Care Concierge

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



About the L&G Care Service

Our telephone Care Concierge service is available to L&G customers. When you call our friendly team, simply tell us where you got our number from and we will be happy to help guide you through you or your loved one's care journey.

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 guidance service that can help you understand and find adult care and support. 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

Our team of care experts have extensive knowledge of the UK care system.

When you talk to one of our knowledgeable team, you'll be talking to somebody who fully understands the care journey and can help you work out your next steps.

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 needed.

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 provide the impartial and expert guidance necessary to help you **understand** adult care options in the UK.
- Our experts can help you **find care as quickly as possible.**
- Care is often an unexpected and costly expense. We are here to make sure you understand the **funding and benefit options** that might be available to you or your loved one.

Is there a cost?

No. The L&G Care Concierge service is a complimentary benefit for our customers.

An example of how we can help...



Mary's mother, Grace, recently had a fall and a stay in hospital. Grace is considering a move into a care home but isn't sure how to find one or how it will be paid for.



Mary contacted Care Concierge and her dedicated care expert arranged to set up a joint call that involved Grace. On this call they agreed that their care expert would take some details from Grace about her care needs and find a list of local care homes with availability and pricing information.



Mary's care expert then talked through the various care funding options. As Grace owns her own home and has some savings, the care expert explained Grace will be self-funding her care. However, they identified an eligibility for Attendance Allowance, a non means-tested state benefit.



Finally, Mary's care expert talked through what might happen in the future, once Grace's savings begin to run low and they need to approach her local authority, allowing Mary and Grace to plan ahead in order to ensure Grace receives the right care in the right place.

For illustration purposes only and not a real life example

Care support guidance from L&G

The L&G Care Concierge service can help you plan care for yourself and your loved ones. Our knowledgeable care experts, alongside key partners, make Care Concierge the go to hub for any questions about adult and later life care.

Confidential 1:1 telephone care concierge service staffed by our care experts and our free digital care platform, providing calculators, information and guidance on topics such as making decisions, types of care, finding care and paying for care.

- Confidential 1:1 telephone support
- Identify eligibility for state care funding support
- Help to find specialist care funding advisers
- Online tools and resources
- Email summary with relevant care guides and information on other services
- Benefit entitlement check
- Finding care home and home care services
- Understanding Power of Attorney
- Discuss home adaptations / home help options
- Explore entitlement to NHS funding
- Explore funding options for home care and adaptations
- A named care expert through your journey



Get in touch with Care Concierge

To speak to one of our team about your care needs, call us on:

Home Finance
Freephone
0800 060 8721

Retail Protection
Freephone
0808 196 7817

Retirement Income
Freephone
0800 098 4057

Monday to Friday, 9am–5pm

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-notice**

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. Care Concierge is available to all Annuity and Lifetime Mortgage customers. Care Concierge is only available to Retail Protection customers who have had a protection policy since 20th of July 2023.

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