

FEB 04 2008

322 Adams Road, Greenfield MA 01301  
413-773-8974 –  
February 2, 2008

To the staff and administrators at Blaire House of Worcester:

Our entire family wishes to thank all of you so very much for the skilled, compassionate care you recently gave to our husband, father, and grandfather, Frank A. Wisner. Prior to Blaire House, Frank had been at two other nursing homes, so we were unsure of what to expect. Let me tell you, there is just no comparison!

At the other facilities, Frank was often either ignored or blamed for his dementia-related behavior. It's hard to believe that this could still happen, in this day and age. But other facilities simply do not have the training and understanding necessary for dealing with the complicated issues surrounding dementia and Alzheimer's patients. Our family was sorry our dear one had to have this affliction. But we were also relieved and grateful to finally find a place like Blaire House, who understands.

Because Frank's care was challenging – he could be a handful at times! Yet none of you ever lost patience with his moods and behaviors, or lost your overriding vision of what was in his best interest. At other facilities, we noticed that respect for the patient tended to diminish over time, as the staff became familiar, even frustrated with him. By contrast at Blaire House, you seemed to care about Frank more and more as you got to know him, even as his mental and physical challenges increased. Your excellent staff never lost sight of his humanity and individuality.

Also at other nursing homes, we as his family members often felt ignored or avoided by the staff. But at Blaire House, we were allowed and encouraged to be active in Frank's care. We were always included in meetings and with phone calls, invited to visit at any time, and welcomed at special family functions like holiday dinners and events.

It is sad that Frank passed over while living at your facility. Yet even then, your staff not only treated him with dignity and love, but his family members as well! The nurses, supervisors, health aides, even the cleaning crew, demonstrated utmost sensitivity. In particular, social worker Faith Bandama, nurse Carol, and aide Mary were always present with wise words of advice and hugs of support. Throughout our vigil, which you respectfully kept as private as possible, you even supplied us with chairs, meals, beverages, and snacks, so we could remain at Frank's side comfortably.

Each one of you can be proud of the important work you do there at Blaire House. To the Wisner family, you are all unsung heroes! Somehow you have mastered the art of administering care and compassion with dignity and respect. Bless you all – and good luck in your new building project!

With deep gratitude from the Wisner family:

Frank's wife Helen Wisner

Daughter Jacquelyn Kelly and sons Christopher, Jonathan, and Thaddeus

And myself, daughter Sue and husband Lennie Weeks,

and sons Jarad, Taran, and Jesse with wife Megan

— Sue Weeks

(P.S. You have my permission  
to use this letter on your website or whatever way)

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