



Care Concierge

A personal service to help you understand, find and fund later life care.

About the Legal & General Care Service

The Care Concierge service is brought to you by Legal & General. Founded in 1836, today we are one of Europe's leading insurers and help over 10 million people globally with saving, investing and building retirement income. We now want to help older people and their families understand, find and fund their later life care journey.

In addition to our telephone Care Concierge service, we also have a free online care search and information to help you understand and fund your care at care.legalandgeneral.com/charities.



About Care Concierge

If you think that you or someone you know might need care, it can be difficult to know where to start looking or what your options are.

Care Concierge is a confidential telephone advisory service that can help you understand and find later life care. We have extensive knowledge in the care industry and are entirely impartial.

Whether you have an immediate need for care, are doing some research or would just like an informal chat, you don't have to shoulder the burden alone.

The Care Experts

- **30+ years' experience** across the team
- **Backgrounds in nursing**, social care, care home agencies and quality assurance
- **Qualifications** in nursing, social care, health care and project management

How we can help you

There's a lot to consider when looking for care, and it's important that you or your loved one get the support they need.

Whether you're not sure where to start, need help to understand what type of care is needed, or are worried about the cost of care, we can help.

- We'll help you **find the right care**, regardless of what type of care is needed.
- Our experts can help you find care **as quickly as possible**, in as little as 24 hours if needed.
- Care is often an unexpected and costly expense. We are here to make sure you understand your funding and benefit options that might be available to you, so you can get the very **best care you can afford**.

Care Concierge service and fees

The Care Concierge service is flexible to give you as much or as little support as you need. Choose whichever tier is right for you, or upgrade at any time.

- There is no obligation to proceed with any further service after your **FREE** telephone consultation.
- No fees are charged without your explicit agreement.
- Signing up is quick and easy, and you can choose to submit payment securely via telephone if you choose to upgrade your service.

Care Concierge service and fees (continued)

You are entitled to our Guidance service free of charge and there is no requirement to proceed with any further services afterwards. If you do want further support, you could take up our ‘Research’ or ‘Liaison’ Care Concierge services, detailed below.

For further support, the care service digital platform is also available to you. It’s an instant source of easy to understand content about finding care and calculating cost. Visit care.legalandgeneral.com/charities

		GUIDANCE Free	RESEARCH £300	LIAISON £600
Telephone support from an expert	30-minute telephone consultation	✓	✓	✓
	Extensive further telephone consultations with you and your family		✓	✓
	Telephone liaison with Local Authority, hospital discharge, social workers and care providers on your behalf			✓
Care planning	An understanding of what kind of care is needed and how to arrange this care	✓	✓	✓
	Care plan of suitable care options and providers tailored to your needs		✓	✓
	Scheduling of care provider meetings or organising care home tours			✓
Care funding	Guidance on typical care costs and the ways of paying for your care	✓	✓	✓
	Review of all aspects of funding and relevant benefits for your situation, including local authority and NHS support		✓	✓
	Negotiation of care costs on your behalf			✓
Care follow-up	Email summarising everything discussed, care guides tailored to your situation, and list of relevant services	✓	✓	✓
	Detailed written personalised care plan tailored to your personal needs		✓	✓
	12-week review and monitoring of the care undertaken			✓

Get in touch with Care Concierge

Call us

**Monday to Friday, 9am–5pm on
freephone 0800 086 9071**

to speak to one of our team about
your care needs.

All calls to this number are free. Please note, calls may be recorded and monitored. Your personal data will be treated in line with Data Protection legislation and our Privacy Policy which can be found at:

legalandgeneral.com/privacy-policy

It's your responsibility to choose a suitable care provider. We are not responsible for providing any care or assessing clinical needs. We don't guarantee any specific care provider's information or service. You should not engage any care provider if you have any doubts or concerns about them. We are not part of any contract between you and your care provider.

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