

GoldenTimes

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EMERGING INNOVATIONS, TRANSFORMING CARE

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 **Lions Home
For The Elders**
獅子乐龄之家
Affiliated to National Council of Social Service



Lions Home for the Elders and the Changing Trends in Eldercare



"Eldercare" is a broad term that refers to fulfilling the needs of senior citizens. It covers services for seniors like assisted living, day care, nursing homes, hospice care, and home care, among others.

Whilst being cared for by younger generations of family members may have been the traditional practice in the Asian context, the break-up of the family unit where the younger generations choose to live independently with their own family unit, often means that the elderly are left to look to their own needs.

By 2030, one in four Singaporeans - or nearly one million people - will be senior citizens. The number of seniors who will live alone is also expected to rise, with a corresponding rise in those affected with dementia. According to the Well-being of the Singapore Elderly (Wise) study by the Institute of Mental Health, one in 10 people aged 60 and above is likely to have dementia. It is estimated that there are already nearly 78,000 people with dementia in Singapore today. Seniors with dementia and those who live alone are most likely to need institutional care.

Even with the broad spectrum of services already in place for the rapidly aging population in Singapore, there will be an increasing need to expand them even further as the demand for eldercare rises.

Home care and day care services for the elderly may require the engagement of live-in caregivers. The provision of these services by trained and qualified home helpers may be the solution for frail, ill and homebound elderly needing assistance with daily activities. Despite this, however, domestic helpers may

not always be equipped to handle caregiving responsibilities. Nor will many households be able to afford the cost of employing foreign domestic workers for long-term care for their loved ones at home.

The Government is encouraging options for eldercare which include community-based home care and daycare services. New "active-ageing hubs", where seniors can join wellness programmes or get help with care, rehabilitation and even grocery shopping, are also being opened islandwide, and could become the trend for the aged living in the community.

To enable people to age in the community rather than in institutions, Daycare Centres also play an important role. They provide opportunities for socialization and mental stimulation through structured activities, as well as the improvement of declining physical strength and mobility, all in one location.

However, despite all efforts to promote and encourage "ageing in place", permanent arrangements may eventually be necessary for those who are frail, infirm and no longer able to be cared for in their homes for various reasons.

According to figures released last year by the Ministry of Health (MOH), there will be a cumulative 40,000 nursing home, home care and community care places by 2020. But the numbers may prove insufficient, given that there will be more than 600,000 people aged 65 and above by then.

It stands to reason that more nursing homes will need to be built, as well as senior care centres to keep up with the rising demand and rapid pace of ageing. A departure from the dormitory-style accommodation in the nursing home is being explored where even subsidised residents may be housed in one-room, or twin bedded rooms to give the residents more privacy.

The Lions Home for the Elders has anticipated the urgent need to address the increasing demand in eldercare by

providing long term medical, nursing and rehabilitative care for the elderly which families may be unable to give at home. The Senior Care Centre at Bishan Home has made available quality and affordable care and rehabilitation catering to the elderly in the community. The Assisted Living Unit or ALU in Bishan Home empowers the more independent residents to function in a controlled environment, yet at the same time giving them a sense of dignity and self-reliance.

It is also hoped that in responding to the multifold and changing needs of a rapidly ageing society, the Lions Home will move forward to promote the concept of integrating home care, senior care and nursing home services all on its premises. It has to play its part in meeting the social and personal requirements of the elderly in the community at large, as they increasingly depend on assistance with daily activities and health care.

Ultimately, it is all about giving the elderly the optimum opportunity to age with dignity, in a safe, affordable and conducive environment, and being given the best of care and services that are available, all under one roof.

It has been a distinct honour and privilege as Chairman, to be so closely associated with the Lions Home for the Elders. As I step down at the end of my tenure, I am confident that in the very competent and capable hands of the medical and care staff, the Lions Home will continue to be recognised and lauded for its excellent eldercare services. I am also heartened to know that it will also continue to be effectively and efficiently managed by an experienced and dedicated administrative and managerial staff.

May the Vision of being "The recognised leading service provider in Health, Nursing and Aged Care" become a reality!

