

Co-operative flexible benefits

Delivered by The Midcounties Co-operative



family care advice

helping you to find the best support

Delivered in partnership with *grace*
CONSULTING



Independent Family Care Advice

Making the decision to find care or assistance for elderly or dependent family members is emotional and unsettling. You and your family need to feel confident that your loved ones will be comfortable and well cared for and choosing the most suitable care option can be a very difficult decision.

Co-operative Flexible Benefits has negotiated a unique partnership with Grace Consulting to provide you with access to discounted family care advice services at this difficult time.

Established in 1968, one of the founder members of the Association of Independent Care Advisers, Grace Consulting has a network of professional advisers and support services throughout the UK. They are the leading provider of independent care advice services, supporting thousands of people a year to make care decisions for themselves or their loved ones.

With an increasingly ageing population, independent care advice is vital to enable the thousands of families with dependent relatives to make informed decisions about the care options available to them. Everyone's personal circumstances and requirements are different, so one of Grace Consulting's experienced Care Advisers will listen to your needs, wishes, concerns and fears, and help you to disentangle the many personal, medical and financial issues facing you at this time.

Considering different care options

Care at home, sheltered accommodation, extra care housing, care in a care home, care home with nursing - the options may seem endless and without expert help and advice it can be impossible to know if you are making the best care decisions.

Grace Consulting will set out all of your care options and explain the pros and cons of each to ensure you have all the facts to hand to make the right decision for your situation.

An extra special thank you must go to Anne Watkinson for her invaluable help and one to one assistance in supplying me with so many contacts in my aid to finding a suitable care home for my aged mother. (if at any time my mother has to move on to a nursing home, I will certainly be contacting Anne) Thank you once again to a very helpful lady.

Mrs T, Eastbourne, East Sussex



You provided an excellent service. I only wish that I had heard of you earlier on!

Mr F, London

Grace Consulting will:

- enable you to make informed decisions by presenting you with all the care options available for your own personal situation
- check all care providers and produce a tailored shortlist of the ones that are best for you, taking into consideration of all your personal requirements
- consult with you and consider your wishes every step of the way
- help you and your family come to a care decision with which you all feel comfortable
- assist you to address money issues and ensure you are aware of all your entitlements
- find you the best care solution available for your budget
- help you and your family come to terms with your decision by actively supporting you every step of the way.

Managing the cost of care

It is essential that you receive good, independent advice on how to pay for care. Whether you are paying for care from your own resources, receiving Social Services or NHS benefits, or a mixture of these, Grace Consulting can:

- advise you on fair costs
- help you assess the real costs of care provision, whether at home or in a home
- guide you through possible sources of state benefits and other financial help
- introduce you to specialist financial advisers who understand the complexities of funding long-term care.

I cannot speak too highly of the levels of courtesy and efficiency and speed at which you took up my requirements and have already recommended you.

Mrs F, Richmond, Surrey

Services available

Grace Search

Consultation, care advice and care search

You will book a telephone consultation with a Care Adviser for a time convenient to you. The Care Adviser will listen to your needs and wishes, discuss the situation in detail and ask detailed questions in order to fully understand your requirements. After the consultation, the Care Adviser will research appropriate care providers, and send you a report with suggestions of appropriate care providers, together with brochures and costs. The Care Adviser will be available for further follow up, advice and reports until you have found the best solution.

Grace Visit

Home visit, care advice and care search

A meeting with a Care Adviser is arranged at a location convenient to you. Grace Consulting usually recommends meeting when the person requiring care wants to be more actively involved in the care planning. It is helpful for another member of the family to be present at the meeting if possible. A detailed face-to-face consultation can then take place, with research, report and continued support carried out in the same manner as for the Grace Search service.

Grace Visit Plus

Home visit, care advice, care search, plus personalised vetting of suitable vacancies

The complete range of services described above plus additional visits to vet specific vacant rooms in care homes on your behalf. This service is especially useful for busy clients who have difficulty finding time to view all the options, and for people returning from abroad.

Get in touch

To access discounted independent family care advice from Grace Consulting, please call one of our Care Advisors on **0845 474 8085** or email employeebenefits@graceconsulting.co.uk.

