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# Temasek Cares Integrated Promoters for Active Living (TC – iPAL)

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Agency for Integrated Care  
Singapore

- **Background information**
  - Singapore’s ageing population, changing demographics & dementia prevalence
  - About the Agency for Integrated Care (AIC)
  
- **Set up of “Temasek Cares-iPAL” service**
  - Meeting the needs of caregivers
  - Learning points

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# Background Information

# About Singapore

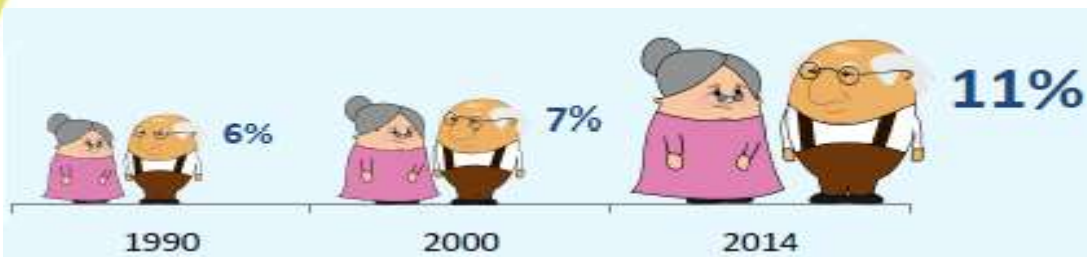


- Island Country in Southeast Asia
- Southern Tip of the Malay Peninsula

# Aging Population in Singapore



## Singapore



Source: Singapore Population Trends 2014

## Australia



Source: Reflecting a Nation: Stories from the 2011 Census, 2012–2013

# Dementia in Singapore

Prevalence Rate: 6%<sup>1</sup> (2011) → 10%<sup>2</sup> (2013)

Estimated Number of People Living with Dementia		
Year 2013	Year 2020	Year 2030
62K	90K	152K

Source: <sup>1</sup>MOH (2011). Extending Medisave Use to Bipolar Disorder and Dementia

Source: <sup>2</sup>The Well-being of the Singapore Elderly (WiSE) study\*

\* The Well-being of Singapore Elderly (WiSE) Study was undertaken by a multi-disciplinary team led by Institute of Mental Health Singapore and also comprised investigators from the Ministry of Health (Singapore), Changi general Hospital, National University Hospital Systems, Raffles Hospital, and Institute of Psychiatry, King's College, London (UK).

\* The study was conducted between 2011 to 2013.



# Gaps in our healthcare system in meeting the needs of the ageing population

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**Overly driven  
by acute  
hospital-  
centric  
model of care**

**Gaps in our  
healthcare system**

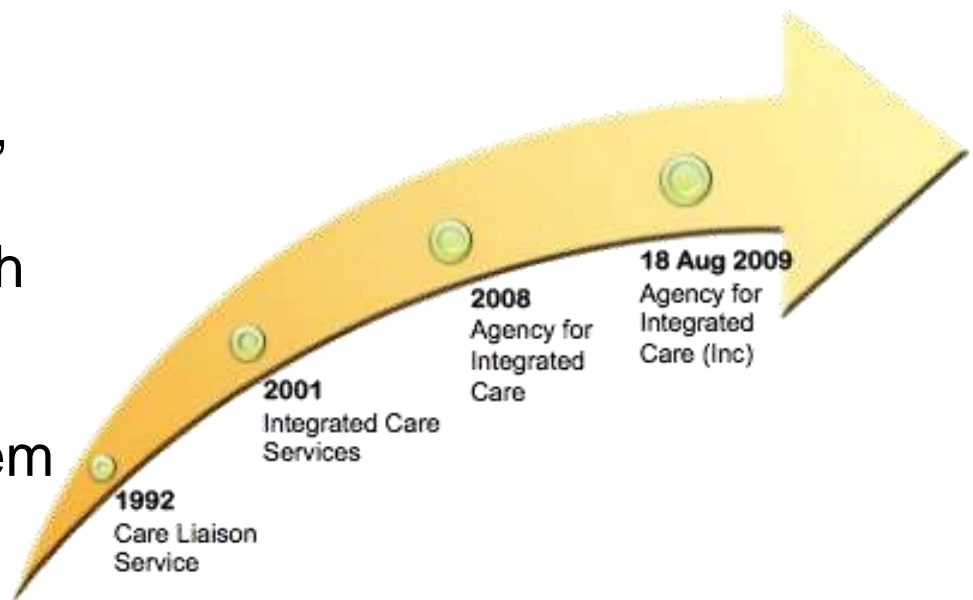
**Providers in  
community  
lacking in  
support &  
development**

