

# Finding a path to take

## How our Care Concierge team can help your clients navigate the care landscape


We understand that later life care can be an emotive topic and difficult to plan for.

That's why we offer a free telephone line for your clients to discuss possible care options or urgent needs with our knowledgeable and impartial Care Concierge team.

### Jacqui called our Care Concierge service about her father, Mike.

**Mike has Alzheimer's and lives at home with his wife, Shirley.** Being a carer for Mike was becoming too difficult for Shirley so the family decided to put a care plan in place.

Jacqui rang Care Concierge and explained the situation. She explained she might need a care home for her Dad, but it was hard to know where to start or what to look for.



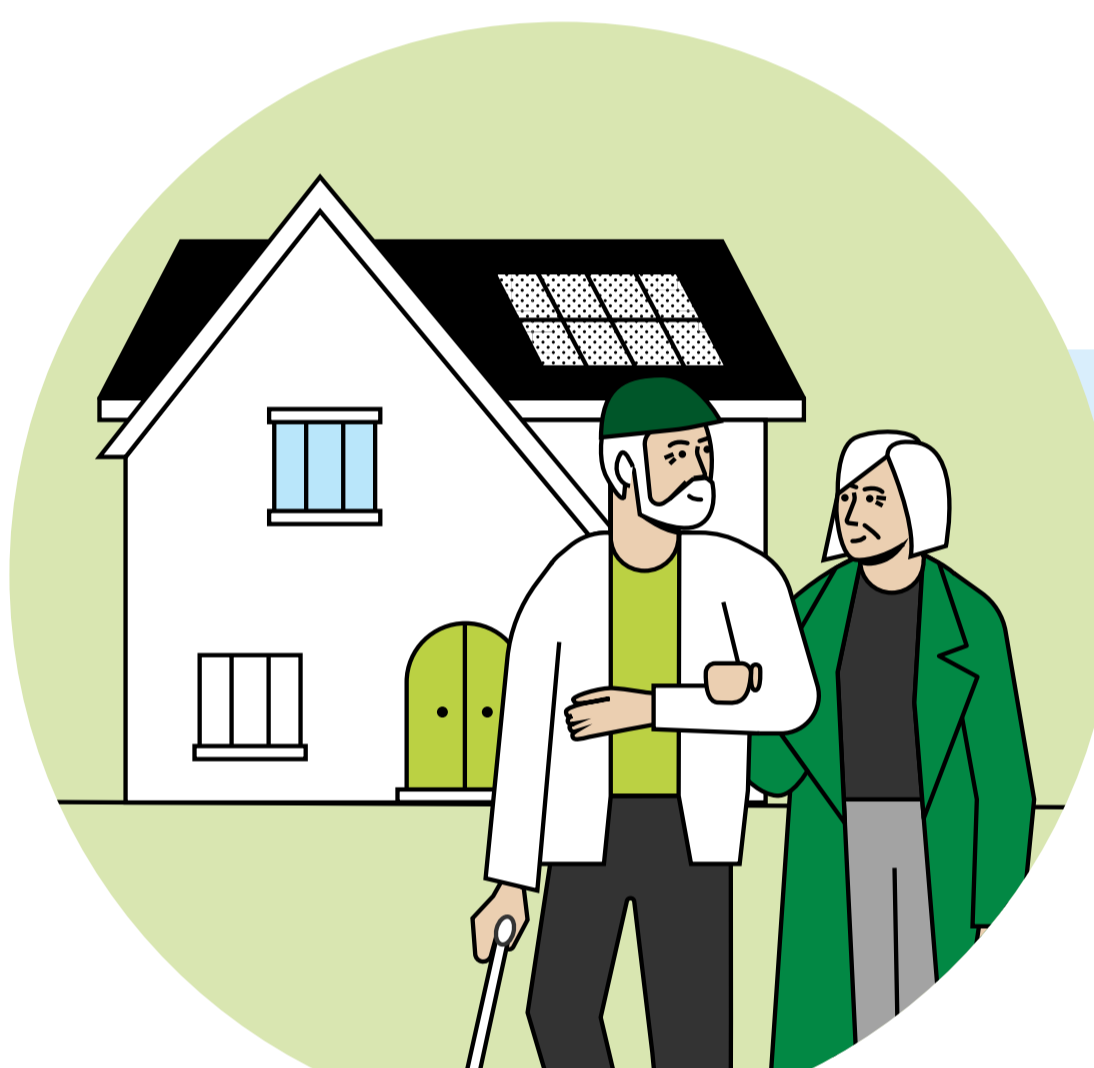
His needs are quite severe. He doesn't make any conversation and needs looking after all the time.

He's still able to walk and do things he enjoys doing with my mum so it's very hard.


We're also concerned that Mum's own care needs will overtake dad's in the future.

We'd love to keep them both at home for as long as possible, but the worry is that mum has to go into hospital and then we'll have to escalate a move for dad quite quickly.


### Here's how our care experts supported Jacqui and her family.




**1** First, we talked through Jacqui's family's finances including income and savings. We were able to reassure Jacqui and her family that their house would not need to be sold and that some of Mike's income and savings could be passed back to Shirley.



**2** Next, we discussed some of the funding options available to support Mike.



**3** After the call, we contacted dementia-specialist home care agencies and care homes to gauge their availability, price and suitability.



**4** We then sent Jacqui a report detailing the suitable care providers in the area, saving her hours of research time. We also summarised the key points we'd covered in our call so that Jacqui had everything at hand to refer to.

**This has been great, and so helpful and clear. Thank you so much for all your time.**

## Find out more about our Care Concierge at [legalandgeneral.com/adviser/care-concierge](https://legalandgeneral.com/adviser/care-concierge)

Care Concierge is available to all Annuity, Later Life Mortgage, Group Protection and Workplace Pension customers. Care Concierge is only available to Retail Protection customers who have had a protection policy since 20 July 2023.