

What Our Families Say...

Dear Paula, M. McCubbin
Margaret
I want to thank you all for your loving care that you extended to my mother, Lebbie Queen during the six years she was a resident at Rockville. You always had her welfare in mind and always had time to talk to me and answer my concerns. Your staff was always friendly to my mother and the third floor aides, nurses, helpers always were helpful and respectful and loving towards her.
I will definitely recommend Rockville to anyone who is considering a nursing home.
Thank you, Clara Shewchuk

Dear Vince,
I want to thank you and all of your staff for taking such excellent care of mom's final days. She was so kind & gentle and always treated mom with respect. I feel so fortunate that I entrusted her into your care.
It has taken me a long time to be able to sit down and come to grips with her loss. I miss her everyday and cry to myself how fortunate I was to have her so long as I did.
Please know that I am so thankful I made the decision to move her to Rockwell Nursing Home. I will stay by you. Thank you very much. Jess

July 12, 2014
Mr. Vincent McCubbin
Administrator
Rockville Nursing Home
303 Adlere Road
Rockville, MD 20850

Dear Vince,
Several weeks removed from my mother, Arline Tahan's, death, with both my head and heart a little clearer and more composed, I write to you with the profound sense of gratitude for the care and affection that you and the entire staff at RNH provided my mother. I speak of the 2+ years that my mother lived there but with a special and focused attention to the final three weeks of her life as they played out in her room on the 3rd floor (and in the hallways, and in the formal gardens outside). A more dignified passage out of this world and perhaps the best of her to imagine, and that I wish this for every human is a mark of how much you and the staff gave of themselves to assure her comfort and peace. As you know, she was admitted to Shady Grove Hospital on June 2 with a massive stroke. After her hospital discharge, I spent the next 3 weeks with her as the staff attempted aggressive rehab which proved more than her 97-year-old body could respond to. We all said goodbye to her on June 21st a Saturday evening.

During these last 3 weeks of her life I was with her day after day, sometimes during all 3 shifts, and I was humbled by the love and care the staff showed my mother and all the other residents. I came to see Arline's home and I came to see first-hand, and often with a sense of revelation, that she was surrounded by people who treated her like family. In every sense of the word it was my mother to remain some of hers in order to preserve it for her actual independence then the vital sense that she still had some. Since she was something of a night owl, it was either excessive indulgence or a beautiful gesture to a unique woman that the staff graciously accommodated my mother's routine of getting dressed about 9 am, eating breakfast at 10, and having The New York Times delivered somewhere in between. During my three weeks, each staff member told ever more charming stories about my mother when they had obviously come to know very well, nearly intimately.

I was moved by so many of the staff that I hesitate to even mention them by name because I don't want to exclude anyone, or my additional hesitation that I might have failed to intersect with someone who had an even deeper connection. But I suspect that if I get started you'll more than be able to fill the blanks.

Victoria is a keen observer of human nature and she told me many wonderful anecdotes about my mother. The week before my mother died, we asked Victoria if we could wheel my mother to a Chen Court onto the beautiful grounds because my mother loved to go out. Victoria was all too willing and my sister, Susan, told Victoria that if it were easier, she didn't need to get stacks on my mother, that we'd just cover her lower torso with a sheet. Victoria respectfully said, "That's not how we do things here." When we next saw my mother, she was dressed in a purple blouse (her favorite color), long pants, hair arranged, and her ever-present pocketbook that she carried with her on all outings. That perfect Saturday weather, by the creek, under tall trees gently swaying in the breeze, birds chirping, surrounded by family, was a gift.

- Julie stopped by multiple times a day, sharing memories, keenly observing my mother's health. At one point, she noticed that my mother's hand was swollen so she carefully evaluated the arm and rewrapped the fingers.
- Mercedes saw the signs above my mother's bed, NPO except ice chips, so she got a container of ice chips and lovingly fed her one. On the day that my mother was dying, Mercedes, who knew that there was nothing more anyone could do, mistimed that the family have apple juice and some granola crackers. At all times, so many staff were concerned about our comfort, always inquiring if they couldn't get us coffee, lunch, etc.
- French, who had a special relationship with my mother, came in one day to sing her a song in French because he said they used to speak French together.
- Guafine stopped in often, telling my mother, "You lifted me up when I felt down". She then told me how much my mother had meant to her.
- Linda, who is very wise, displayed quiet competence and reassurance.
- Wylan who was working on the second floor the day my mother was discharged from the hospital, came to her room and said, "I just wanted to check on her". He later learned that my mother's hand had swollen to the degree that we might have to cut off her wedding band. With quiet confidence he revealed that he had watched a YouTube video about removing rings from swollen fingers and he then accomplished the seemingly impossible.
- Denise with her high energy and perpetual good cheer would poke her head in my mother's room on a regular basis, calling her "darling". Before she left for vacation, she made a point to my goodbye because she knew my mother would not be there when she returned.
- Marsha was a constant source of compassion and good advice and she was always available for my sister, Susan and Rita, who live locally.
- Gregory, who was so encouraging about the benefits of physical therapy, tried hard to mitigate the effect of the stroke. Even after he had to discharge her from PT, he would inquire how she was doing.
- Claudio was wonderful, so competent when he did oral care. The night before my mother died, solemnly assessing her medically, turning toward me, out of earshot, and said, "This never gets easier" and he gave me a hug.
- Sara would come in daily to clean the room and she showed such concern, saying my mother was a sweet woman.
- Eden ensured I could go home for the night for needed rest with his promise that "I'll keep a close eye on her" and I know that he did. When the end came a day later, Eden was working and at the three family members in attendance uttered the Lord's Prayer and then let us quiet come over the room. Eden entered with great respectfulness and heart. I will never forget his name.
- And special thanks to the triumvirate of you, Marsha, and Margaret who set the standards for quality that you will not allow to be compromised. The commitment to respect the dignity of every life, no matter how severe the disability, starts at the top and you are exemplary for your unwavering vigilance to be the very best of what you do. You're professionals who are fulfilling the expectations of your profession at the highest level and the 5 Stars from Medicare approvingly confirms your high standards.

