

TOUCH OF
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St Luke's
ELDERCARE

Grace



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EDITORIAL TEAM

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A message from our CEO



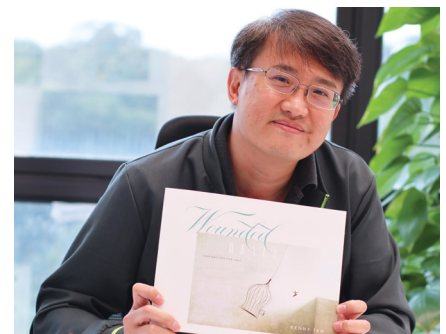
We had much to celebrate over the past few months. At St Luke's ElderCare (SLEC), our people are the core of what we do and I am happy to share that we were awarded 175 awards at the recent Singapore Health Quality Service Awards (SHQSA) 2023, where our staff was recognised for their unwavering dedication and unparalleled service. In March, we also honoured some of our long-standing partners, who have supported and stood alongside us over the past years.

As we head into a new normal, the focus will now move towards building a strong and robust ecosystem of care. This will be underscored by three strategic areas of focus, mainly care integration, areas of excellence and community partnership. This issue's newsletter will also reflect that, with four main sections: Care@SLEC, Partners@SLEC, Learning@SLEC and Life@SLEC.

There are many exciting new developments in the pipeline, and we look forward to making a difference in the lives of our elders in need.

If you would like to contribute as a partner, donor, or volunteer, please reach out to us at www.slec.org.sg/giving/ways-to-donate and www.slec.org.sg/ways-to-give/volunteer.

Raising Funds for Wound Care



As he helps readers reflect on the wounds they carry and the healing that our Saviour brings, A/Prof (Dr) Kenny Tan also hopes that he can raise more awareness about the physical wounds that many elders among us quietly suffer

One in 20 Singaporeans live with wounds that take a long time to heal.

Without proper treatment, these wounds can lead to infection, physical pain and psychological distress, which greatly reduces a patient's quality of life. Wound care is critical, but treatments can be costly, with prices ranging from \$800 to \$1,000 per person per month, lasting from three to six months, which can be challenging for some to afford.

How can you help? With every donation of \$150 to SLEC's Healing Gets A Helping Hand Wound Care Fund, a copy of the Wounded Healer will be mailed to you. The book is a collection of poems written by SLEC's CEO A/P (Dr) Kenny Tan, which explores the themes of repentance, redemption, healing and hope. The funds raised will enable elders with financial

difficulties to receive necessary wound treatment, and will go towards training and upskilling staff on wound care techniques.

Donations are eligible for a 250% tax deduction and matched dollar-for-dollar through the Community Silver Trust Fund. Your generous donations will help to make a significant impact and improve the lives of our elders.

Support today!



<https://woundedhealer.slec.org.sg/>

SLEC Bags 175 Awards at the Prestigious Singapore Health Quality Service Awards 2023

On 13 February 2023, SLEC was awarded 175 awards comprising 98 Silver, 74 Gold, and three Star awards, at the Singapore Health Quality Service Awards (SHQSA) 2023. Organised by the SingHealth Duke-NUS Academic Medical Centre since 2011, the SHQSA is Singapore's first dedicated platform to honour outstanding healthcare professionals who have delivered quality care and excellent service to patients.

For the first time after two years, staff from public and private healthcare institutions as well as the community care sector were able to gather again to celebrate and recognise some of the industry's brightest stars. The event was attended by A/P (Dr) Kenny Tan and 27 staff members who received their awards from President Halimah Yacob. The joy and excitement from the award recipients were palpable, and the accolades are a testament to their commitment and unwavering dedication to delivering quality care and exceptional service to our elders.

Our heartiest congratulations to all the winners!



A/Prof (Dr) Kenny Tan receives an award from President Halimah Yacob on behalf of SLEC



Group photo of A/Prof (Dr) Kenny Tan and award recipients at the award ceremony

Want to make a change? Join us! <https://www.slec.org.sg/join-us/registration-form/>

Over 80 Partners Recognised at Partners' Appreciation Day 2023



A group photo of our partners at Partners' Appreciation Day 2023

SLEC celebrated our annual Partners' Appreciation Day in style on 11 March 2023 at Paradox Singapore Merchant Court. The event was well-attended by more than 450 volunteers and 86 partner organisations who enjoyed a day of fun and excitement, complete with dazzling performances by DSA Onstage and active agers from Bishan Ukulele Club, fringe activities, snack stations and an indulgent 7-course lunch menu.

