and Wiltshire Mental Health Partnership): North Wiltshire, in Devizes and Warminster, 01380 731298; South Wiltshire, in Salisbury, 01722 820380; Swindon, at the Victoria Centre by the Great Western Hospital, 01793 327894.
- **Dementia support.** In Wiltshire, Beyond Dementia (01225 776481) offers free dementia advisers, supported by Wiltshire Council, who visit at home; its day clubs are in Trowbridge, Devizes, Warminster and Salisbury. Families can refer with the person's consent. In Swindon, the Alzheimer's Society Dementia Support Service is free for people with a diagnosis, or seeking one, and their families (01793 485404, Monday to Friday, 9am to 4pm).
- **Equipment.** Wiltshire Council can loan some equipment after a phone call, or arrange an occupational therapist's visit (0300 456 0111); there is no charge for equipment and minor adaptations. Larger adaptations need a Disabled Facilities Grant. In Swindon, ask adult social care on 01793 445500.
- **Getting about.** Community First (01380 722 475) can put you in touch with your local volunteer Link Scheme, whose drivers take people to medical appointments for a donation. Swindon Dial A Ride (01793 616050, weekdays 10am to 4.30pm) is for anyone whose mobility stops them using public transport, across the Swindon borough, Purton, Lydiard and Broad Hinton.
- **Advice and meals.** Age UK Wiltshire's free advice line is 0808 196 24 24 (weekdays, 10am to 2pm). Its Wellbeing Checks with Meals service delivers a hot lunch to older people in Wiltshire and Swindon daily except Christmas Day; the cost depends on the area (01793 279606, daily, 8.30am to 3pm).
- **Hospices.** Prospect Hospice in Wroughton gives free care to adults in their last year of life in Swindon, Marlborough and north-east Wiltshire; anyone can refer on 01793 816124 (weekdays, 9am to 5pm; 24-hour advice line 01793 816109). Dorothy House at Winsley gives free care in parts of Wiltshire, including Hospice at Home, and accepts self-referrals (0345 0130 555). Salisbury Hospice, beside Salisbury District Hospital, has ten inpatient beds and a community palliative care team that supports people in their own homes (01722 425113).

What may change soon

NHS board (planned merger). BSW ICB works in a cluster with the Dorset and Somerset ICBs. NHS Dorset says the three are due to merge in April 2027, and NHS England says no merger would happen before then. Until then BSW ICB remains a separate body and arranges Continuing Healthcare; its contact details may change after the merger.

USEFUL LOCAL CONTACTS

Useful contacts in Wiltshire and Swindon

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

Councils and care assessments

Adult social care in Wiltshire and Swindon is arranged by Wiltshire Council and 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.

- **Wiltshire Council:** ask for a care needs assessment (telephone 0300 456 0111); carer's assessment.
- **Swindon Borough Council:** ask for a care needs assessment (telephone 01793 445500); carer's assessment.

Our guide to reducing the cost of care and funding checker explain every route.

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. In Wiltshire and Swindon it is arranged by Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (NHS BSW ICB) (Continuing Healthcare information). We already support people whose care is funded by NHS Continuing Healthcare. See our NHS Continuing Healthcare guide.

Hospitals

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, Swindon (leaving hospital information)
- Salisbury District Hospital, Salisbury (leaving hospital information)
- Royal United Hospital, Bath, Bath (leaving hospital information)
- Chippenham Community Hospital, Chippenham
- Savernake Hospital, Marlborough
- Warminster Community Hospital, Warminster
- Trowbridge Integrated Care Centre, Trowbridge
- Swindon Intermediate Care Centre (SWICC), Swindon

Local support and charities

- Carers Together Wiltshire: Carers' support
- Swindon Carers Together: Carers' support
- Age UK Wiltshire: Age UK
- Prospect Hospice: Hospice
- Dorothy House Hospice Care: Hospice
- Salisbury Hospice: Hospice
- Healthwatch Wiltshire: Healthwatch: your independent voice on health and care
- Healthwatch Swindon: Healthwatch: your independent voice on health and care
- Your care, your support Wiltshire: Local services directory
- Swindon Borough Council care and support services directory: Local services directory

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Council tax and equipment

Council tax discounts for people with a severe mental impairment, for disabled people and for some carers are claimed from the local council: Wiltshire Council, Swindon Borough Council. See council tax discounts for care.

Equipment such as hoists, hospital beds and bathing aids is provided after an assessment through Wiltshire Council's equipment and minor adaptations service (Advice and Contact, 0300 456 0111). See equipment and home adaptations.

COVERAGE

Towns we cover in Wiltshire and Swindon

We provide live-in care everywhere in Wiltshire and Swindon, including:

Swindon · Salisbury · Chippenham · Trowbridge · Devizes · Melksham · Calne · Corsham · Bradford on Avon · Malmesbury · Marlborough · Pewsey · Royal Wootton Bassett · Cricklade · Tidworth · Warminster · Westbury · Wroughton

YOUR QUESTIONS

Questions about live-in care in Wiltshire and Swindon

Who do I call in Wiltshire 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. Out of hours, call 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. If your relative lives in the Swindon borough, call Swindon Borough Council on 01793 445500 instead.

Is Swindon covered by Wiltshire Council?

No. Swindon Borough Council is a separate unitary council, with its own adult social care team, its own carers' service (Swindon Carers Together), its own charges and its own council tax. Wiltshire Council covers the rest of the county, including Salisbury, Chippenham and Trowbridge. Swindon asks you to check which council area the address is in before you contact it. Both councils share one NHS board, BSW ICB.