Because of this experience, I feel I now have an extended family of extraordinary professionals from all departments who displayed consistent caring and concern not just for my mother but for all residents. Should you wish to share the contents of this letter with the staff, I would be honored for their hard work and dedication with a length which we ask that you attempt to honor to the maximum number of staff. If there is money left over, I would like to set it aside to help staff who are providing educational gains to help defray the costs of tuition and/or books.

Please accept this check as a very inadequate sense of my gratitude and from the bottom of my heart, thank you.

Sincerely,
Cynthia C. Eskin

Cynthia C. Eskin
114 N Woodstock Street
Philadelphia, PA 19103
cck@comcast.com
215-977-7127



The family of
Cynthia C. Eskin
acknowledges with deep appreciation the excellent professional care and compassion of the staff.

Thank you for your care for my mother, Arline Tahan, during her final days. The staff was so kind and gentle and always treated her with respect. I feel so fortunate that I entrusted her into your care. It has taken me a long time to be able to sit down and come to grips with her loss. I miss her everyday and cry to myself how fortunate I was to have her so long as I did. Please know that I am so thankful I made the decision to move her to Rockwell Nursing Home. I will stay by you. Thank you very much. Jess

Dear Vince and all of your staff,
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April 13, 2014
Dear Marsha,
Thank you so much for your kind and thoughtful note on the days just following my mother's death. I'm especially grateful for the support you and the entire Rockville Nursing Home family gave us during these difficult last days. You folks are wonderful.
My mother received first rate care at RNH for 6+ years. Now that I appreciate the strong partnership we established to help me support her during her illness. As you know, as an EMT, I had a lot of experience working with nursing homes and elderly patients when I chose RNH for my mother in 2007. I'm glad I made that choice, and that she could be cared for by your well trained, attentive and kind staff. I plan to come back for the Holly Ball if not before.
Best - Carol

Mum McCubbin,
I want to thank you & your staff for taking such good care of my mother. I feel so grateful that I entrusted her into your staff's care. I will definitely recommend Rockville to anyone who is considering a nursing home. Thank you, Clara Shewchuk

Staff adept at caring for the residents, it is remarkable how they also make their family members welcome & valued to the family.
Sincerely,
Marianne Barnard
Family

Dear Mr. McCubbin,
Thank you for the loving care my father received while at the Rockwell Nursing Home. You have a staff of people who truly care for the residents.
Sincerely,
Diane Blum

Dear Mr. McCubbin,
I am writing to tell you how satisfied I am with the care that Eden is receiving.
Each person at the Home is outstanding. Cindy Hansen stands out because most of my conversations are with her.
Please forgive the shortness of this letter. I will write a longer one in the future.
Sincerely,
Marianne Barnard
Family

April 14, 2014
Dear Cheryl and Greg,
I would like to thank you both for your loving care for my mother during her final days at Rockwell. I hope you will remember her lovely voice and her exact smile!
Best wishes,
Melinda Torres

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To: The staff at Rockville Nursing Home
From: The Nudak Family
Thank you for taking care of our Dad/Hubby. You all brought comfort and great help to our family. We will always be grateful and you all will be in our thoughts.
Thank you

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Tuesday, February 17, 2015
To all the Rockville nursing staff:
Mr. McCubbin and Margaret
Rose and the all the second floor staff
Cheryl and the activities staff
Cindy, Marsha and Melanie
Maria and the dining room staff
JT and the PT department
I would like to express my heartfelt appreciation for the care I have received by the skilled nursing staff. You are compassionate and patient even when I am a challenge. I feel I am becoming part of the team that is involved in my care. I look forward to further care and will try to make it as pleasant as possible.
Sincerely,
Fred Lipert

