



# We're here for you

Supporting your  
move into Long  
Term Care

# Introduction

At Legal & General, we understand that moving into care can be a challenging time for you and your family. It may have been planned over many months but just as often, it is a sudden decision following an event or unexpected ill health. We're here to help, by making things as simple as we can.

This leaflet gives guidance about what to consider when you move into care and where you can get more advice and support. Once it's decided that care at home is not appropriate and a move is required, please get in touch with us, even if you don't know all the details of the move. We will let you know how this affects your lifetime mortgage and the support and advice that is available to you. The following steps show what else you may need to consider.

Please remember that this information is just a guide, and not all the details will apply in every case.

## Next steps



**Step 1**

**Seek advice**

A number of organisations offer free advice about the options for people moving into long term care. As a Legal & General customer you have access to our Care Concierge service. Details of this and other organisations that provide support are listed in the Support and Guidance section. You may choose to speak to a financial adviser about your situation.



**Step 2**

**Check whether you qualify for state sponsored care**

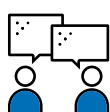
You may be eligible for financial help from the Government. Whether you qualify for help towards care fees is determined by your income, the value of your assets and your specific care needs. Care Concierge will be able to help you with this or you can find out more at [www.gov.uk](http://www.gov.uk). If the value of your assets or income are higher than the Government's limits, you may need to look at alternative ways to fund care.



**Step 3**

**Choose your care provider**

For some, moving in with a relative is the best option and can be supported by care at home. For others, residential care offers the best option. The best solution is often not clear, particularly if you are faced with a number of providers and levels of care to choose from. Your local authority will have lots of information to help you understand the level of care needed and to identify local providers. Personal recommendations, informal advice and websites can all help you make a more informed decision. If you are unsure where to start you can call our Care Concierge service for advice.



**Step 4**

**Set up a Lasting Power of Attorney**

If you have not done so already, and the person requiring care still has the mental capacity to make their own decisions, this is a good opportunity to set up a Lasting Power of Attorney (LPA). There is a cost to registering the Lasting Power of Attorney and many people seek legal advice. For further information please see the Support and Guidance section of this document.



**Step 5**

**Arrange your move**

There are many things to consider when moving; who will help, do you need to employ a removal company, are friends and family available to help you settle in, do you need to pass on or dispose of any of your belongings? Who do you need to tell?

# Things to think about

When moving home, notifying people can often be overlooked. Below is a list of people and service providers you may need to contact with details of your change of address.



## Home

- Household help
- Internet
- Telephone
- Milkman
- Post office
- Council
- Electricity and gas providers



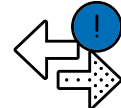
## Financial

- Accountant
- Banks/building society
- HMRC
- Pension providers
- Credit card providers
- Financial adviser
- Insurance provider
- Shareholdings
- National savings and investments



## Health

- Pharmacy
- Dentist
- GP
- Home nursing help
- Optician



## Other

- Church
- Gym
- Hairdresser
- Library
- Magazine subscriptions

# What to do when someone moves into long term care

We consider long term care to be a move into a residential care home or a move on medical grounds into an adapted home or to co-habit with family. This could be a move that lasts over 90 consecutive days or a total of 90 days over a 180 day consecutive period. If you are considering or have decided that a move into long term care is needed you must inform us as early as possible.

## How to notify Legal & General when an account holder moves into long term care

You can call our customer services team on: **03330 048444**.

They will talk you through the process over the phone.

You can also write to us at:

Customer Services, Legal & General Home Finance, PO BOX 17225, Solihull, B91 1US

**Or email: [customerservices@landghomefinance.com](mailto:customerservices@landghomefinance.com)**

## Move of a joint account holder when there is a remaining borrower

### How does the move affect the lifetime mortgage?

Where the mortgage is held in joint names and there is a remaining borrower who still lives in the property, the mortgage will continue as usual. The borrower who is in care will still need to agree to any activity on the lifetime mortgage. If either borrower has lost capacity to make decisions a Power of Attorney or court-appointed Deputy/Guardian will need to be in place for that borrower.

### What if the lifetime mortgage is repaid after the move of the joint account holder?

If you think you will repay the lifetime mortgage and want to avoid Early Repayment Charges, you will need to complete a Long Term Care Care Certificate and have it verified by a medical practitioner such as your GP before returning it to us. We can send you the Certificate when you notify us of the move into Long Term Care or at any time by calling our customer services team.

If you decide to repay the lifetime mortgage within 3 years of the move of the joint account holder into long term care and we have received the Long Term Care Certificate, no Early Repayment Charges will be applied.

### What happens to the lifetime mortgage if the last remaining borrower goes into Long Term Care?

The lifetime mortgage is repayable if the last remaining borrower dies or moves out of the home into long term care. Please refer to the next section 'Move of the last remaining borrower' for further information.



## Move of the last remaining borrower

If you are a relative or friend, you may not have been aware that the person who has moved into long term care had taken out a lifetime mortgage or what it's all about. To help you understand a little more about lifetime mortgages, we have provided a summary below:

- A lifetime mortgage is a way of releasing money from a property without having to move. The loan is secured against the property.
- Unlike residential mortgages, you can choose if you want to make monthly payments and how much you pay. Any unpaid interest is added to the amount owed each month.
- The lifetime mortgage is usually repaid from the sale of the home when the last remaining borrower dies or moves into long term care.
- A lifetime mortgage is only available through a specialist lifetime mortgage adviser.
- When taking out a lifetime mortgage, all customers sign to confirm that they have been advised to discuss the transaction with their family.



