

Golden Times

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SEPTEMBER – DECEMBER 2017



FOSTERING CONNECTIONS



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Lions Home For the Elders
 狮子乐龄之家
 Affiliated to National Council of Social Service



Partnership and Collaboration in Aged Care



Operating and running a nursing home for sick and aged elderly residents is not something that can be successfully accomplished on its own.

A variety of service partners working in collaboration is paramount in enhancing and value-adding to achieve service excellence.

Collaboration and partnership at all levels begin with promoting opportunities to interact with residents and families frequently. Person-centred engagement is often overlooked in the delivery of clinical and medical care, which in their perspective, may be a less than ideal care experience.

“Engaging residents and families as full partners in redesigning care delivery not only meets the need of patients, families, care providers, and the organisation, but also directly ties into the aim of improving the individual

experience of care, improving the health of populations, and decreasing the cost of care delivery”. *Extract from the White Paper on High Impact Leadership by Institute for Healthcare Improvement.*

At the Lions Home for the Elders, a committee, comprising senior care staff and the Director of Nursing, meets regularly with families of residents - the latter providing valuable feedback on issues like rationale of treatment, satisfaction with service quality and activities that residents participate in, to the quality of food at the Home.

Ongoing dialogue with families of residents ensure that treatment protocols are explained so that they understand what the desired outcomes are, and activities are tailored to each resident's ability to participate in them.

Dissatisfaction with food is generally expressed by families of residents across the board in nursing homes, and here, at the Lions Home, all efforts are made to make food prepared more appetising, despite the dietary limitations of the residents due to their age, medical conditions and frailty.

Resources that are tapped into to enhance service outcomes include the harnessing of external professional expertise:

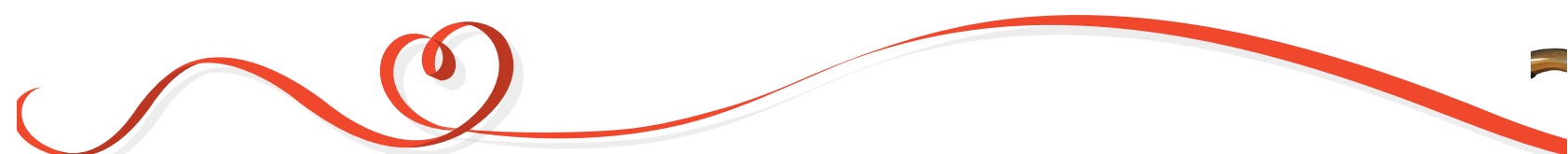
- A nutritionist from Mt. Alvernia Hospital assesses residents' diet intake, monitors suitability of

individual diet restrictions, and carries out inspections of the kitchen and storage facilities.

- A speech therapist assesses and advises on dietary restrictions due to residents' inability to chew or swallow safely.
- The Agency for Integrated Care (AIC) has initiated a programme, “Project Chef” from an F & B Consultancy. The expertise and experience of a trained chef will help increase kitchen productivity and efficiency, assist in quality control, help achieve customer satisfaction, and work with kitchen staff for a period of 6 months. After the 6 months, a retainer fee will be offered to continue the provision of kitchen supervision services.

There will be many other areas of improvement in the organisational operations of the Lions Home. To assess and improve on any service performance gaps will be an ongoing process, and the Lions Home must continue to establish and maintain strong relationships with a wide range of current service partners to attain service excellence, and to provide quality care for its residents.

PDG Lion Isabel Cheong
Chairman



One Wish One Legacy Project with Lions Home (5 Aug 2017)

By Singapore University of Social Science Gerontology Alumni, Autumn Bloom

On a Saturday afternoon in August 2017, a dozen senior residents of the Lions Home Bishan were gathered, not just because it was a break from their routine, but because they were looking forward to celebrating Singapore's National Day. The event was organised in conjunction with the Gerontology Alumni of Singapore University of Social Sciences. On this day, the Alumni members presented each senior resident with a "Talking Album" which had recorded his or her bittersweet memories of people, places and things from their past that mattered to them.

The Alumni was thankful to the seniors for agreeing to participate in this "One Wish One Legacy" project. The Alumni members spent hours over many months to meet and talk with these residents, organised narratives of their past with pictures and illustrations, and produced these albums contributed by the Lions Home.

