

# The Kast's Story

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



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Amy Hughes interviews  
John Kast for a case study  
on switching to live-in care

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**How the Kast family found  
comfort and confidence  
with the help of Grandma Joan.**

## The Clients

John Kast and his two sisters are well educated and accomplished professionals who created plans for their lives, worked hard, and achieved their goals. John currently resides in Portland, Oregon and his two sisters live in Central Florida not too far from their mom who lives in The Villages, a census-designated place (CDP) in Sumter County, Florida. Despite being national and international travelers, the Kast family has remained close because, for them, family is paramount.

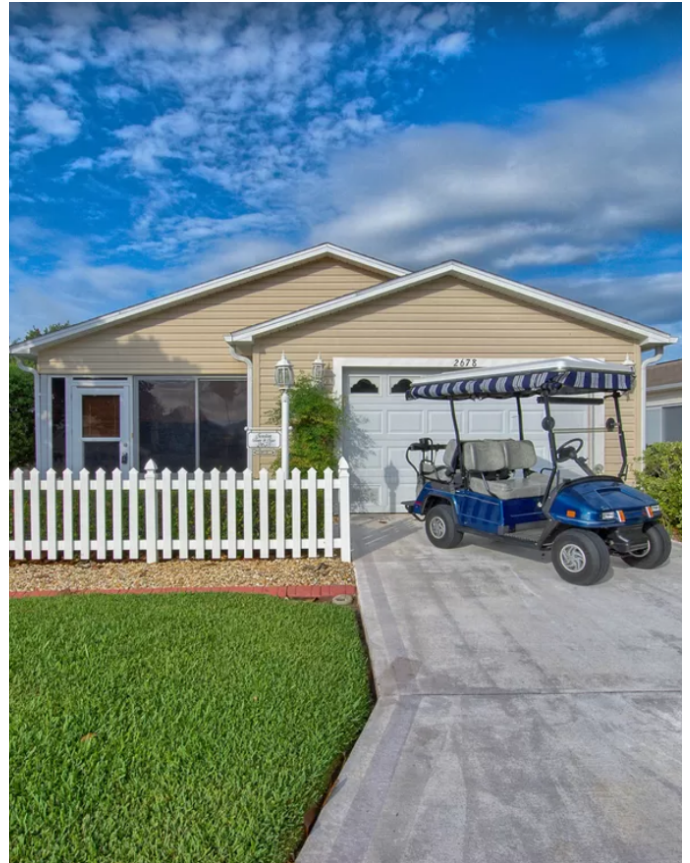
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# The Challenges

When John's dad became sick, his mom started to lose some cognitive and fine motor capabilities. She was exhibiting signs of dementia and John remembers, "Once Dad died, Mom got even weaker. We [my sisters and I] became aware that Mom just couldn't stay by herself anymore." John and his sisters had absolutely no experience when it came to dementia or finding, hiring, and dealing with the kind of caregivers their mom would now need. What they did know was that their mom never wanted to be placed in a nursing home.

John remembers, "We started off by addressing the daily problems our mom was facing. She had meals on wheels and contracted aides coming to her home from 8am - 11am and then 6pm - 8pm. The aides were there to make sure Mom took her pills, showered, and ate all of her meals." With his sisters close enough to regularly check in on their mom, this solution seemed to be working. Then their mom had a fall and her condition worsened again. At this point, the Kast family switched to 24 hour care by using shift aides who would come and go throughout the day. Despite the high cost of this kind of care, John and his sisters were dissatisfied with this method.

John explains, "The aides that came to Mom's house were not full time, they were working shifts. On any given day, Mom might have three different people caring for her in a 24 hour period. Even though each aide was doing their job, the level of care was not always consistent. Also, it became very confusing for Mom because she was introduced and reintroduced to three different people daily. Mom didn't remember the person from the day before so she was uncomfortable with what she perceived as being a "new" face every day. Any trust or recognition that was established the day before was wiped out and Mom had to begin adjusting and trusting with every new day." It was determined that a live in caregiver was needed.



## The Solution

John began an extensive amount of research and was soon convinced that Grandma Joan was the solution, "We discovered that Grandma Joan was consistently at the top of lists created by local references who know the business of elder care inside and out." John describes that, "From the start, Dave lifted a weight off our shoulders." He goes on to explain that, "It was a problem with our mom, so there was an emotional component." After speaking with Dave, John could tell that Grandma Joan would provide an "extremely high quality" of care. John also felt strongly that, "Dave would deliver what he promised."

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**"On any given day, Mom might have three different people caring for her in a 24 hour period."**



In the end, John said, "He [Dave] delivered MORE than he promised." John feels that, "Dave's goal is to find the right [caregiver] fit for your family member. He is purely a referral service and he is excellent at matching up the right person with the right family." John pauses and then exclaims, "Boy was he good. He did what he promised and I never felt confused about what was coming."

John recalls how very easy it was to get started with Grandma Joan's, "Dave provided us with a list of high quality candidates, and we picked the one that just felt right. We found Joan! We easily established an employer/employee relationship and Homepay is the agency that helped set up the tax id and payment method. In short, Mom pays Joan as an employee. Joan gets vacation time and paid time off. The relationship between Mom and Joan is both personal and professional, a great combination for everyone."

## The Results

John said, with much optimism in his voice, that, "The caregiver Grandma Joan found for us is absolutely wonderful and Mom is happier than she has been in the last few years." He explains that, "There is no longer inconsistency in the quality of care our mom is receiving and, at about half the price of the shift aides, we have doubled the amount of time left to plan for any future changes in Mom's care needs."

John shares that, "I can know at any given moment what Mom's emotional, physical, and mental state is while in my home 3,000 miles away." He continues, "With the 24 hour shift aides, we knew Mom had someone making sure she was getting the basics associated with elder care, but it did not feel like we knew, on a day to day basis, that Mom was really content." He concludes, "We [my sisters and I] feel grateful and lucky to have found Dave and Grandma Joan. There is no doubt that they have given mom more peace, confidence, and companionship than we ever could have imagined."



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