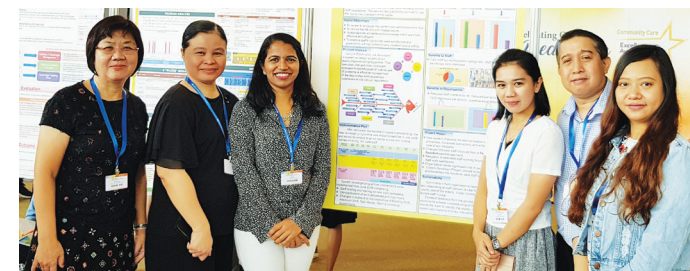
PDG Lion Isabel Cheong
Chairman

System Redesign: Lions Home wins the Clinical Quality Improvement – Team Merit Award

Our heartiest congratulations to the Clinical Department on winning the Clinical Quality Improvement – Team Merit Award for the Community Care Excellence Awards 2018, for their submission of the System Redesign Programme. Designed to streamline clinical workflow and improve efficiency, the System Redesign targets to reduce fall and skin related issues whilst increasing job satisfaction and maximise performance without compromising residents' care and safety. The concept of shifting staff mindset from "Task-centric" approach to "Resident-centric" approach, has improved ward productivity, which in turn helps to reduce staff overtime costs.

Clinical Quality Improvement Award (Excellence Award)

This award recognises outstanding projects that improve clinical care processes, patients / clients' clinical outcome or safety. *Source: Agency for Integrated Care*



Left to right: Director of Nursing Patsy Pang, Senior Staff Nurse Sison Agnes Mapili, Senior Nurse Manager Ramalingam Vasanthi, Staff Nurse Gretchen Maliones Camsol, Assistant Director of Nursing Joselito Iporac Samonte and Staff Nurse Htet Htet Kyaw, at the Quality & Productivity Festival 2018 at Singapore EXPO, on 19 September 2018.

Chef Partnership Programme: Productivity Maximised for Delicious yet Healthier Menus!

By Michael Foo
Chief Operating Officer, Lions Home

Singaporeans love to eat. Truth be told, some of us literally live to eat. It is really not surprising that food assumes a larger than life role in our day to day living and is one of the determinants in measuring residents' quality of life in nursing homes.

In alignment with our continuing endeavour to provide higher quality of life for residents, the Home has embarked on the Chef Partnership Programme with Project Chef Pte Ltd – a Food & Beverage consultancy, supported by the Agency for Integrated Care (AIC), to improve food quality. The objectives of the tri-partite partnership are as follows:

- Improve Residents' Food Satisfaction
- Implement Quality Control
- Increase Productivity and Efficiency

The programme includes the following phases: Pre-pilot, New Menu Launch, Choice of Menu introduced. The first phase started in June 2018, while the rest of the programme rolled out progressively. More than 130 Bedok Home residents have benefitted since its launch.

Analysis of findings to-date of the Lions Home Bedok
The outcomes of the programme so far have been very encouraging.

- Food wastage has been significantly reduced with new menu introduction and reduced further when residents were given a choice of what to eat.
- Satisfaction has improved greatly (the number of residents who give "Excellent" as the rating has increased).
- Introduction of new menu which incorporated the use of kitchen technology has helped to reduce the time required for meal preparation while increasing the variety of dishes that could be served to the residents.
- Time saving on meal preparation allows the main cook to expand her job role to take over stock purchase and inventory check. In turn, job scope of other kitchen staff was also expanded with the flexibility to rotate around the different duties.

What's Next

The programme will be expanded into Lions Home Bishan after a successful run in Bedok. We are confident that these interventions will help our residents rediscover the joy of eating and make a positive impact in improving their quality of life.

Madam Chong Ngee Moy, Cook at Lions Home Bedok, pays close attention as Chef Tianmu of Project Chef Pte Ltd demonstrates his culinary skills.



A Teaching Nursing Home

By Monica Jayarani & Pia Pagaduan Vallejo
Training and Education Department, Lions Home

As a recognised leading service provider in aged care, Lions Home for the Elders (LHE) is committed in giving utmost importance to staff training and development. The comprehensive training, education and orientation programmes grounded in a competency-based assessment model with Blended Learning Approach have given our care staff an opportunity to learn, and enable them to practise safely and competently, to ensure quality resident care. This will better support positive transition while entering the Intermediate and Long-term Care (ILTC) sector, improve care staff retention and enhance the profile of ILTC sector as a desired work place.

