



Care Concierge

A personal service to help you better understand, find and fund later life care.

Brought to you by Legal & General –

to deliver additional wellbeing support for your employees.



We provide a full support package under one roof

Later Life Care support from Legal & General

The Legal & General Care Concierge service can help your employees plan later life care for themselves and their loved ones. Our knowledgeable care experts, alongside key partners, 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



Evaluate if you are eligible for government support



Access to Financial Advice - care funding



Online tools and resources



Benefit entitlement check



Tailored Care Plan + relevant care guides and other services



Finding and arranging immediate or future care



Access to legal advice



Discuss available home aids/ housing options



Explore entitlement to NHS funding



Explore funding options for home care and adaptations



Free access to an Employee Assistance Programme

Our care service proposition provides access to a range of support services under one roof at a time of need.

Why Care Concierge matters to your business

Our motivation is to help you minimise impact on employee health and wellbeing, when they're faced with navigating later life care for loved ones.

With an ageing population, the need for later life care is growing. Therefore, the potential impact upon the workplace also faces considerable increase. **Research shows us that:**



46%
of employees take time off work due to an elderly care need for a loved one



5%
will leave employment due to a caring role



88%
of employees do not feel supported by their employer when it comes to the later life care space*

Colleagues affected are usually in the 45-65 age bracket, and at the peak of their working careers. So, the cost to business isn't just about time out or leaving a role. If colleagues have to struggle on

without support, they may do so with lowered morale and productivity. And ultimately, loss of talent can result in expensive recruitment and re-training costs, as well as a reduction of expertise and knowledge.

Our Care Concierge service could support your employees in the following ways:



To fully understand the care options open to them



Empowering them to feel informed



To fully understand the funding options available



Increasing their capacity to deal with the situation at hand



By greatly reducing time taken to find the right care solutions for their loved ones



Heightening morale and workplace engagement

What service does Care Concierge provide?

Putting care provision in place for a loved one can be a daunting and confusing experience, that could cause significant disruption for your employees. Our service can help.

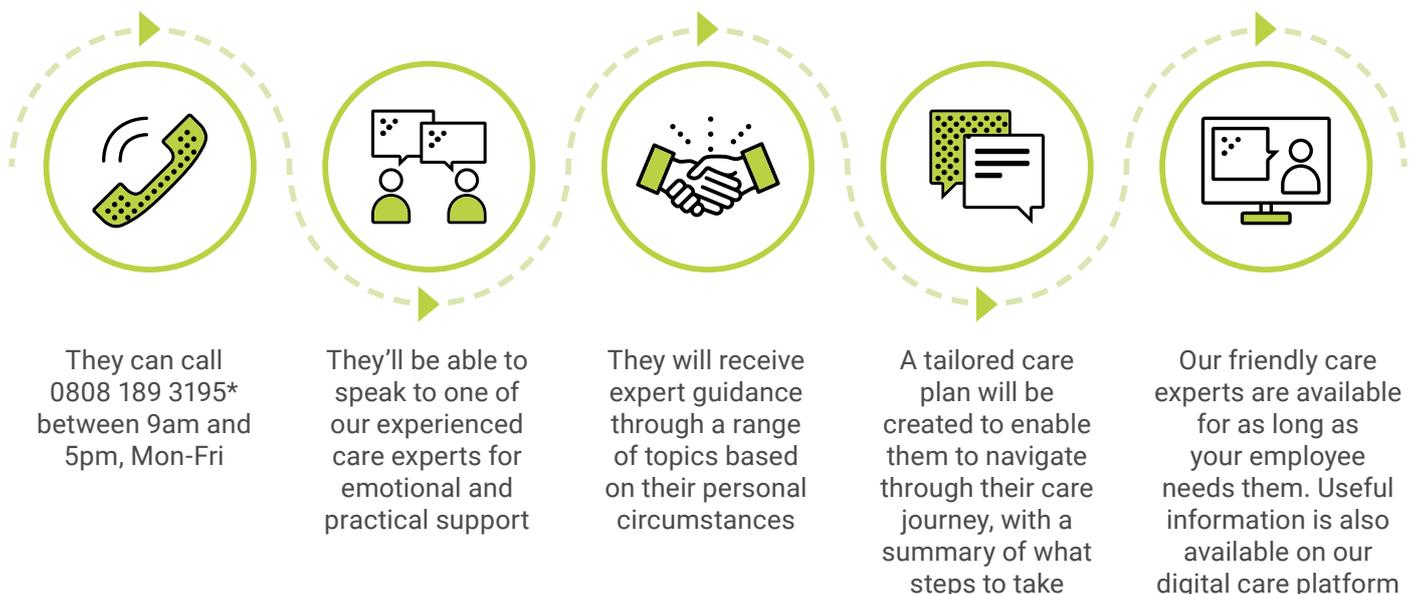
Care Concierge is a confidential telephone guidance service which allows your employees to speak directly to an expert about finding later life care for a loved one. Employees can access as much help as they need and be supported to find the right care, regardless of what type – in as little as 24 hours if necessary.

