

Mrs M called Care Concierge in March 2021 and spoke with a care expert about her Mother-in-Law, Annie, who was beginning to struggle following a year or so of ill health. The care expert provided Mrs M with information and guidance on how to access support for carers, apply for Attendance and Carer's Allowance, make adaptations to Annie's home and was given an overview of how to access personal care services.

In December 2021, Annie was rushed to hospital, causing Mrs M to get back in touch with her care expert. They provided comprehensive information on hospital discharge, local authority care assessments and an outline of next steps to arrange care and support services.

Annie's mobility and frailty continued to worsen, reaching the stage where she required 24-hour support and supervision from her family, including Annie's husband, John. John himself was in poor health, having been diagnosed with cancer and advised he will need to undergo chemotherapy.

Acknowledging that he can no longer care for his wife whilst also receiving treatment for cancer, John called a known, local, care home to enquire about Annie moving in. Unfortunately, he was advised they were at full capacity due to a staff shortage.

Mrs M spoke with her care expert again, to request some assistance with finding a suitable care home for Annie. The care expert outlined Care Concierge's 'Research' service and Mrs M proceeded with this level of assistance. In the same day, a support plan detailing Annie's care needs is drafted with the support of John.

That afternoon and the following day, Mrs M's care expert contacted local homes that would meet Annie's needs to get information on current pricing and availability. As part of this search the care expert contacted John's preferred home and discovered that they were now accepting new residents again. The care expert supported a negotiation of timings with the home to allow Annie to be moved in with the support of family.

Mrs M said of Care Concierge: "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. Lots of different scenarios thrown in and a VERY worried father-in-law for what would happen."

*All names and locations have been anonymised.*