

Susan's Journey with Phoenix

About four years ago, due to Susan's changing needs, we began to look for her new home. We visited several homes that just didn't feel right for our Susan. When we got to Phoenix-Newport it felt right and now 4 years later, we know we made the right choice.

Susan is 57 years old and requires assistance in all areas of her life. We have been so pleased with how organized her overall care is handled, including dietician and nursing care. Susan hasn't even had a cold in these last four years! Amazing!

Susan is always clean and dressed appropriately, which has always been a priority for us, as well as her being treated with respect. The home is always clean and welcoming, usually with seasonal decorations.

We love that Phoenix holds several parties and events throughout the year. Susan has been at several Holiday Parties and even placed third in the Bowling Tournament. Birthdays at her Newport home are always celebrated in high style—Nakia sees to that! She also gets out to lunch and various fun outings like SeaQuest.



Susan is loved by many! Our family is spread out over several states, but always stop in to see her when in the area and are welcomed at her Newport home. That's important to us.

Last, but certainly not least is Nakia, the person in charge at Newport. Maintaining qualified staff is a problem industry-wide and has been a huge challenge for her as well. She is always quick to respond and always helpful and cheerful. She is the best!!

Carol and Norm Linnell, Parents of Susan

