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To whom it may concern:

By way of background, I have primary responsibility for providing care for my mother. My immediate family and I live in the U.S Midwest. My mom has for years lived independently in her own home outside of Tampa. My dad passed a number of years ago. While my mom enjoys a large circle of friends through her community and her church, she has no immediate family nearby.

As time passed and my mom aged, I became increasingly concerned by the distance between us. How would I be able to assist her from afar with both (a) long-term planning for her care and (b) near-term intervention should she run into challenges living on her own?

Researching the topic, I came across favorable articles on the growing vocation of geriatric care management. After further due diligence, I found Care Resources as a provider of geriatric care services near my mom's home.

My initial interviews with Care Resources were positive. The people there struck me as knowledgeable and capable. We signed an agreement whereby a care manager would be assigned to my mom. My mom was 84 years old at the time. She enjoyed robust physical and mental health. Initial visits were by design brief and infrequent. As much as anything they served as an opportunity for my mom and her care manager to become acquainted. I likewise gained needed peace of mind.

My mom's care manager and she soon became well acquainted and then friends. This intimacy would prove invaluable over time. My mom came to trust her care manager's perspective implicitly. In parallel, my mom's care manager and I had the opportunity to talk through and plan certain scenarios for my mom's living arrangements. Navigating the world of eldercare services was a wholly new and at times bewildering experience for me. One encounters a host of actors who can have both aligned and competing interests. My mom's care manager was a welcome, experienced hand.

The years progressed. My mom's health challenges increased. At some point and with little (no) warning, she required additional support. My mom's care giver at Care Resources proved invaluable during these very trying, disorienting times. She served as a strong advocate for my mom's care at a time when my mom was unable to fully advocate for herself. She served as an invaluable guide for me as I attempted for the first time to navigate the medical and healthcare system that imperfectly undergirds eldercare services here in the U.S. And, from a very tactical perspective, she served as the go-to contact locally for my mom when I was unable to be in the Tampa area.

I recommend without reservation Care Resources as geriatric care managers. My experience with them has been very positive.

The people at Care Resources have served as valuable, credible guides in helping me to navigate and make effective use of the eldercare services available to my mom in her area. The people at Care Resources have served as a comforting, informed advocate for my mom as she, too, navigates the local services—participating in doctor’s visits, providing guidance on how to maintain a safer home, providing guidance on nutrition, and helping her to consider the many options for assisted living that exist in the Tampa area.

Ultimately, I found myself having to make a series of increasingly critical decisions about my mom’s care. Further, the pace of decision making accelerated over time. My mom would not have received the level of care that she did were it not for the guidance and advocacy on the part of the people at Care Resources.

Regards,

Doug C.