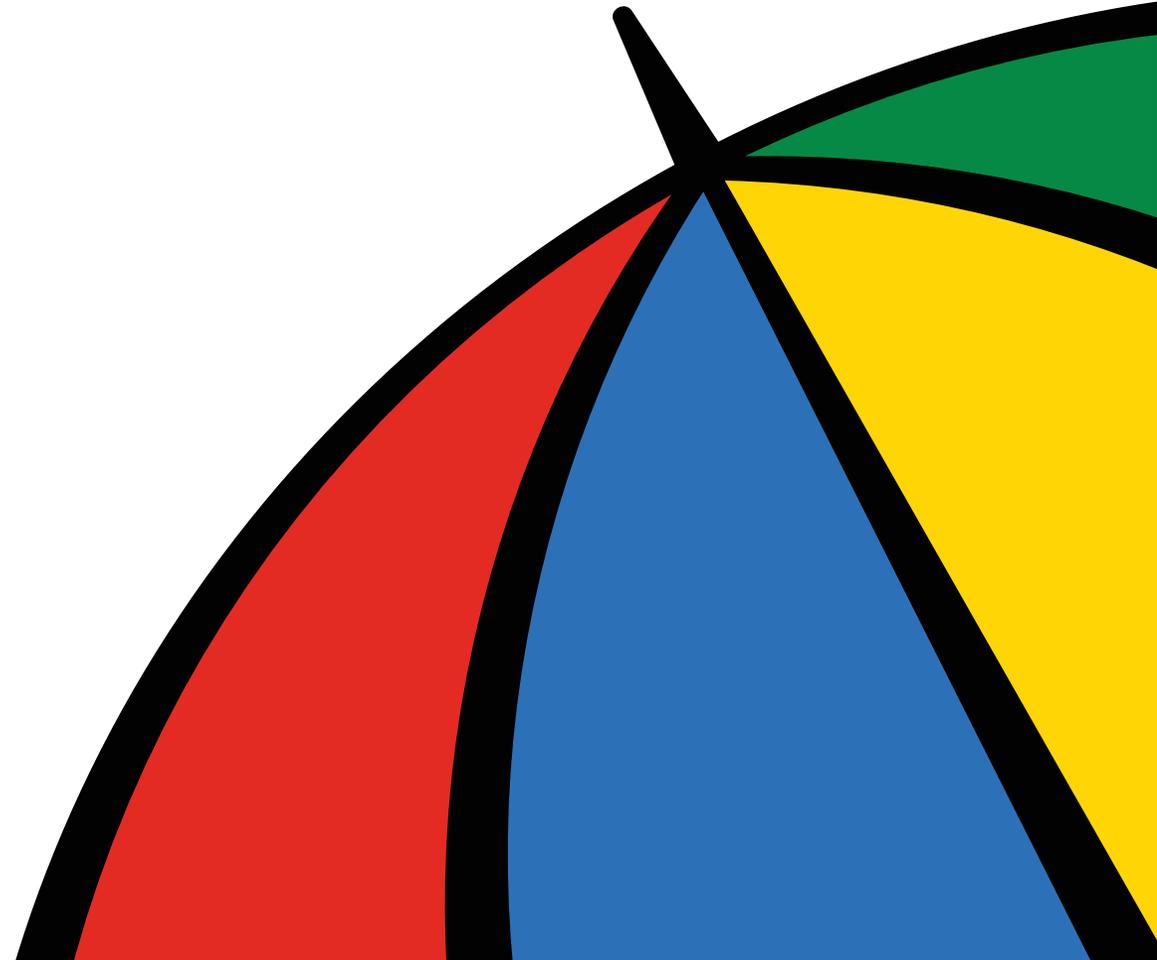


# Carers Trust Care Concierge



# Contents

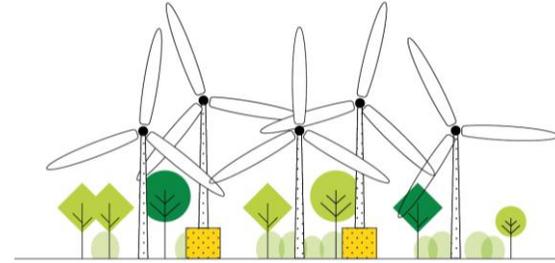


1. **What is Care Concierge?**
2. **What support is available?**
3. **How to provide access to Care Concierge**
4. **Next steps**
5. **Questions**

# Driving positive change for the long-term



Urban transformation



Working towards a net zero  
carbon future



Later living



Science, technology and innovation



Affordable housing

# Later life care is a societal challenge impacting families



## The impact is far reaching



**2/3** adults  
Have provided unpaid care for a loved one

## The care sector is complex



**151** local authorities  
**18,200** orgs providing care services  
**38,000** locations

## We have an ageing population



The over 85 cohort is set to double by

**2041**

**We are in the midst of a social care crisis, exacerbated by COVID-19, where the responsibility is falling to families to navigate an increasingly more complex and evolving journey.**