**Insufficient  
integration of  
services  
across sectors**

# About the Agency for Integrated Care (AIC)



- Incorporated in August 2009
- National Care Integrator
- Coordinate patient referrals to ILTC (Intermediate Long Term Care) services
- Support growth and development of the ILTC, Primary Care and Community Mental Health (CMH) sectors
- Gear up healthcare system to cope with increasing elderly population





## OUR VISION

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**A Vibrant  
Care Community  
Enabling People to  
Live Well and  
Age Gracefully**

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## OUR MISSION

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**To Enable Our  
Clients to Achieve  
Their Best Care  
Outcomes, We:**

**Improve Access to  
Appropriate Care and  
Support Clients and  
Their Caregivers**

**Grow and  
Develop Primary  
and Community  
Care Sectors**

**Transform the  
Care Community  
to Support  
Ageing-in-Place**

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# Understanding the Needs

# Temasek Cares iCommunity@North - Integrated CMH & Dementia Support Network Pilot



- Outreach & mental health awareness
- Identification
- Basic emotional support
- Service linkage

- Counselling
- Psychoeducation
- Care coordination
- Caregiver support

## Client / Caregiver's Needs

- Awareness of dementia and its symptoms
- Avenues to diagnosis & management
- Locate suitable health/social care and support services

Thye Hua Kwan (THK) CREST

O'Joy COMIT

Khoo Teck Puat Hospital

- Specialist care
- Leadership, training & support (community partners)



# Gaps in our community in meeting the needs of the people with dementia and caregivers



**Limited capacity for day care centre and nursing home**

**Insufficient respite care support to caregivers**

**Limited options of service to engage people with dementia meaningfully and promote good quality of life**

# Philosophy for Dementia Care

Position statement of American Association  
for Geriatric Psychiatric regarding Principles  
of care for Patients with Dementia

**No cure BUT can delay**

**Improve QOL**

**Support dignity**

**Provide comfort**





# Aspects of Dementia Care



## 1. People with dementia

- General medical health
- Management of challenging behaviours
- Assisting Daily Living
- Safe-proof homes & environment
- Structured day to day life

## 2. Caregiver

- Physical & mental stress
- Self-care (psychosocial support, respite)
- Relationship with loved ones
- Accessing resources  
(Financial, social, health care)



# Understanding Caregivers for People with Dementia in Singapore



- Unpaid/ informal caregivers were largely immediate family members eg. daughter, wife
- 60% were women
- Majority belong to 50 – 65 years age group
- Experience higher stress level (based on Zarit Burden Index score)

Caregivers of people with dementia	Caregivers of people without dementia
20.2	11.7

Source: *The Well-being of the Singapore Elderly (WiSE) study*

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# Set up of “Temasek Cares – iPAL” Service

# Temasek Cares iCommunity@North - Integrated CMH & Dementia Support Network Pilot



- Outreach & mental health awareness
- Identification
- Basic emotional support
- Service linkage

