

Fosters Solicitors is a friendly, reputable firm with client care at the heart of our ethos. We are sensitive to our clients' needs and aim to offer the best possible adjustments in our service to cater for age and health-related impairments or disabilities.

On this basis, we offer the following assurances to our older and vulnerable clients, their families and representatives:

1. We support and encourage clients to make informed decisions.
2. We offer home visits/care home visits/hospital visits, where the client would prefer not to come to the office and are clear about any additional pricing for this.
3. We make clients aware of disabled access/ground floor meeting room/office parking as necessary so they feel comfortable in our surroundings.
4. We are sensitive to our clients' needs and adapt as necessary, e.g., large print correspondence or speaking louder than usual.
5. We ensure clients are seen on their own, but also are sensitive to the fact that they may like a family member or trusted person with them for part of the meeting.
6. We ensure confidentiality is upheld at all times.
7. We understand where third parties may be needed, e.g., capacity assessors signpost client in the right direction.
8. We ensure anti-money laundering requirements are always met and are adaptable to the situation, e.g., asking a care home if they have a photocopier that can be used.
9. We are welcoming and take time to ensure the client is comfortable and relaxed – they may feel nervous and anxious in advance of the meeting.
10. We take time to ensure the client understands and if necessary, have additional meetings to satisfy this.
11. We offer appointments at times which are best for our clients (within office hours).
12. We ensure all relevant facts are noted in attendance notes of the meeting.

OUR ACCREDITED MEMBER OF LIFETIME LAWYERS

Our Solicitors, Charlotte Ranson and Jordan Rodwell, are accredited members of the Association of Lifetime Lawyers (formerly Solicitors for the Elderly). For more information about how we can help support you with your legal matter, please contact Charlotte or Jordan via the details provided.



Charlotte Ranson
Solicitor

Charlotte is a solicitor in our Wills, Trusts & Probate team, experienced in a broad range of private client work including Wills, probate, the administration of estates and Lasting Powers of Attorney.

Tel: 01953 713184 **Email:** cranson@fosters-solicitors.co.uk



Jordan Rodwell
Solicitor

Jordan provides specialist support on a broad range of bereavement and life planning matters – including the drafting and administering of Trusts, and helping our clients draft their Will and Lasting Powers of Attorney.

Tel: 01603 327164 **Email:** jrodwell@fosters-solicitors.co.uk