## How to notify us if the last remaining borrower has moved into long term care

You can notify us by calling our customer services team on **03330 048444** or email **customerservices@landhomefinance.com**. Once you have notified us we will send you a Long Term Care Certificate. You will need to complete this and have it verified by a medical practitioner such as your GP before returning it to us.

If the account holder would like someone to act on their behalf they will need to have a Lasting Power of Attorney or Third Party Authority in place.

In this case we will also need to see:

- Long Term Care Certificate.
- Power of Attorney document or confirmation of Third Party Authority from us.
- Proof of identity for each Attorney or Third Party Authority. This could be a passport or driving licence.
- Proof of residency for each Attorney or Third Party Authority which must be less than 3 months old. For example, a bank statement, utility bill or a driving licence if this hasn't already been used as proof of identity.

If the last remaining borrower has lost the capacity to make decisions and there is no Lasting Power of Attorney or Third Party Authority in place you will need to apply for a Court of Protection Order before we can proceed.

Once we receive the correct documentation we will update our records and confirm the next steps.

## How do I find out the balance on the lifetime mortgage?

We will only be able to confirm the amount owed on the lifetime mortgage to the Attorney or Third Party Authority once we have received the required documentation.

A Third Party Authority will only be able to access information about the account, they won't be able to make any changes. In order to do this there must be a Power of Attorney in place.

## Are there any costs or fees I need to be aware of?

Depending on the type of mortgage you have, you may be making, or receiving regular monthly payments. We will tell you how these may be affected when you notify us of the move into Long Term Care.

Interest will continue to be charged on the lifetime mortgage until it is fully re-paid. You can choose to make an Optional Partial Repayments and should contact us if you choose to do this.

If we have received a Long Term Care Certificate there will be no Early Repayment Charges when you do re-pay the Lifetime Mortgage. We will charge an administration fee for closing the account and details of this fee are in the Tariff of Charges.

## How is the lifetime mortgage repaid and what are the options?

We realise that this may be a difficult time and for this reason we allow up to 12 months to repay the lifetime mortgage. During this time you must keep the property secure and insured.

The lifetime mortgage is usually repaid from the sale of the property; however, the property does not have to be sold if the lifetime mortgage is repaid by other means. If the property is going to be sold, we ask to be notified and advised of the selling agents so we can keep in touch and offer any support you need during the sale process.

Where Inheritance Protection has been taken out, you will retain at least the protected percentage amount.

Once the lifetime mortgage is repaid, our Legal Charge on the property is removed at the HM Land Registry.

## What happens after the 12 month repayment period?

Once 12 months have passed, we will write to formally request repayment under the terms and conditions of the lifetime mortgage. If this is not possible, but you can demonstrate that you are taking active steps to repayment we may be able to extend the repayment period. As a last resort, we may need to consider repossession of the property. It is most important that you keep us informed of your progress throughout.

# Support and guidance

## Legal & General Spectrum Life Helpline

At Legal & General we offer you access to a free, independent helpline. This gives you and your immediate family members, support on a wide range of issues. It's managed by Spectrum Life whose qualified counsellors are there for you 24 hours a day, 7 days a week if you ever need someone to talk to.

**Call: 0808 169 9776**

## Legal & General Care Concierge

Care Concierge is a confidential telephone advisory service that can help you understand and find later life care. The Care Concierge team have extensive knowledge in the care industry and are entirely impartial.

**Freephone: 0800 060 8721**

## Government Services

For information on what help you may be entitled to contact your Local Authority or you can find out more at:

**Website: [www.gov.uk](http://www.gov.uk)**

## Age UK

Age UK aims to improve later life for everyone through their information and advice, services and products.

**Freephone: 0800 678 1602**

## Lasting Power of Attorney

You can choose to set up a Lasting Power of Attorney for yourself. You can find out more from the Government website.

**Website: [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)**

Or, you may choose to take advice from a solicitor who specialises in Lasting Power of Attorney. They will charge you for the help and advice that they give. Legal & General have an agreement with Co-op Legal Services who will offer you a 10% discount on their standard fees for setting up a Lasting Power of Attorney.

**Co-Op Legal Services can be contacted on:**

**0330 0417 768**

## Elderly Accommodation Counsel

Elderly Accommodation Counsel is a nationwide register providing detailed information on all forms of accommodation for the elderly (sheltered housing and accommodation, residential care homes, nursing homes). Also advises on possible funding for those needing help with fees.

**Website: [www.housingcare.org](http://www.housingcare.org)**

## Society of Later Life Advisers

Society of Later Life Advisers assists consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life.

**Freephone: 0333 2020 454**



## Keeping in touch

We're here to help. If you have any questions, there are a number of ways you can get in touch.



**Write to us:**

Customer Services, Legal & General Home Finance, PO Box 17225, Solihull, B91 9US



**Call our Customer Services team on: 03330 048444**

Lines are open 8.30am to 5.30pm Monday to Friday. Call charges will vary. Calls may be monitored and recorded.



**Email us at:**

[customerservices@landghomefinance.com](mailto:customerservices@landghomefinance.com)

If you're contacting us by email please remember not to send any personal, financial or banking information because email is not a secure method of communication.



**For further information visit:**

[www.legalandgeneral.com/existing-customers/retirement-support](http://www.legalandgeneral.com/existing-customers/retirement-support)



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DA913 03/23

