

# The Stevenson's Story

*Real clients talking about their experience using Grandma Joan.*



---

Amy Hughes interviews Caroline Stevenson for a case study on choosing live-in care.

---

## No longer exhausted at the end of the day, after choosing Grandma Joan.

### The Clients

Caroline and her husband Paul (74 years old) needed consistent and kind help in dealing with Paul's Alzheimers. The couple resides in Washington State with their 125+ lb Irish Wolfhounds. Between them, there were too many needs to be met in a given day. While they have two grown children, they do not live within driving distance. Caroline has some health issues herself and it was getting to be too much for her to care for Paul all on her own. Caroline and Paul are health conscious, active seniors who needed someone who could handle their lifestyle and large dog.

---

## The Challenges

In the beginning, Caroline was doing all of the caregiving by herself. Paul was mobile and physically healthy, but he could not verbalize his thoughts. Caroline was constantly worried that Paul was not getting the care and attention he needed. She remembers feeling, “I was afraid that he wasn’t getting the kindness and gentleness that he deserved. I wanted to be his wife, not his nurse.” It was also very difficult for Caroline to do her daily chores without becoming exhausted and frustrated. She finally broke down and realized, “I desperately needed help.”

At this time, Caroline was thinking of working with an agency that could provide her with home care aides. The aides would come to her house for some part-time hourly shifts to take care of Paul. She was optimistic that this would give her the time she needed to run errands or clean the house, but then she realized that, the shift aides would just make matters worse. Caroline explains, “Paul becomes agitated with aides because, for him, they were strangers in his house, telling him what to do.” Caroline expressed her frustration, “Here I would be paying all this money and I still would have to bring Paul with me every-time I left the house.” She knew she needed help, but with Paul's Alzheimers, different part-time workers coming and going weren't the answer.

Frustrated with no solution, Caroline and Paul managed the best they could alone, but one trip to the grocery store changed everything. Paul wandered off while Caroline was focusing on getting the food they needed. Caroline describes the incident, “He was right behind me and then he was suddenly gone. I panicked. It was only 5 minutes before I found him but it was the most scary thing that happened and it pointed me in the right direction.” That right direction was her realization that, if she and Paul were to have a life worth living, they needed a full-time caregiver that Paul could get used to, not different shift workers.



## The Solution

Caroline called a senior-advisor who after hearing her concerns recommended Grandma Joan. Once in contact with Dave, Caroline and Paul began to find some peace. Dave understood exactly what they needed and went out of his way to set up video interviews so that the couple’s grown children could weigh in on the selection process. Caroline explains, “Our kids were key players in the decision making and it was incredible that Dave set up video chats so that they could be included.”

---

**“Paul becomes agitated with aides because, for him, they were strangers in his house, telling him what to do.”**

When asked about the process, Caroline said, "I was thrilled with the way Grandma Joan took care of everything. They interviewed potential caregivers and then set up online interviews for our children. They then set up a two week trial period with the caregiver we chose." This trial period was crucial because not everyone would be ok working in a home with such large dogs. After the two weeks were up, everyone involved felt that a more compatible person was still out there. Caroline describes the trial, "The woman Dave recommended was great. She was kind and gentle, but she did not like the rainy weather of the region and she was not fully comfortable with the dogs."

Immediately, Dave got back to work finding someone who might be a better fit. Again, he set up online interviews so the whole family could be involved. In the end, they unanimously chose Charles, an active man with 18 years of caregiver experience, stellar references, and a love of big dogs.

## The Results

It has been some time since Charles joined Caroline, Paul, and their pooches. Quickly it became clear that as Paul's needs progress, Charles will be able to handle them all. Paul is again able to go on walks with the dog and watch him play in the yard because Charles is with him every step of the way. No matter the time of day or night, there is help for Paul available. This has led to less frustrations and a great improvement in Paul's mood.

Caroline's life has changed for the better, too. She said, "I am no longer exhausted at the end of the day and I know Paul is well taken care of. I am now able to go out and know that Paul is in the hands of a very gentle, kind, and caring man. He [Charles] is so patient and he takes everything in stride." Caroline also explains, "I am a fiber artist [one who weaves and creates art with natural fibers] who will soon be able to get back to teaching classes and working in the studio." It is obvious that Grandma Joan has given this couple a life worth living.



"I am no longer exhausted at the end of the day and I know Paul is well taken care of.."

**\* Nationwide \* Award Winning \***  
**\* Live-in Care Staffing \* Since 2010 \***

Grandma Joan has a 10 year proven track record of helping memory-care, stroke and ADL clients STAY HOME , and we'd like to help you do the same. Contact us today to find out how we can bring similar results to your care situation.

If you are looking to achieve the similar results as the Stevenson family', contact us to discuss your needs.

Call Today

888-250-2631

[www.GrandmaJoan.com](http://www.GrandmaJoan.com)



**Grandma Joan**  
LIVE-IN CARE PLACEMENTS