

Welcome

Award-Winning Home Care Service

The Right Care, Right at Home®



Right at Home Boston and North

## ABOUT US

Awarded the 2019, 2020 and 2021 Highest Recognition Awards for Right at Home nationwide

Right at Home Boston and North is an award winning, family owned and operated home care agency that has been providing in-home senior care since 2002. We have three locations that serve the greater Boston area. Our offices are located in Malden, Salem and Haverhill, MA and serve all surrounding cities and towns.

We pride ourselves in our ability to provide quality in-home care with nurse oversight to ensure each client is safe, healthy, and happy in their home, for as long as they choose to live there. Right at Home specializes in Alzheimer's and dementia care through our exclusive Dementia and Cognitive Support Program.



**Rosaleen Doherty  
& Jay Kenney**  
Co-Owners



**Boston and North Offices**



## Our Services

# How We Can Help...

Right at Home Boston and North



Physical  
Assistance

Stand by  
Assist

Stand By  
Assist with  
Walker

Pivot  
Transfer



Wheelchair  
Assistance

Hoyer  
Lift

Bed-bound  
Care

One of the hardest parts about aging is **loss of mobility**. We can assist to **ensure safety in the home**.

## PHYSICAL ASSISTANCE



## ALZHEIMER'S & OTHER RELATED DEMENTIAS

Familiar frame of reference

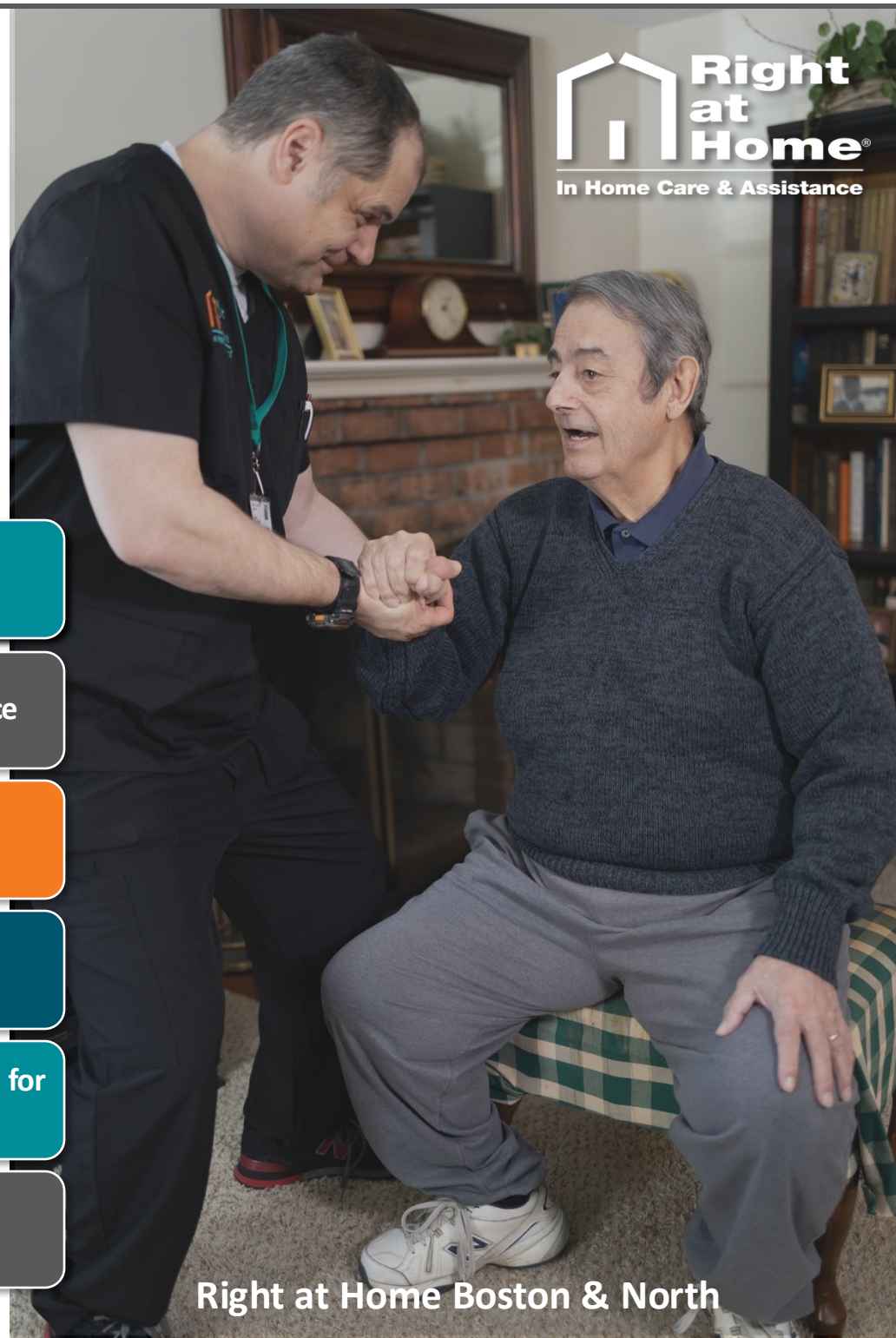
Freedom to move about in a safe and unrestricted space