LHE is recognised by the Institute of Technical Education (ITE) as a Certified On-the-Job Training Centre since 1998, and as the Approved Training Centre since 2001. Having a structured framework enables us to train our in-house staff, leading to nationally recognised ITE certificate, which allows successful candidates to work in Singapore for 22 years. As part of

the ITE Skills Certificate in Healthcare (Home Care) programme, trainees are given “protected training and learning period” in which they are “supernumerary staff”, for a significant period of six months for Nursing Aides (NA) and twelve months for Healthcare Assistants. LHE recognises the importance of orientation and training and is committed to give staff ongoing quality training and upgrade their knowledge and skills to cope with the changing eldercare landscape in Singapore.

Furthermore, the programme serves as an entry criterion to send potential staff of LHE for the Singapore Nursing Board Licensure Examination under the Career Progression Pathway from NA to Enrolled Nurse, and to upgrade to Registered Nurse. So far, 28 staff members have benefitted, in which 61% are still serving with us as Assistant Director of Nursing, Assistant Nurse Manager, Nurse Clinician, Nursing Officer and Senior Staff Nurse.

LHE's Training and Education Department

regularly conducts refresher training for all care staff based on the training needs assessment, policy and regulatory requirement, and best practice guidelines. It equips them with learning opportunities to practise and refresh the knowledge and skills they learnt in the initial Structured Orientation Programme. This is evident from the key findings of the Nursing Home Safety Culture Survey 2018 conducted by the Agency for Integrated Care which showed that 95% of respondents (care staff) understood the training they acquired and received the training they need in our nursing home. Additionally, it has helped us to identify and work towards bridging the theory-practice gap, thus enabling care staff to provide quality resident care.

Visionary leadership and supportive management strategies are imperatives in creating a work environment that elevates the professional development of long-term care nursing, as well as sustaining Lions Home as A Teaching Nursing Home.

Innovative and Therapy-focused Games through Jintronix - Virtual Reality Rehabilitation

By Pratiti Kaji, Rehabilitation Department, Lions Home



A staff member oversees the process as resident engages in Jintronix.

Over the years, the profiles of our elderly and the caregivers have changed. The Lions Home has always strived to leverage appropriate technology to promote recovery and meet the rising expectations of an ageing society. The advances of Virtual Reality (VR) technology have steadily made headway in eldercare to transform care and enable seniors to enjoy life better.

Last year, Jintronix a VR rehabilitation platform, was launched for our residents, to motivate them to be actively engaged and improve their functional abilities. It is a comprehensive system and the platform comprises therapeutic games, exercises and functional assessments, for elderly of all profiles, including those who are wheelchair-bound. Each game can be customised to suit the needs of individual resident. Its diverse range of games which are progressive in nature help in residents' physical rehabilitation and cognitive stimulation simultaneously.

The programme is set up in a small area within the wards, so that residents who normally refused traditional gym rehabilitation exercises, are also able to stay active in the wards. As the software gathers real-time data and generate objective outcome measures, residents

can observe their own progress. With Jintronix, residents' participation in therapy has increased as they find the games thrilling and enjoyable.

The home is constantly exploring opportunities, to incorporate new technologies to enhance quality of care, and provide residents with optimal rehabilitation experience.



Jintronix – Soccer game.

Visiting Expert on Nutrition Support Training Programme

In its effort to stay up-to-date with best practices in eldercare, the Lions Home collaborated with The Salvation Army Peacehaven, and participated in the “Nutrition Support Training Programme: The Critical Role of the Nutrition Support Team in Improving Healthcare”.

The programme, which is part of the Community Care Manpower Development Award (CCMDA) initiated by the Agency for Integrated Care, included sharing of professional skills and knowledge with community care organisations, by a visiting expert - Professor Yasushi Miyazawa.

Professor Miyazawa conducted the Nutrition Support Team (NST) to assist further in optimising nutrition in acute and long-term care, by incorporating a standardised protocol to establish a multidisciplinary approach to address malnutrition.

