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

Sylvia Yap
Agency for Integrated Care
Singapore
Agenda

● 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
Background Information
About Singapore

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

Total Population: 5.47 million
- Residents: 3.87 million
  - Singapore Citizens: 3.34 million
  - Permanent Residents: 0.53 million
- Non-residents: 1.60 million
  (as at end-June 2014)

Singapore

Australia

Source: Singapore Population Trends 2014

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

Prevalence Rate: 6%\textsuperscript{1} (2011) \rightarrow 10%\textsuperscript{2} (2013)

<table>
<thead>
<tr>
<th>Estimated Number of People Living with Dementia</th>
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<tbody>
<tr>
<td>Year 2013</td>
</tr>
<tr>
<td>62K</td>
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</tbody>
</table>

Source: \textsuperscript{1}MOH (2011). Extending Medisave Use to Bipolar Disorder and Dementia
Source: \textsuperscript{2}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

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

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

OUR MISSION

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
Understanding the Needs
Temasek Cares iCommunity@North - Integrated CMH & Dementia Support Network Pilot

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

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

- Counselling
- Psychoeducation
- Care coordination
- Caregiver support

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)
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)

<table>
<thead>
<tr>
<th>Caregivers of people with dementia</th>
<th>Caregivers of people without dementia</th>
</tr>
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<tbody>
<tr>
<td>20.2</td>
<td>11.7</td>
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</tbody>
</table>

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

TC - iPAL

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- Awareness of dementia and its symptoms
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Khoo Teck Puat Hospital

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

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

Activities
- Cognitive stimulation
- Physical activities
- Social Interaction

Education
- Basic understanding of dementia care
- Better communication & engagement with client

Respite
- Family
- Caregiver
- Basic Home Help
Personalising Engagement Activities

**Sensory**
- Music
- Stringing & threading
- Massage
- Peg board

**Memory**
- Photo Reminiscence
- Matching of images
- Bingo

**Exercise**
- Ball & tossing games
- Outings
- Gardening

**iPAL Workers**
- Home help workers
- Lay persons
- Trained in basic dementia caregiving by dementia specialist team to provide care and support to people with dementia 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

Get the Right Person
• Right attitude
• Structured training and handholding

Awareness Support System
• Developing partnership network
• Organising awareness sessions
• Recognizing the benefit of services
Acknowledgements

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

<table>
<thead>
<tr>
<th>Stages</th>
<th>Programme</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 1</strong></td>
<td><strong>Basic Theory (1 full day)</strong></td>
<td>• To provide iPALs with basic dementia care knowledge</td>
</tr>
<tr>
<td></td>
<td>• Ageing Well</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Caring with Older Persons</td>
<td></td>
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<tr>
<td></td>
<td>• Dementia and the Environment</td>
<td></td>
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<tr>
<td></td>
<td>• Activity Engagement at Home</td>
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<tr>
<td></td>
<td>• Understand the Elders</td>
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<tr>
<td></td>
<td>• Common Medical Issues in the Elders and Their Management</td>
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<tr>
<td></td>
<td>• Common Care Procedures</td>
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<td></td>
<td>• Physical Interventions and Exercise for Elders</td>
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</tr>
<tr>
<td></td>
<td>• Care Services for the Client and the Family</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Caregiver in the Community</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Ward/ Home Visit (2 half day)</strong></td>
<td>• To allow iPALs observe how trained care providers engage and provide care for people with dementia and engage their caregivers</td>
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<td></td>
<td></td>
<td>• To familiarise iPALs with delivering care and pointers to take note in home environment</td>
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<td></td>
<td><strong>Communications (1 full day)</strong></td>
<td>• To train iPAL in the principles of effective communication with people with dementia</td>
</tr>
<tr>
<td></td>
<td>• Dementia and Communications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Handle Behaviours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Activities</td>
<td></td>
</tr>
<tr>
<td><strong>Stage 2</strong></td>
<td><strong>Ward Attachment @ Khoo Teck Puat Hospital (10 – 15 hours/ iPAL)</strong></td>
<td>• To provide iPAL the hands-on experience on communicating and engaging clients, under the supervision of hospital staff</td>
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</table>
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

<table>
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<tr>
<th>Monthly Per Capita Income Amount</th>
<th>Singapore Citizens</th>
<th>Singapore PR</th>
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<tr>
<td>$0 - $700</td>
<td>80%</td>
<td>55%</td>
</tr>
<tr>
<td>$701 - $1,100</td>
<td>75%</td>
<td>50%</td>
</tr>
<tr>
<td>$1,101 - $1,600</td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>$1,601 - $1,800</td>
<td>50%</td>
<td>30%</td>
</tr>
<tr>
<td>$1,801 - $2,600</td>
<td>30%</td>
<td>15%</td>
</tr>
<tr>
<td>$2,601 and above</td>
<td>0%</td>
<td>0%</td>
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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**

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

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**
- Referral to appropriate services based on needs

**REHABILITATION & RESIDENTIAL CARE**
- Restructured Hospital
  - Specialised Outpatient clinic & Inpatient
- Nursing Home Day Centre Supported Housing
  - Rehabilitation & Long Term Care

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*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

- MACRO: Ministry of Health Singapore
- MESO: Ministry of Manpower
- MICRO: Service Providers

AIC - Agency for Integrated Care