
A Message from the Heart

To my clients, the daughters, sons, and families,

For more than 25 years, caring for others has been a meaningful part of my life. Throughout those years, I have witnessed both the beauty of caregiving and, unfortunately, times when people did not receive the compassion, dignity, patience, and respect they deserved.

During those moments, I would make promises to myself that, I would do things differently when I get the opportunity to open my own place, to make a difference in the lives of people who needed someone to truly care. Today, I am at that place.

I bring more than 25 years of caregiving experience, a Bachelor's degree in Healthcare Management, graduate studies in healthcare at UNC Pembroke, experience as a Respiratory Therapist Certified Nursing Assistant, and my training/certification as an Administrator in healthcare. But beyond my education and professional experience, I bring something that cannot simply be taught in a classroom—a genuine passion for caring for people.

I want to share a story that has stayed in my heart.

I once met a daughter and her mother at a place where I worked. The daughter loved her mother deeply. She did not want Mom to leave the comfort of their home she knew and loved. She wanted her mother to remain surrounded by familiar things, memories, and the place where she felt most comfortable.

But Mom was experiencing memory loss. The daughter worried that her mother might wander during the night, become confused, hurt herself, or become unsafe when she was alone. Caring for Mom by herself had also become overwhelming.

Eventually, she made the heartbreaking decision to move her mother into a memory care facility. Even after making that decision, it took her almost two weeks to complete the admission.

When the day finally came, I could see the pain in the daughter's eyes. She spent almost the entire day arranging Mom's room. She carefully placed her belongings around the room and did everything she could to make this unfamiliar place feel like home.

But when it was time to leave, she could not bring herself to walk away. And honestly, I understood.

I looked at her mother and thought about my own mother. They were around the same age. I thought about how I would feel if I had to leave my own mother, especially if she had memory loss, in a strange place with people she did not know.

That was when I stepped in.

I reassured the daughter that I would be there for Mom. I told her that I would stay with her throughout the night. I would sit beside her, comfort her, watch over her, and make sure she knew she was not alone.

As I spoke with the daughter, I could see some of the worry beginning to leave her face. She relaxed a little, and eventually, I saw a small smile. That smile meant something to me. She was trusting me with someone she loved.

That night, I stayed with Mom. I gave her the comfort, reassurance, attention, and love that I believed her daughter would have wanted to give her if she could have stayed.

I wanted Mom to feel comfortable and safe. I wanted her to know that although she was in an unfamiliar place, someone was there who cared about her. She settled in, relaxed, and had a peaceful first night. I could see that she was glad I was there.

That experience has never left me.

It reminded me that caregiving is about so much more than completing a list of duties.

Sometimes care is sitting beside someone who is afraid. Sometimes care is holding a hand. Sometimes care is listening to the same story again. Sometimes care is giving a daughter or son the reassurance to say, "You can go home I am here."

That is the kind of care I want families to feel when they choose Serenity Caring Home Care Services LLC.

We understand that you are trusting us with someone precious. You are trusting us with your mother. Your father. Your husband. Your wife. Your grandparent. Your loved one.

And I do not take that trust lightly.

I want daughters and sons to have peace of mind knowing that when they cannot be there, someone compassionate is there. I want our clients to feel respected, heard, comfortable, and valued in their own homes.

I want them to know that needing assistance does not take away their dignity, independence, personality, or voice. And most importantly, I never want a client to feel like just another name on a schedule.

This is why I created Serenity Caring Home Care Services LLC.

I may not be able to change all of healthcare, but I believe I can make a difference in the lives of the people I am blessed to serve. One family at a time.

My experience prepared me. My education strengthened me. But my heart and passion for caring for people are what led me here.

That is my purpose. That is my promise.

And that is what I want Serenity Caring Home Care Services LLC to represent:

Care that gives families peace of mind. Compassion that clients can feel. Dignity and respect in every home. And love that makes our clients feel like family.

Meatta Dennis Kromah
Owner/Administrator
Serenity Caring Home Care Services LLC