There can be big questions to answer when going through the process of finding care. Knowing how to, can be very difficult. **They could include:**

- Is power of attorney in place?
- When and how do I request a care needs assessment from my local authority?
- Are benefits available to me?
- What type of care is available for my loved one, and how do I find it?
- How much does care cost and who pays for it?
- What questions should I be asking care providers?

Care Concierge can provide employees with immediate access to support that will help them tackle these challenging questions - and guide them through their individual situations.

How it works



* Calls may be recorded and monitored



When Susannah needed care for her Uncle Robert

Legal & General's Care Concierge service was "an absolute lifesaver" when Susannah needed help for her Uncle Robert, in his 70s.

1. Susannah's Uncle Robert had shut himself off from his family and friends after losing his wife, Dianne. Upon hearing he'd had a stay in hospital, Susannah and other family members tried to make contact. But still fiercely independent, Uncle Robert didn't respond.

Susannah, who lives in West Sussex, decided to visit Robert.

She said: "When I turned up at his flat, I was really shocked. He looked very gaunt. He'd been sent home from hospital a few days earlier with food, but it didn't look like he had touched any of it. In the few hours I was there he didn't talk very much. I think Dianne had been the driving force in their relationship and he had lost his way after she died."

2. When Susannah returned later that week things had taken a turn for the worse, and she called the local GP for help, who advised an ambulance. Robert had been overwhelmed by his medication and stopped taking it. Adding to his confusion, he had both kidney and urinary tract infections.

3. The Covid restrictions in place meant Susannah couldn't go into the hospital with Robert, and she drove home feeling desperately sad about not knowing what to do. But then a work colleague suggested she call Legal & General's Care Concierge service, which changed the situation a great deal.

4. "I can't impress enough – the expert I spoke to was an absolute lifesaver. She let me get everything off my chest then gave me options to think about, including other people I could talk to and where we could access emergency funding

if needed. We talked a few times and she was absolutely amazing and stopped me panicking."

5. Some weeks after being discharged from hospital, Robert fell outside his flat, cracking his collar bone.

Susannah said, "At that point, we thought about some kind of emergency care home, but Robert is a very private person and I don't think he would have liked that. I was able to get social services involved and they arranged care visits within his home, initially twice a day to make sure he was eating properly and able to take his medication. He is still having a carer visit, just in the morning, but he is doing much better now."

6. To conclude, Susannah said: "I can't speak highly enough of the Care Concierge service. They were there when we needed them, and I don't know what we would have done without them."

Our Care Concierge Service

Prices for our Care Concierge service start from £1.75 per employee, per year. There is a minimum cost of £4,000 per year, for smaller employers. This provides your employees with access to our 'Research' service.

All prices are excluding VAT unless stated. For large employers (over 20,000 employees) we can provide bespoke pricing, to ensure that this service remains affordable.

The table below shows the level of service that your employees will have access to if you purchase our 'Research' tier on their behalf. Care Concierge users will also have the option to upgrade to our 'Liaison' tier at a discounted one-off cost of £240 (includes VAT).

Our website is also available for free information and guidance at legalandgeneral.com/employer-care

		RESEARCH INCLUDED	LIAISON £240
Telephone support from an expert	Extensive 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 of care provider meetings or organising care home tours		✓
Care funding	Guidance on typical care costs and the ways of paying for your care	✓	✓
	Review of all aspects of funding 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 care plan tailored to your personal needs	✓	✓
	12-week review and monitoring of the care undertaken		✓



Q&A

Can employees call on behalf of family members?

The Care Concierge service is available to anybody that is supporting a loved one with their later life care journey. Perhaps an employee's partner provides care for their parents and is beginning to struggle? We can help them explore their options and even set up a joint call for family.

What if people need to call more than once?

Employees are welcome to call our Concierge team as many times as necessary to help navigate the later life care journey. If callers have different family members requiring care, we can talk through all of their respective options.

Note. It's your employee's responsibility to choose a suitable care provider. Care Concierge is not responsible for providing any care or assessing clinical needs. Care Concierge does not guarantee any specific care provider's information or service. Service users should not engage any care provider if you have any doubts or concerns about them. Care Concierge is not part of any contract between the service user and their care provider.