

Steffi Gaines, Owner/President A Better Way in Home Care, Inc.

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hen Steffi Gaines was only 34 years old she was diagnosed with breast cancer and had a double mastectomy and reconstruction surgery. Her experience gave her a passion to maintain people's dignity no matter their condition, so she made a career transition in 1999 and opened A Better Way in Home Care, serving the Los Angeles area. Referring caregivers who have the same passion is of the utmost importance to Steffi. In 2012 the Southern California Cancer Pain Initiative presented A Better Way with the Award of Excellence in recognition of their contributions to cancer pain relief.

What sets you apart from the many home care services that are available?

“With 16 years of experience, we offer professional, certified caregivers who have undergone rigorous background and reference checks. We know the people whom we refer and work to find the perfect match for each customer. Steffi personally interviews each caregiver and speaks to all potential clients.”

How do you find the perfect match of caregiver-to-client?

“Listening. We are professional listeners who work closely with the individual and their family. We advocate ‘aging in place,’ so we pinpoint the needs and personality of an individual and coordinate a living arrangement and caregiver that are conducive to happy and healthy relationships.”

What services does A Better Way In Home Care offer?

“We specialize in Certified Nursing Assistants, Home Health Aides and companions who can be full-time, part-time, temporary, live-in or live-out. The caregivers assist with medical orders, bathing, dressing, grooming, oral hygiene,

incontinence care, cooking, shopping and driving. Most importantly, our team is trained to advocate for our clients’ physical, mental and emotional wellbeing and to be the bridge between family and medical providers.”

“We are **PROFESSIONAL LISTENERS** who work closely with the individual and their family.”

What is the biggest challenge facing your clients today?

“Fear. The fear of making the decision to get in-home care for their loved one and the senior’s fear of having a stranger in their home. I am committed to helping families choose the best in-home care. No one should ever be uncomfortable in their home. I find out who the client was prior to becoming ill, what they did for a living, their hobbies and personality, and I match accordingly. Because I take the extra time to do this, the clients and caregivers can build a best friend/advocate relationship. This is a complete joy for me.”

