

76 Park Ave. Ext.
Arlington, MA 02474
June 2, 2008

Massachusetts Secretary of State
1 Ashburton Place
Boston, MA 02108

RE: Receipt of Funds for Services not Rendered by Best Home Care, Wakefield, MA; Breach of
Fiduciary Duty; Possible Criminal Misconduct...

Dear Mr. Secretary:

On February 25, 2008, we submitted a complaint regarding Best Home Care to the Department of Health. On February 27th, I received a letter from Ms. Carol Sunde (see the attached) indicating that said agency was/is concerned with “[the quality of care provided at Best Home Care...].” Receiving no other input from Ms. Sunde, I called her the last week of April. At said time, she indicated that the Department of Health was waiting on information from Best Home Care and that this entity was less than cooperative. Thus, I waited another month before calling her again. On 5/29 at approximately 1000 hrs, I attempted to converse with Ms. Sunde; but her circumlocution provided little information other than giving the impression that Best Home Care is not a “certified” entity, and thus, as such, Best Home Care is not under the Department of Health’s jurisdiction. One would have thought that said determination would have been made shortly after 2/25/08; that we would have been so notified; and that the Department of Health would have forwarded the complaint to the appropriate agency for investigation.

Ms. Sunde’s circumfluent verbiage gave the impression that the Department of Health is less than forthcoming. Perhaps this department does not have the necessary regulatory framework to compel information and to act upon violation of its regulations. Hopefully, the conduct of this agency is not consciously aiding and abetting the misconduct at nursing homes and home health care agencies.

This apparent misdirection by Ms. Sunde notwithstanding, we are now submitting this complaint to an agency which hopefully can address the issues cited herein.

Unfortunately, for approximately seven months, my mother’s home appeared to function as a half-way house for foreign “health care” workers (Kenya, Uganda, Haiti, etc) with little English speaking ability. Their credentialing was suspect and their conduct belied any claim to much, if any, training. My mother lived in constant fear of these individuals, would repeatedly call the Woburn police to have them removed from her home, and then lock herself in her bedroom.

Ms. Cukier had notice that this “care plan” with Best Home Care was not viable. Dr. Arslanian, my mother’s primary care physician, indicated to her that my mother “[was fearful of home health aids in her home].” Social Workers such as Joann Wooldridge and Audrey Zabin (periodically contracted by Ms. Cukier) have stated that they know of the less than stellar

reputation of Best Home Care, that they would not use its services, and that they would not recommend someone using its services.

In addition to the aforementioned insight provided to Ms. Cukier by these medical professionals, family members witnessed the negligence and abuse by Best Home Care, facilitated by Ms. Cukier. Why Ms. Cukier allowed this situation to persist unaltered for as long as it did is incomprehensible. Was there a quid pro quo arrangement with Best Home Care? From all appearances, this callous conduct, this wanton behavior, and depraved indifference to intentional infliction of pain and anguish have negatively impacted my mother's quality and longevity of life.

We submit that Best Home Care and Ms. Cukier are jointly and severally liable for overpayments to Best Home Care for services rendered by my sister and for all civil and criminal misconduct associated with their intentional infliction of pain and anguish upon my mother and their exacerbation of my mother's existing medical conditions.

Kindly inform us of all appropriate agencies that have jurisdiction to pursue the investigation of this complaint.

Sincerely,

Sharyn Eklund

Attachments: 20 pages