### **DO YOU CARE FOR SOMEONE? ARE YOU TRYING TO NAVIGATE THE ADULT CARE SYSTEM? DO YOU NEED ADVICE?**

### **The Care Advice Line (TCAL) *Find out about the Care Advice Line which helps people plan to live as independently as possible for as long as possible…***

At the beginning of July, Gloucestershire County Council & NHS Gloucestershire renewed a contract with The Care Advice Line (TCAL) and will be investing an additional £136,000 in this service over the next two years.

**What is the Care Advice Line and what services does it provide?**This is a helpline for anyone in Gloucestershire who is navigating the adult care system and how care can be paid for.

The helpline provides personalised information and advice for adults with care and support needs. Advice is available for individuals, their unpaid carers and their family members to help ensure that they make informed decisions about their care and how to pay for it.

The helpline helps people plan how to live as independently as possible, for as long as possible.

Advice and information can be provided on:

* Navigating the care system
* Benefit entitlement
* Care support needs
* Paying care fees (at home, in supported living and in residential environments)
* NHS funding
* Legal issues including The Lasting Power of Attorney (LPA) process
* How to find care
* Managing assets
* Advice and recommendations about annuity care plans

Customers who have used the service have said:

* ‘It has enabled my mum to remain supported in her own home.’
* ’It enabled us to make informed choices and decisions.’

**How to contact TCAL**  
The Care Advice Line (TCAL) is independent and provides personalised advice. Lines are open Monday to Friday, 9am-5pm: 01452 22 00 00.

Staff waiting to answer questions:

* Have over 20 years experience
* Hold the Certificate in Financial Planning for Long Term Care
* Have been awarded the Care Advice Standard
* Are bound by the Society of Later Life Advisers Care Code of Good Practice
* Are Court of Protection Practitioners Association members

**More information**For more information please visit: <https://www.thecareadviceline.org/gloucestershire>.