Minimize stresses that can aggravate the  
symptoms of Dementia and Alzheimer's

Continuity of care routines and schedule

Exclusive Dementia and Cognitive Support Program looks for  
our client's ability, not their disability

Compassionate orientation to  
time, place, person



**Right  
at  
Home**  
In Home Care & Assistance

Right at Home Boston & North



Personal Care



## PERSONAL CARE

Your loved one's personal hygiene is crucial to ensuring their health and safety. Right at Home can assist with:

Showers

Sponge Baths

Perineal Care

Incontinence Care



Right at Home Boston and North



# HYGIENE CARE

Have you noticed your loved one not looking or smelling their best lately? It is hard enough for all of us on a daily basis to maintain appearances and proper hygiene, however as your family member ages, **physical and cognitive decline** may be affecting their daily hygiene routines.

BATHROOM  
ASSIST

SHOWER  
ASSIST

DRESSING  
ASSIST



Right at Home Boston and North



# RESPITE CARE



## PRIMARY CAREGIVERS!

You have taken on a big responsibility of caring for a loved one, but you are not alone in this journey.

Whether it is a day or a decade that your loved one has been in your care, we are able to be your **second pair of hands, eyes, and ears**. You deserve to successfully care for your loved one, while also allowing yourself the **flexibility to participate in your own social activities guilt-free** knowing your family member is in good hands.



**Right  
at  
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In Home Care & Assistance

Right at Home Boston and North



Wellness Care

**Right  
at  
Home®**  
In Home Care & Assistance



## WELLNESS CARE

Have you been starting to wonder more and more how your elderly loved ones are getting along as they age in place? Do you often wish you lived closer, and your life wasn't so busy that you could check on them more in their assisted or independent living residences? Right at Home has offices in independent living communities and bring services to seniors in assisted living communities who need more contact with people or need a higher level of service than the property provides.

**Right at Home Boston and North**



# MEDICATION MANAGEMENT



One of the most common causes for hospitalizations and complications is **medication errors due to mismanagement of medication**. Our Register Nurse Supervisors can oversee your medication box and the **CareTeam** can be there at specific times during the day to ensure all medication is taken on time and as directed through our **RightMed** services.



## COMPANIONSHIP & HOMEMAKING

Perform Light  
Housekeeping Duties

Sweeping

Mopping

Dusting

Vacuuming

Wipe down countertops

Sanitize surface areas

Bathrooms

Kitchen

Dishes

Make beds

Laundry

Prepare and Cook Meals

Meal Prepping for weekly meals





## LOCAL TRANSPORTATION SERVICES FOR SENIORS LIVING AT HOME

RIGHT AT HOME  
**TRANSPORT**  
POWERED BY **lyft**

Right at Home offers transportation by partnering with a national transportation provider. We call it Right at Home Transport, powered by LYFT. It helps our clients maintain their independence and live healthier, happier lifestyles. Our clients get quick and easy access to transportation any time day or night, and their family members get peace of mind knowing their loved one is safe. Clients may travel alone or with their CareTeam member to help them. It gives our clients choices without having to manage a smartphone.

Medical  
appointments

Grocery shopping

Hair/nail  
appointments

Outings/activities

Weddings/events

Other errands

[CLICK TO LEARN MORE](#)





## LONG TERM CARE EXPERTS

[CLICK TO LEARN MORE](#)



We have over a decade of experience working with LTC Insurance companies and understand their requirements.



RAH Boston and North is approved by most long-term care insurance companies. If you have one we haven't worked with, we are confident we will be approved.



We will provide the LTC Insurance company with all the initial documentation needed from our agency to get started so you can start to receive your benefit as soon as possible.



We will supply your insurance company with weekly documentation of care notes so you can receive your payments on a regular and timely basis.

## Our Programs

Special Service Options...