Tears were visible as the residents held on lovingly to their "Talking Albums". Years may have passed them by, but these albums will be their lasting and precious legacies. All who participated agreed that this project was a meaningful one.



Photo Courtesy of Singapore University of Social Science Gerontology Alumni, Autumn Bloom, Sam Sim

Healthy Eyes with New Glasses!

By Lion Chris Ng (LCS Compassvale)

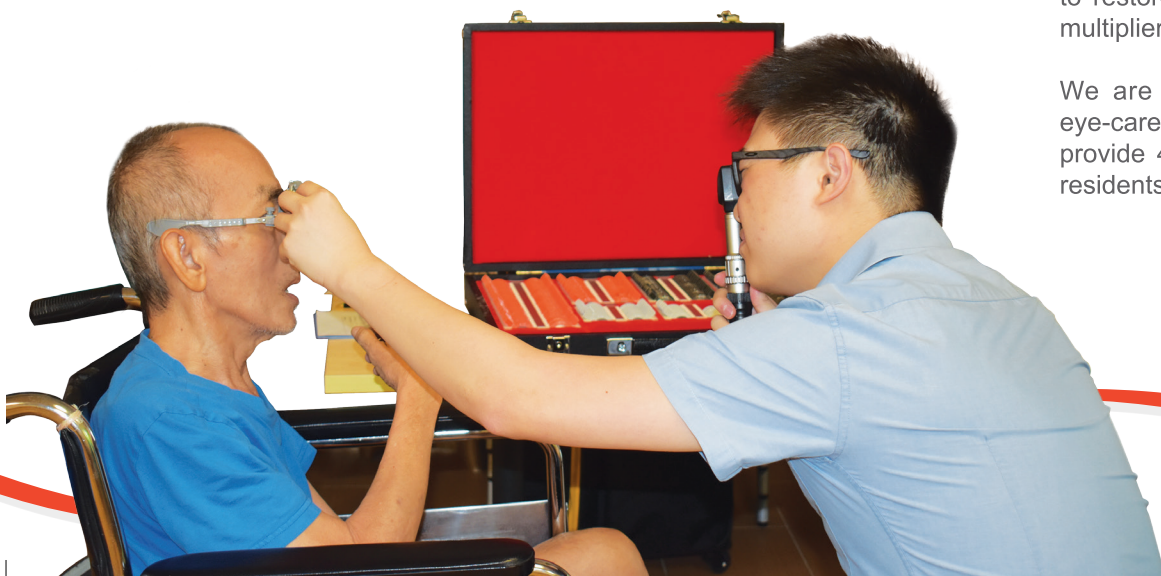
"Lens 1 is clearer than lens 2," reported Mr Ho who was visibly excited during the eye test.

As it turned out, Mr Ho had 300 degrees of farsightedness and 500 degrees of nearsightedness. This meant he would have difficulty identifying even the largest letter on the eye chart and reading the headlines of a

newspaper! Two pairs of spectacles were subsequently prepared for Mr Ho, one for his farsightedness and the other for reading.

Clear vision is essential for daily activities. However, this may not always be available for the elderly residents. As we age, there is an increasing likelihood of acquiring visual disorders such as presbyopia, cataract and macular degeneration. A simple pair of spectacles can help to restore useful vision and deliver a multiplier effect in general wellness.

We are happy to be a part of this eye-care initiative that had helped to provide 40 pairs of spectacles to the residents of the Lions Home in Bishan.



Outing to Gardens by the Bay

By May Pan

Occupational Therapist, Lions Home

On 28 August 2017, a group of residents and care staff from the Dementia Specific Unit of Lions Home Bishan visited Gardens by the Bay. This place was chosen as studies have shown that engagement with nature can have a positive effect such as an improved emotional well-being for people with dementia. As dementia worsens over time, residents should be taken out to enjoy the great outdoors while they are still able to. The residents thoroughly enjoyed the experience as they smelt and saw the beautiful flowers whilst enjoying the cool air.



Reading as a Lifelong Habit for the Residents

By Michelle Chai

Corporate Affairs Department, Lions Home



More than storytelling!

Prior to 29 July 2017, which was designated as “The National Reading Day”, a simple survey for the Bishan residents was carried out on their reading habits. “The National Reading Day” is part of the National Reading Movement, a five-year initiative to encourage Singaporeans to read more, read widely, and read together. It marked a day of celebrating the joy and importance of reading.

