Care Concierge

Making a difference to your care journey

The L&G Care Concierge supports adults and those in later life who require care. We provide this guidance to both those needing care but also family members who are involved with navigating the care journey.

What our users say about Care Concierge

Some of the comments left by our callers:

> "Very informative and very polite – excellent service thank you."

"I spoke to someone who listened effectively, who understood the issues, and answered my questions and gave helpful advice."

> "Friendly, calm and reassuring. Excellent advice given without any pressure."

"The Concierge team answered all of the questions that I raised in full and provided a great deal of insight linked to our family situation. The service and information provided was excellent."

> "I didn't feel rushed, and the care expert spent all the time I needed talking to me."

"Very knowledgeable, I felt that I was dealing with someone who really knew about this sector."

"It was lovely to speak to someone who was sympathetic to our situation and was able to give me some very useful information both on our call and also a follow up email."

We ask all Care Concierge callers to rate us.

Of the thousands of people we have asked for feedback since our launch in 2023:





Supporting employers and employees

We offer our Care Concierge as an employee benefit. Here is some of the feedback we've received from the employees we have worked with:

"You gave me the confidence and advice needed to stand up to a discharge process being followed, but with the possibility of a fatal outcome. If it wasn't for Care Concierge, my dad might not be here today." – **CSC employee**

"The team have been brilliant; I can't fault them. The emails that came through were incredibly professionally put together with all the right details and information that we needed." – **NatWest employee**

"More than anything, it's the fact that I have somewhere to turn to take a little stress out of the situation and I am very grateful for this service. I recommend it to anybody else in this situation at work because I found it so helpful." – **Syngenta employee**

"You're just so trustworthy. I'd have a conversation and know that it was going to be followed up. It was so nice to have a trusted friend to help you through the process." – **Nationwide employee**

How we have helped our users

Mr B completed our Care Costs Calculator and then spoke with Care Concierge to explore his mother's funding options.

The care expert talked through the local authority assessment process for when mother's money begins to run low and identified a potential eligibility for the higher rate of Attendance Allowance, a state benefit.

The care expert felt Mr B would benefit from speaking with a care specialist Independent Financial Adviser and offered to make a referral for a no-cost consultation, which was accepted.

> "Excellent information. Thank you very much for your help."
> — Mr B

Mrs W was supporting her Mother-in-Law who had become increasingly frail and was in and out of hospital. A Concierge care expert was able to talk Mrs W through the hospital discharge process and explained the role of social services and how best to arrange a package of care.

A few months later, Mother-in-Law's health had worsened, and all involved agreed to a temporary stay in a care home, with a view to making it permanent. However, they were struggling to find a suitable home.

Care Concierge firstly found a selection of alternative care homes and shared a comprehensive report of current availability and pricing with Mrs W. Eventually Mother-in-Law was able to move into her preferred care home for end-of-life care.

> "The service, care, attention to detail, information and all round supportive and professional approach I and the rest of the family have received has been outstanding."
> — Mrs W

Legal & General Partnership Services Limited is a wholly owned subsidiary of Legal & General Group plc.

Registered in England and Wales number 05045000. Registered office: One Coleman Street, London, EC2R 5AA.
We are authorised and regulated by the Financial Conduct Authority.

DA1506 09/25 LG007333 Feedback