- Counselling
- Psychoeducation
- Care coordination
- Caregiver support

TC - iPAL

## Client / Caregiver's Needs

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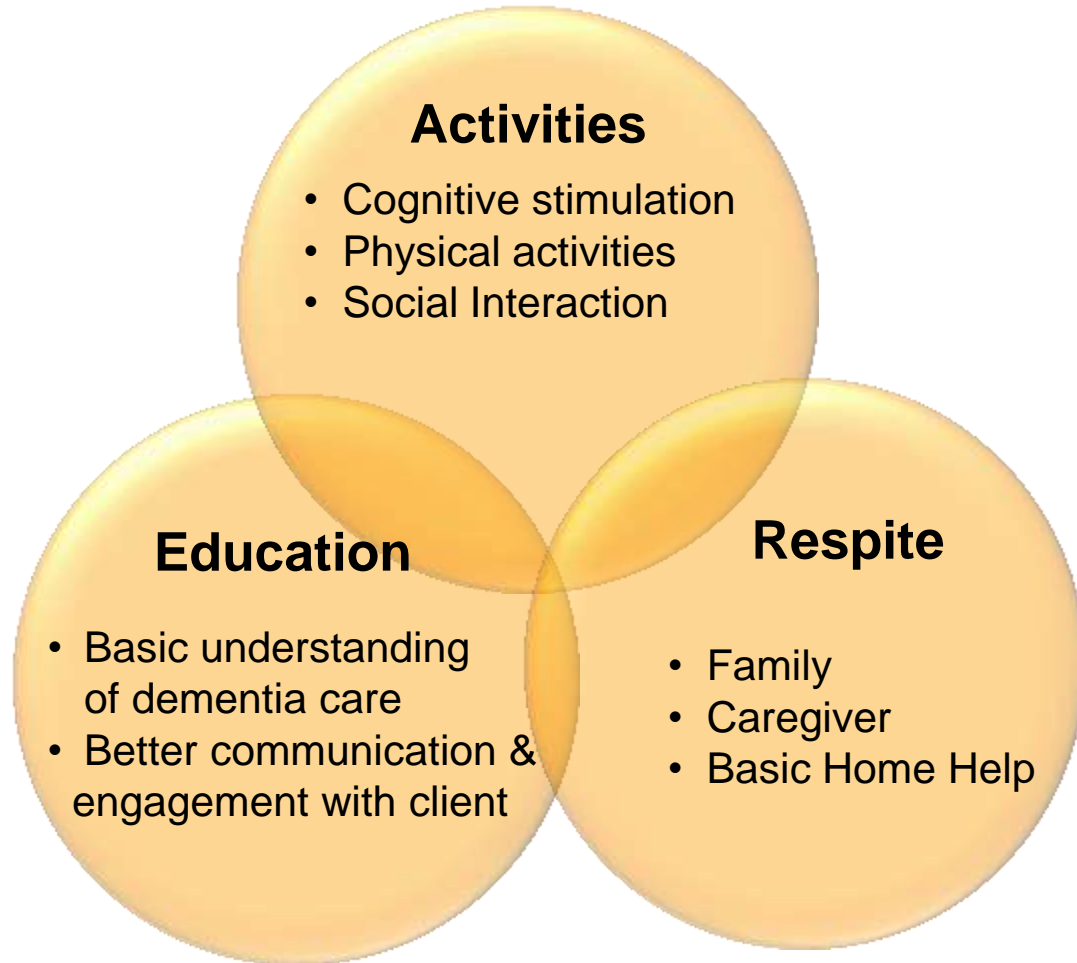
Khoo Teck Puat Hospital

- Specialist care
- Leadership, training & support (community partners)

