



# SILVER LINING

Home Healthcare

24 Hiawatha Lane, Dover DE 19904  
302.724.7902 (24/7) – [jackie@silverlininghealthcare.com](mailto:jackie@silverlininghealthcare.com)

## Positioning Statement

We exist to keep people happy at home, wherever that home might be, by providing expert customized care with a mix of technology and people. We're a one-stop-shop for care, providing all levels of care throughout the entire State of Delaware.

## About Us

Silver Lining Healthcare is a BBB A+ accredited **full service** home health care and concierge company located in the heart of Delaware and providing care from border to border! With a leadership team that brought Top Employer awards for 2018 and 2019 to former companies, we boast an industry leading low employee turnover rate, superior customer satisfaction scores and unbeatable missed visit scores. Our RN oversight provides extra expertise and ability to train. Our 24/7 commitment to care and on-call team is available to work on any short-notice situations that arise.

## Profile

- Skilled Home Health Agency
- Open since 2013
- Provide care to the Entire State of Delaware
- Full-service: Companions, Certified Nursing Assistants, Licensed Practical Nurses and Registered Nurses
- Deep-seated belief in caring about the whole person, not just their physical health

## Knowledge/Skills/Attributes

### Knowledge

- Chief Executive Officer - Registered Nurse for 11 years, in healthcare for over 13 years
- Executive Director - Greater than 12 years in healthcare field
- Director of Nursing - Nurse for over 11 years, Certified Dementia Care Practitioner

### Skills

- Custom Training Pathways being built out to include: Dementia/Alzheimer's, Dealing with Difficult Behaviors, Cardiac, Stroke
- Skilled Care including but not limited to: Medication Management, Medication Administration, PEG Tube, Catheter Care, Vent/Trach Care, IV Infusion Therapy
- Non-Medical Care including but not limited to: Transportation, Errand Assistance, Laundry, Light Housekeeping, Personal and Hygiene Care, Range of Motion
- Annual Competency training of all staff, with a minimum of 1 hour of inservice training per month on client care topics. Dementia care certification completion at orientation.

### Attributes

- Certified Women's Business Enterprise
- 24/7 Access to services for all clients/loved ones
- Industry-first Reliability Pledge (if we're late, we pay you)
- More than 96% of our clients and their families would enthusiastically recommend our services (according to third party surveys conducted on our clients/loved ones) - Caring Star of 2019 Award for best ranked Home Care on [caring.com](http://caring.com)
- Client hospital readmission rate is 84% lower than the national Medicare average
- No missed visits - Completely customizable care
- Every start of care is completed by a RN and client care is overseen by a RN, with a recertification of care every 60 days
- Awards our team members have gotten in the past:
  - Winner - First State Favorites 2019
    - Voted Top Workplace in Delaware 2018, 2019
    - The Schwartz Center for Compassionate Healthcare: National Compassionate Caregiver of the Year® Award – 2019 Honorable Mention
    - Owner won DBT 40 under 40 for 2018
    - Caring Heart Award 2019 - [Caring.com](http://Caring.com)

Office: 302.724.7902 | Fax: 855.631.4365  
[silverlininghealthcare.com](http://silverlininghealthcare.com)

