

Meeting Clients Right Where They Are, Each Day

What do you do when your mother has dementia, your father has diabetes and heart issues, and everyone in your family is a full time professional? This is exactly the challenging scenario Patrice and her family faced.

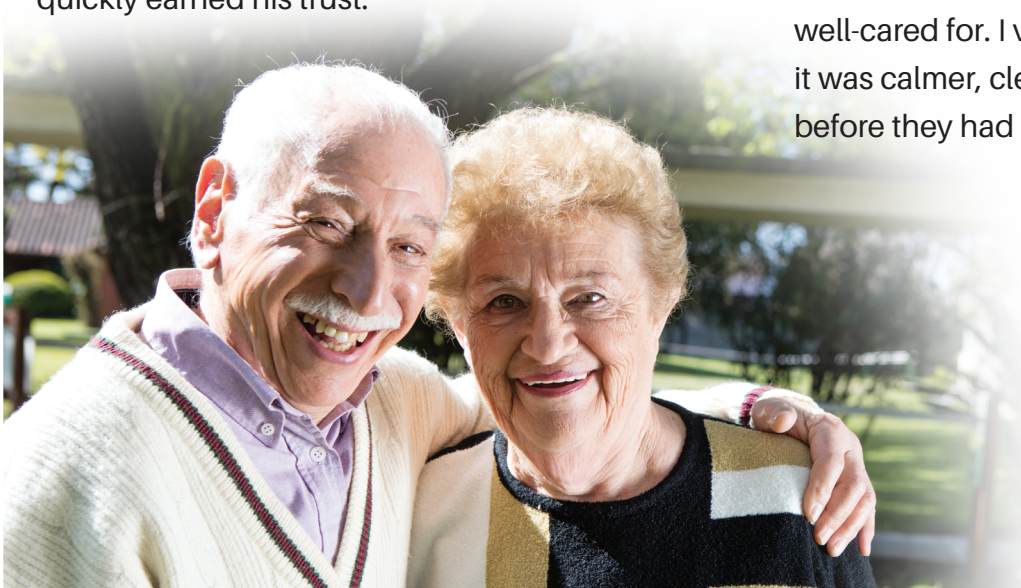
"Mom was diagnosed with dementia in 2004, and while Dad thought we could take care of her ourselves, we knew we couldn't," explains Patrice. "My sister and I were desperate for solutions and we approached both a hospital social worker and my parents' physician for recommendations. They both suggested we call Family & Nursing Care."

While it took a little time for the siblings to convince their father to let someone into his home to provide assistance, Family & Nursing Care's caregivers quickly earned his trust.

"One of the ways we were able to reduce Dad's concerns was to let him know that Family & Nursing Care had asked about his personality and interests so they could refer a caregiver who also loved politics and international affairs and was someone he could talk to," Patrice said. "That was very reassuring to him because it felt less like a 'caregiver' and more like a friend, and also to me, because I felt like they were looking out for our specific needs."

For more than a decade, the family received home care from two consistent caregivers who provided a variety of support services.

"We were thrilled with both of the caregivers who Family & Nursing Care referred," said Patrice. "My parents weren't easy, and these caregivers loved them and spoiled them...they got their favorite foods and more. They always kept my parents clean and well-cared for. I visited my parents' house a lot and it was calmer, cleaner, and more full of life than before they had caregivers."



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Family & Nursing Care in Action

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"My dad always had the TV on, and one of his caregivers would be discussing the news of the day with him," Patrice said. "With my mom, the caregiver would take her out in the car to get ice cream, sit in the backyard and talk and sing to her, and dressed her up for special occasions."

Out of everything the caregivers did, though, Patrice mentioned that meeting her parents where they were intellectually, emotionally, and physically each and every day—and being creative, flexible, and caring enough to respond appropriately—was the biggest gift.

"These women responded to my parents' needs in a very compassionate way. They treated my mom and dad like they were real people, like they mattered—because they were and they did. After all, my mom was a talented artist and my dad was an international executive. These were wonderful, lovely,

smart people who just got old and ill—something that will happen to all of us—and the caregivers treated them with the kindness and respect we all deserve."

When her dad passed, Patrice's mother moved into Patrice's home and the caregivers came, too, because Patrice was still working full-time.

"My mother's dementia had increased over the years, and the transition to my home was difficult. The consistency of having the same caregivers was so important in making the move successful," she said.

Patrice's mother passed away in July 2015, after receiving 11 years of care from caregivers referred by Family & Nursing Care.


"In the end, my mom's doctor told me that he thought the care for my mom was exceptional and he had never met such competent caregivers," Patrice shared. "It was a huge relief to know that my parents were cared for by people who seemed to love them as much as my sister and I did."



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