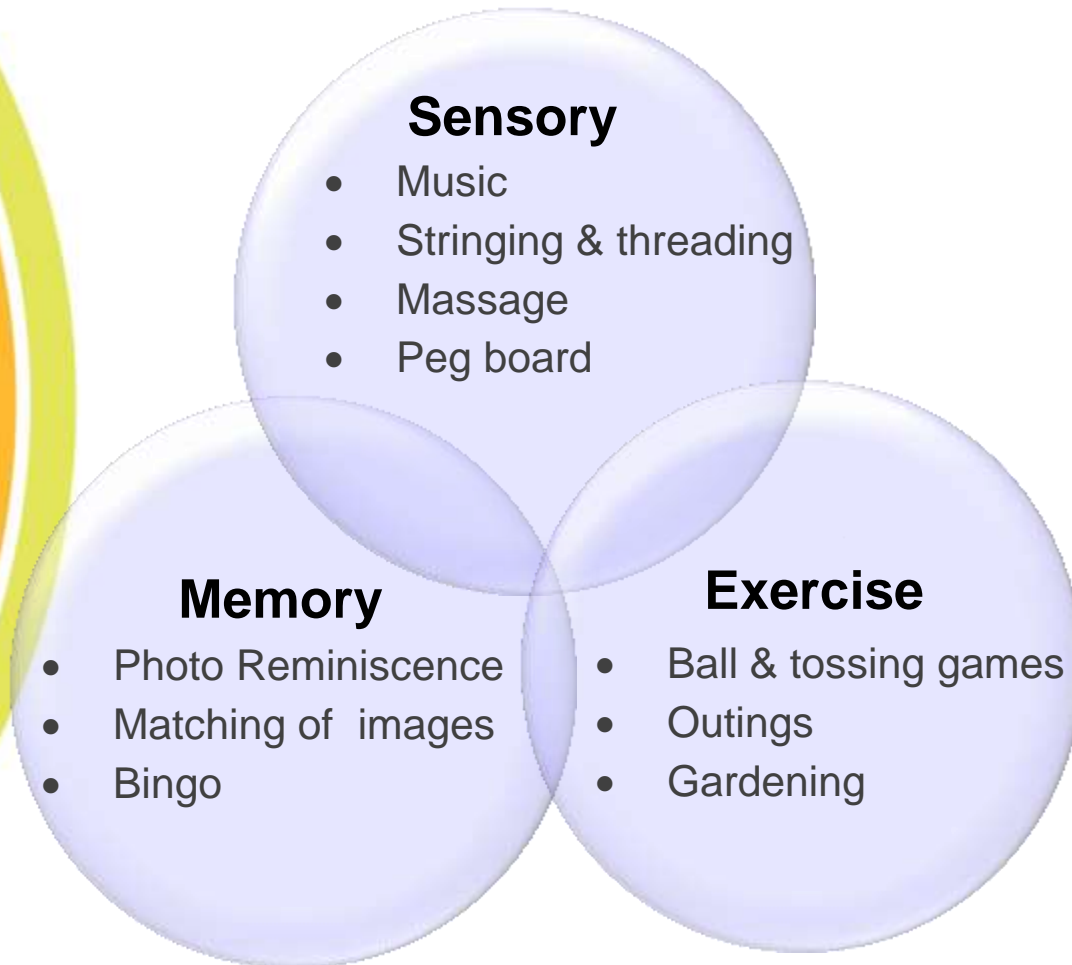


## Goals

- Provide cognitive stimulation via activities to enhance client's mental state
- Build caregivers' capability to support and care for people with dementia at home
- Provide respite to caregivers to improve well being of caregivers
- ↓ early & unnecessary institutionalization



# Personalising Engagement Activities



## iPAL Workers

- Home help workers
- Lay persons
- Trained in basic dementia caregiving by dementia specialist team to provide care and support to people with demetnia and their caregivers

# TC – iPAL: Activities



**Memory Games**



**Ball Games**



# Benefits

## Clients & Caregivers

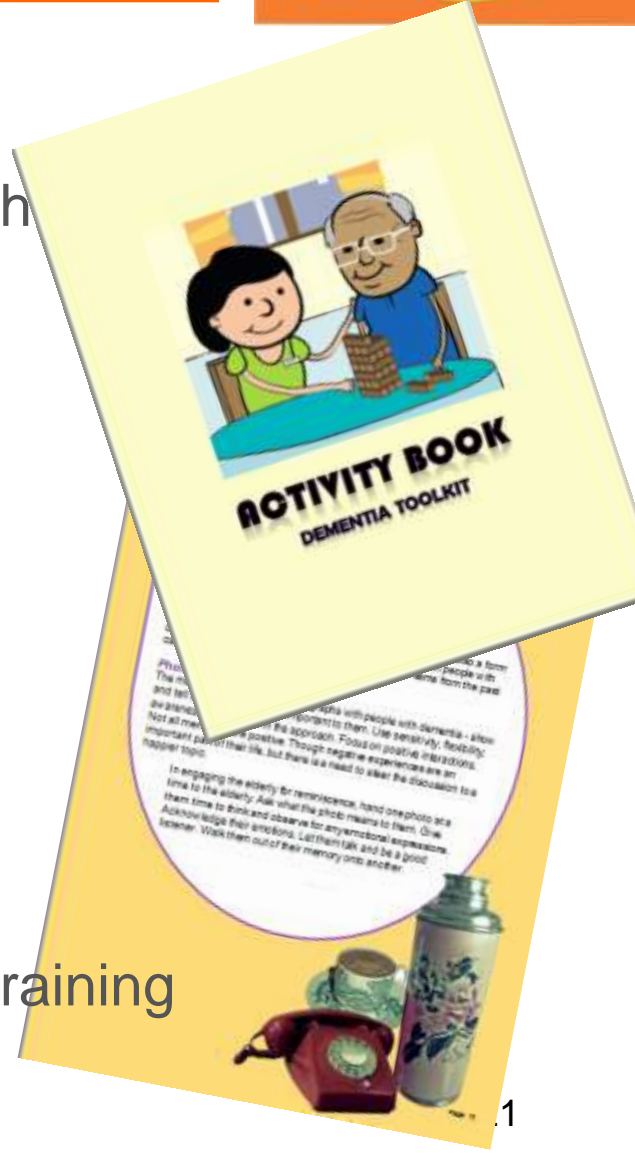
- 60 clients benefited
- 80% of surveyed caregivers satisfied with service

