

GoldenTimes

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“
Ageing is not
lost youth
but a new stage
of opportunity
and strength
- Betty Friedan



We often say, time flies, and it really does. Lions Home will have its Flag Day (in August) and the year-end *Recognition Night* for our valued partners. We have extended invitations to corporations and companies to continue and broaden avenues for them to undertake *Corporate Social Responsibility (CSR)* programmes to adopt our Homes as partners, many of whom are still unaware of our services to the vulnerable seniors.

On the health front, our Active Ageing Programme (AAP) has seen broader scope and greater improvement. An external consultant is engaged to facilitate, train volunteers and care staff to further manage this programme. AAP promotes programmes to enable seniors to lead fulfilling and meaningful lives by keeping residents physically, mentally and socially involved.

With the nation's increasing ageing population, there are certain health conditions such as dementia that are expected to be a challenge. We recognise the emerging needs of our residents and have gone ahead to introduce *Silver Activity* software for residents with dementia. This software provides meaningful games and activities for seniors and helps them to stay actively engaged. Cognitive ability games are adapted from research conducted on elderly. These are easy-to-use applications and digital products for elderly to enable increased independence, encourage social interaction and stay mindfully active.

The software comes with a multilingual voice-over function that is senior-friendly to residents' abilities. Some benefits of the *Silver Activity* software include cognitive engagement and stimulation of the seniors by introducing the use of technology for cognitive and psychosocial engagement, providing progressive and adaptive bases on the residents' capabilities and abilities as well as offering reminiscence therapy to the residents with or without dementia. To support behavioural management, it is designed with social activities to manage agitated behaviour of the residents, and construct activities in the Singapore context which makes engagement culturally relevant. Furthermore, it provides reporting in relation to the engagement activities for evidence-based interventions. Integrating new care technologies into residents' daily activities would increase positive emotions and contribute significantly to the overall quality of life.

We will continue to keep our stakeholders abreast of our activities and service tasks as we lead more interactive digital improvements in alignment with our mission. Do stay tuned to our newsletters for progress updates.

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GoldenTimes

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RESIDENT SATISFACTION SURVEY: GOOD PRACTICES SHARING SESSION

By Core Clinical Management Team, Lions Home



Monica Jayarani, Senior Clinical Educator of LHE presenting at the Sharing Session on 11 April 2019; Photo Courtesy: Agency for Integrated Care, Quality and Productivity Division

The Agency for Integrated Care (AIC) has been conducting the Nursing Home Resident Satisfaction Survey (NH RSS) since 2012 to help Nursing Homes assess the level of residents' satisfaction, raise overall standards, service levels and improve quality of care. In 2018, AIC conducted the survey in the fourth quarter of 2018 at Lions Home For The Elders Bishan. Lions Home was delighted to be invited by AIC to present good practices for consistently achieving good results in Bishan residents' satisfaction levels and to encourage other nursing homes to learn and improve their own, at AIC's Results Sharing Session at International Plaza on 11 April 2019. The survey results highlighted some of the following good practices which contributed to higher resident satisfaction levels in Lions Home Bishan:

1. Introducing Technologies
2. Enhancing System Redesign
3. Training and Development
4. Increasing Collaborative Services
5. Introducing Key Performance Indicator Chart
6. Introducing Quality Improvement Initiatives



The top scoring service attributes were: empowerment and trust in staff, effectiveness of rehabilitation, privacy and informed choices/treatments. To better manage the residents' and next-of-kins' expectations, Lions Home hold regular meet-up sessions with residents' families, collects feedback regularly, and raises awareness of the available clinical/rehabilitation services. Lions Home constantly strives to improve and enhance its service and quality of care.

HEARTIEST CONGRATULATIONS!

Our heartiest congratulations to Chef Wong Keng Tuan and Kitchen Assistant Mohd Kasmuni Bin Zakaria of Lions Home Bishan for winning the Bronze Award during the Share & Cook culinary cook-off held at Temasek Polytechnic on 28 February 2019. The event was organised by the Agency for Integrated Care (AIC) as part of the "Eat Well. Age Well. Live Well" initiative. Taking part in the competition has further inspired Chef Wong to come up with more creative menus to whet residents' appetite. He also improves on the food presentations, whilst striking a balance in preparing healthier meals for the residents.



