

LAUREN LOOFBORO

When Brooke LaChance interviewed Lauren Loofboro to be the medical manager at Home Again Assisted Living in Cambridge, she says she knew immediately that they had hit the jackpot. “Over the past three years we have become a better place because of her,” Brooke says. “Our residents are so fortunate to have her looking over them daily. She truly touches every one of us.” The feeling is mutual. Although Lauren has also worked in a family practice clinic and even in a jail as a correctional nurse, she says that Home Again is the place that has most opened her eyes. “I’m caring for what’s called the greatest generation — and they really are, because you learn so much about them from their stories.”

Lauren acknowledges that transitioning to assisted living can be difficult. Home Again has 30 assisted-care patients and 10 memory-care patients. Many of them have just moved from the homes where they’ve raised their families to a place where they suddenly must depend upon others. “So I sit and talk with them and gain their trust while still promoting their independence, as long as it’s safe,” she says. Lauren is the bridge between the patient and their doctors, and she makes sure the resi-

dents have a say in decision-making. She advocates for residents in some unconventional ways too. To help them through difficult periods of isolation during the COVID-19 epidemic, Lauren and the Home Again staff arranged for horses wearing bunny ears to walk past their windows. She also helped coordinate a card drive: After promoting it on social media, cards and drawings have poured in from all over the country and beyond.

The daughter of a dementia patient recalled with gratitude Lauren’s invaluable help during a heart-breaking time: “She showed compassion to the highest degree [and was] very knowledgeable and straightforward when his behavior and health declined. She communicated to the family and was so helpful with every step.” Supporting residents at the end of life is one of the most difficult parts of Lauren’s job, but it is also one of the most rewarding. “People look to us to be stoic and keep it together, to help them and their family smile. It’s hard, but it’s an accomplishment like no other — to make them comfortable when the times comes,” she says. “They live here, and we feel like it’s our own grandma or grandpa. The care we provide for end of life is pretty amazing.”