We were delighted to honour 86 of our partners, who have demonstrated exemplary commitment and dedication to our mission, across three categories - new partners award, long-service award, and commendation award.

This year's theme, "Journey Together, Enrich Lives," captured the spirit of the occasion and our deep gratitude to our partners for their unwavering support in enhancing the lives of our elders at SLEC. As we move forward, we extend our heartfelt thanks to all our partners and look forward to continuing our journey together, enriching the lives of our elders. Join us as we make a meaningful difference, one step at a time.

If you would like to contribute as a partner, donor, or volunteer, please reach out to us at www.slec.org.sg/giving/ways-to-donate and www.slec.org.sg/giving/ways-to-volunteer.



Dedication service at OPC that took place on 10 March

Serving the Elders in Punggol

Punggol sees a new addition with the launch of One Punggol Centre (OPC), a mainstay in SLEC's One Northeast pilot programme, with an aim of building an ecosystem of care for elders in the precinct.

Alongside existing SLEC senior care centres at Rivervale and Sumang, and upcoming active ageing hubs in Anchorvale and Northshore, SLEC envisions to journey with as many elders as possible, helping them to live a fulfilling life every day.

OPC sees an exciting collaboration with Skool4Kidz Centre at Punggol with the launch of a 30-week intergenerational programme. This joint pilot programme provides opportunities for our elders and Skool4Kidz children to develop meaningful relationships through fun and interactive activities and in turn, helps to reduce social isolation and loneliness amongst our elders.

New Fit Agers Programme to Stay in Shape!

Ageing is inevitable, but getting out of shape doesn't have to be.

Introducing the Fit Agers Programme, an initiative developed by a multi-disciplinary group of like-minded and passionate Physiotherapists, Dietitians, and Health Wellness Coaches from SLEC. With a play on the word "teenager", Fit Agers Programme aims to debunk the stereotypes that keeping fit and eating healthy is only possible for the young.

This 12-week programme is split into two intervention arms – Diet and Exercise – both of which are carefully crafted to empower participants to take control of their health and well-being. The Diet arm consists of four modules – musculoskeletal health, hypertension, high cholesterol, and diabetes. The Exercise arm consists of three phases where participants will be educated on how to exercise outside of a gym environment, at a gym, and equipped with basic knowledge on planning their exercise regime that achieves the levels of physical activity recommended by the World Health Organisation guidelines.



Elders participating in the Fit Agers Programme

The ultimate aim of the Fit Agers Programme is to help participants to achieve a self-sustained change in health behaviours through education and empowerment, and in so doing, to take control, live well, and age strong!

If you would like to participate in this programme or know of anyone who would benefit from this, please contact caleblow@slec.org.sg.

Do your loved ones suffer from these chronic issues – unclear speech, short of breath or muscle and skeletal injuries?

Three rehabilitative services that you may not know they need

SLEC offers a myriad of rehabilitative services to better serve our elders. Yet, it is not always known that these rehabilitative services are available. Often, patients accept their chronic ailment without knowledge that therapy sessions can help to improve their condition. Or at times, caregivers are reluctant to make time for these therapy sessions and drop-outs of these sessions remain high as the benefits are not immediate. These challenges are the tip of the iceberg, but studies have shown that rehabilitative services help to improve quality of life.

Speech Therapy

Many people will experience speech and language difficulties at some point in their lives. If you know someone who has unclear speech, difficulty pronouncing certain words, or even swallowing due to an accidental injury or illness, or ageing, speech therapy can help improve their condition and help them gain confidence to carry out their day-to-day activities, which may seem daunting previously.

Pulmonary Rehabilitation

Pulmonary Rehabilitation focuses on assisting individuals with respiratory conditions to improve their quality of life through exercise training, symptoms management and education. It enables individuals with chronic respiratory conditions to empower themselves with knowledge and skills that are necessary to cope with their daily activities.

Musculoskeletal Rehabilitation

Musculoskeletal Rehabilitation can benefit anyone who has experienced an injury or condition affecting their bones, muscles and joints. Through a combination of exercises, manual therapy and specialised treatments, patients can regain strength, flexibility and range of motion in affected areas while managing chronic pain and avoiding invasive treatments. This can help the patient to regain independence and improve their quality of life.

