Touch of Grace™

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St Luke's ELDERCARE

7th Eldercare Innovation Awards 2019

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Care Management at Home

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St Luke's ElderCare (SLEC) wins at the 7th Eldercare Innovation Awards 2019

Every year, the Eldercare Innovation Awards recognise organisations that provide the best eldercare products, programmes and service delivery. SLEC is proud to be one of the biggest winners to clinch the best dementia care programme award and three finalist awards.

With one goal to integrate all elders fully into a community, SLEC's dementia care programme does this through four innovative programmes. They involve our art programme, interest groups, and trishaw and L!VE programmes, in partnership with Cycling Without Age and Air Amber respectively. These programmes are tailored to enhance attention and encourage feelings of positivity. Elders get to explore a variety of activities and be engaged in their capacities.

SLEC also entered the finals for three other categories: Best Day Centre Operator for our Ang Mo Kio Polyclinic Centre, Best Active Ageing Programme for the Community for our trishaw programme and Innovation of the Year – Social Engagement Programme for our art programme.

In addition, our Chief Executive Officer, Associate Professor Kenny Tan won the Global Ageing Trailblazer award for his outstanding achievements and inspirational leadership. Under his tenure, SLEC has doubled in size, to its current 22 senior care centres, with a first Nursing Home expected in 2020.

If you would like to embark on this journey with us to serve, love and empower our communities, write in to **hq@slec.org.sg** to find out how you may support.

Our Principal Occupational Therapist, Ms May Low receiving the winner award for Best Dementia Care Programme.

Our Art Therapist, Ms Michelle Aung and Assistant Manager, Mr Joshua Lim receiving the finalist award for Our Art Journey, under Best Innovation of the Year - Social Engagement Programme category.

Ms Jennifer Goh (3rd from right), Cluster Lead and Senior Centre Manager receiving the finalist award for St Luke's ElderCare Ang Mo Kio Polyclinic Centre under Best Day Centre Operator category.

Our Centre Managers (1st and 2nd from right) for SLEC Ayer Rajah Centre and Hougang Meadow Centre receiving the finalist award for our trishaw programme, in partnership with Cycling Without Age under Best Active Ageing Programme – Community category.

Our Chief Executive Officer, Associate Professor Kenny Tan, receiving the Global Ageing Trailblazer Award for his outstanding achievement and inspiration to others in the eldercare sector.

Hand Hygiene Day 2019

A lineup of activities awaited residents, elders and care partners as they gathered for Health Hygiene Day in the afternoon of 7th May 2019. Organised by St Luke's ElderCare (SLEC) Nee Soon Central Centre, the event is an annual affair where SLEC staff come together to raise awareness of the occasion, and emphasise the importance of healthy hand hygiene habits.

The message hit home as participants watched skit performances put up by staff from Nee Soon Central Centre and Clementi Centre, who dressed up as "bacteria" and "hand sanitiser". Elders also tried their hands at playing games, specially designed to impart knowledge on bacteria and hand hygiene habits.

The programme ended with participants touring the Nee Soon Central Centre and attending a health talk conducted by staff.

An elder pledging to maintain healthy hand hygiene habits.

Elders from St Luke's ElderCare Nee Soon Central Centre and staff performing the seven steps to handwashing.

Our Food Garden

As part of a Corporate Social Responsibility by PSA Singapore, staff members from the Singapore Portworkers Union, Port Officers' Union, and Health, Safety, Security, Environment South East Asia Division engaged our elders to set up a community food garden at St Luke's ElderCare (SLEC) Ayer Rajah Centre.

Our elders were delighted as they learned and planted more than 20 different types of herbs and vegetables. The produce which was planted a few weeks ago was then harvested and consumed by our elders and staff from PSA Singapore and SLEC ARC.

We are grateful for the wonderful support and engagement and we look forward to many more exciting programmes!

Find out how you can be a part of the food garden by reaching us at **volunteer@slec.org.sg**

Group photo of elders and staff from St Luke's ElderCare and PSA Singapore.

PSA Singapore staff preparing salad after harvesting from the Food Garden.

