

## Finding the right care

Whether you are looking for some help around the home or need to search for a care home for yourself or a loved one, it can be difficult to know where to start when it comes to finding the right care. Legal & General's new Care Service website can help you find the care you need.

### Types of care

#### 1. Domiciliary Care (Home Care)

As we get older tasks around the home can become more of a challenge. Whether you need a hand with jobs around the home, such as cleaning or preparing a meal, or help with more personal care, such as bathing and dressing, care at home can be the answer.

#### 2. Live-in Care

If you need support and assistance day and night but do not want to move into a care home and have a spare bedroom, then Live-in Care might be an option. This involves having a trained carer coming to live with you, ensuring that you have support and assistance around the clock, in the comfort of your own home.

#### 3. Care homes

For those needing 24-hour care and support, a residential care home may be the best option. As well as having access to on-site care, residents will have their own bedroom, often en-suite, regular meals and use of a common lounge area to socialise or to participate in activities. Nursing homes support those with medical care needs, as well as providing personal care.

#### 4. Temporary care (Respite care)

Sometimes it is not necessary to move into a care home on a permanent basis, or to arrange a long-term package of care and support at home. A short stay in a care home can often follow a stay in hospital or offer an unpaid carer a break from their responsibilities, this is commonly known as respite care.

## Finding quality care

When faced with finding care, it can be difficult to know where to start. A friend or family member may be able to recommend a care provider, or you might start your search on our new Care Service website, which lets you search for care providers in your area.

All personal care providers in the UK must register with their regulator, follow a strict code of conduct and are subject to inspections. Care homes must publicly display these inspection results within their home and on their website. In England this regulator is the Care Quality Commission (CQC).

### Questions to ask

When speaking with a care provider, do not feel uncomfortable asking awkward questions. The following checklist might help you work out whether a care provider is right for you.

### Home care checklist – Top 5 questions

- What background checks do your carers go through?
- Will I always have the same carer? If yes, what happens when they go on holiday or are sick?
- How will the carer get access to the house if I am unable to let them in?
- What if I do not get on with my carer?
- What is the hourly cost and does this increase at weekends/bank holidays?

### Care home checklist – Top 5 questions

- Are there specific opening times or can guests visit whenever they choose?
- What happens if my care needs increase?
- Can I try the food before making my decision?
- What was the result of the most recent regulator inspection? What is the home doing to continue to improve?
- Does the home feel inviting, warm, comfortable and clean to you? Is there a fresh, clean smell?

## Find out more

Legal and General's new Care Service helps you **understand** your options when arranging care or support in later life. We can help you avoid the 'drunken walk' of care that many people find themselves in when a family member is suddenly in urgent need of care.

Our Care Concierge service, experts in comparing and identifying care providers, whether in your own home or in a care home, can help you **find** the services you or a family member may need.

Call our Concierge experts on **0800 060 8823**.

*Call us between 9am til 5pm. Monday to Friday.  
Calls may be recorded. Call charges may vary.*

Having found the right care for you, it is important to explore how this will be **funded**. Whether you are eligible for financial support from your local authority or are responsible for meeting your own costs, our Care costs Calculator can help identify any assistance that might be available or sources of specialist care advice.

To help you better understand, find and fund later life care, start by visiting the Legal & General Care Service website: [INSERT CARE SERVICE URL](#) (confirm this with your account manager).

### **Notes for editors**

- Information accurate as of 01/06/2023
- Accuracy of information will expire 31/03/2024. This article should not be used after 31/01/2024.