Find out more about our services at www.slec.org.sg.



Speech Therapist guiding an elder through an oral motor exercise



Physiotherapist conducting Pulmonary Rehabilitation Group Class to improve their strength and endurance



Physiotherapist helping an elder with single leg stance promoting core stability, joint proprioception and strength

Ho Yin Yin
Pastoral Care & Church Partnerships

Howard Wong
Pastoral Care & Church Partnerships

Sylvia Koh
Communication & Partnerships

Willie Soh
Human Resource



A Meaningful Career Path in the Eldercare Sector: Sylvia Koh's Story

Sylvia Koh joined SLEC in 2021 at the age of 32.

When describing her transition from being a media sales account manager to the eldercare sector, she says, "My previous job was a good experience, but it later became unfulfilling due to the constant cycle of chasing numbers and revenue. I wanted to transition to something more meaningful that will directly benefit the community." Her deep love for her grandparents strengthened her decision to join the eldercare sector and she has never looked back ever since.

Since joining SLEC as a fundraising corporate partnership assistant manager, Sylvia has found her experience to be rewarding and motivating as she discovers that she is making a real difference in the lives of the elders. Her shift in mindset from being driven by money to working for a worthy cause has been a transformative experience for her both personally and professionally. In her time at SLEC, she has developed a wider range of skillsets, including leadership skills, and has been managing her team's workflow with confidence.

Was Transitioning to the Eldercare Sector a Smooth Process?

Like any employee transitioning to a new work environment, Sylvia experienced a "steep learning curve" when moving into the eldercare sector, as she had to adapt to speaking with donors instead of clients. However, she overcame these obstacles with an open mind and received support from her colleagues.

Sylvia's experience is an inspiring reminder that meaningful work is worth pursuing, and that the eldercare sector is far

from boring. For those considering joining the eldercare sector or a career change, Sylvia says

"Don't let your uncertainties and fear deter you from joining us! Even though eldercare sector may seem boring, but working here is actually very fun and fulfilling!"

WE ARE HIRING

If you would like to be a changemaker and start your meaningful journey in the eldercare sector, we want you!

We are currently looking for talented individuals to fill the following positions:

Executive, Community Relations | Communication Manager/Senior Manager | Curriculum Specialist | Centre Manager | Staff Nurse | Community Care Associate | Transport Captain

Head to <https://www.slec.org.sg/join-us/registration-form/> or scan this **QR code** to submit your resume and indicate your interest in any of our available positions.



Blossoming Friendship over Singing and Dancing

“We love listening to old school songs like Feng Fei Fei and Deng Li Jun! We would sing and dance along to these songs whenever it’s played here!”

both Mary Lew May Kim, aged 80, and Lucy Oh Poon Yee, aged 71, exclaim.

When Mary and Lucy enrolled in the SLEC@Kebun Bahru in 2019, little did they know that they would find a lifelong friend in each other. From the moment they were placed at the same table, they hit it off and have been best buddies ever since. They enjoy each other’s company and describe their friendship as one that is easy-going and fun.

At the centre, they would participate in activities together, such as singing, dancing and mahjong. “I like the facilities here, it is great! The staff are also really good and nice to us, they are so capable and professional in handling so many elders” says Mary.

Mary has dementia, but her condition has improved since attending SLEC. Her Mild Cognitive Impairment (MCI) score

has stabilised and recently, even increased after being at the centre. Lucy, on the other hand, has slight dementia, but she was enrolled due to the previous fall she had and her daughter’s concern that she would be alone if it happened again.

Both Mary and Lucy’s families decided to register them with SLEC because they wanted the elders to participate in activities and socialise with others to combat boredom or loneliness at home. “Before I came here, when I was at home, I would always stare out of the window and look at the passing cars go by. It was boring.” Lucy mentions.

Being at the centre has provided Mary and Lucy with the necessary care and support. They enjoy each other’s company and love participating in the variety of activities planned at the centre. Their bond is proof that age, gender, and background are no barriers when it comes to true friendship!

Find out more about our services at www.slec.org.sg.



From left to right: Lucy, Hazel (Care Staff) and Mary

Helping Elders to Eat Well at SLEC

Food served at one of the centres under SLEC Dining Culture Programme

Why is eating right important?