# RIGHT TRANSITIONS PROGRAM

Our services help reduce the risk of re-hospitalization. The first 24 to 48 hours after a hospital or rehabilitative stay can be overwhelming. Upon discharge, the patient is often faced with the following issues:

How do I get home?

Who will be there to help me?

Who will pick up my prescriptions?

How will I get groceries?

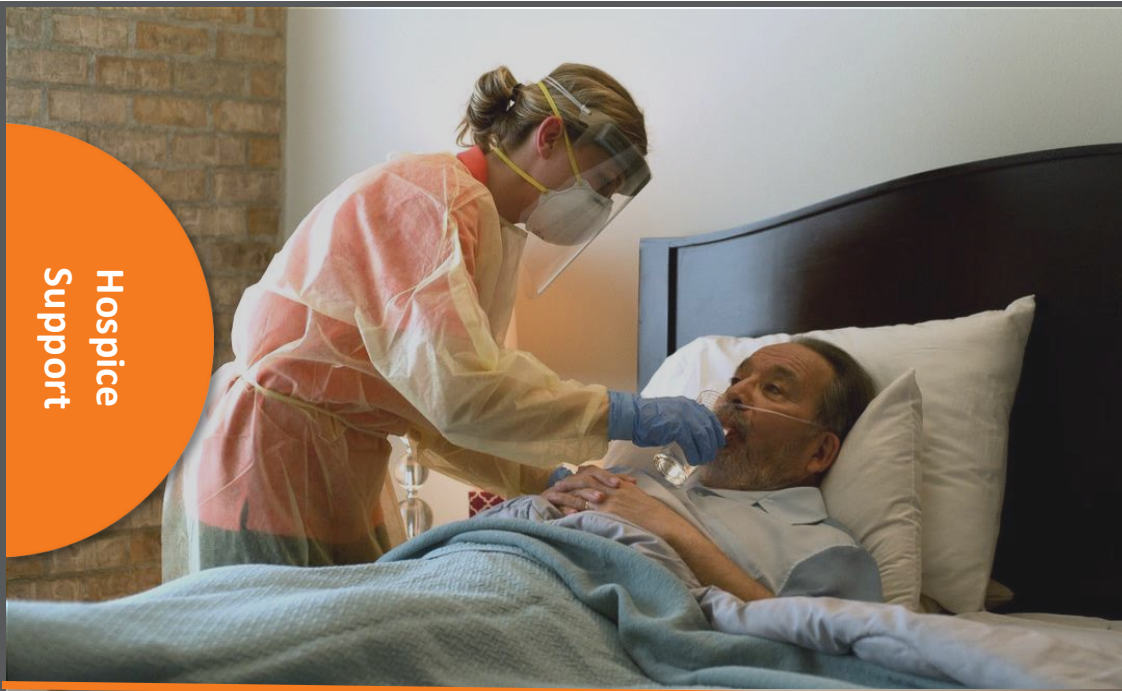
Do I need to make a follow-up appointment?

Who will feed my pet?

Right at Home has created a discharge assistance plan for your loved one going home after a hospital or a skilled nursing stay.



Hospice  
Support



## HOSPICE SUPPORT

Right at Home offers our CareTeam 12 hours of advanced training to educate them on working with families whose loved one is at the end of their life. We supply care and comfort to the client so the family can work through the process of losing their loved one. The team is educated in the role of medication, positioning and hydration for end of life care.

To start care, our RN's will meet the client to assess the situation and create a care plan as quickly as possible. Hospice Support gives families the space to process what is happening with their loved one and provides the hands on care so that the family can be family.



Right at Home Boston and North



Dementia &  
Cognitive Support



## DEMENTIA & COGNITIVE SUPPORT PROGRAM

RightCare Dementia and Cognitive Support is delivered by Right at Home Certified Cognitive Support Program Providers who have received 12 hours of specialized training to deliver an individualized care plan that consists of three components:

**ABILITY:** We create a care environment that fosters independence and empowers the client and their current ability to complete activities.

**PERSONHOOD:** We incorporate the client's personal history, routines and preferences into the care plan, activities and interactions.

**LIFESTYLE:** We collaborate with the client and family to set goals and create support activities in the areas of nutrition, socialization, awareness and wellness, in order to minimize overall cognitive change.

