

Solicitors for the Elderly

We realise that it is especially important to treat older clients, their families and representatives, with additional consideration, by being both sympathetic and sensitive to any issues they may have and ensuring that our firm and all our staff treat older clients, their families and representatives with dignity, kindness and respect at all times.

1. To aid this, members of our Private Client team have undergone Dementia Awareness training. We also ensure that we keep up to date with relevant legal issues and where we become aware that advice is needed outside our expertise we will refer the client to a specialist in that area.
2. Due to the nature of the advice that we may need to give, it is important that we see our client alone. However, we appreciate that some clients may prefer to have a trusted friend or relative present, so we will try to accommodate this where possible.
3. However, there may be a time when we will need to see our client alone. If this happens we will do everything to try and ensure that the client feels at ease, and understands why this is necessary. Where English is not the first language of our client, or our client has difficulty hearing or with sight, we suggest that an appropriate independent interpreter assists, or a person that our client trusts to help the client understand what is being discussed. The cost of this is to be met by the client.
4. A record is kept of persons present and all relevant facts discussed at the meeting in our attendance note. Instructions received are confirmed in writing after the meeting has taken place. If the client declines to have anyone present, this is also documented.
5. Sometimes we have to use legal terminology but we always do our best to ensure that our client understands what has been said. We will only proceed when we are satisfied and that our client is comfortable and has indicated that they understand what has been said and what they are being asked to do and that they approve. So that our client can make an informed decision we will do everything we can to maximise the ability of the client to make the decision.
6. We will take steps to make ourselves aware of any potential capacity or physical limitations such as mobility, hearing or visual impairment. These matters are always taken into account when meeting and communicating with our clients.
7. Correspondence and documentation can be produced in large print if necessary. In all cases, the pace and duration of each meeting is tailored to the needs of our client.
8. Where appropriate, we can visit our client at home or in hospital although an extra charge to cover such costs will need to be raised. If a client visits our office, we will let them know what disabled parking facilities and access are available and ensure that toilet facilities are readily accessible for those less able or mobile.
9. If it is considered that mental capacity is or maybe an issue we will recommend and seek confirmation from a specialist, the cost of which must be met by the client. The client will be advised of this and their agreement sought before a specialist is instructed. This is to help protect both the client and ourselves.
10. Whilst we have to ensure that money laundering requirements are met, we are sensitive to the possibility that older clients may be upset if they do not have current passports or driving licences to provide I.D. Extra care is therefore taken not to cause our clients any embarrassment. As we have to comply with money laundering requirements, any person signing in the capacity as attorney for our client will also be asked to produce proof of I.D. for identity verification purposes.