Lions Home staff taking a group picture with staff members of AIC. Left to right: Michael Foo, Chief Operating Officer of Lions Home; Benjamin - Quality and Productivity Division of AIC; Mohd Kasmuni Bin Zakaria, Kitchen Assistant of Lions Home Bishan; Chef Wong Keng Tuan of Lions Home Bishan; Camelia Poh, Assistant Director Quality and Productivity Division of AIC; Suny Koon, Senior Executive Quality and Productivity Division of AIC and Gillian Heather Batt, Manager Quality and Productivity Division of AIC;

ONE VOICE, ONE WORLD CONCERT

A total of 13 residents from the Bishan and Bedok Homes had the chance to express their music talents by performing at the Esplanade Concert Hall on 2 June 2019, alongside various choirs, wholly organised by Vocal Associates (VA) in celebration of their 5th Anniversary. Thank you VA for having our residents as part of the evening's programme. The experience was immensely fulfilling and enriching!



BLISSFULLY MELODIC

By Charisse Teo Li Ping, Corporate Affairs Department



Due to his worsening eye condition, Mr Low began losing his eyesight to Glaucoma and turned completely blind in 2010. His wife Mrs Low struggled with having a full-time job and often ferrying him back and forth the hospital as he had frequent falls at home. Having to juggle between work and caregiving of her beloved husband, Mrs Low constantly felt burnt out. The stress of taking care of Mr Low who also has other medical conditions began to take its toll on her, and she finally made up her mind to seek alternative caregiving arrangements for him. With assistance from the Government, Mrs Low managed to secure a placement at the Bedok Home for her husband.

“I am happy here. With 24-hour nursing care, everything is good for me. Whenever my wife gets off days from work, she will visit me and bring along my favourite food such as laksa and roasted duck rice. I always look forward to her visits.” Mr Low said, smiling tenderly.

Ms Anita Thomas, Bedok Home’s Principal Occupational Therapist Aide shared that despite Mr Low’s visual impairment, he is very independent and helpful. He also volunteers to assist in the residents’ weekly Bingo games by translating the instructions in multiple languages and dialects.”

When asked how he started his harmonica journey, Mr Low shared that he was in his mid-twenties when he met a group of children singing regularly at the place he used to work at. Their love for singing had an indelible influence on him as he had always been passionate about music. He then decided to use some of his savings to invest in two harmonicas, and began learning how to play them daily. The joy in doing so lasted him throughout his life.

Mr Low is amazingly focused and expressive when he plays the harmonica, and it has become a form of entertainment and joy to other residents as well. Some of his favourite songs include Ye Lai Xiang, Xin Tao Hua Jiang, and festive song Jingle Bells.

Quoting Mr Low’s words, “At this age, being able to do what you like is pure bliss.”

Walking into the Bedok Home, I was drawn by a soulful melody that led me to a ward on Level 2. I noticed a well-groomed resident in his 80s, clad in a navy blue cap, playing the famous Mandarin song sung by the late Teresa Teng called “Yue Liang Dai Biao Wo De Xin” (“The Moon Represents My Heart”).

I greeted him but he continued playing the song without responding to me, until he was done playing the beautiful song. After that, he grinned and suggested that I sing and clap to the melodies that he would be playing next, and I found myself humming along for the next hour with the short moment together stirred enjoyment into a surprisingly delightful happiness.

When he finished, he began searching high and low from one table to another for something, saying that he remembered placing it on the first table and asking me to help him find it. It was then that I realised he has visual impairment in both eyes, while I spotted and picked up the harmonica case on the floor and passed it to him.

This cheerful gentleman, Mr Low Kam Sang, is a resident of the Bedok Home since November 2015.

The dialogues were translated from Cantonese dialect to English.

Article is written and photos captured with consent from resident – Mr Low Kam Sang and his wife, Mrs Low.