# What is Care Concierge?

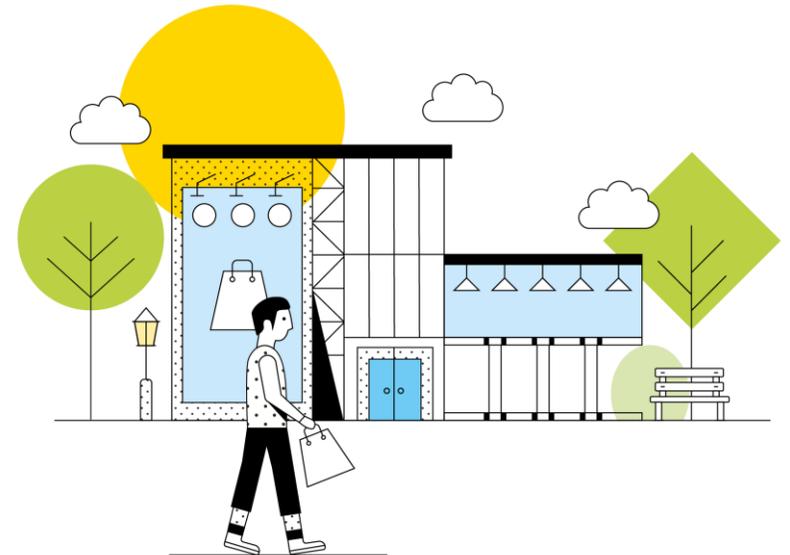


Care Concierge is a confidential telephone guidance service which allows you to speak directly to an expert about finding later life care for a loved one.

There can be big questions to answer when going through the process. They could include:

- What is a Power of Attorney and how do I set one up?
- What type of care is available for my loved one, and how do I find it?
- Are benefits available to me?
- How do I access support from my local authority and what help is available?
- How much does care cost and who pays for it?

Care Concierge can provide immediate access to support that will help tackle these challenging questions





## A Digital Care Platform

- Digestible content for each stage of the care journey
- Care Cost Calculator
- Find Care platform\*
- Email our care experts
- Links to independent specialist advisers such as legal and financial
- Online content covers the whole of the UK

**Visit:** <https://www.legalandgeneral.com/charities-care/?cid=WebCarersTrustCTca001>



## A Telephone Care Concierge Service

- Experts with over 30 years of care experience
- Provide confidential and impartial guidance\*
- One point of contact for support and advise on breadth of services available to reduce unknowns and deliver a cohesive plan
- Enabling care journey to be streamlined, efficient giving more time to enable focus on other aspects
- Care experts can advise on care systems across England, Wales, Scotland and Northern Ireland

\* Please note this is truly independent guidance and not funded through referral fees.

# Overview of Care Concierge Guidance package

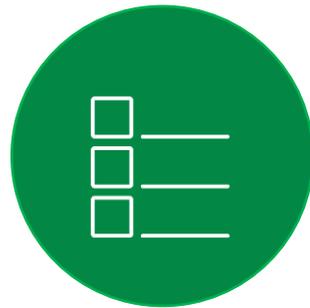


The **Guidance package** is provided to our charity and not-for-profit partners at no extra cost. Premium paid-for services are also available, if required.



## Telephone support

30 minute telephone consultation



## Care planning

An understanding what kind of care is needed and how to arrange this care



## Care funding

Guidance on typical care costs and available Local Authority funding



## Care follow up

Email summarising everything discussed, tailored care guides, and a list of relevant services

# We provide a full support package under one roof



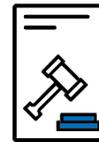
**Confidential one-to-one telephone care concierge service manned by our experts.  
Plus our free digital platform, helping to understand, find and fund care.**



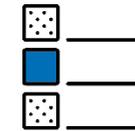
Confidential one-to-one telephone support



Explore entitlement to NHS funding



Access to legal advice



Tailored Care Plan plus relevant care guides and other services



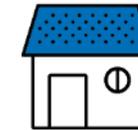
Online tools and resources



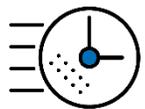
Evaluate if you are eligible for government support



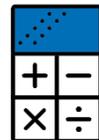
Explore funding options for home care and adaptations



Discuss available home aids/ housing options



Finding and arranging immediate or future care



Benefit entitlement check



Access to Financial Advice – care funding



Free access to Employee Assistance Program

Tier	What's involved	Guidance £Free	Research £300	Liaison £600
Telephone support from an expert	Detailed telephone consultation	✓	✓	✓
	Extensive further telephone consultations with you and your family	✗	✓	✓
	Telephone liaison with Local Authority, hospital discharge, social workers and care providers on your behalf.	✗	✗	✓
Care planning	An understanding of what kind of care is needed and how to arrange this care	✓	✓	✓
	Care plan of suitable care options and providers tailored to your needs	✗	✓	✓
	Scheduling care provider meetings or organising care home tours	✗	✗	✓
Care funding	Guidance on typical care costs and the ways of paying for your care	✓	✓	✓
	Review all funding options and relevant benefits for your situation, including local authority and NHS support	✗	✓	✓
	Negotiation of care costs on your behalf	✗	✗	✓
Care follow-up	Email summarising everything discussed, care guides tailored to your situation, and list of relevant services	✓	✓	✓
	Detailed written personalised plan tailored to your personal needs	✗	✓	✓
	12-week review and monitoring of the care undertaken	✗	✗	✓