We were honoured to host Professor Miyazawa at Lions Home Bishan on 11 September 2018. The highlight of the visit comprised a case study of Chikamori Hospital, and bringing awareness of NST support. It also prompted a call to action to recognise the importance of NST in a community

“The session was inspiring. It provided insights to improve and maintain the well-being of the elderly with optimal suitable nutritional supplements.”
– Vasanthi R. Clinical Department, Lions Home.



setting. The case study placed strong emphasis on the critical role of nutrition intervention, and suggested practical and realistic treatment for malnourished patients and those at risk of malnutrition.

AN INCLUSIVE SINGAPORE – CELEBRATING NDP WITH SENIORS

By ACE Seniors

On 15 August, ACE Seniors brought the 53rd NDP celebration to Lion Homes for the Elders at Bishan with 90 volunteers from Adrenalin Group, NTUC Income, Micron Semiconductor Asia, Informatics Academy and a group of individual volunteers.

It was a day of celebration with engaging activities including sing-along sessions and a “sure-win” spin the wheel for the senior residents. The ground floor and multi-purpose room of the Home were beautifully decorated by the volunteers with colourful Singapore flags and banners. The pride of being Singaporean was reflected on the faces of the residents when we sang the National Anthem and recited the Pledge. It was a time of reminiscence at the sing-along session when we sang nostalgic songs of yesteryear such as Tian Mi Mi (甜蜜蜜) and Bengawan Solo. Every one of us including the staff, residents and volunteers truly enjoyed ourselves.

At the photo booth, residents smiled happily to have their pictures taken. They were also caught waving their hands



One of the most popular games – Dry Fishing!



Showing off his basketball skill – All in, no miss!



Singing and waving the National Day Flags proudly as one.

and swaying their bodies as they learnt the new technology of Exergame, a software developed by NTU to encourage seniors to exercise in a fun way. Local snacks such as teh tarik, ice-cream, tau huay, piring wafer biscuits and kacang puteh were hot favourites among the residents.

The residents were also thrilled by the many engaging games such as Dry Fishing, Mini Basketball, History Trivia, Wheel of Fortune, Pinball etc. A lady resident was laughing heartily as she caught one fish after another at the Dry Fishing stall and proudly showing off her catch to her friend. Moments like these warm our hearts and make us want to come back.

A resident smiling widely as she learns to play a new technology, Exergame.

ACE Seniors is a Singapore-based social enterprise and interest group that offers a holistic approach towards successful ageing and with peace of mind.

SHRIMAD RAJCHANDRA LOVE AND CARE PARTNERS WITH LIONS HOME



By Ragini Bakhda
Head of Shrimad Rajchandra Love and Care Singapore

Headquartered in Dharampur, India, Shrimad Rajchandra Mission Dharampur (SRMD) is a global movement that uplifts others through its Mission Statement: Realise one's true self and serve others selflessly. Shrimad Rajchandra Love and Care (SRLC), an initiative of SRMD, addresses the needs of the society.

SRLC is privileged to partner with Lions Home for the Elders since November 2016. SRLC's volunteers visit the Home monthly to celebrate the residents' birthdays. We bring along birthday cakes, gifts, food, prizes and organise activities like Bingo, Art and Craft and karaoke sessions.

SRLC hopes to add love to the lives of the less fortunate. To us, love is when we feel that others' happiness is our responsibility. When there is love within, it flows naturally in the form of care. We serve and bring joy to those in need, not because 'we have to', or 'it is our duty', but because 'we love to'. We all have the potential to make a difference, which in turn fills our life with happiness and contentment. As we add meaning to the lives of others, in the process, they end up adding meaning to ours.

SRLC is grateful to Lions Home for providing us with the opportunity to serve and it endeavours in every possible way to continually make a difference in the lives of the residents.



Celebrating residents' birthdays – each month is special!

OUR VOLUNTEERS' TESTIMONIALS



"The residents' smiles motivate me to continue my volunteerism."

– Bhavi Parekh

"Serving and befriending the elders have instilled gratitude in me."

– Jayshri Goda



"It made me realise that empathy and spreading happiness are the best cures."

– Anjali Parekh

"When the residents smile, I realise being with them is the best thing I do with my time."

– Arti Kothari



"It's amazing that in spite of their age, these residents are happy and cheerful."

