

Care Advice

Make informed care choices for **yourself, your partner** and **your/your partner's** parents.

Go to www.westfieldhealth.com to log onto **your** account, or to register for My Westfield access; then choose Care Advice to gain access.

Our Care Advice benefit is provided by Grace Consulting. Eligibility will be verified with Westfield Health.

You can use the care advisory team to support you with your own care, or the care of your partner or for your/your partner's parents. Parents is 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.

The care advisory team can help **you** with **your** role as a carer. They will also discuss **your** own care needs, or those of **your partner or you/your partner's** parents 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 Advice 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 other than **you, the policyholder, your partner** and **you/your partner's** parents.
- 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 section 6, General Terms and Conditions)