WORKPLACE SAFETY AND HEALTH (WSH) COMMITTEE

By Patsy Pang, Director of Nursing

The Lions Home WSH Committee was formed in November 2017 to make the Home a safer and healthier work environment for all employees by developing and embracing a safety culture, and putting in place necessary safety measures. A consultant from Ecocare was engaged to train our staff members to assess risk areas, and help staff better understand WSH to improve safety at the workplace, which in turn, leads to better productivity and efficiency.

LIFT SAFELY



1

Check the weight of the load



2

Keep the load close to the body



3 & 4

Don’t lift and twist
Lift with your legs



5

Keep your back straight

Some of the approaches taken to promote safety environment to manage employees’ safety, health and welfare include:

- Cultivating staff awareness in health and safety
- Monitoring and reviewing potential risk and risk control measures in work place
- Taking necessary actions to prevent future incidents
- Checking work area by using the quarterly internal Risk Assessment checklist
- Making appropriate recommendation to maintain safety and health of the employees

In order to ensure the safety and health of every person at work, it requires continuous efforts and active involvement of all employees and stakeholders to minimise risks such as infections, illnesses and injuries. The Lions Home continues to work towards enforcing the best safety practices and taking proactive measures to promote a positive WSH culture.

SERVICE QUALITY

By Michael Foo, Chief Operating Officer

Quality is the competitive differentiation for all businesses, profit and not-for-profit alike. In the long-term care sector, it is quality that separates the leading service providers from the mediocre ones.

At Lions Home For The Elders, we adopt a holistic and methodical approach to inculcate quality and service excellence in all aspects of care delivery. Service Quality permeates throughout the touchpoints of each resident's care journey from pre-admission to discharge and everything in-between.

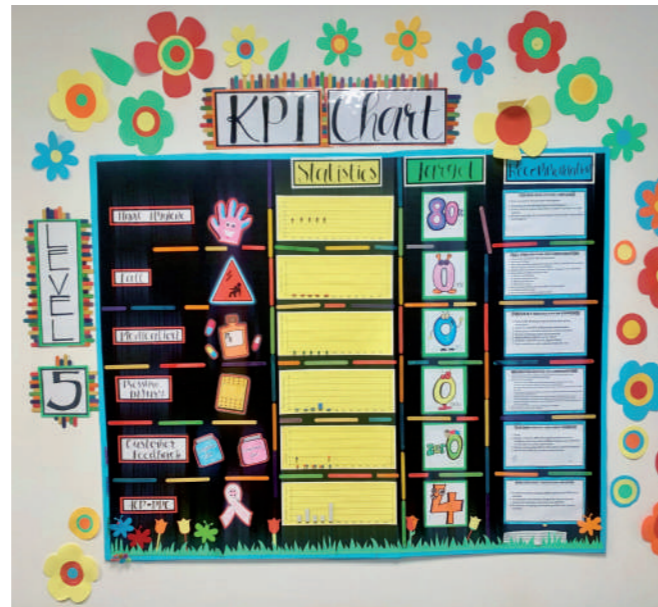
Service Quality Committee plays a pivotal role of overseeing and reviewing all aspects of quality relating to the provision of care and services. The Committee also strives to secure the best clinical, administration, operations and financial outcomes.

The Committee works in partnership with the Clinical Care Management Team (CCMT) which is represented by the heads of departments. CCMT Meetings are conducted every bi-monthly to review new programmes, service performance and related issues. At the operations level, ward clinical meetings for frontline staff are held bi-weekly to review clinical quality indicators including fall rates, medication discrepancies, pressure injuries, advanced care planning and hand hygiene.



KEY PERFORMANCE INDICATOR: A QUALITY IMPROVEMENT INITIATIVE

By Joselito Iporac, Assistant Director of Nursing



In June 2018, in line with its quality improvement initiatives, Lions Home embarked on the Clinical Key Performance Indicator (KPI) Project. A KPI Chart was placed on each floor in Bishan and Bedok Homes to record, monitor, analyse and optimise all relevant clinical and nursing processes. The KPIs comprise processes such as Hand Hygiene, Pressure Injury, Fall, Customer Feedback, Advance Care Planning (ACP) / Preferred Priorities for Care (PPC) and Medication.