Where are the minor injury units in Wiltshire?

The NHS minor injury units at Chippenham Community Hospital (Rowden Hill) and the Trowbridge Integrated Care Centre (Hammersmith Fields) are open every day from 8am to 8pm, with last entry at 7.30pm, and no booking is needed. X-ray is available on weekdays from 8.30am to 4pm only. They treat injuries, not illnesses, and cannot see babies under one. They are not A&Es: the 24-hour A&Es are in Swindon, Salisbury and Bath.

How do I ask about NHS Continuing Healthcare in Wiltshire or Swindon?

NHS Continuing Healthcare is arranged by NHS Bath and North East Somerset, Swindon and Wiltshire ICB (BSW). Its page gives email contacts rather than a phone number: bswicb.chcassessreview@nhs.net for general enquiries, and bswicb.chcdutyft@nhs.net for Fast Track, which a clinician can use when someone has a rapidly deteriorating condition that may be terminal. To appeal a decision, write to bswicb.chcretroappeal@nhs.net within six months of the decision letter.

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

Try the local volunteer Link Scheme. Community First supports Link Schemes across Wiltshire and Swindon, whose volunteer drivers use their own cars to take people to medical appointments or shopping; passengers are asked for a donation towards the cost. Call Community First on 01380 722 475 to find your local scheme. In the Swindon borough, Swindon Dial A Ride (01793 616050) helps anyone whose mobility stops them using public transport.

How much does live-in care cost in Wiltshire and Swindon?

Live-in care with Day and Nightcare costs from £1,550 a week anywhere in Wiltshire and 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 Wiltshire and 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 Wiltshire and Swindon is arranged by Wiltshire Council and 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.

Who arranges NHS Continuing Healthcare in Wiltshire and Swindon?

NHS Continuing Healthcare in Wiltshire and Swindon is arranged by Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (NHS BSW ICB). When someone's main need is a health need, the NHS pays for all of their care, including live-in care at home. Ask the GP, social worker or hospital discharge team for a CHC checklist assessment.

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.

How would live-in care be supported in Wiltshire and Swindon?

Our care team supports every live-in placement, wherever it is in England: a free assessment, a written care plan, regular contact and reviews, one main live-in carer, with a relief carer covering holidays and time off, and a manager on call outside office hours. Your carer works alongside the person's own GP, community nurses and any hospice team already involved in their care.

Sources and further information

- Your care, your support Wiltshire: Contact us
- Your care, your support Wiltshire: Assessment of need
- Your care, your support Wiltshire: Paying for support and the financial assessment process
- Your care, your support Wiltshire: Care at home financial assessment
- Your care, your support Wiltshire: Carers assessments
- Your care, your support Wiltshire: Equipment to support you at home
- Your care, your support Wiltshire: Local council tax office, discount and exemption
- Swindon Borough Council: Getting in contact to discuss your needs
- Swindon Borough Council: Social work support, Emergency Duty team
- 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
- Carers Together Wiltshire: Contact
- Swindon Carers Together
- NHS: The Great Western Hospital, accident and emergency services
- NHS: Salisbury District Hospital, accident and emergency services
- NHS: Royal United Hospitals Bath, accident and emergency services
- Great Western Hospital: Emergency Department and Urgent Treatment Centre
- Royal United Hospitals Bath: Annual report 2026
- NHS BSW ICB: Minor Injury Unit (MIU)
- BSW Community Services: Chippenham Minor Injury Unit
- BSW Community Services: Trowbridge Minor Injury Unit
- Great Western Hospital: Leaving hospital
- Royal United Hospitals Bath: Going home

- Salisbury District Hospital: Discharge Lounge
- BSW Community Services: Community inpatient units
- CQC: Chippenham Community Hospital
- NHS BSW ICB: Continuing healthcare
- NHS England South West: How the NHS structure in the South West is changing
- NHS Dorset: Cluster update, 20 March 2026
- Avon and Wiltshire Mental Health Partnership: Memory services
- Beyond Dementia
- Beyond Dementia: Dementia advisers
- Beyond Dementia: Day clubs
- Swindon Borough Council directory: Alzheimer's Society Dementia Support Service
- Community First: Wiltshire Link Schemes
- Community First: Community transport directory
- Swindon Borough Council directory: Swindon Dial A Ride
- Your care, your support Wiltshire: Age UK Wiltshire, information and advice
- Your care, your support Wiltshire: Wellbeing Checks with Meals, Age UK Wiltshire
- Age UK Wiltshire: Wellbeing Checks with Meals
- Prospect Hospice: Make a referral
- Dorothy House: Care and services overview
- Salisbury NHS Foundation Trust: Salisbury Hospice
- NHS website: Getting a care needs assessment
- Wiltshire Council: Council tax discounts
- Wiltshire Council: Preventing, reducing and delaying eligible needs
- Salisbury NHS Foundation Trust: Funding for palliative care service extended five years

Price

From £1,550 a week

Covers

All of Wiltshire and Swindon

CQC rating

Good

Assessment

Free, with no obligation

Live-in care near Wiltshire and Swindon

Live-in care in Oxfordshire | Live-in care in Buckinghamshire | Live-in care in Berkshire | Live-in care in Gloucestershire | Live-in care in Northamptonshire | Live-in care in Warwickshire | Live-in care in Hampshire | Live-in care in Bristol | Live-in care in Cornwall | Live-in care in Devon | Live-in care in London | Live-in care in Somerset | Live-in care in Surrey | Anywhere in England

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