

## Testimony of Dorothy Phoenix

*"In September of 2019, our 90 year- old mom's health started rapidly declining. She was hospitalized twice and, in November, she was admitted to a nursing home for rehab. After 4 weeks of tiring sessions, mom didn't have the energy to keep going. She missed being with her children and family, after all; she had never been separated from us overnight due to an illness. We knew what she wanted, and that was to come home. Within 3 days, we had to complete the most important job in our lives; we needed to find a personal home care agency that would meet our needs. We reached out to a family member and she highly recommended All Hours Nursing and Care. I called the agency owner/nurse (Mrs. Patricia Akbar) and within a few minutes of a heart to heart conversation; I knew that her agency was what we wanted and needed for our mom. Mrs. Patricia Akbar was very professional and informative. She was very concerned about our mom's health and well-being. She was eager to meet with mom and family members to gain a better understanding of everyone's expectations. Within a few days, Mrs. Patricia Akbar introduced her health care workers to mom and family members along with a detailed daily caregiving guideline for the family members and health care workers.*

*When mom was hospitalized in February, her health care worker continued caring for her. While at home, Mrs. Patricia Akbar was very observant during the bi-weekly and weekly examinations and she offered advice and medical instructions to her health care workers and family members. On a going basis, she scheduled family meetings to discuss medical concerns and to share any progress made. We loved this so much. She made us feel comfortable from the very beginning, letting us know that we could contact her with any questions about mom's health. This type of attention to details really put our minds at ease. All Hours Nursing and Care was the right decision for us. Her staff was composed of Tamar and Vern. They were awesome health care workers. Both of them were very passionate about the care provided to mom. They were content and happy to be of service to our mom. Tamar and Vern were helpful in more ways than just personal and medical care. They had a clear line of communication with mom and mom loved their caring spirit and kind acts of services. They smiled, laughed, and had lots of fun times together; shared cheerful conversations and mom looked forward to seeing them on a daily basis.*

*In March of 2020, Mom needed Home Hospice Care. All Hours Nursing and Care continued with their excellent and professional care during mom's transition. They not only helped mom through her transition; they were wonderful consolers to our family as well. In May of 2020, our mom slipped away peacefully, and her children knew that they made the best of her last 4 months of life having chosen All Hours Nursing and Care.*

*All Hours Nursing and Care is small enough to know You and large enough to serve You."*