Heritage Trunks Official Launch

As part of an age-inclusive programme by the National Heritage Board which aims to empower and promote interaction between elders, the Heritage Trunks were launched on 6 May 2019.

The Heritage Trunks are a set of thematically curated trunks, comprising authentic objects from 1950s to 1980s. Each trunk is filled with items in accordance to the themes, "Dressing Up", "Lifestyle and Entertainment" and "Everyday Living". Our elders were also treated to a makeover as volunteers styled their hair and applied makeup.

These trunks enabled our elders from St Luke's ElderCare (SLEC) Ayer Rajah Centre and Sumang Centre to relive experiences from their yesteryears as they shared how they used the items then and how each item has changed over time.

More photos of the Heritage Trunks event can be found at **facebook.com/StLukesElderCare.**

A group photo of all the participants after the official launch of the Heritage Trunks.

A volunteer applying makeup for Mdm Tay, an elder from SLEC Ayer Rajah Centre.

Items in the "Dressing Up" heritage trunks.

Staff explaining to elders how items from the heritage trunk can be used.

Care In The Comfort Of Home

Facing Caregiving Challenges

In February 2018, Mr Michael Yeap became the main caregiver to his mother, 89-year-old Mdm Lou Kim Siew. The retiree took over the role from his sister, who had suffered a stroke. Though he had cared for his wife who had been battling cancer for 17 years, being caregiver to his mother still proved to be challenging.

Mdm Lou, who has multiple chronic conditions, lives with Siti, a foreign domestic worker. While Siti was able to attend to Mdm Lou's basic needs, she could not help dress her wounds. As such, Mr Yeap needed to bring his mother to the polyclinic every time she required a wound dressing change. He would also need to bring her to the hospital when her urinary catheter needed changing. Being wheelchair-bound, the frequent medical appointments were not easy for Mdm Lou.

"Visiting the hospital was difficult for my mother. The waiting time was long... about three to four hours," he said.

Juggling between caring for his mother and his wife took a toll on Mr Yeap as well. "I am 66 and my health can also sometimes be a challenge for me," he shared.

Despite the challenges, Mr Yeap stayed positive. As he had saved for his retirement, he could afford eldercare services to help care for his mother. As a former grassroots leader, he was well-versed in such services. Mr Yeap then decided to consider Home Nursing.

A Helping Hand

The decision to choose a service provider was easy. Mr Yeap was pleased with his interaction with SLEC from the start. "The front desk is important. When I called St Luke's ElderCare, I received the information I needed and I was connected to the relevant people. I had a great impression from the beginning," he shared.

From December 2018 onwards, SLEC's staff nurse Yvonne Yeo began visiting Mdm Lou every week. While Yvonne's main tasks are to help manage Mdm Lou's wounds and to change her catheter, she assists in other areas as well. For instance, she helped Mr Yeap apply for the Seniors' Mobility and Enabling Fund. He was then able to buy home healthcare items such as diapers at heavily subsidised rates.

Some of the other ways that Yvonne has helped since she began her home visits include:

- Teaching Siti wound dressing as well as how to check and record Mdm Lou's blood pressure;
- Recommending a round sitting cushion to help with Mdm Lou's pressure sores

What Mr Yeap appreciates most of her communication. "She updates me on the home visits and lets me know if I need to restock something. She also gives feedback that I can pass on to Siti," he explained.

Improvements after Home Visits

Since the home visits began, Mr Yeap has noticed improvements in his mother's condition. Her itch is better controlled, her pressure sores did not deteriorate, and her wounds have gotten better.

Mr Yeap has also benefited from the home visits as well. The regular updates on his mother's condition provided by Yvonne have lifted a weight off his shoulders. Knowing that Siti is now more capable of taking care of his mother also puts his mind at ease.

"Now, I don't have to spend a lot of time at the hospital... it's better for my mother too," he said. "I can also spend more time taking care of my wife."

Mdm Lou, pictured here with her son, Mr Yeap, is able to live comfortably at home with the support of SLEC.

Need Additional Help?

