

Tonya and Randy

Indianapolis, IN

October 28, 2011

USA Healthcare Inc.
401 Arnold Street NE
Cullman, AL 35055

To all the staff at Falkville Healthcare,

My mother, _____, had been in at least six rehabilitation facilities including Falkville Healthcare but when it came time for her to enter a long-term care facility, she would only consider Falkville Healthcare. She was most impressed by the caring staff and the excellent cooking.

She remembered the staff from her previous rehabilitation stay three years previous but most impressive, they remembered her. Three of the nurses that took care of her before surrounded her at the car and helped get her into the wheelchair, into the building and into bed. What a wonderful reunion and how it helped ease her into an unfamiliar situation. Thank you for your friendliness.

After getting her settled, they immediately brought a smorgasbord of food, unaware that I had been unable to get her to eat more than a few spoonfuls for a week. She ate an entire meal without coaxing. The nurses took care of her medications and bandaging needs. She fell asleep and I felt completely relaxed leaving her with old friends, good care and good food. Thank you for your competent and outstanding care.

The next week, unfortunately, brought a deterioration of her condition but the staff was so caring and gentle. Everyone we encountered from admitting, housekeeping, nursing aids to nurses was unbelievably considerate and helpful. I cannot tell you how many times we were asked "How is your Mom today?" or "Do you need anything?" Aids walking down the hall would look in and see that she looked a little uncomfortable and would reposition her and fluff up her pillows. We were kept informed about her medical condition, if she had a quiet night and how she responded to her bath. The experience of the staff and their guidance to us was invaluable. Thank you for your excellent communication.

As Mom's condition worsened, her pain medication became very important. Thank you to everyone who responded so quickly when needed. The nurses were so considerate and understanding of her needs as well as the family's need for reassurance. A tray of food and drinks was brought in for the family multiple times a day. We left for lunch one day and came back to find an aid sitting beside Mom's bedside holding her hand after brushing Mom's hair even though she was unresponsive. Thank you to everyone for your kindness.

We were there holding Mom's hand when she passed away and the staff provided emotional as well as practical support. We received hugs and condolences from everyone and we all cried together. Thank you for your sympathy and understanding.

Imagine my surprise when beautiful flowers were received from Falkville Healthcare and Donna, one of Mom's nurses, visited the funeral home. We enjoyed her stories about Mom from her rehabilitative stay three years previous and the previous weeks. Thank you for the beautiful flowers and thank you to Donna for your personal attention.

I want to express my sincere appreciation and recommendation for all of the staff at Falkville Healthcare. You made the last weeks of my Mom's life and the most difficult of mine, easier.

I cannot say enough good things about the staff. They treated my mom like their own and went above and beyond their "job". Thank you so much for taking care of my mom. I will continue to recommend you to everyone.

Sincerely,



Falkville Health & Rehab Center, Falkville, AL