## What is provided in our Guidance tier

- Our Guidance tier is free of charge to charity and not-for-profit partners, such as Carers Trust
- Receive a detailed one-to-one conversation with one of our care experts to work through your current care situation and plan ahead for your care journey
- Receive a complete summary of your consultation, by email
- You have the option to upgrade to our Research or Liaison tiers, if you would benefit from this service

# How does our telephone care concierge service work?



Carers can call  
0800 086 9071  
between 9am –  
5pm, Mon - Fri

They'll be able to  
speak to one of our  
experienced care  
experts for  
emotional and  
practical support

Carers will receive  
expert guidance  
through a range of  
topics based on  
their personal  
circumstances

A follow up e-mail  
will summarise  
everything  
discussed, along  
with care guides  
tailored to your  
situation, and a list  
of relevant services

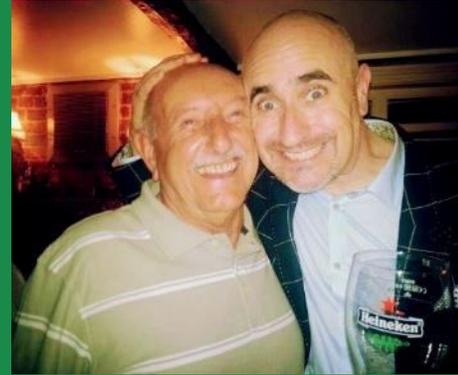
Further support is  
available via our free  
care service digital  
platform that can be  
accessed at any  
time

# Care Concierge in action: Susannah's story



## Uncle Robert struggling after bereavement

Uncle Robert, in his 70s, struggled after losing his wife and was admitted to hospital twice with various health issues.



## Requirement for immediate care package

“The GP told me he shouldn’t be sent home from hospital without a care package in place, but I just didn’t know where to start.”



## Support and guidance for Robert & Susannah

“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.”



# What others say about us



## We are a trusted brand

Our customers have trusted us to look after their finances for over 185 years



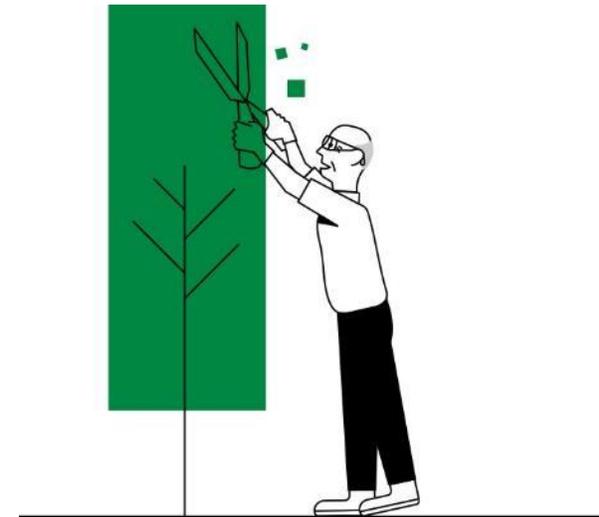
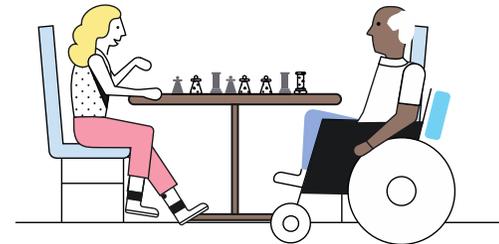
## We provide a seamless service

The Care Concierge team has been ridiculously helpful. The first person I spoke to was so knowledgeable and gave us some great advice about homes and what to look for if we need to look at options further down the road. They also set up an appointment for us with a specialised financial adviser, focussed on advice for planning for someone in full time care – we wouldn't have known that sort of help existed if it wasn't for the care concierge team. Getting in touch with the service has made a huge difference to our peace of mind."



## We offer specialised, tailored advice

"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."



# Working together and next steps?



- Any carer in the Carers Trust network has free access to our Guidance service
- You can signpost people to Care Concierge in two ways:
  -  • Dedicated telephone line – **0800 086 9071** (simply say you received the number from Carers Trust)
  -  • Website – <https://www.legalandgeneral.com/charities-care/?cid=WebCarersTrustCTca001>
- We offer the following support for you and the people you support
  - Template wording for your websites
  - Template wording for e-mails
  - Educational bitesize videos
  - Template wording for articles

Contact the Legal & General Care Service team at [Careservice.Team@landg.com](mailto:Careservice.Team@landg.com) for support with launching the Care Concierge team to your local network members

# Questions