



SENIOR LIVING SUCCESS STORY

What happens to occupancy rates and quality of life for residents at Abbotswood at Stonehenge when TheKey becomes an exclusive provider?



CHALLENGE

Abbotswood at Stonehenge, an independent living community in Raleigh, North Carolina with 120 residences, needed help from an outside home care agency to provide its residents with additional support—or run the risk of residents moving away as their care needs increased. But finding the right home care agency partner was a challenge.

Around since the 1980s, Abbotswood at Stonehenge is known and loved for its small-town feel where even the newest residents are treated like old friends. Despite working with a local home care agency for a few years, the teams struggled with communication and delivering a seamless care experience that matched the Abbotswood leadership's vision for quality and best-in-class care

Abbotswood's Executive Director (ED) knew it was time for a change.

SOLUTION

After countless interviews, the ED landed on a home care agency that had the same shared vision, heart, and passion for the residents and the community. The company Abbotswood at Stonehenge selected is TheKey formerly Aware Senior Care.

What's different about this partnership? Just about everything.

Better Team-work, Communication, and Technology

There was a true synergy and partnership between the teams. Communication vastly improved when they leveraged technology, creating a Slack channel to problem-solve as a group and manage shifts real-time with a mobile, robust scheduling software designed specifically for senior living communities. Caregivers—armed with iPads to review schedules and care plans on the go—also benefited from technology that helped them be more efficient at their job..

On-Site Presence

To help TheKey best serve their residents, Abbotswood at Stonehenge provided two on-site offices—one for the TheKey's Nurse and staffing manager and another for the on-site caregiving staff that work around the clock to meet residents' care needs.

New Resident Assessments and Sales Support

Every time a new resident moves into the community, TheKey's on-site Nurse does an assessment of care needs. From there, she puts together a care plan and pricing inclusive of home care costs, which is then given back to the sales representative to share with the resident and their family members. This process is seamless, and the Abbotswood Executive Director has full trust that TheKey care plan puts the resident's needs first.

OUTCOME

In partnership with TheKey, Abbotswood at Stonehenge has maintained a 98% occupancy rate and as of this writing is at 100% occupancy with a waitlist to move in. TheKey is the exclusive home care provider for over 90 of Abbotswood's 135 residents. There are currently 25 caregivers on the roster who provide 14-16 daily shifts providing care services around-the-clock.

Every week, TheKey team participates in a client review meeting with Abbotswood leadership to share what is happening with residents on service, discuss who needs more care and who is showing signs they may need to start care. This ensures clients remain safe and have the support they need to continue to do the things they love in the community.

“Our hope for every resident is that they can live out their life here with us. Our partnership with TheKey is vital to help make that possible. Without them, prospective residents may not choose Abbotswood and existing residents would have to go elsewhere as their care needs increase.”

— David Sexton, Executive Director at Abbotswood at Stonehenge

TheKey, America's most trusted premium home care provider, now offers care solutions for Independent Living Communities.

Call today to schedule a free care consultation.

Urgent needs? Our Client Care Managers are available 24/7 to support you.