Grace Consulting assisted me with the whole process as my mother had a complex case and could not go into a normal mainstream care home. They assisted me with dealing with social services and took control of the situation so I did not have to worry about the move anymore. I cannot thank them enough.

Mr P, Kent.

Frequently asked questions

Why would I want to pay to find care when I could do it myself for nothing?

You could do it yourself for nothing, but researching all the options available to you takes a considerable amount of time and possibly many phone calls, many of which will need to be made during office hours. This can be frustrating, disheartening and very distracting. Even then, will you be confident that you have explored all the options, that you're paying the right price, that you're aware of all the available state benefits? Answers to all of these questions, and many more could be provided in a single conversation with one of Grace Consulting's professional Care Advisers.

The fees are generally a lot less than the cost of a single week of care, and you will have peace of mind knowing that you have thoroughly explored all the options, and made an informed decision based on all the information available.

Isn't it my duty to find care for my relative myself?

This is an entirely natural feeling, but without experience it is difficult to know where and how to look. Your priority is to ensure that the care solution you select is the best that can be found for your circumstances. The final choice will always be yours; Grace Consulting will simply help you make that choice by presenting you with all the options available.

Surely Social Services will sort everything out for us?

Often Social Workers have time and budget constraints; Grace Consulting will always be available to guide you through the maze, and can be more pro-active with suggestions for the best care.

How can Grace Consulting know more about my relative's requirements than I do?

Grace Consulting's independent Care Advisers come from a wide range of professional backgrounds such as nursing, counselling and occupational therapy and all are experts in their field. They have specialised in elderly care for many years, providing exactly this type of advice and help to families every day.

The Care Adviser's role is not to make the decision for you but together with your knowledge and understanding of your loved one's wishes, Grace Consulting will be able to guide you and your family through the available options so that you can choose the best way forward.

It was such a relief to know that there is help out there to find the right nursing home. Thank you.

Mrs M, London



Co-operative Flexible Benefits and Grace Consulting

"Our mission is for every employee at a client business to be able to take advantage of at least one of our benefits for themselves and/or their family." Co-operative Flexible Benefits is taking an innovative approach to the benefits market in delivering a unique solution and a true alternative to the traditional commercial package available from other providers. Our commitment is to deliver excellence in everything we do, from the Customer Service Advisors on our Helpdesk, to the support from your dedicated Regional Account Manager, or the production of bespoke marketing material to ensure maximum employee engagement.

All of our services and procedures are independently audited by KPMG to ensure HMRC and employment law compliance, so you can be reassured that the faith and confidence you put in one of the UK's most trusted brands is truly validated.

We believe in working together to achieve benefits for all to make our communities better places to live and work.

We believe in working together to achieve benefits for all to make our communities better places to live and work. Grace Consulting has over 30 years' experience in helping families find the right care for elderly or dependent relatives. With the ageing population, many more families are faced with making decisions about the long-term care of their relatives, and the choices can be complex and daunting.

We will be working with Grace Consulting to provide **Family Care Advice** to assist employees in finding their way through the maze of medical, financial and legal issues at this difficult time.

Grace Consulting is

- an established member of the Coalition for Better Care, a leading Government-lobbying group on matters concerning care
- a founding member of The Association of Independent Care Advisers
- signposted by the Alzheimer's Society and Age UK
- used by:
 - many NHS hospitals to find the best care for their patients on discharge
 - leading insurance companies such as Prudential and Scottish Widows to find care for their policy holders
 - Local Authorities for annual care reviews
 - leading charities such as the Royal British Legion, to find care for their members
 - Friendly Societies in the UK to provide care advice to over one million people
 - household name major companies to provide care advice services to their employees.

For more information on Grace Consulting please call one of our Care Advisors on 0845 474 8085

For more information

-  Call us on 0800 458 7929
-  Visit us at www.flexiblebenefits.coop
-  Email us at: info@flexiblebenefits.coop



Awards accredited to The Midcounties Co-operative excluding ISO9001 which is awarded to Co-operative Flexible Benefits.