On 29 July 2017, Dr Yaacob Ibrahim, Minister for Communications and Information, and the National Library Board (NLB) celebrated National Reading Day by taking part in “Read for Books” at Bishan Lions Home. Volunteers came together to read to those who were unable to read by themselves.

After this event, the idea of taking the residents to libraries was proposed. On 24 October 2017, four residents accompanied by clinical assistants, Ms Pratiti the Rehabilitation Manager and myself visited the Bishan Community Library.

We were warmly welcomed by the librarians and started with a tour of the library. Residents learnt about the NLB catalogue and the use of the eKiosk. Although it was their first trip to a library after many years, they enjoyed browsing through the books and they were very savvy using technology in a new environment.

It was an eventful day filled with many activities including a storytelling session. Each resident was given a four-page newspaper and taught to fold the newspaper as the story was being narrated. Hats, boats, and many more items were created with the newspaper. The residents enjoyed the visit and expressed their wish to return to the library soon.

Donation of a Transporter by Hotel 81 Management Pte Ltd

On 13 September 2017, Ms Carolyn Choo, Managing Director of Hotel 81 Management Pte Ltd (Hotel 81) together with Mr Chu Poh Yong, COO of Hotel 81 visited the Lions Home at Bishan for the handover ceremony of a Transporter, specially for Lions Home residents.

Lions Home is grateful to Hotel 81 for their generous sponsorship of this brand new Transporter. The Transporter, bearing Hotel 81's logo, is very timely in fulfilling the needs of transporting residents to hospitals for follow-up appointments and collection of

medications. This purpose-built vehicle, equipped with a hydraulic lift, helps to fill the gap in transportation for residents with limited mobility, and gives them access to a reliable means of transportation.



Ms Carolyn Choo, Managing Director of Hotel 81, handing over the mock-up key (a representation of the vehicle's key) to PDG Lion Isabel Cheong, Chairman of Lions Home.



Ms Doreen Lye, CEO of Lions Home, highlighting the history of Lions Home to Ms Carolyn Choo.

Lions Home would like to sincerely thank the following organisations for their generosity and contributions:



Lions Home staff posing with staff members from Denso, who delivered in-kind donations.



Lion Aranea Chua, Director of Volunteer Outreach / Management of Lions Home, receiving a cheque donation of \$1,000 from YWCA on 30 August 2017.

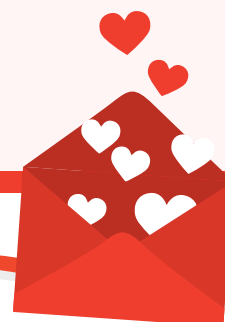
Share the Joy

Lions Home is deeply touched by a letter of compliment which we recently received from P. Laletha, the sister of Pavadasamy Pramaycree Christina, a resident of Lions Home Bedok.

I would like to appreciate your Staff Nurses, Mr. Julius and Mrs. Kohila, for their kind and positive attitude towards my sister, Pavadasamy Pramaycree Christina. Their effort and hard work are truly appreciated.

I, Laletha, would like to express my heartfelt thanks to the above Staff Nurses. I am sure you understand how stressful it can be for nurses to handle patients. However, their hard work and manners put me at ease.

Thank you once again for all the loving care they gave to my loving sister. I look forward to their kind continuous support.



“MRT” at Dementia Ward

By Leanne Lim

Anglo-Chinese Junior College Dance Society



Over the course of 3 days, on 24, 26, and 31 August 2017, the AC (Anglo Chinese) Dance Society and a few other volunteers painted a mural for Lions Home for the Elders (Bishan) as part of the Values In Action (VIA) programme. This CCA-initiated VIA was a challenging yet enjoyable experience for all of us.

To kick start the project, my fellow dancer Teresa, our teacher-in-charge of Dance Society Ms Cheryl Teo, and I met with Lions Home staff to plan the MRT mural to be painted at the Dementia Ward. With the help and guidance of Ms Teo, we designed and drafted the mural.

As this was our first time painting a mural, we anxiously scaled and then sketched the drawing on the wall. This was the hardest and most time-consuming part. After that we had a blast filling in with paint which was the easy part.

