



If you or a loved one requires long-term care and you need help and advice on how to manage and fund this, we understand what you're going through, and...



*...we're
here to help*



How NHFA can help you

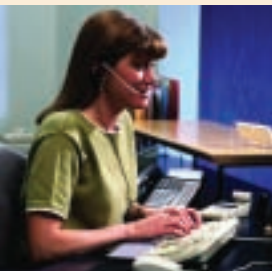
NHFA offers an information source to help you understand and plan for long-term care and funding.

- **As specialist care fees advisers we provide financial advice to help you understand any state help you are entitled to, and make informed decisions as to the optimum solution to enable you to afford the best quality care in line with your individual circumstances.**
- **We also offer an advice line to help you with broader issues relating to long term care decisions.**

NHFA (previously Nursing Home Fees Agency) is a national organisation with over 50 trained and qualified specialist care fees advisers based throughout the UK. Established in 1991, we are the market leading provider of specialist financial advice for those needing to pay for long-term care, whether in a care home, their own home, or a care village, and have won numerous awards for the service we provide.

NHFA Ltd is a wholly owned subsidiary of HSBC and offers advice on products from the whole of the market.

Our advice is available to all, regardless of means, and you are never under any obligation to implement any of our recommendations.



If you need help or advice, or would like to talk to us about your situation,

Taking the worry out of paying for care

Knowing what to do for the best when faced with having to arrange and pay for long-term care can be confusing and stressful. Often families come to us at a time of crisis, when care is needed immediately for a loved one, and they are unsure which way to turn, or where to go for expert advice and support in this complex area. This is where NHFA can help.

Our specialist care fees advice can help you:

- Preserve original capital where possible for the inheritance you or your loved one may wish to leave
- Cap the cost of care where possible from the outset
- Make informed choices on how to meet care costs over the long term.

Our advisers are specifically trained and qualified to give you financial advice covering:

- Your choices on how best to pay for care, dependent on your individual circumstances
- Advice on the financial products and options available to you to meet care costs
- Exactly what you may be entitled to from the state
- Local authority obligations
- Immediate care need plans
- Inheritance tax issues that may arise

In addition, we have a dedicated team of experts able to give advice on broader issues such as:

- Your right to choose care accommodation
- Interpretation of local authority regulations (CRAG)
- Your rights regarding gifting of assets
- How to manage issues affecting couples
- Property ownership issues
- Enduring and lasting power of attorney



This advice is available to all, whether state or self funded

Making care decisions

Choosing the right care options to suit your needs is essential.

Care homes generally fall into two categories:

- **Independent care homes** – including private care homes (owned by private individuals or companies and charging fees for accommodation), and voluntary care homes (run by voluntary bodies, often charities or organisations related to particular trades, professions or religions, with fees based on assessment of residents' capital and income)
- **Local Authority homes** – run by the local authority social services department (where the local authority fixes a standard weekly charge for accommodation and assesses the resident's ability to pay, according to the individual's financial circumstances, taking income and capital into account)



Alternative care options may include:

- **Domiciliary care** – care and help at home, available from your local social services department and voluntary organisations as well as from private care and nursing agencies.
- **Sheltered housing** – ideal for active retired people who wish to lead independent lives but enjoy the security of a warden who can help with emergencies (keeping a watchful eye, rather than providing care).

Your local social services should be able to help you with details of caring organisations and facilities, including a list of all care homes in your area. The Elderly Accommodation Counsel and other similar organisations can also help.

NHFA can help with specialist financial advice for those needing to pay for long-term care, wherever it is required.

If you need help or advice, or would like to talk to us about your situation,



Who pays for what?

Moving into a care home can be a difficult and emotional time for all involved, and problems can be compounded by a lack of information about who pays for what.

Your NHFA care fees adviser will be able to help you by explaining these issues in greater detail and helping you make decisions in line with your needs and circumstances.

Among typical questions we can help you with are:

- **What state benefits are available?**
- **Do I qualify for local authority assistance?**
- **If the state is paying, do I have a choice of care home?**
- **What if the home costs more than the local authority is prepared to pay?**
- **Will the local authority pay my fees while I'm selling the property?**
- **Do I have to sell my property?**
- **My partner needs care. How does this affect me?**
- **Is there any help I can claim that is not means tested?**
- **What happens if I move into a care home independently and run out of money?**
- **What can I do to avoid this situation?**

These are just some of the questions we are often asked. An indication of the state benefits available is given at the back of this brochure. But don't forget, our care fees advisers and advice line team can help you with these and other questions, to help you through the complexities to find the best solution to suit your means and needs.



Mabel's story: *A case study*

Mabel is in her late eighties, and had suffered from dementia for a number of years. Her husband had been her primary carer, but on his death the full extent of her confusion became apparent to the rest of her family. It was clear that she was unable to cope at home, and represented a danger to herself, and that she needed care.

Mabel's family were concerned. They had arranged a trial period in a care home where they felt Mabel would be happy and receive the care she needed, but in the long term there was a shortfall between the cost of her care and her income. They did not know how best to address this issue, to fund her long-term care and give her maximum benefit from her assets (the family home) and small amount of capital.

How NHFA helped

Mabel's family contacted NHFA for help, and talked through Mabel's circumstances, and their shared concerns.

Mabel's NHFA adviser recommended that the family claim higher rate Attendance Allowance, immediately reducing the shortfall between her monthly income and her monthly care fees costs.

He then provided a comprehensive report showing the family a range of options for the funding of Mabel's care, and outlining the potential financial consequences of each.

Of the options recommended, the family's preference was to use an Immediate Needs Care Fee Payment Plan to fund the shortfall in her care fees, while investing the balance of her funds in a combination of a high interest deposit account (to provide spending money and cover contingencies) and longer-term investments.