### OTHER SUPPORT



DISABILITY



TASK



PRESCRIBED



CARE  
RECIPIENT



FORGETS  
FAMILY

### RIGHT AT HOME



ABILITY



ACTIVITY



CHOICE



CARE  
PARTICIPANT



SUPPORTS  
FAMILY

[CLICK TO LEARN MORE](#)

Right at Home Boston and North

# PAYMENT OPTIONS



## Payor Sources

- Private Care ACH/ Credit Card
- Health Savings/Flexible Savings Accounts
- Reverse Mortgage Funds
- Worker's Compensation Insurance
- Long Term Care Insurance (\$50 per month AOB/Documentation Fee)
- US Veterans Aid and Attendance Program

## Special Funding

*At Right at Home, you can receive services if your loved one can be funded through one of the following organizations:*

- Veterans Administration
- AgeSpan
- Mystic Valley Elder Services
- Somerville Cambridge Elder Services
- Commonwealth Care Alliance
- SeniorCare
- Greater Lynn Senior Services





**OPEN**  
**24 HOURS**



*The Right Care<sup>®</sup>, Right at Home*

## PRICING MENU

**Urgent Care within 24 hours of first call:**

Time and 1/2 hourly rate for first 24 hours

**Dementia and Cognitive Support Program:**

talk to your RightTeam member to find out if this program is for you.

### Private Care

\$41.50/hr Weekdays

\$43.50/hr Weekdays

\$52/hr Premium Locations

### Live In Care

\$525/day  
(around the clock)

### Hospice Specialty

\$45/Hour

\$110 /Nurse Assess.

### Couples Care

\$52/hour

### Condition Recovery

\$60/hour

### Nurse Care Plan Initial Visit

\$80/one time

### Skilled Nursing Care

\$135/visit or \$120/hour ( 2 hour minimum)

**Right at Home Boston and North**

## CAREGIVER HIRING PROCESS



Right at Home only hires 17% of people who applied to be on the Right at Home CareTeam. We hire the best, some of the screening and requirements include:

- |                                 |   |
|---------------------------------|---|
| ✓ Initial Phone Interview       | Registry Check                                |
| ✓ In-person/Zoom interview      | ✓ Inhouse orientation training program        |
| ✓ Professional References Check | ✓ 12 hours of annual paid training after hire |
| ✓ Criminal Background Check     |   |



Right at Home Boston and North



Home Care Alliance



## THE HOME CARE ALLIANCE

Right at Home Boston and Maine is a member of the Home Care Alliance of Massachusetts, a non-profit organization dedicated to strengthening home care agencies' ability to deliver high-quality care across the state.

Right at Home  
Boston and North

# REFERRAL SOURCES

CAREGIVER RESOURCES	HOSPITALS	LTC INSURANCE	MEDICARE HOME HEALTH	HOSPICE COMPANIES
<ul style="list-style-type: none"> <li>Alzheimer's Association</li> <li>North Shore Alzheimer's Partnership</li> <li>Merrimack Valley Memory Café</li> <li>Marblehead Memory Café</li> <li>Parkinson's Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Mass General Hospital</li> <li>Beth Israel Hospital</li> <li>North Shore Medical Center</li> <li>Lahey Health</li> <li>Lawrence General Hospital</li> </ul>	<ul style="list-style-type: none"> <li>Genworth/ Brighthouse</li> <li>John Hancock</li> <li>MetLife</li> <li>Bankers Life</li> <li>And more...</li> </ul>	<ul style="list-style-type: none"> <li>Partners VNA</li> <li>Home Health VNA</li> <li>Amedisys</li> <li>Encompass</li> <li>VNA Care Network</li> </ul>	<ul style="list-style-type: none"> <li>Care Dimensions</li> <li>Compassionate Care Hospice</li> <li>Merrimack Valley Hospice</li> </ul>
MEMORY CARE	REHABILITATION	ASSISTED LIVING	INDEPENDENT LIVINGS	COMMUNITY RESOURCES
<ul style="list-style-type: none"> <li>Brightview</li> <li>Atria</li> <li>The Residences at Riverbend</li> </ul>	<ul style="list-style-type: none"> <li>Spaulding Rehabilitation</li> <li>Chelsea Jewish Lifecare</li> <li>Country Rehabilitation</li> </ul>	<ul style="list-style-type: none"> <li>Wingate Residences at Haverhill</li> <li>Susan S. Ballis Residences</li> <li>Seasons of Danvers</li> <li>Brightview</li> </ul>	<ul style="list-style-type: none"> <li>Colonial Gardens</li> <li>Nichols Village</li> <li>Brooksby Village</li> </ul>	<ul style="list-style-type: none"> <li>Veterans Administration</li> <li>Somerville Cambridge Elder Services</li> <li>Mystic Valley Elder Services</li> <li>Greater Lynn Senior Services</li> <li>Elder Services of the Merrimack Valley and North Shore SeniorCare</li> <li>Commonwealth Care</li> </ul>
PROFESSIONAL REFERRAL AGENCIES		Care@Work   Caring.com		





Care Scout

# CareScout®

Powered by Genworth 

As part of the **CareScout** network, Right at Home Boston and Maine is proud to offer our clients an elevated care experience backed by nationally recognized standards.

