

Service Rule

Eldercare Advice

Use the Advice Telephone Care Advisory Service to make informed care choices for yourself and elderly relatives.

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.

It is a telephone service and is available 8.30am-5.30pm, Monday to Friday except public holidays. The telephone number is **0114 303 1060**.

Please have your access number ready when you call. The access number is available on your online portal.

The following terms are defined, and these definitions are used throughout this document, and determine who the service can support.

Elderly Relative

Any relative aged 65 or over, including your Partner, Parents, aunts, uncles, etc, but excludes friends and neighbours.

Parents

Your natural or lawful father or mother, including adoptive parents. A step parent married to your natural parent is also covered. We may ask you for proof of your relationship with that person.

Partner

A person who you live with that you're married to/in a civil partnership with, or you permanently live with as if you're married to them/in a civil partnership. We may ask you for proof of your relationship with that person.

The service is provided by an experienced external provider.

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 plan holder.
- 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.

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If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on **0114 250 2317** and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.