Mabel and her family are comforted by the fact that she is able to remain in the home where she feels safe and secure and that the care fees are being covered by the Immediate Need Care Fee Payment Plan. They also know that in the fullness of time the residual value of the estate will be passed on to the beneficiaries.



In this case study the client has chosen and benefited from a care plan over a number of years. Although it is often the case that people can live for many years while receiving good quality care, it can also be the case that death can occur sooner than expected, in which case the capital required to purchase the care plan can be lost to the estate. Care plans are one option for meeting care costs and families must weigh up the peace of mind factor of knowing that a regular income is going to be received for as long as care is needed, and that they are potentially capping the cost of care, against the risk that the purchase price of the plan could be lost to the estate on premature death, unless capital protection is purchased.

Please remember that the value of investments can fall as well as rise, and may fall below the amount originally invested.

What's the next step?



To benefit from the help NHFA can offer you, simply call our FREE care advice line on 0800 99 88 33 to discuss your situation and concerns.

So that your local adviser can begin to guide you through your options, you will need to provide some information by completing a care fees questionnaire (found in this brochure, or available to download from www.nhfa.co.uk). Alternatively, you can simply call our advice line on 0800 99 88 33 and our advisers can help you to complete this form, or complete it on your behalf with the information you provide.

The next stages will be:

- Your local specialist care fees adviser will contact you to **discuss your needs** and circumstances in depth, either face to face or over the phone.
- A **report is put together** and sent to you, encompassing your entitlements to state help and options for paying care fees.
- Your adviser will call you to arrange to meet to go through the report in detail and **talk through the pros and cons** of each option listed.
- As a result of this your adviser will then outline his/her **recommendations** to you. You are never under any obligation to follow any recommendations.
- You will **continue to have access to NHFA's advisory services** throughout the period of care.

What will it cost?

A no obligation discussion (without charge) takes place, during which a specialist care fees adviser describes our services more fully and outlines where we might be able to help. We will also discuss the most appropriate method for NHFA to be remunerated. The choices are to pay a fee based on an hourly rate of £195+VAT, or choose for NHFA to be remunerated by commission.

If you need help or advice, or would like to talk to us about your situation, call our care advice line 0800 99 88 33 or visit www.nhfa.co.uk

Questionnaire



In order to provide you with advice relating to your personal circumstances our care fees advisers will require the basic information detailed below.

Strictly private and confidential.

Your contact details

Name
Address
Telephone No.

Client's personal details

Name
Address
Telephone No.

What relationship is the client to you?

Marital Status of client

Date of birth of client

Does the client own any property? Yes No

Total capital and savings (excluding primary residence) £

Care information

Care home name or provider

Expected cost of care per week (if known) £

Legal arrangements

Is an enduring or lasting power of attorney held? EPA Yes No
LPA Yes No

How did you learn of our services?

Send this completed questionnaire to

NHFA

Freepost SCE12765

Eynsham, Witney, OX29 4BR

Please ensure that you complete BOTH sides of this questionnaire

Important information

TO BE READ AND SIGNED BY CLIENT OR THEIR EPA/LPA ONLY

Personal data

I/we declare and agree with the statements below:

To enable NHFA Ltd to conform with the Data Protection Act 1998 I/we agree that NHFA may use the information I/we have supplied to make recommendations and administer my/our application (should I/we decide to apply for investment products).

Any personal information I/we provide will be treated as private and confidential, and held and processed, on computer or otherwise, by NHFA Ltd as a result of my application (whether or not it proceeds) or any subsequent agreement.

NHFA Ltd may analyse the information they hold about me/us to help them improve their service to me/us, to monitor their business and for market research so they may identify any products or services which may be of interest to me/us. From time to time NHFA Ltd, its associated companies and carefully selected third parties may then contact me by letter, telephone, email or other appropriate means with offers reflecting my preferences.

I/we understand that no future products will be marketed to me/us if I tick this box.

I/we declare that the statements and particulars given in this questionnaire are, to the best of my/our knowledge and belief, true and complete.

I/we hereby authorise you to disclose and discuss with any information or correspondence that may arise from my/our enquiry.

I have legal authority to discuss affairs relating to the client.

Signature

Date



What state benefits are available?

The average cost of nursing care now stands at £33,696 per annum and residential care at £23,348. Planning and funding care could be one of the most expensive financial outgoings in a lifetime.

As we live longer, this is an issue we are all likely to be faced with at some stage in our lives. Yet the subject is often not discussed until the situation is urgent, creating added pressure at an already difficult time.

NHFA can help by taking the worry out of paying for long-term care, and providing additional guidance on related care issues through its advice line.

Some of the current state benefits, which may be available, are shown below.

Capital Limits

Capital limits	Higher	Lower	Personal Expenditure allowance
England & N. Ireland	£22,250	£13,500	£21.15 per week
Wales	£22,000	£19,000	£21.38 per week
Scotland	£21,500	£13,000	£21.15 per week

Attendance Allowance

Higher Rate (if care is needed day & night)	£67.00 per week
Lower Rate (if care is needed day or night)	£44.85 per week

NHS Registered Nursing Care Contribution (RNCC)

England	Fixed amount £101* per week	
Wales	Fixed amount £114.90* per week	
Northern Ireland	Fixed amount £100* per week	
Scotland	Personal care £147 per week	Nursing £67 per week

Note: Benefit rates usually change once each year in April. Rates may also be subject to change throughout the year. The above figures show benefit rates for April 2008 to April 2009.

*These are provisional figures based on 2007/08 and maybe subject to review. Rates for Wales are set at the discretion of the local health boards.

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For further information call the NHFA care advice line on
0800 99 88 33 or visit **www.nhfa.co.uk**



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