A great reviewing and monitoring tool that provides staff with at-a-glance data, the KPI Chart serves as a useful and effective platform to strengthen the service quality culture of the Home. It encourages ongoing innovations and critical examination of care at ward level. In addition, the KPI Chart recognises the efforts and achievements of our care staff in rendering resident care. It also provides real time performance information of respective wards.

Thus far, the KPI Project has helped care staff to improve their standards in resident care, enhance communication amongst their team mates and promote a sense of fulfillment. The KPI serves as a compass and plays a significantly important role in raising the overall service standard and in increasing residents' satisfaction.

HAND IN HAND, KNITTING OUR WAY TO A HEALTHIER LIFESTYLE

J.O.E Eco Alliance



In support of the Ministry of Environment and Water Resource's initiative in designating 2019 as Singapore's Year Towards Zero Waste, from March to July 2019, Just One Earth (J.O.E) Eco Alliance has organised a series of activities and exhibitions to promote the reduction of plastic use and towards a healthier, mindful lifestyle.

One of the campaign projects was the making of hand-knitted string bags. In partnering with a few well established seniors' homes, such as Lions Home for the Elders (LHE), J.O.E volunteers worked with the seniors, hand in hand, to produce the environmentally friendly bags which are to be distributed to the general public during future outdoor exhibitions. The bags are knitted with naturally sourced jute fibres. It is versatile, and can be easily matched with many types of clothing and other accessories. The bag distribution is also a



symbol of love, passing down from the older generation to the younger generation.

Volunteers from J.O.E were very impressed with LHE staff during the visit. The staff has demonstrated top professionalism in treating the seniors with love and care. In addition to the bag-making, J.O.E also arranged for a special sing-along and a 'laughing yoga' session, to celebrate the friendship and promote bonding for everyone involved.

J.O.E appreciates the tremendous support provided by LHE for the success of this event.



A TASTE OF JOY!

By Lions Club of Singapore City (LCS City)

LCS City started this initiative of ice cream distribution at tea time in both Homes in Q4 2018. While the decision to serve ice cream to the residents was carefully deliberated by the dieticians (especially in consideration of diabetic residents), an occasional indulgence once every three months was considered acceptable by the nutritionists.



It was a real joy to be able to bring a smile to the residents who looked forward to this treat on one Saturday afternoon; and a delight to see how the residents, with outstretched hands and happy smiles, held the potong sticks and savoured every lick and bite of this cold, milky, smooth, flavourful treat in their mouths. Even the oldest residents, reclining on their beds were excited to break their afternoon siesta to enjoy the momentary pleasure of having ice cream.

Every member in LCS City makes an effort to attend this project (which coincides with our monthly club meetings) just so we can see smiles on the seniors' faces. This is truly a team effort by LCS City that brings the club together and also happiness to the residents of Lions Home in Bishan and Bedok.



BOND BY GIVING. SHINE BY SHARING.

By Lions Club of Singapore City (LCS City)

Thank you for coming together and bonding with our residents! The goodie bags, sweet treats and activities absolutely enlivened our residents' mood and brought smiles to their faces. We look forward to having all of you back again!



8 May 2019
PCF Sparkletots Preschool @ Bishan East - Thomson, Block 197 (KN)



12 June 2019
Johnson Controls



23 May 2019
Vesiderm Pte. Ltd



14 June 2019
Sunflower Preschool @ Punggol Field Pte Ltd



27 May 2019
ZhongHua Secondary School



17 June 2019
Bishan Fire Station



29 May 2019
Temasek Secondary President's Challenge



24 June 2019
ITE College Central

CHALLENGES OF AGEING

By A/Prof GOH Lee Gan, Visiting Consultant,
National University Hospital, Singapore



WHAT HAPPENS WHEN WE AGE?

Physically the human body reaches its peak functioning capacity at 30 years of age. Thereafter the body organs and systems decline in functional reserve, meaning that the body systems can function normally but when challenged by circumstances such as need for doing work more rapidly, in coping with disease processes, and in response to injuries, the declining reserve shows up in the inability to perform under stress, compared to when the person is younger. The rate of decline of functional reserve varies with different organ systems, as well as in different persons.