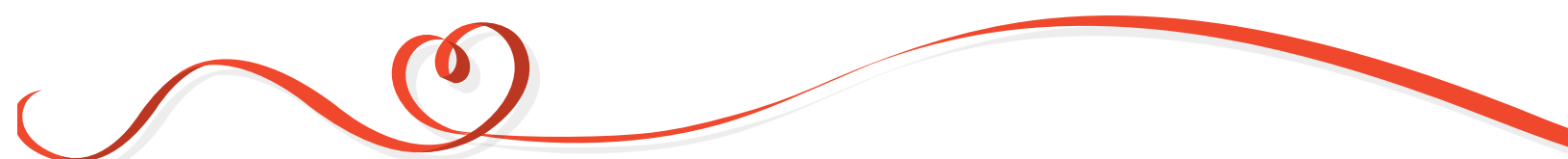
Given the short amount of time, everyone was very cooperative and we were very glad and proud of what we had achieved and we sincerely hoped that the residents would like it. Thank you, Lions Home, and everyone who had helped to make this project a success.



Resident waiting for “MRT”.

“Train Doors Closing!”

A movement sensor was installed near the newly painted MRT track at the Dementia Ward of Lions Home Bishan. Intended to stimulate the residents’ feelings of boarding a train, the pre-recorded sound of an MRT announcement will be played automatically as residents stroll along the track and pass by the sensor area. This is part of reminiscence therapy for residents with dementia, to improve their mood and encourage discussion of past activities, events and experiences. It helps residents reconnect with their former lives, and bring some familiarity and comfort to them as well.



My Experience at Lions Home Kopitiam

By Belinda Low

I am thankful and grateful for the opportunity to give a part of myself to the community by painting a mural at the Kopitiam at Lions Home Bishan, and trust this will bring much joy and memories to the residents for many years to come.

I felt blessed by the warmth and hospitality of all at the Lions Home, from the CEO to the staff – these made the experience there memorable for

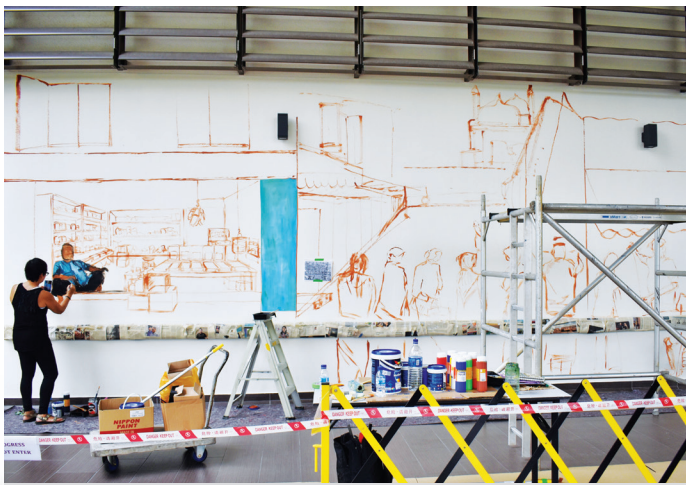
me, for which I am deeply grateful. What was truly amazing was that I also chanced upon a long-time friend who is now a resident of the Home.

As I chose the subjects for the mural, fond memories came flooding back. Just to name a few examples, the old woman at the provision shop is a metaphor of my maternal grandmother. Rediffusion was a popular form of entertainment before we had television.

The red bus that we travelled on, and the biscuits and snacks we used to buy, all came alive for me.

I hope this will leave a legacy for the younger generation to see the things we used to have and enjoyed in our childhood.

Instagram: @lowbelinda



Belinda at work. This was how it all began...



Only after a week's painting.



Details, details, details.

Belinda Low, the Muralist.

Good Food Worth Sharing

By Charisse Teo Li Ping
Corporate Affairs Department, Lions Home

Our heartiest congratulations to Madam Chong and Siyvester! Thank you for making the residents' days better with good food.



Final product! Lemonade Popcorn Chicken.

"For the first time in my life, I took part in a competition. Though a mini-competition, no words can describe how fulfilling the Share & Cook Sharing sessions had been for me," exclaimed Madam Chong Ngee Moy, 54, a cook at the Lions Home, Bedok.

