

Care Concierge: Taking the stress out of navigating the care journey

Making decisions about care and finding what you need for yourself or a loved one can feel like a daunting task. Understanding what State Benefits and Local Authority support are available, how to navigate the assessment process, deciding on the type of care required, and then choosing a provider can be overwhelming. Often, it also means you are passed from one health professional to another before finding the right solution. We recognise that it can often be difficult to know where to start and can also create financial uncertainty at what can be a very emotional time.

This is why St. James's Place is working with Care Sourcer, to provide you and your loved ones with a Care Concierge service that delivers a broad range of support from a single source. This sits alongside our financial advice solutions for Social Care and Later Life planning. Together we will help you formulate a plan to understand the care system, find the right care solution and advise you how to fund it in the most efficient way.

What do Care Sourcer provide?

The Care Concierge Service is a confidential telephone advisory service that helps you understand and find elderly care services and the range of support you can access. You will be allocated a single, dedicated point of contact – your Care Expert – who has a comprehensive knowledge of the care system to assist with the planning and information involved in your care needs. The service is tailored to meet your individual requirements, and could include:



Helping you understand the range of different types of care including hourly or overnight care and live-in carers, in addition to care homes



Discussing what type of care might be suitable for your needs either now or in the future



Help with finding a suitable care provider in your area and liaising with those care homes and 'care at home' providers on your behalf



Conducting a thorough assessment of care funding and benefit entitlement



Guiding and supporting you to put the right package of care in place at the right time



Helping to explain typical care fees and securing the best possible care at the lowest cost

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Your Care Expert will update your St. James's Place Partner throughout your journey, enabling them to fully understand your needs

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Your Care Expert will update your St. James's Place Partner throughout your journey, enabling them to fully understand your needs so they can help you explore the options when it comes to paying for care and making the right financial decisions.

How to find out more about the Care Concierge service

Planning for later life and long-term care presents a new set of challenges. For more information about the full range of support provided and to access the Care Concierge service, speak to your St. James's Place Partner.

The services provided by Care Sourcer are separate and distinct to those offered by St. James's Place.