



“I don’t think I would’ve got here without Care Concierge’s help”

L&G employee, Rebecca, found regular support and guidance from our care consultants when she needed help navigating the care system for her father.

What made you contact Care Concierge?

My dad was diagnosed with dementia in September 2021 and his care needs have developed over that time. Navigating the whole system of funding and what care was right for him was such a minefield.

The first time I called was when he started to need some care at home and I needed to understand what that could look like. Since then, I’ve contacted Care Concierge five or six times about various different situations when I didn’t know what my options were.

What was your experience of talking to the team?

It was so useful to be able to pick up the phone and know that whoever I was speaking to knew the system inside out. They could explain the whole process of how it works – whether it’s what happens

when you’re discharged from hospital, the different funding options or how to find a care home.

My dad’s now in a residential care home, and he’s really settled and happy. The process has been going on for a couple of years now. I don’t think I would’ve got here without the help of the Care Concierge team who helped me completely navigate the whole process.

Would you recommend Care Concierge?

If you’ve got any questions about care, I’d really encourage you to get some guidance. It’s a free service that we get as employees and it can save you so much time, rather than trying to find out the answers on your own.

I would encourage people to use it and spread the word to colleagues who might benefit.