Figure 1 shows that the rates of decline of nerve conduction and basal metabolic rate are very gentle, meaning unless there is a stroke, our nervous system serves us well right into the 80s and beyond. At 70 years of age on the other hand, cardiac function is 70%, renal function is 55%, and lung function is 40% of that of a 30 year-old-person. So the lung function deteriorates the fastest relatively compared to the other organ systems listed. The take home message is one should refrain from smoking even at a young age and as smoking will accelerate the rate of decline of lung function even faster.

The special senses of eye sight, and hearing also decline in function with advancing age. Eyesight loss due to cataract can be remedied by cataract removal, provided the retina is

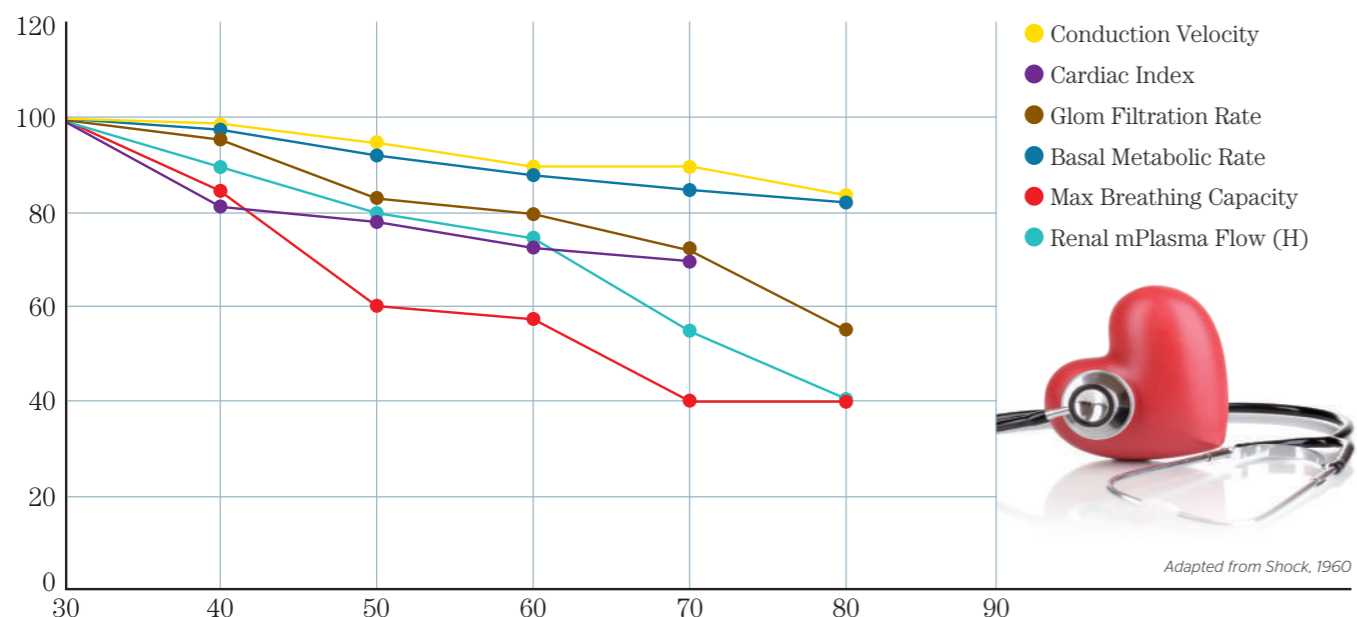
not damaged by disease such as diabetes and hypertension. It is important to fix hearing loss where possible as long term loss namely, 5 years and longer, can trigger the onset of dementia.

Then there is constipation in both sexes with age and regular use laxatives may be necessary in the old-for the very old (i.e. 85 years and older). Urinary frequency due to enlarged prostate may disturb some of the elderly males; some older females may have urinary incontinence. They will need to see their doctors to see what can be done.

Also, with age, the ability to metabolise drugs may be impaired so the recommendation of 'start low and go slow' is worth remembering. The habit of sharing medicines for high blood pressure, aches and pains, and diabetes is unsafe as what appears to be the same disease may be different individually as for example, one older person may have good kidney function, and the other has less good kidney function – thereby giving the reason for not sharing medicines for what appears to be similar medical problems.