– Jasmina Doshi



Simple handicraft for residents who enjoy art and craft.

Tee Off for a Cause

By Cyndi Low
Corporate Affairs Department, Lions Home

Lions Home for the Elders held its Charity Golf and Dinner on 7 August 2018 at the Singapore Island Country Club with Senior Minister of State for Health, Mr Edwin Tong gracing the dinner as the Guest of Honour.

There were three Hole-in-One prizes in total, namely one Mercedes Benz GLA 180 sponsored by Daimler and two \$50,000 Cash at two par-3 holes sponsored by Lions Club of Singapore Seletar. Golfers also had a chance to win novelty prizes. The tournament's Ladies' Division Winner and Mens' Division Winner each took home a trophy, golf bag and a box of golf balls. With 100 lucky draw prizes given out at the dinner, there were plenty to go round for everyone.

The gross amount raised was \$297,620 and the funds collected will be used for needy residents experiencing financial difficulties. Lions Home would like to extend their heartfelt appreciation and deepest gratitude to all sponsors and donors for the generous support. Kudos to Organising Chairman Lion Samuel Tay and all committee members for making this event a success.



Lions Home Charity Golf & Dinner 2018 Organising Committee with Guest-of-Honour Senior Minister of State for Health Mr Edwin Tong.



Group Shot before Tee-off.

For more photos, visit Donors & Volunteers Acknowledgement Gallery on the Lions Home website www.lionshome.org.sg.

Visit by LCI International President Gudrun Yngvadottir and her spouse PID Jon



IP Yngvadottir offering a handshake to a resident during the tour at Lions Home Bishan.

Gudrun Bjort Yngvadottir, International President (IP) of Lions Clubs International (LCI) 2018-2019, accompanied by her husband, PID Jon Bjarni Thorsteinsson, paid a visit to the Lions Home Bishan on 27 July 2018. Distinguished guests District Governor Lion Jeffrey Yang, several Lions Dignitaries and Management Board members of the Lions Home, warmly welcomed their arrival. Lions Home Chairman PDG Lion Isabel Cheong provided a brief introduction of the Home's history and milestones, followed by viewing of the Home's corporate video, to deepen IP Yngvadottir's understanding of how the Home functions in its day-to-day operations. IP Yngvadottir lauded the Lions Clubs of Singapore for effectively improving the Home's healthcare system, and offering a comprehensive range of services for the underprivileged in our society. The morning ended with a short tour led by Chairman PDG Lion Isabel. Residents were all smiles as IP Yngvadottir exchanged greetings with them.

When Compassion becomes Action



1 August 2018

Kuo Chuan Presbyterian Primary School



A resident focusing on finishing the jigsaw puzzle with the help of a teacher.

2 August 2018

Food from the Heart & Raffles Girls' School



A resident trying hard in the game of "Guess the Price".

8 August 2018

Hamilton Preschool



A resident tossing the mini hoop and hoping it lands on the biggest cone.

11 August 2018

LCS Goodlink



Lions "connecting hearts" with their positive energy, making residents' hearts smile.

16 August 2018

Kuo Chuan Presbyterian Secondary School



"At last my own hand-made lantern to match my pink top!"

20 August 2018

Zhonghua Secondary School



Pure enjoyment playing a game of chess.

23 August 2018

Nanyang Junior College



A resident creating her very own miniature terrarium garden with the help of the two students.

1 September 2018

LCS Sentosa



Lions serving residents with a delightful spread of dishes.

6 September 2018

HPC Builders Pte Ltd



"You got it right again!"

13 September 2018

Medidata Solutions International Asia Pacific Pte Ltd



A member of the staff distributing brightly coloured towels to cheer residents up.

24 September 2018

Sunflower Tinkleland Pre School



"Here is a teddy I handpicked for you!"

26 September 2018

Panasonic Industrial Devices Singapore



A member of the staff patiently guiding a resident in the process of making bunny-shaped snowskin mooncake.

3 October 2018

Forrester Singapore Pte Ltd



A tender touch that warms the heart.

10 October 2018

Singapore Polytechnic



Students of Wushu Club distributing goodie bags to residents waiting in anticipation.

13 October 2018

Crédit Agricole CIB and Food from the Heart



"Come, put your hands up in the air!"

