

"I'm very satisfied – in fact, I love it so much I encouraged my sister to move here from a different community. Now she's very happy here. My daughter often wishes she could move here, too!"

NANCY HOLLAND



Nancy, who married her high school sweetheart – a boy she met when she was 12 – has lived in Cleburne her entire life. She and her husband, a former high school teacher and principal, set up residence in a lovely house in the town where they both grew up and there, they raised five children, three of whom still live in Cleburne.

Less than three years ago, Nancy and her husband moved into an apartment at Heartis Cleburne, mainly to help her provide him with more support for his increasing memory loss. Later, he moved to the community's Valeo™ memory care neighborhood where he lived until he passed away. Nancy is pleased that during his last years he was well taken care of by the staff. "They went out of their way to make him happy. I felt really good about that."

"They went out of their way to make him happy."

Although she enjoys driving to run errands and shopping for groceries, Nancy doesn't cook much anymore even though, at one time, cooking was one of her hobbies. She says she doesn't miss it and is very content to enjoy the wide variety of home-cooked meals prepared by Leanne, the Heartis chef. One of her favorite memories is of the first Thanksgiving dinner after she and her husband moved to Heartis. Many of her 34 family members – children, grandchildren and great-grandchildren – gathered together in the dining room to share special holiday cuisine. "We had the best time."

In addition to restaurant-style anytime dining, Nancy also relishes the ease and relaxing conveniences that are part of living at Heartis. "They clean your apartment and do your laundry. The service is great. They pick up the laundry in the morning and return it to you all fresh, clean and neatly folded later the same day."

Not having to worry about cooking and laundry has made life easier for Nancy, but if you ask her what the biggest benefit of Heartis Cleburne is, she'll tell you it's all the support and joy she receives interacting with the team.

"One of her favorite memories is of the first Thanksgiving dinner after she and her husband moved to Heartis."

"The team is wonderful. Several team members were here before I moved here and are still here, so I really have been able to get to know them. I love each one of them. They are very precious and a lot of help."

HEARTIS

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“Heartis called me and said, ‘Your mother sings all the time.’ I said, mother doesn’t sing. They said, ‘Oh, yes, she does.’ And it’s true! There is such joy in her heart.” 

CINDY RUSH

Daughter of mother residing at Heartis Cleburne

Today, Cindy’s mother is singing, painting and doing things she never did before. Cindy can see that her mother’s engagement is amazing and she gives credit to the Heartis team members throughout the community, but especially in the Valeo® memory care neighborhood. “I give them all five stars. They told me it might take a few weeks for mom to adjust, but we will love her and support her, and you can go back to being her daughter instead of her caregiver. I cried for a week, but mom adjusted from day one!”

“The moment I walked in I fell in love with the place”

Before the move to Heartis Cleburne, with her mother’s memory loss getting worse and her father’s health deteriorating, Cindy wondered where her parents could get the help they needed and still be together. A postcard from Heartis looked promising, but it had never occurred to her to look at the simple farming community of Cleburne for care. “I was in the area and stopped in for a visit. The moment I walked in I fell in love with the place. It looked spectacular and felt comfortable.”

“I always recommend Heartis Cleburne to friends going through the process of being caregivers or trying to find a place for their older parents. They never lose patience and have incredible love for the residents.” They are very precious and a lot of help.”

Still, she knew she had an uphill battle to convince her mom and dad that this was the best option. Then, when she brought her mother to visit, a small miracle happened. Priscilla, the Director of Community Relations, was waiting with a wheelchair and escorted Cindy and her mother to the model apartment. As soon as they crossed the threshold her mother rose from the wheelchair, looked around and said, “I’m home.”

“Brandy, the Wellness Director, is truly amazing.”

“Dad didn’t believe it, so he came along the next visit. When my mom had the same reaction, even with a different model apartment, dad looked at me and asked if I’d brought the checkbook.” Both her parents moved in soon after, her mother to memory care where she still resides, and her dad to assisted living. Other Heartis team members also helped her dad adjust. “Brandy, the Wellness Director, is truly amazing. My dad loved Brandy and actually listened to her when he wouldn’t listen to any of us!”

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