

Telephone Care Advisory Service

Make informed care choices for yourself and elderly relatives.

Phone 0114 303 1060

Available 8.30am-5.30pm, Monday to Friday except public holidays.

Please have **your** Westfield Health policy number ready when **you** call.

Our Telephone Care Advisory Service benefit is arranged and administered by Grace Consulting. Eligibility will be verified with Westfield Health.

You can use the Westfield Health care advisory team to support **you** with **your** own care, or the care of any of **you/your partner's elderly relatives** defined as 65 or over (including your **partner** if aged 65+).

The care advisory team can help **you** with **your** role as a carer. They will also discuss **your** own care needs, or those of **you/your partner's** elderly relatives, and inform and help **you** to resolve all care issues, including researching the most appropriate care providers for each personal situation.

What's covered...

- Unlimited telephone care advice from the Westfield Health care advisory team at Grace Consulting.
- Practical advice and emotional support for your caring responsibilities.
- Advice on how to resolve all care issues including: navigating the care system; appropriate care options; how to find ideal care providers; state benefits and state funding of care; statutory services; guarding against potential future crises; relevant assistive devices, or monitoring devices that reassure about a loved one's wellbeing.
- An intensive research service to identify the most appropriate care providers for each personal situation, whether it be for care homes, home care agencies, day centres, or lunch clubs.
- A written report on appropriate care providers for **you** to make an informed and final choice.
- Continued help and assistance until **your** care issue is resolved.

What's not covered...

- Care advice relating to the needs of anyone aged under 65, with the exception of **you** the **Policyholder**.
- Legal, financial or medical advice, although our team may signpost you to appropriate advisors and practitioners for these needs.
- Face to face advisory services or site visits to potential care providers.
- Exclusions (see General Terms and Conditions)

Definitions of bold words are in your plan guide.

Care after Hospital

18 hours of home care services following an overnight stay in hospital.

Phone **0114 303 1060**

Available 8.30am-5.30pm, Monday to Friday except public holidays.

Please have **your Westfield Health policy number ready when you call.**

Our Care After Hospital benefit is arranged and administered by Grace Consulting. Eligibility will be verified with Westfield Health.

You must contact the Westfield Health care advisory team at Grace Consulting so that they can find the **Home Care** for **you**.

The allowance of 18 hours **Home Care** is available for **you** to share with one relative aged 65 or over who must be either **your Partner** or your **Parent**.

The first home visit must occur within 14 days of discharge from **Hospital** or **Hospice**, and **Home Care** must be delivered within 28 days of that first home visit.

What's covered...

- Unlimited telephone care advice from the Westfield Health care advisory team at Grace Consulting.
- Rapid research into appropriate care providers, and a written report for **you** to make an informed choice.
- Up to 18 hours of **Home Care** services in any 12 consecutive months for **you**. The allowance of 18 hours Home Care is available for **you** to share with one relative aged 65 or over who must be either **your Partner** or **your Parent**. The 65 year old age limit does not apply to **you** as the policyholder.
- Payments for the first 18 hours of **Home Care**, at the money back rate that applies to **your** level of cover, will be paid on your behalf. Please see the table of benefits for the money back rate.

What's not covered...

- Any **Home Care** that hasn't been arranged in conjunction with and with the approval of the Westfield Health care advisory team at Grace Consulting.
- **Home Care** for **your partner** or **parent** if they are aged under 65, or for anyone else other than **you**.
- **Home Care** that does not follow a **Hospital In-patient** admission.
- **Home Care** that commenced more than 14 days after discharge from hospital, or **Home Care** delivered more than 28 days after the first home visit.
- **Home Care** that follows a **Hospital In-patient** admission due to a **pre-existing medical condition**.
- **Home Care** that follows a **Hospital In-patient** admission during **your qualifying period**.
- **Home Care** that exceeds 18 hours in any consecutive 12 month period.
- **Home Care** provided by a care provider who is not registered with the Care Quality Commission or an equivalent national body.
- Care that is not domestic or personal care. For example, nursing or medical care are excluded. If only cleaning is required, this isn't classed as personal care.
- Discharge expenses such as medical equipment, assisted living aids, medicines, and transport from **Hospital** to home.
- Exclusions (see General Terms and Conditions)

How do I access Care After Hospital?

Care After Hospital is not a cash benefit: you must follow these simple steps so that the care advisory team can find the **Home Care** for **you**.

Step 1

Ring the care advisory helpline. **You'll** need **your** Westfield Health policy number. The care advisory team will explain how the service works. The care advisory team will verify **your** entitlement with Westfield Health before arranging care.

Step 2

Before they can arrange a **Home Care** package the care advisory team will discuss **you**, or (with their permission) **your partner's** or **your parent's** needs with **you**. Our **Home Care** package is not intended to replace any discharge arrangements such as Intermediate Care made by the **Hospital**, NHS community team, or Local Authority, but to complement them. Our care advisory team will provide advice about your statutory entitlements and carry out rapid research into appropriate care providers, and provide a written report for **you** to make the final choice.

Step 3

The care provider that **you** select will visit **you**, or **your partner** or **parent**, to agree a package of care with **you** and carry out an assessment.

Step 4

You will advise the care advisory team of the agreed **Home Care** to be delivered, the commencement date, and home visit timings. The care advisory team will confirm this with the care provider.

Step 5

The care advisory team will pay the care provider for the first 18 hours of **Home Care**, at the money back rate that applies to **your** level of cover. If your cover level means **you** are liable for part of the cost, then the care provider will invoice **you** direct for this part. Let the care advisory team know if **you**, or **your partner** or **parent**, need any further help.

Definitions of bold words are in your plan guide.