Finally, the immunity of the older person against infections declines. Vaccination against common and key infections become helpful. This will be discussed further later.

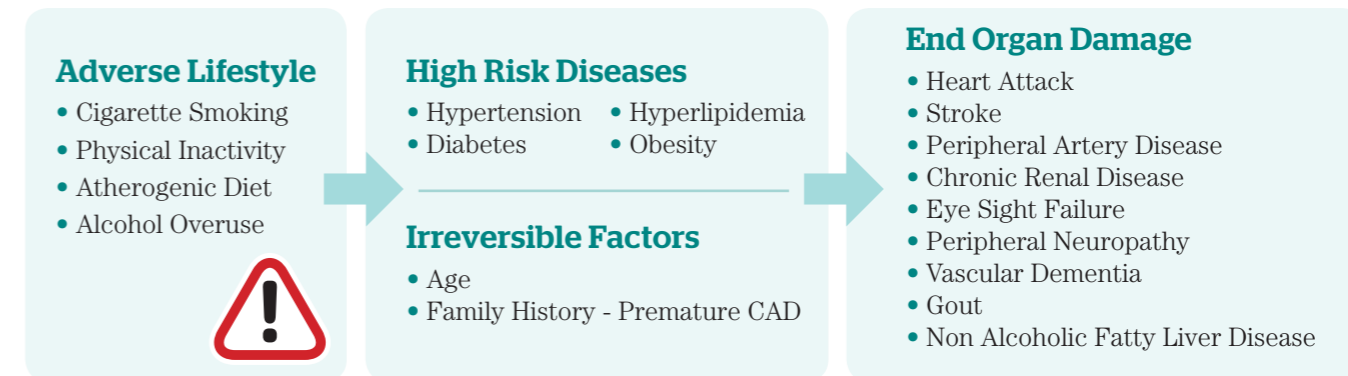
Figure 1 Decline of Body Reserve with Advancing Age



WHAT HAS BEEN FOUND ABOUT ILL-HEALTH, AND DISABILITY?

We are now very much more knowledgeable about what causes ill-health and disability as we get older. There is a group of chronic diseases linked by adverse lifestyle. The connections are shown in Figure 2 [1].

Figure 2 Links of Adverse Lifestyle, High Risk Diseases and End Organ Damage



EVIDENCE THAT WE CAN REDUCE DISABILITY

We now also have much more knowledge of the evidence that we can reduce disability by adopting a healthy lifestyle. Figure 2 is a very important framework to understand the relationships between adverse lifestyle, high risk diseases, organ damage and consequent disability [1]. Such research findings have come from UK, US, and Singapore; and in more recent years from ageing Asian countries Japan, China, and Korea to mention a few countries with such data [2].

It is also demonstrated that losing more than 12 teeth i.e. have only 20 remaining teeth or less leads to increased mortality and disability. The link between poor oral health and morbidity and mortality was first demonstrated by the Japanese in 2017.

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SO WHAT CAN WE DO?

In Singapore, the Inter-Ministerial Committee on Ageing has defined 4 pillars for successful aging namely, healthy ageing by taking care of lifestyle and disease risks ; ageing in place by making the home safer by with grab bars, making the house safe from tripping and falls (floor, stairs, lighting, kitchen, toilet, and garden); active ageing through connecting people socially so that they become positively engaged mentally, and be spared of anxiety and boredom as much as possible; and finally, how to be financially independent through being gainfully employed in skills future programmes, as well as being prudent in ensuring that the hard earned savings are not lost through imprudent expenditure or investments [2]. There are two

Table 1 Lifestyle Change

WE CAN STOP SMOKING AND GO FOR:

A HEALTHY DIET

- 50% vegetables, 25% starch, 25% protein
- Eat every meal; no snacking; no sweet drinks
- Eat 70% full; Choose lower calorie foods to lose weight
- Write down everything you eat and drink in a food diary

REGULAR EXERCISE

- Regular physical exercise - Start low, make it regular.
- Aim for 30 minutes a day, 5 days a week
- Stay consistently active

