

Media Contact:

Kathryn Zakskorn
Director of Franchise Marketing
650-462-9501
kzakskorn@homecareassistance.com

Home Care Assistance of Fairfield Receives 2019 Best of Home Care® – Leader in Excellence Award

Home Care Assistance of FAIRFIELD is recognized for the THIRD consecutive year as one of the top home care agencies in the country based on both client and employee satisfaction

FAIRFIELD, CT – February 9, 2019 Home Care Assistance of Fairfield, a leading provider of in-home care for seniors, is proud to announce that it has received distinguished Best of Home Care Provider – Leader in Excellence Award from Home Care Pulse, the leading firm in quality assurance for home care. The Leader in Excellence Award is the highest recognition awarded by Home Care Pulse and is given to select home care businesses that consistently rank among the very highest in 10 or more quality metrics. As a Leader in Excellence, Home Care Assistance of Fairfield is now ranked among the top 10% of home care providers participating in the nationwide Home Care Pulse Satisfaction Management Program.

This accomplishment demonstrates Home Care Assistance of Fairfield's long-term dedication to excellent care and quality improvement. To qualify for this award, 10% of Home Care Assistance of Fairfield's clients and caregivers were interviewed each month by Home Care Pulse. Over a 12-month period, Home Care Assistance of Fairfield received high client and caregiver satisfaction ratings in areas such as caregiver training, compassion of caregivers, communication, scheduling, client/caregiver compatibility, etc. Using feedback from clients and employees, as well as quality benchmarks from Home Care Pulse, Home Care Assistance of Fairfield's management team set goals to reach the highest level of excellence possible.

"I'm honored by this award. We strive to offer our clients the highest in quality senior care," said Erik Gans, Owner of Home Care Assistance Fairfield. "This recognition is really a tribute to the amazing caregivers we have and the incredible work that they do. We share this award with them and hope to continue our mission of changing the way the world ages."

The **Best of Home Care – Leader in Excellence Award** highlights the top-performing home care businesses in the nation. Home Care Pulse believes that by honoring these providers, families looking for in-home care for a loved one will be able to recognize and choose a trusted home care provider.

"Our goal at Home Care Pulse is to empower home care businesses to reach their goals and deliver the best home care possible," says Erik Madsen, CEO of Home Care Pulse. "We are happy to recognize Home Care Assistance as a Leader in Excellence. We've been impressed by their commitment to their clients and caregivers, as well as the quality of the overall care they provide. They really stand out in their market as the leading home care provider in their local market."

To find out more about Home Care Assistance's commitment to excellence, please visit HomeCareAssistanceFairfield.com or call (203) 955-1915. We are located at 1300 Post Road, Fairfield CT.

About Home Care Assistance

[Home Care Assistance](#) is the leading provider of home care for seniors across the United States, Canada and Australia. Our mission is to change the way the world ages. We provide older adults with quality care that enables them to live happier, healthier lives at home. Our services are distinguished by the caliber of our caregivers, the responsiveness of our staff and our expertise in daily care. We embrace a positive, balanced approach to aging centered on the evolving needs of older adults. A 2019 Franchise500®, Inc. 5000 Company and one of the [50 fastest](#) growing women-owned companies worldwide in 2016, Home Care Assistance has received numerous industry awards including Entrepreneur's Fastest-Growing Franchises and

Franchise Business Review's Top 50. The company was recognized as a [2019 Endorsed National Provider](#) by the home care industry's leading research firm, Home Care Pulse. Home Care Assistance CEO Lily Sarafan was also named Health Care Executives' [2016 Woman of the Year](#). For more information about Home Care Assistance, our services and franchise opportunities, visit www.homecareassistance.com.

About Home Care Pulse

Home Care Pulse is the home care industry's leading firm in satisfaction research and quality assurance. On behalf of home care businesses across North America, Home Care Pulse gathers unbiased satisfaction ratings from clients and caregivers and detailed feedback to ensure the best in-home care possible can be provided. Powerful online reports allow businesses to identify needs and take action to increase satisfaction, reduce caregiver turnover, and address client needs. For more information, please call Home Care Pulse at (877) 307-8573 or visit homecarepulse.com.