15 October 2018

T-Systems Singapore Pte Ltd



A resident participating in fancy foam craft.

17 October 2018

Victoria School (Red Cross)



A student helping a resident to match the number in the game of Bingo.

24 October 2018

Avinash Neelakantan and Family



Residents intrigued by the great magic show!

25 October 2018

LCS Bukit Timah



A resident getting a versatile pixie cut by a professional stylist.

29 October 2018

Tanjong Katong Girls' School (Red Cross Youth)



A resident helping the students as they carefully removed a few coloured-blocks from the UNO Stacko without pulling down the tower.

1 November 2018

Telok Kurau Primary (Cub Scouts)



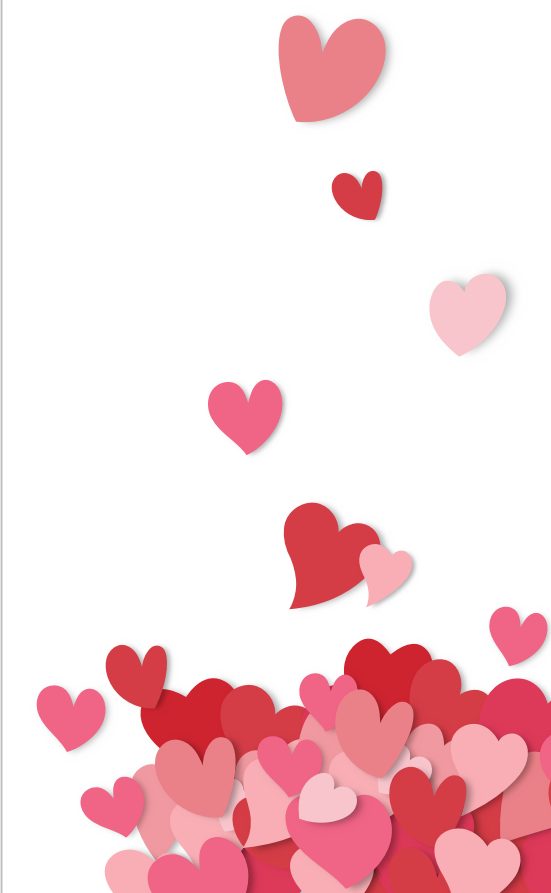
Singing with gusto and in unison to keep residents entertained!

3 November 2018

Bishan Community Club (People's Association)



Making the rounds to help residents with their Bingo cards.



For more photos, visit Donors & Volunteers Acknowledgement Gallery on the Lions Home website www.lionshome.org.sg.

Creating an Enjoyable Mid-Autumn for All

By Joycelyn Heng, Corporate Affairs Department, Lions Home



Our residents looking out for the lanterns they painted.

Mid-autumn is one of the major festivals that is celebrated yearly by the Chinese community and is a time of family reunion, harmony and happiness. Family members gather on that day to admire the moon, share mooncakes and watch the children play with lanterns.

To me, Lions Home is like family and I always look forward to plan visitations and events to celebrate every festival with the residents. This year, Lions Home was privileged to celebrate the Mid-autumn festival at the Gardens by the Bay. Our residents from both Bishan and Bedok Homes were invited to paint lanterns, and these were showcased at the Colonnade of Lights during the festival. Even though it was a short week to prepare all the lanterns, our residents were tireless in their efforts to create beautiful art pieces and managed to design a total of 130 lanterns!

Many of our residents were excited and curious about the display. Because of their enthusiasm, we decided to organise an outing to the Gardens by the Bay for our residents to have a chance to see their own wonderful creations.

During the visit, it was really heart-warming to see the smiles on our residents' faces as they admired their own painted lanterns as well as those painted by others. Our residents had a fulfilling day as they also managed to

admire the beautiful flowers, waterfalls and plants in both the Flower Dome and the Cloud Forest. Our staff enjoyed themselves as well and managed to spend quality time with our residents.

It is in giving that we receive, and I am very proud of our residents in the Lions Homes. Their efforts not only gave them joy, but also made the festival more vibrant and enjoyable for the public who celebrated at the Gardens by the Bay.



Caught in action – All so focused on painting!



“Wow! 看那个花那么美!”



Our residents' wonderful artwork.

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

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