Families who require financial assistance may tap onto government subsidies on admission. Government subsidies are available up to 80%, depending on citizenship and household means testing. Means-test is a method to calculate the subsidies you will receive from the government when you use care services. At St Luke's ElderCare (SLEC), needy families can further tap onto the Client Welfare Fund for additional financial support. To find out more about the home care subsidies, you may email to **homecare@slec.org.sg**.

Should you need further assistance for government subsidies, you may approach the medical social worker or administrative staff of long-term care facilities, such as St Luke's ElderCare, and relevant hospitals.

How do I plan for a home care service provider?

Planning for and choosing a home care service provider can be tough if your loved one has various health conditions and are limited by their mobility. To help caregivers find the right home care service provider, we spoke to Dr Lim Peng Peng from our Home Care services to share her insights and tips.

#1 Understand the type of services you require

There are many service providers that provide one or few of the following services but not the full suite; home nursing, home personal care, home therapy and home medical. You will need advice from a doctor, usually the one who sends in your referral, on the type of services your loved one needs.

Below are the four main types of home care services available. Caregivers ought to consider if your loved one requires nursing assistance, engagement and cognitive stimulation activities, therapy exercises or medical assistance, or the full suite.

- **Home medical service** is for frail elders who are unable to utilise the services at a senior care centre or receive medical follow up for chronic conditions at polyclinics and general practitioner clinics. It includes comprehensive care assessment, prescription of acute and chronic medication and coordination between healthcare and social care providers.
- **Home nursing service** typically provides nursing assistance: comprehensive care assessment, medical reconciliation and packing, nursing procedures such as urine catheterisation, wound management, stoma care, and change of nasogastric tubes.
- **Home personal care service** provides assistance in activities of daily living (toileting, dressing, eating, etc), exercise prescribed by a qualified therapist, elder-sitting and engagement in cognitive stimulating activities.
- **Home therapy service** is the provision of rehabilitation at home to aid in recovery of your loved one's functional abilities and mobility.

#2 Identify the frequency of the services needed

Not all service providers are able to support adhoc, emergency visits or after office hours support. It will be ideal to get a doctor's advice on the frequency of visits. After which, you will need to check if the selected service provider is able to cater to you and your loved one's needs.

#3 Consider your need for consumables

Wheelchair- and bed-bound elders may require diapers and milk feeds. To apply for subsidies for such consumables, your loved one needs to be on a homecare programme. Subsidy rate is dependent upon household means testing. If in doubt, approach a medical social worker, a particular service provider of your interest or find out directly from AICare Link:

http://bit.ly/AICare-link

How to apply?

You would first need a doctor's referral from either a polyclinic, General Practitioners' clinic or a hospital. If you require financial assistance, please speak to your service provider or the medical social workers at the hospital or polyclinic. The Agency for Integrated Care to whom the referral is routed to will then allocate a home care service provider according to your needs or if you have specified a service provider. The service provider will then be in touch with you to further explain their care services, fees as well as scheduling the first home visit.

Should any financial assistance be needed, you may also speak to the service provider. Most of the service providers have medical social workers on their team who can assist in reviewing the financial resources and providing financial aid for the homecare services.

About St Luke's ElderCare (SLEC) Home Care Services

SLEC provides the full suite of home care services. We also provide caregiver training and support to equip you and your foreign domestic worker. You may email your enquiries to **homecare@slec.org.sg** or **call 6390 9363** for assistance on application.

Supermarket Savvy

Food labels at the supermarkets can seem confusing. For those looking to eat healthier, our dietician, Ms Ler Yibin shares three simple tips to navigate nutrition information with ease.

#1 Compare nutritional values based on per 100g rather than per serving size.

Different products have different serving size. Hence when you compare nutritional values, you should look at per 100g rather than per serving size. For instance, when comparing calcium levels in yogurts of the same type, look at the "per 100g" column.

#2 Food products with "healthier choice" symbols could just mean "healthier" and not the "healthiest".

Some products come with a logo, "more wholegrains", "less sugar" "less fat", "no added sugar", "sugar free", etc. Digestive biscuits with "more wholegrain" logo are often interpreted as healthy. While this may be so, some brands of digestive biscuits are high in fat. To circumvent this, you need to look at the nutrition information in its entirety, without isolating a specific nutrient for comparison.