As one ages, the body experiences many changes that can result in health decline. The loss or slowing down of body functions along with age-related diseases and other factors such as psychosocial and socio-economic changes, can result in decreased appetite and motivation to eat, as well as the body's decreased ability to absorb nutrients efficiently. This increases the risk of malnutrition, a common geriatric condition that is characterised by unplanned weight loss, feeling constantly fatigued and poorly healed wounds.

At SLEC, we aim to provide person-focused nutrition care and services for elders that reflect their needs and rights, ensuring the provision of a balanced and nutritious diet. The Dietetics team supports SLEC's food services by ensuring that the menu is both nutritious and fun for the elders, varied, flexible, culturally appropriate, and adaptable to individual preferences, allergies, and intolerances.

Food-First Approach

To ensure food intake is balanced and nutritionally adequate, the team conducts training on proper food portioning. The "food first" approach is used, with nutrient-dense foods and beverages used to meet individual needs. Meals are fortified or supplemented with oral nutritional supplements when necessary, and extra snack foods are always available to cater to individual needs. Tea breaks are purposefully planned to include high protein snack foods and lower sugar desserts.

Dining Culture

Recently introduced, SLEC Dining Culture Programme adds an additional touch to create a pleasant and pleasurable eating environment for elders. Elders are introduced the menu of the day prior to serving, and they get to enjoy background music and meal condiments while dining.

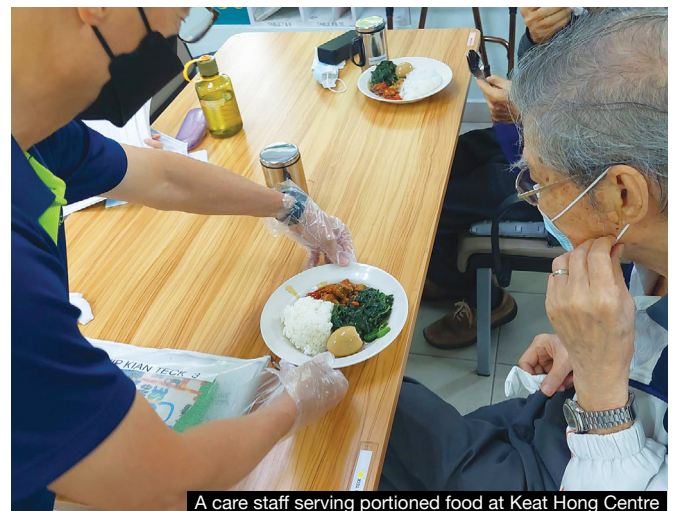
In-House Training

All staff at the senior care centres and residence home will undergo proper food portioning training conducted by the Dietetics team. Standard ladles are used when dishing out various food groups such as grains, meat/fish, and vegetables for individual elders at mealtimes.

Nutrition and Diet Health Talks

Lastly, nutrition and diet-related health talks are conducted for community-dwelling older adults to improve their health literacy, equipping them to make positive changes to their lifestyle and make mindful choices when managing their diet.

Find out more about our services at www.slec.org.sg.



A care staff serving portioned food at Keat Hong Centre

在歌舞中绽放友谊之花

**“我们很喜欢听凤飞飞和邓丽君唱的老歌！
每当这里播放这些歌曲时，我们都会跟着唱，
跟着跳！”**

刘美金，80岁和胡风羲，71岁，兴奋地说。

当美金和风羲在2019年加入圣路加乐龄关怀哥本峇鲁中心时，她们不知道彼此将成为终生的朋友。从被安排坐同桌的那一刻起，她们就一拍即合，从此成为最佳伙伴。她们喜欢彼此的陪伴，并形容她们的友谊为悠闲和逗乐的。

在中心，她们会一起参加活动，如唱歌、跳舞和打麻将。“我喜欢这里的设施，太棒了！员工们对我们很好，而且在照顾众多年长者方面，他们非常有能力和专业。”美金说。

美金患有失智症，但自从加入圣路加乐龄关怀 (SLEC) 后，她的情况有所改善。她的轻度认知障碍 (MCI) 指数已经

稳定下来，最近，她的MCI指数甚至有所上升。另一方面，风羲有轻微的失智症，她曾摔倒过，她的女儿担心如果再次摔倒，她会不知所措，于是让她加入SLEC。

家人都决定让美金和风羲加入SLEC，好让她们能够参加活动，与他人交往，消除留在家中的无聊和孤独感。“在来到中心之前，每当在家里时，我总是盯着窗外，看着来来往往的车辆。很无聊。”风羲娓娓道来。

关怀中心为美金和风羲提供了必要的照顾和支持。他们享受彼此的陪伴，喜欢参加中心的各种活动。他们的友谊证明了年龄、性别和背景绝不是建立关系的障碍！

若想了解更多我们的服务，请登录网站：
www.slec.org.sg



从左到右：风羲、Hazel (护理人员) 和美金

圣路加乐龄关怀 帮助年长者吃得好

在SLEC饮食文化项目下, 其中一个中心在进行食物分配

为什么正确饮食是重要的?

