



# Care Concierge

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

Our free telephone Care Concierge service is available to Legal & General customers\*. When your clients call our friendly team, we will be happy to help guide them through their later life journey.

## About Care Concierge

Care Concierge is a free confidential telephone advisory service that can help your clients understand and find later life care.

## The Care Experts

Our team of care experts have extensive knowledge in later life care.

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

## Additional support with Care Concierge

There's a lot to consider when looking for care, and it's important that clients get the support they need.

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

## Why it's important

Later life care is a societal challenge impacting families.

### We have an ageing population

The over 85 cohort is set to double by 2041<sup>1</sup>

### The care sector is complex<sup>2</sup>

- 151 local authorities
- 18,200 organisations providing care services
- 38,000 locations

### The impact is far reaching

2/3 of adults have provided unpaid care for a loved one<sup>3</sup>

## Is there a cost?

**No.** The Legal & General Care Concierge service has been made **free of charge** to your clients.

1. ONS National Population Projections 2018 (October 2019–2021)
2. Health Foundation – Adult social care and Covid-19 after the first wave (May 2021)
3. Health Foundation – Understanding unpaid carers and their access to support (2023)

## 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'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, worth £101.75 a week.



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.



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

# Help and support that our Care Concierge team can provide

## Later Life Care support from Legal & General

Our knowledgeable care experts, make Care Concierge the go to hub for any questions about 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



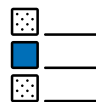
Help to find specialist care funding advisers



Online tools and resources



Benefit entitlement check



Tailored Care Plan + relevant care guides and information on other services



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 their journey

# If your clients need to get in touch with Care Concierge

## Call the team on:

Home Finance

**Freephone 0800 060 8721**

Retail Protection

**Freephone 0808 196 7817**

Retirement Income

**Freephone 0800 098 4057**

Monday to Friday, 9am–5pm

Or visit our website:

[legalandgeneral.com/adviser/care-concierge](https://legalandgeneral.com/adviser/care-concierge)

All calls to these numbers are free. Please note, calls may be recorded and monitored.

Their personal data will be treated in line with Data Protection legislation and our Privacy Policy which can be found at:

[legalandgeneral.com/privacy-policy](https://legalandgeneral.com/privacy-policy)

It's your client's 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. Your client should not engage with any care provider if they have any doubts or concerns about them. We are not part of any contract between your client and their care provider.

**\* Care Concierge is available to all Annuity and Later Life Mortgage customers.**

**Care Concierge is only available to Retail Protection customers who have had a protection policy since 20th of July 2023.**

## Legal & General Partnerships Services Limited

Registered in England and Wales number 05045000.

Reg number: 300792.

Authorised and regulated by the Financial Conduct Authority.

Registered office: One Coleman Street, London, EC2R 5AA.

DA3562 07/23 Care Concierge Brochure RP.