## iPAL workers

- Upskilling of lay persons to provide dementia care
- 60 iPALs trained

## System

- Expansion of dementia care staff pool
- Development of structured and holistic training programme
- Dementia Activity Guidebook



## Learning Points

### Reduce Stigma

- Understanding of dementia
- Acceptance by community

### Awareness Support System

- Developing partnership network
- Organising awareness sessions
- Recognizing the benefit of services

### Get the Right Person

- Right attitude
- Structured training and handholding

# Acknowledgements

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## **Khoo Teck Puat Hospital**

- Dr Philip Yap (Senior Consultant, Geriatric Medicines Department)
- Sister Jessie, SN Hui-Mien, Ms Wendy Lim, Ms Clara Chua and Dementia team
- Ms MK. Fatimah (Director, Operations)

## **NTUC Health Co-operative Ltd**

- Ms Pang Sze Yunn (Assistant General Manager)
- Ms Mabel Tan & Ms Kelly Han

## **Thye Hua Kwan Moral Charities**

- Mr Joseph Lim (Divisional Director)
- Ms Jocelyn Leong

## **Temasek Cares**

## **AIC Team**

- Dr Tan Weng Mooi, Ms See Yen Theng and Ms Joanna Sun

*“Every soul is beautiful and precious; is worthy of dignity and respect, and deserving of peace, joy and love.”*

*- Bryant McGill*



**Thank you**

# TC – iPAL: Training

Stages	Programme	Objectives
<b>Stage 1</b>	<b>Basic Theory (1 full day)</b> <ul style="list-style-type: none"> <li>• Ageing Well</li> <li>• Caring with Older Persons</li> <li>• Dementia and the Environment</li> <li>• Activity Engagement at Home</li> <li>• Understand the Elders</li> <li>• Common Medical Issues in the Elders and Their Management</li> <li>• Common Care Procedures</li> <li>• Physical Interventions and Exercise for Elders</li> <li>• Care Services for the Client and the Family Caregiver in the Community</li> </ul>	<ul style="list-style-type: none"> <li>• To provide iPALs with basic dementia care knowledge</li> </ul>
	<b>Ward/ Home Visit (2 half day)</b>	<ul style="list-style-type: none"> <li>• To allow iPALs observe how trained care providers engage and provide care for people with dementia and engage their caregivers</li> <li>• To familiarise iPALs with delivering care and pointers to take note in home environment</li> </ul>
	<b>Communications (1 full day)</b> <ul style="list-style-type: none"> <li>• Dementia and Communications</li> <li>• Handle Behaviours</li> <li>• Activities</li> </ul>	<ul style="list-style-type: none"> <li>• To train iPAL in the principles of effective communication with people with dementia</li> </ul>
<b>Stage 2</b>	<b>Ward Attachment @ Khoo Teck Puat Hospital (10 – 15 hours/ iPAL)</b>	<ul style="list-style-type: none"> <li>• To provide iPAL the hands-on experience on communicating and engaging clients, under the supervision of hospital staff</li> </ul>



# Fees & Charges

This programme provides direct sponsorship to clients/ caregivers to access the iPAL service. Subsidy will be provided to Singaporean Citizens or Singaporean Permanent Residents, based on Ministry of Health (MOH) means testing framework.

Current Cost: \$21/ hour

Monthly Per Capita Income Amount	Singapore Citizens	Singapore PR
	Subsidy Level	
\$0 - \$700	80%	55%
\$701 - \$1,100	75%	50%
\$1,101 - \$1,600	60%	40%
\$1,601 - \$1,800	50%	30%
\$1,801 - \$2,600	30%	15%
\$2,601 and above	0%	0%

# TC – iPAL: Success Story



## About the iPAL

- 58 years old, Chinese Female
- Housewife and veteran volunteer in a halfway house
- Passionate and committed in helping others
- Completed basic dementia care training
- Currently serving 2 elderly and their caregivers

## How iPAL Helped Clients/ Caregivers

### What iPAL did:

- Visiting the elderly on regular basis.
- She spends two hours for each visit to tactfully engaged them in meaningful activities so as to stimulate their minds. She also provides them with companionship such as involving them in dialogue that stirs their interest.

