

An ICU discharge on a Friday. Care in the home that night.

One Louisville family. Three reviews. Told in their own words.

THE SITUATION

Discharged from the ICU, a Louisville man needed around-the-clock support to come home — starting that night. Family members who live across the country were scheduled to leave the next morning.

THE CALLS THAT WENT NOWHERE

The family called several highly rated home care agencies, some recommended by friends. Two went straight to voicemail. None called back.

“We were panicked. We needed someone in the house that night, and time was not on our side.”

ELLE WOODRUFF · GOOGLE REVIEW

WHAT HAPPENED NEXT

8:00 a.m. Shane Sparks answered the phone.

12:00 p.m. A caregiver was presented and engaged by the family for that night.

THROUGH THE WEEKEND A rotation of experienced caregivers, overnight and daytime.

“When I called Hallmark Homecare, Shane Sparks answered right away. His compassion, professionalism, and sense of urgency were immediate and genuine.”

SUZY WOODRUFF · GOOGLE REVIEW

“Every single caregiver was top-notch — each bringing advanced training and professional experience that fit exactly what my dad needed.”

ELLE WOODRUFF · GOOGLE REVIEW

AND WHEN THE NEED ENDED

Within days, the family released the days it no longer needed. Charges stopped with them.

“Thankfully we only needed a few days... Overall a wonderful experience!”

TERRI BASS · GOOGLE REVIEW

WHY IT WORKS THIS WAY

Hallmark Homecare is a direct referral agency. Families engage caregivers directly, set the rate, and direct the care. Hallmark recruits, screens, presents candidates, and facilitates the administration.

Overhead is far lower than an agency's, so a much larger share of what the family pays reaches the caregiver. That is why experienced caregivers make themselves available on short notice.

Caregivers work to their own level of competency. Tell us what the situation requires and we will present candidates qualified for it.

Shane Sparks

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★★★★★ 5.0 average rating on Google

goodfaithcaregiving.com/stories/bass-family/
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