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"What our
Customers Say"

Our Mom *The Broughton Group was recommended to our family when it was time for us to seek extra help for our mother. After meeting with Mark, we knew this was the perfect fit for all of us. Mark took the time to get to know our family and our mother. He matched our mother with specific caregivers that fit with her bubbly personality. He was always there to take our calls and answer any concerns we had. Our mother enjoyed the aides who came to her home and that was a comfort to all of us. We highly recommend this group if elder care is needed.*

D. Dempsey – Daughter-in-law

My Dad *was diagnosed with Alzheimer's Disease, and soon I found myself unexpectantly becoming his legal guardian and conservator. In order to keep my dad at home, we needed extra help from professional caregivers both to assist in gentle supervision as well as provide some respite time for other family members so they could remain healthy and strong as well.*

I turned to Concierge Caregivers for assistance. We were sent a wonderful caregiver who very kindly and respectfully helped my dad remain safe and as independent as possible at home. Not only am I comfortable with the care they have provided, but Concierge Caregivers have also lifted a great weight off me for the future. I am very glad I found them.

Dominique P. – Daughter

My Aunt *I am happy to let anyone who will listen know just how grateful we are to you and your Concierge Caregiver team for the wonderful care our Aunt BoBo received. You came to our aid when we called during a holiday week. With very little notice, you assembled a crew of caregivers, and we were never without help for a second from the moment my aunt returned home from the hospital. Everyone who came in contact with BoBo and the rest of our family was not only professional, but compassionate. There is no amount of money that can buy the loving attitude of the caregivers who came to help us as they ministered to our aunt. In her last moments on earth, her caregiver called another caregiver on your team who was not even scheduled to be on duty, but who lived close by, to come be with our aunt as well. Your two ladies stood, one on each side, holding our dear one's hands - loving and supporting her as she was ushered into the presence of the Lord. You will never know how much this means to our family as we were not there ourselves on that particular morning with our aunt. We know that she was surrounded by loving women whom she loved as well. God bless you all and thank you for the service you provide. You all were truly a Godsend to us.*

Cindy H. – Niece

Our Dad was saddled with Parkinson's Disease which rendered him less and less capable of living independently. Five years ago, Dad fell in the kitchen and my mother was unable to help him up. It was then that we realized that Mom finally needed help taking care of Dad to allow him to continue living at home. When Dad returned from the hospital, we had no idea what to do, so we began calling several home healthcare agencies and asking about their services.

One call was to Mark Broughton at Concierge Caregivers. We quickly connected with Mark because he understood what we were going through, he was knowledgeable, and his team included many of the area's most elite caregivers. So, we made the decision to employ Concierge Caregivers and thus began the journey of in-home care for Dad.

It didn't take long for us to notice some important differences in Concierge Caregivers.

- The caregivers were skillful and friendly, but best of all, they were happy to work for us;
- If there was a scheduling issue or an emergency, Mark and his team immediately addressed it;
- We were given online secure access to all our information including long-term care insurance claims;
- Mark's team made us feel like we were their only customer and quickly handled our concerns. It makes a big difference when you know you're working with familiar people and not just another "800" number

Today, our four CNA caregivers provide around-the-clock care to my father, plus they make my mom's life much easier and help relieve her stress. Our caregivers are also fantastic people who really feel more like family to us. Caring for Dad and providing companionship to Mom means the world to us since we live in different cities and can't all be together as often as we'd like.

Without the support of Concierge Caregivers, I don't know where Dad would be right now, or how difficult it would have been for us over these past five years. But what I do know is that he is home and getting the best care possible, and that we as a family have the peace of mind and sense of well-being we were looking for. Thank you, Concierge Caregivers, for making this possible.

Holly B. - Daughter

Your Staff at Concierge Caregivers has been God sent. The personal assessment provided by Regional Director Shalome Martin displays her compassion and commitment to identify the uniqueness of the client and provide personalized services to meet their needs. She is the ultimate patient advocate.

Mrs. Martin is always willing and able to do herself whatever is necessary and right for the client. Mrs. Martin loves what she does, and she does it with care, outstanding work ethics and respect. Concierge Caregivers are the epitome of in-home senior care.

Janice H. – Daughter

My Client and I have been very pleased with our Concierge Caregivers. They are prompt, well-trained, and most importantly, caring. You can tell that the caregivers honestly enjoy caring for the elderly and providing quality service. I would recommend this service to anyone looking for in-home care.

Karen "Kacey" Robins Carnegie
Attorney and Counselor at Law
Karen Robins Carnegie, PLC

Our Mom & Dad We chose The Broughton Group when it came time to provide extra help for our Dad as he cared for our Mom who had dementia. We were all very pleased with the caregivers that came into the home. They were professional and extremely caring. Mark was always available to us for any concerns or needs we had, taking the time to get to know our family. Caring for someone with dementia has its challenges but our caregivers, hand-picked by Mark, always rose to the occasion. The care and compassion, the wisdom and quiet confidence of Mark makes it easy for our entire family to highly recommend The Broughton Group for your loved one's needs.

K. Nelson – Daughter

Client Comments About Our Caregivers

- *Our team of caregivers feels more like family than care staff.*
- *I can tell your caregivers love what they do and working for The Broughton Group.*
- *Tell others if they've never experienced a Concierge Caregiver, prepare themselves to be delighted.*
- *I was surprised how quickly my mom accepted your caregiver. Now she looks forward to her arrival.*
- *Our caregiver knows exactly how to handle my parents, even when they are difficult.*
- *I really appreciate how well your caregivers communicate with me about my mom.*
- *Thank you for hand-picking our caregiver. She is a perfect fit for my dad.*
- *Three months is the longest that any care agency lasted in the past. Concierge Caregivers has now provided our family with care for nearly three years!*