

# Care Concierge

## Making a difference to your later life care journey

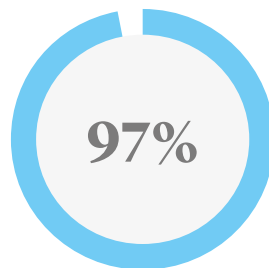
The Legal & General Care Concierge supports older people and their families to navigate the later life care journey.

## What our users say about Care Concierge

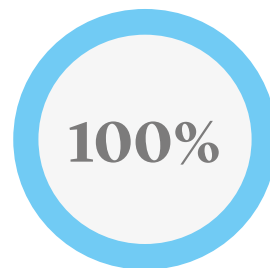
We ask all Care Concierge callers to rate our service. Of those who have given feedback up to August 2022:



Rated us as 'Good' or 'Excellent' with 78% rating us as 'Excellent'.



Would recommend us to family and friends.



Felt we had helped with their care journey, with 94% saying we had answered all their questions.

### In addition to scoring our service, some chose to leave comments about their interaction with us:

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

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

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

"Knowledgeable, helpful and very sympathetic. My care expert had all the details we needed at the moment and was able to advise us of further steps to take with our in-laws' care."

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

"Understanding, came across as caring, patient and listened well."

"Unhurried, helpful, knowledgeable, considerate - thank you!"

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

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Very informative and very polite excellent service, thank you.

## 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:

"Someone at work suggested I call Legal & General's Care Concierge service and I spoke to the most amazing woman. I can't impress enough; she was an absolute lifesaver. She let me get everything off my chest then gave me some options to think about, including other people I could talk to and where we could access emergency funding, if we needed to. I don't know what we would have done without them" - **Legal & General employee**

"The service was really useful, having spent time trying to manage this personally between social services and researching private options, being able to speak to one person who could give me advice on funding for care, as well as options for care homes made the whole process much easier to navigate" - **Syngenta employee**

"It's wonderful just to talk to someone and get some practical information that helps me help my mum. It's been a huge benefit to me and my family." - **CBRE employee**

"They are amazingly helpful and such kind people to deal with" - **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.

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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.

Mrs W used Care Concierge's 'Liaison' tier to firstly find a selection of alternative care homes and then have a care expert act on her mother's behalf to arrange viewing and negotiate prices. Eventually Mother-in-Law was able to move into her preferred care home for end-of-life care.

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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