

## From a Family View

On Monday, I got a customer's-eye view of the services provided by Life Care Centers of America. My aunt, who is like a second mother to me, was admitted to Life Care Center of Sparta. She had broken a leg a few days ago (the other one had also been broken in recent months), and was in need of skilled care.

As her discharge from the hospital approached, obviously, it was time to choose a nursing home. My first cousin (one of my aunt's three sons) called this past Saturday with questions about this important decision. He mentioned that he had heard that Life Care Center of Sparta was the premier facility in the Upper Cumberland area of Tennessee. That building is about 15 miles from Cookeville, where my aunt and her family make their home. That meant, of course, its location would not be as convenient to the family for visitation purposes as one of the Cookeville nursing homes.

Proudly, I advised my cousin that he could not find a better nursing center around in terms of the beauty of the building and its furnishings and -- even more importantly -- the professional skill and compassion of the staff than Life Care Center of Sparta. But I urged him to do what any family should, and that was to go and check it out for himself.

The brothers did so this past weekend. Afterward, they raved about the environment they found and the friendliness of the associates. Sabra York, the executive director, personally took them on a tour and answered their questions. The family concluded that the inconvenience of the drive from Cookeville to Sparta was more than offset by the services and amenities of Life Care Center of Sparta.

Monday afternoon, Lola and I drove to Sparta to be part of the welcome for my aunt. Two of the sons were in the front lobby, just coming out of the office of Janet Haston, the admissions coordinator. It was obvious from the conversation that she had put them completely at ease. Sabra met us and took us back to my aunt's room, where other family members were gathered. While admittedly not excited about the requirement of a nursing home stay, my aunt seemed pleased with what she was experiencing in the surroundings and in her treatment by the staff.

Lola and I left secure in the knowledge that this woman who is so important to me is in good hands. It's another reason -- in addition to it being the company in which I make a living -- that I am thankful for Life Care Centers of America.

--Beecher Hunter