A HEALTHY WEIGHT WITH BMI BELOW 23

- 10% weight loss in 6months (blood pressure drops 1mm for each kg of weight reduced)
- Continue stepwise, 10% weight reduction every 6 months

Source: Ageing in Asia 2019

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Table 2 Blood Pressure Control

ACTIONS TO TAKE:

- Be physically active to achieve health weight - for every kg weight reduction, BP drops 1mmHg
- Follow healthy eating plan
- Reduce salt in your diet
- Take Prescribed drugs as directed
- Monitor your blood pressure weekly

MONITOR BLOOD PRESSURE:

- Once a week - in your bed clothes - morning when you get up and evening the last thing before you sleep
- Record in a booklet
- Morning reading should be less than 135/85 mmHg
- Evening reading should be less than 120/70 mmHg

Source: Ageing in Asia 2019

other things to be done. One is the yearly vaccination against influenza and the pneumococcal vaccines against pneumonia – two shots (PCV13 at 65 and PPSV23 a year later). Those who have chronic disease will need to start the pneumococcal vaccinations upon diagnosis of the chronic disease and repeat the vaccinations every 5 years. The other is to go for health screening. Remember that community health screening helps to identify problems early in the older adult. Screening for multiple things at one time is also more effective in picking up abnormalities. See Table 4 for the 6 items to be screened.

Table 3

Diabetes Control

KNOW YOUR TARGETS:

- HbA1C - Check every 3 months - Goal - below 7
- BP - Check every 3 months - Goal - below 130/80
- Cholesterol (LDL) - Yearly Goal below 2.6
- Cholesterol (HDL) - Yearly Goal above 1.0
- Triglycerides - Yearly Goal below 1.7
- Weight - Goal - BMI below 23

SEE YOUR DOCTOR REGULARLY:

- See your healthcare team four times a year - At each visit check BP, Foot, Weight, Review self-care plan
- Four times a year - check your HbA1C test - more often if it is over 7
- Once a year check - Cholesterol, Complete foot exam, dental exam for teeth and gums, retinal photograph for eye problems
- At least once in a lifetime get - pneumococcal vaccine

Source: Ageing in Asia 2019

Table 4 Functional Screening Programme for Older Adults 60 Years and Above in Singapore

HEARING

With age, hearing loss takes place in some. Hearing aids and assistive listening devices are usually able to address the problem.

CONTINENCE

In older women, with age, laxity of tissues may result in leakage of urine when one coughs or laughs. This is called stress incontinence. In older men, enlargement of the prostate may result in overflow incontinence. Both situations are eminently treatable.

ORAL HEALTH

Good oral health helps seniors enjoy their food and maintain good nutrition. Maintenance of teeth and gums into ripe old age has its rewards.

PHYSICAL FUNCTION

Good physical fitness is important in performing daily activities. Much can still be done to improve less than optimal physical function. Try out the Health Promotion Board (HPB)'s Strength Training Programme (STEP).

VISION

Falls and accidents due to poor vision can be prevented. Cataract is a common cause. Regular monitoring of eyesight for changes can help seniors increase their level of independence.

MOOD

Changes and losses can result in low mood and sadness. Early detection and treatment result in improvement and cure. A positive mindset helps to maintain a happy mood despite setbacks.



Source: Health Promotion Board, Singapore

Take action if you are found to have pre-diabetes. Check it out if you have risk factors for diabetes -- age more than 40, have a family member who has diabetes, or is overweight. This initiative was started in 2017. It was launched by the Health Minister, Mr Gan Kim Yong. It's called BEAT diabetes. The aim is to stop and reverse pre-diabetes. The four actions in BEAT are: Be aware of pre-diabetes; Eat right (healthy plate); Adopt an active lifestyle; and Take control of your risk factors – inactive

lifestyle, high BMI, abnormal blood cholesterol levels, and also control your blood pressure if it is high.

CONCLUSIONS

It is true that with age, the body declines in function and ability. Much can be done to prevent physical disability from setting in and delaying its progression. There is also need to stay mentally positive by being socially engaged. Let us act today.

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www.lionshome.org.sg

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