In September, Madam Chong participated in a Share & Cook Sharing Session, which was organised by the Agency for the Integrated Care (AIC), as part of the "Eat Well. Age Well. Live Well 2017" campaign. Share & Cook is a platform that encourages Community Care Cooks to share their recipes. It provides an opportunity for them to demonstrate their culinary flair as well as receive guidance on proper recipe documentation.

Gleaming with excitement, Madam Chong shared, "During the sessions, I

was advised by Chef Xu Tianmu about enhancing the dish's presentation and improving the final taste of my recipe. Through other community cooks' sharing, I gained a fair bit of knowledge in creating exceptional flavours which certainly help in preparing more palatable food for the residents."

A concocted recipe – Lemonade Popcorn Chicken, won Madam Chong a place in the final culinary cook-off. She teamed up with Siyvester Cheong, Kitchen Operations Executive at the Lions Home Bedok, and competed against eight other finalists on 20 October 2017, at Temasek Polytechnic Asian Kitchen, where the duo clinched a Bronze Award.

"I was over the moon when the results were announced! I hope to dispel the image of nursing home's food as bland or unappealing," Madam Chong said, smiling triumphantly. Madam Chong credited Siyvester for the support he had given and especially, the assistance rendered to her during the finals. Siyvester added, "In fact, it never really mattered if we won or lost. It was all about the learning process and striving to do the best we could for Lions Home."

Madam Chong considered Share & Cook as an invaluable experience. "It was truly gratifying to partake in

something which I have been so passionate about - cooking. It enabled me to tap on others' recipes for a wider range of dishes and gained some tips to hone my culinary skills for providing healthier fare. I never knew I could come this far."

For more photos, visit Gallery - Share & Cook Culinary Cook-Off (AIC) 20 Oct 2017, on the Lions Home website www.lionshome.org.sg.

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Madam Chong and Siyvester smiling broadly for the camera alongside Ms Heidi Rafman, Deputy Chief of ILTC Quality, Innovation and Productivity Division, Agency for Integrated Care.



The long-awaited Kacang Puteh Cart was officially opened by Lions Home Bedok residents on 8 August 2017.

Kacang Puteh Cart Here to Stay

Now the residents at Lions Home Bedok can buy snacks at their doorstep. Stationed at the main entrance of the Home, the Kacang Puteh Cart is normally manned by two residents and assisted by one clinical staff. Residents look forward to reminiscing about the early days of buying and paying for the snacks from a kacang puteh cart. When you are in the Bedok neighbourhood on Saturday afternoons, do swing by for a taste of nostalgia.



2 August 2017

Charles & Keith (Singapore) Pte Ltd

Admiring the balloon lollipop.



18 August 2017

Silicon Labs International

"I call BINGO!"



28 August 2017

My First Skool (Blk 153 Bishan St 13)

Avid preschoolers delighting the residents with their song and dance.



16 August 2017

Food from the Heart & IRAS

Making colourful paper lanterns to celebrate the upcoming Mid-Autumn Festival.



24 August 2017

ITE College East

Colouring within the lines.



7 September 2017

LCS Whampoa

Residents judging the winners of a colouring contest.



14 September 2017

Love and Care - Shrimad Rajchandra Mission

Monthly birthday celebration by the Home's committed volunteers.



15 September 2017

CGG Services

A Bollywood dance number.



16 September 2017

Bake for Charity

Dishing out the sumptuous lunch specially catered for residents.



20 September 2017

Coface

A staff member from Coface distributing gifts to bed-confined residents.



22 September 2017

Kuo Chuan Presbyterian Secondary School

Students helping a resident to play the game of "Guess Where" using a tablet.



25 September 2017

Woodgrove Primary School

Children performing a hip-hop dance for residents having their tea break at the Kopitiam.



26 September 2017

Sunflower Tinkleland

Tiny hands making customised hand-held fans for Ah Gong.



27 September 2017

De Lage Landen

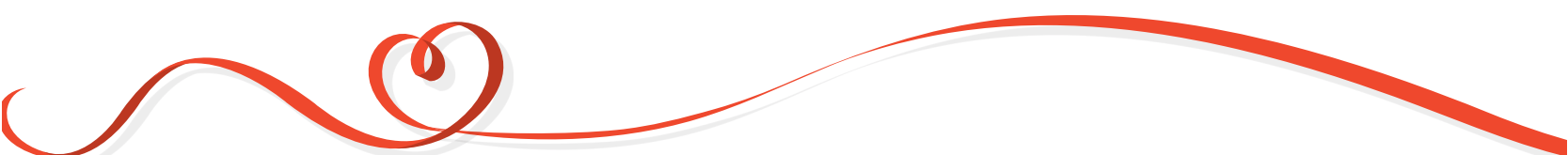
Residents mesmerised by the magician's duster tricks.