This partnership means families can trust they're receiving high-quality, compassionate support—designed to meet individual needs and deliver peace of mind.

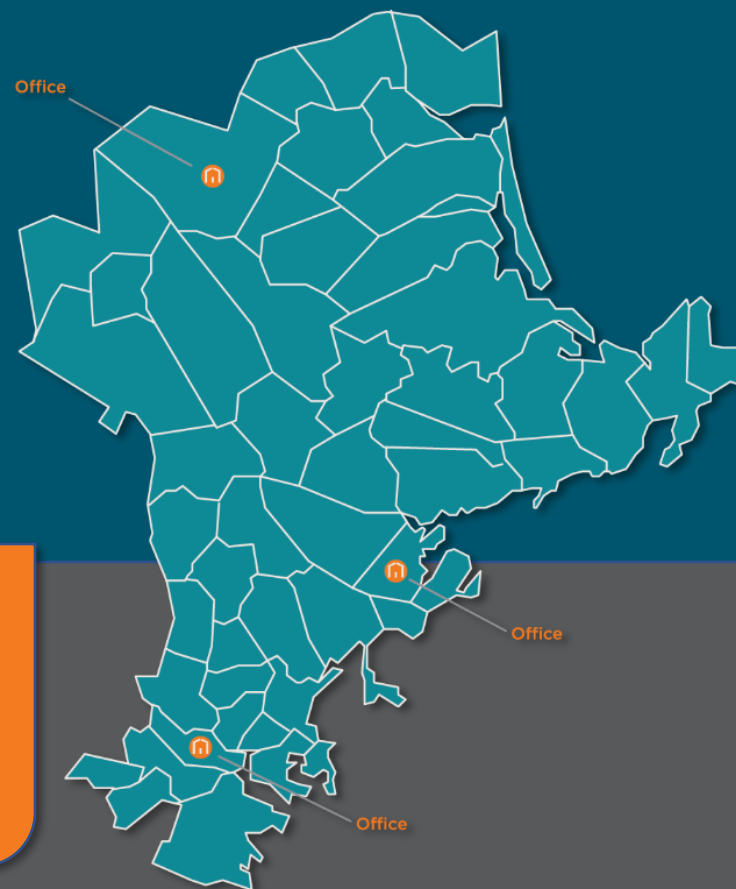


Right at Home Boston and North

# Where we provide home care services...

Malden, MA | Salem, MA | Haverhill, MA

Right at Home Boston and North can serve clients in all cities and towns from Boston to Newburyport. We have three offices with local CareTeam members to bring our families reliable, local home care.



## Boston

Cambridge  
Watertown  
Somerville  
Medford  
Stoneham  
Melrose  
Andover

## Wakefield

Rockport\*  
Salem  
Lynnfield  
Swampscott  
Marblehead  
Danvers  
Beverly

## Middleton

Topsfield\*  
Gloucester\*  
Hamilton  
Boxford  
Newbury  
Newburyport  
Essex\*

## Ipswich\*

Manchester by the Sea\*  
Rowley\*  
Reading  
North Reading  
Amesbury\*  
Salisbury\*  
And more...



**Right at Home Boston and North**

\*Premium Towns



Great Place To Work  
Certified

# Great Place To Work.®

## Certified

APR 2025-APR 2026

USA

TM



In Home Care & Assistance

Right at Home Boston and North



Pocket RN

## Unlock No-Cost PRIVATE DUTY CAREGIVING

We are joining forces with **PocketRN** to revolutionize dementia care—combining trusted in-home support with 24/7 virtual nursing to keep seniors safe, supported, and thriving at home.



**Pocket** 

 **Right  
at  
Home**  
In Home Care & Assistance

**Right at Home  
Boston and North**



- 2025 -  
**Caring  
Super Star**

TOP RATED ON CARING.COM



Right at Home Boston and North





## Private Care Guarantee

Our focus is making your life easier and providing the quality home care they deserve. If we fail to meet expectations, our whole team is committed to working with you to make it right.

Right at Home Boston and North



CONTACT US



The Right Care,  
Right at Home.®

(877) 500-CARE

[EMAIL](#)

[TWITTER](#)

[FACEBOOK](#)

[LINKEDIN](#)

[INSTAGRAM](#)

[WEBSITE](#)



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Malden | Salem | Haverhill