

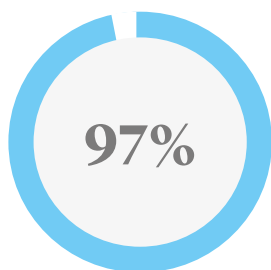
Care Concierge

Making a difference to your care journey

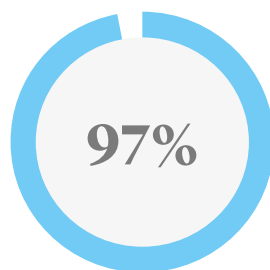
The Legal & General Care Concierge supports adults and those in later life who require care. We provide this guidance to both those needing care but also family members who are involved with navigating the care journey.

What our users say about Care Concierge

We ask all Care Concierge callers to rate us. Of those who have given feedback since our launch in 2023:



Rated us a 9 or 10 out of 10 for their satisfaction with the service.



Would recommend us to family and friends.

In addition to scoring Care Concierge, 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:

"You gave me the confidence and advice needed to stand up to a discharge process being followed, but with the possibility of a fatal outcome. If it wasn't for Care Concierge, my dad might not be here today." – **CSC 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**

"You're just so trustworthy. I'd have a conversation and know that it was going to be followed up. It was so nice to have a trusted friend to help you through the process." – **Nationwide 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.

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.

Care Concierge firstly found a selection of alternative care homes and shared a comprehensive report of current availability and pricing with Mrs W. Eventually Mother-in-Law was able to move into her preferred care home for end-of-life care.



Excellent information. Thank you very much for your help.

Mr B



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