#3 Plant products naturally do not contain cholesterol. Don't be deceived!

All plant products do not contain cholesterol, but some food companies for nuts and vegetable oils market these products as containing "no cholesterol" in order to attract buyers. The fact is all plant products do not contain cholesterol naturally!

If you would like to learn more about how to read food labels, visit Reading Food Labels, The Complete Guide here: http://bit.ly/Reading-food-labels

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Ang Mo Kio Polyclinic Centre: 21 Ang Mo Kio Central 2
Ayer Rajah Centre: 150A Pandan Gardens
Bukit Batok Centre: Blk 168 Bukit Batok West Ave 8
Bukit Timah Centre: Blk 310 Clementi Ave 4
Changkat Centre: Blk 350 Tampines St 33
Chong Pang Centre: Blk 113 Yishun Ring Road
Clementi Centre: Blk 602 Clementi West St 1
Golden Years Centre: Blk 831 Hougang Central
Hougang Centre: Blk 126 Hougang Ave 1
Hougang Meadow Centre: Blk 364 Upper Serangoon Road
Jurong East Centre: Blk 327 Jurong East St 31
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Kebun Baru Centre: 216 Ang Mo Kio Avenue 4
Marine Parade Centre: Blk 86 Marine Parade Central
Nee Soon Central Centre: Blk 766 Yishun Ave 3
Nee Soon East Centre: Blk 260 Yishun St 22
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Serangoon Centre: Blk 217 Serangoon Ave 4
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SLEC IPC number: IPC000155

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☐ One Time Donation ☐ Monthly Donation

☐ $50 ☐ $200 ☐ $500 ☐ Others: _____

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Name / Organisation [Dr / Mr / Mrs / Ms / Mdm]: _____
NRIC / FIN / UEN No: _____ (compulsory for automatic tax deduction)
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All donations to St Luke's ElderCare Ltd are eligible for a 250% tax deduction. Please state NRIC/FIN or UEN number for auto-inclusion in your tax assessment. Tax-deductible receipt will be issued for donation of $50 and above. For donations below $50, tax-deductible receipt will only be issued upon request.

☐ I do not wish to receive any letters from SLEC.
☐ I do not wish to receive any newsletter.
☐ Please provide your mobile number to receive SMS acknowledgement instead of hard copy tax-deductible receipt.

☐ **Donation By Cheque** (for one time donation only)

Please make cheque payable to "St Luke's ElderCare Ltd"

Cheque Number: _____

☐ **Credit Card**

VISA / Mastercard:

Name on card: _____ Expiry Date: M M / Y Y

Signature(s) :

By submitting this donation form, you fully understand and consent to our use and disclosure of your personal data for the purposes of processing donations, performing donor relations activities, carrying out fundraising appeals and events, sending marketing communication materials and submission of donation data to the Inland Revenue Authority of Singapore for tax-deduction computation.

☐ **GIRO**

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Signature(s) / Thumbprint(s):

Date:

- I/We hereby instruct you to process the instruction from St Luke's ElderCare Ltd to debit my/our account.
- You are entitled to reject St Luke's ElderCare Ltd debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also, at your discretion, allow the debit even if it results in overdraft on the account and impose charges accordingly.
- This authorization will remain in force until terminated by your written notice sent to me/our address last known to you or upon receipt of my/our written revocation through St Luke's ElderCare Ltd.

FOR ST LUKE'S ELDERCARE'S COMPLETION

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Bank	Branch	Donor's Account No.

Donor's Reference No.

FOR BANK'S COMPLETION

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☐ Signature/Thumbprint incomplete/unclear
☐ Account Operated by Signature/Thumbprint
☐ Wrong Account Number
☐ Amendments not countersigned by customer
☐ Other Reasons: _____
Name of Approving Officer _____
Date: _____ Authorised Signature: _____

Frequently Asked Questions on SLEC Recurring Giving Programme can be found at www.slec.org.sg/giving

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Elders

22 Senior Care Centres

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