## Challenges and Success Story

- It was initially very challenging to engage the elderly in a conversation or even take part in games or activities that she initiated. Nonetheless, her perseverance and effort to continuously interact with the elderly clients has made them more receptive towards her.
- There is an incident of a wheelchair bound client who literally refused to have his hair trimmed eventually relented after Jenny coaxed him. He was obviously impressed with his new look and the caregiver was happy with the outcome too.

**iPAL is empowered to help elderly with dementia maintain the essential social interaction, re-gain their confidence and provide support to their caregivers**

# Success Story - Client



## About the Client

- Female
- 81 years old
- Mild-moderate Dementia
- Client spends most of her time watching the television and son prefers her to be more cognitively engaged.
- Domestic worker is mostly caught up with household chores and is unable to converse much with client in Hokkien.

## How iPAL Helped Clients/ Caregivers

### What iPAL did:

- iPAL goes in once/week (2hrs) to conduct activities for client.
- The activities include card and board games, as well as the use of an exercise ball to better encourage client to exercise.

## Outcome

- Client is more alert, more willing to participate in activities, and looks forward to try out new activities.
- She responds faster during the activity engagement, and had agreed to go for KPTH Memory Clinic's weekly activity

**Client re-gain her confidence and caregivers received support and respite care from the iPAL**

# Success Story - Client



## About the Client

- Female
- 83 years old
- Mild-moderate Dementia
- Lack of social interaction and meaningful activities engagement
- Son express caregiver stress

## How iPAL Helped Clients/ Caregivers

### What iPAL did:

- iPAL goes in twice /week (2hrs) to conduct activities for client.
- The activities include card and board games
- Provide companionship to the client

## Outcome

- Son better able to cope with caregiving duties.
- Caregiver stress reduced

**Client re-gain her social emotional support and caregivers received support and respite care from the iPAL**

# TC – iPAL: Overview

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TC – iPAL started in Apr 2013

## **Service Providers:**

- Thye Hua Kwan Moral Charities
- NTUC Health

## **Training Partner:**

- Khoo Teck Puat Hospital (KTPH)

## **Key Objectives:**

- Engage the person with dementia (PWDs) in cognitive activities and meaningful activities that are designed to meet their interests and abilities, provide companionship and home help services, where appropriate
- Provide respite care and support for caregivers

## **Target Audience:**

Seniors who have been diagnosed with dementia by a doctor **and** are living at home with a caregiver

# Admission Criteria

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## **Inclusion criteria**

- PWD or patient with mild cognitive impairment (MCI) who is living at home with a caregiver, with a diagnosis of dementia, who lacks social interactions,
- PWD or patient with MCI who will benefit from structured activities,
- Caregivers who require the respite and alternative caregiving arrangements to attend caregivers' education, skills training or caregivers support programmes and activities

## **Exclusion criteria**

- PWD or patient with MCI who is unable to benefit in the cognitive stimulation provided due to progression of the disease and/or other acute/chronic conditions that such as sensory impairment.
- PWD or patient with MCI with high level of agitation and/or aggression which may potentially be harmful to self and others will also be excluded.



# Integrated Community Mental Health & Dementia Support Network



## COMMUNITY SUPPORT

Support for those whose condition has stabilized and able to stay at home



**CREST\***  
with SACs

Outreach, identification & service linkages

**Eldersitter & Home Intervention**



**SOCIAL SERVICES AGENCIES,**

iCHAMPS / Befrienders e.g, Grassroots, Faith-based VWOs

## COMMUNITY INTERVENTION

Those who require support from Allied Health or Community Intervention

**Physician -Led Care (ASCAT)**

- Medical Assessment
- Stabilisation & Treatment



**GPs**

- Early Detection
- Medical Management of Stable Patients



**Allied-Health Care (COMIT)**

- Counselling/ Psychotherapy
- Care Coordination
- Caregiver Support



## ACUTE CARE

## REHABILITATION & RESIDENTIAL CARE

Referral to appropriate services based on needs



**RESTRUCTURED HOSPITAL**

Specialised Outpatient clinic & Inpatient



**NURSING HOME DAY CENTRE SUPPORTED-HOUSING**

Rehabilitation & Long Term Care

\* CREST = Community Resources, Engagement & Support Team  
ASCAT = Assessment & Shared Care Team  
COMIT = Community Mental Health Intervention Team

# Role of AIC - working with Multi-sectoral Stakeholders

