

**To whom it may concern
RE: Carlyle House**

My mother was unfortunately diagnosed with terminal cancer mid-2014. Initially, we employed a company who sent caregivers to her home as we wanted her to stay there as long as possible. We had no idea as to what to do next when one of the caregivers suggested Assisted Living and recommended the Carlyle House.

When my mom was at home, we took her to a number of doctors and not one physician was coordinating her care. Also, we kept logs of the drugs she had to take but no one completed a medication reconciliation and her pain was being managed at a third party level (mom to me or my brother, who would call a nurse who would call a doctor.) Imagine the lag.

I was still completely in the dark as to what my mom needed so I called Carlyle House and was put in touch with Paula Powers. I met with Paula and she not only filled in all of the blanks but told me everything I needed to know. That was a watershed point for me and such an incredible relief.

Shortly thereafter, my mom moved into the Carlyle House. We moved all of her favorite knick-knacks and paintings, put her favorite shelf with her clock on the wall and brought her favorite plant. This transformed the room into a part of her that she loved so much.

Those are some of the physical attributes of the Carlyle House but what really makes it extraordinary are the people. It's hard for me to describe what a caring exceptional group they are. At first I have to admit, I was not sure it was real but these people are the genuine article. They really truly care about the residents and treat them exceptionally well. They are very communicative. I live 2,000 miles away but I could call there night or day and speak to someone about my mom. The care advocates and nurses treated my mom with respect; they genuinely cared for her and in the short time she was there, she developed relationships. I actually told the Executive Director one day that I didn't know how they chose the people who worked there but they need to keep doing it however they are doing it now. There is a Physician who visits regularly who can coordinate care, perform medication reconciliation and monitor pain.

Having mom at the Carlyle House did not reduce the pain for me but it reduced the worry. I knew she was attended to twenty four hours a day, seven days a week by caring, professional people. It hurts me to write this as I loved my mom more than anything in the world and I miss her terribly but there's no doubt in my mind that her being at the Carlyle House made it all the more tolerable for me.

If you know of anyone who is considering moving their loved one to the Carlyle House, please do not hesitate to call me if you would like to know anything more or to hear of my experience personally.

Bill