28 September 2017

AXA Insurance Pte Ltd

Residents and volunteers with their rendition of the classic karaoke song 朋友 (Friends).



5 October 2017

Panasonic Industrial Devices Singapore

Mid-autumn celebration with colourful lanterns and delicious mooncakes.



10 October 2017

LCS Nassim

Getting a crew cut from a professional hairstylist engaged by LCS Nassim.



11 October 2017

LCS Arcadia

Nothing beats a soothing facial massage followed by an all-natural chocolate mask.



12 October 2017

Goodrich Aerospace Pte Ltd

Volunteers getting residents all psyched up for a game of bingo.



16 October 2017

SCC Volunteer (LCS Ladyhill)

A volunteer helping a Senior Care Centre (SCC) client to fold origami butterflies with recycled paper.



21 October 2017

QE Elemech Engineering Pte Ltd

Volunteer and resident working together on a mini canvas painting.

Photo courtesy: QE Elemech Engineering Pte Ltd



27 October 2017

BCA Academy

Student volunteers helping residents search for letters to form words.



1 November 2017

Catholic High School (Secondary)

Performing stretching exercises before some fun and games.



2 November 2017

Tanjong Katong Girls' School

Student volunteers engaging a resident with UNO card game.



Gardening Goodness



Studies have shown that gardening has benefits like promoting relaxation, keeping the senses sharp, and increasing social interaction, just to name a few. The garden bed at the Senior Care Centre (SCC) at the Bishan Home is specially designed to cater to

both wheelchair-bound and ambulant clients. Taking into consideration that the gardening corner has little sunlight, pandan leaves, laksa leaves and scented sand gingers are planted. Every morning, SCC clients tend and water the plants while chatting away.



Exchanging gardening tips.



Terrariums Come to Lions Home

By Darrel Chua, terrAIDrium

Project terrAIDrium is a self-funded initiative that aims to bring this relatively expensive art to different beneficiaries from various welfare groups at zero cost.

On 30 September 2017, members of Project terrAIDrium visited Lions Home Bedok to host a terrarium workshop for the residents. A terrarium is a mini-garden housed in a transparent container ornamented with mini figurines and colourful pebbles and sand. Live plants that are used in a terrarium can reduce stress, create a feeling of well-being and improve surrounding air quality. The workshop went smoothly although this was a new initiative for the Home. The clinical staff were proactive in offering help and we were extremely thankful for that.

Every resident went away with his/her own beautiful terrarium and we were glad that they enjoyed themselves. We were very touched when they came up to us to shake our hands and thank us personally.

During the workshop, one notable experience was the interaction with an elderly man whom volunteers affectionately nicknamed "Mr Punch". This nickname came about because he insisted on using his fist to punch the various layers of sand in his terrarium instead of compressing them with a leveller. Nevertheless, he managed to get the job done without hurting himself and I guess that was all that mattered!

We also interviewed our volunteers and one of them said:

"I enjoyed my time interacting with the residents, as much as they looked like they did. The experience reaffirmed my purpose in committing my time to

volunteer for events such as this. It also displaced my long-held view that all residents in a nursing home dislike being there. However, looking around at the residents chatting with us and with one another during the workshop, and how they seemed to have forged a community amongst themselves, I realised that it would not be fair for me to make such a generalisation."



A final touch for her beautiful terrarium.

As we give back to society by contributing our time and effort through volunteering, we gain so much more from the lessons learnt during the experience. This is why Project terrAIDrium was started. We will continue to make a difference in people's lives in our own little ways.

Please reach us at terraidrium@yahoo.com if you would like to support us or find out more about what we do!



Editorial Committee, chaired by Lion Mary Ong: PDG Lion Isabel Cheong, Lion Dr Chey Chor Khoo, Lion Eng Teal, Lion Gladys Lim, Lion Lily Tan, Ms Doreen Lye, Ms Lena Iriawati, Ms Michelle Chai, Ms Charisse Teo

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