随着年龄的增长, 身体会出现许多变化, 从而影响个人健康。身体功能的损耗或衰退, 与年龄相关的疾病以及其他因素, 如社会心理和社会经济的变化, 这些都可导致食欲和进食动力下降, 身体有效吸收营养的能力也会下降, 从而增加营养不良的风险。营养不良是一种常见的老年疾病, 其中的特征包括体重无故下降、感觉持续疲劳和伤口愈合不良。

在圣路加乐龄关怀 (SLEC), 我们的目标是根据年长者的需求和权益, 提供以人为本的营养护理和服务, 并确保均衡和营养的饮食。本着SLEC的健康饮食理念, 我们的营养学小组确保年长者的饮食菜单既有营养又有乐趣, 多样化、可变动、文化合宜, 以及照顾到个人的喜好和食物过敏症或不耐症。

食物优先的方法

为了确保年长者摄取均衡和营养充足的食物, 营养学小组就正确的食物分配进行了培训。通过“食物优先”的方法, 以营养丰富的饮食来满足个人需求。在必要时, 食物将添加口服营养补充, 以及随时提供额外的零食以满足个人需求。茶点也是经过精心设计的, 食物包括高蛋白零食和低糖甜点。

饮食文化

最近推出的SLEC饮食文化项目为年长者打造了一个愉悦的就餐环境。其中包括在上菜之前, 向年长者介绍当天的菜单, 以及年长者可一边用餐, 一边享受背景音乐和酱料。

内部培训

营养学小组会为护理中心和关怀之家的所有员工提供食物分配的培训。员工们会使用标准的勺子, 给每位年长者分配各种食物, 如谷物、肉类、鱼类和蔬菜。

营养和饮食健康讲座

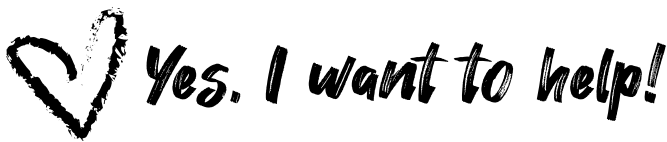
为社区中的年长者举办营养和饮食相关的健康讲座, 以提高他们的健康识能, 使他们能够积极改善生活方式, 并做出明智的饮食选择。

若想了解更多我们的服务, 请登录网站:

www.slec.org.sg



吉丰中心的一名护理人员在分发食物



SLEC is an Institution of Public Character (IPC).
SLEC IPC number: IPC000155

Donation Amount

- One-time Donation Monthly Donation
 \$50 \$200 \$500 Others: _____

All donations to St Luke's ElderCare Ltd are eligible for a 250% tax deduction.

Donor Details

Name / Organisation [Dr / Mr / Mrs / Ms / Mdm]: _____
 NRIC / FIN / UEN No: _____ (compulsory for automatic tax deduction)

Contact Details

Email: _____ Contact Number: _____
 Address: _____ Singapore: _____

We are going green! St Luke's ElderCare will issue e-receipts for all tax-deductible donations.
 Please fill in your email address to receive an acknowledgement email.

If you would like to receive a hard copy tax-deductible receipt, please tick here.

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: _____

MM / YY

Signature(s):

By sending us this information, you fully understand and consent to the use and disclosure of your personal data which you have provided, for processing donations, submission of donation data to the Inland Revenue Authority of Singapore, fundraising appeals, marketing, advertising and receiving of eldercare and caregiving information, news and updates via email and newsletter in accordance with our privacy policy (slec.org.sg/privacy-policy). You may unsubscribe at any point in time from our email alerts or the newsletter by emailing us at donorcare@slec.org.sg.

FOR ST LUKE'S ELDERCARE'S COMPLETION

Bank	Branch	St Luke's ElderCare Ltd														
7	1	7	1	0	3	3	0	3	3	0	2	0	6	6	0	7

Bank	Branch	Donor's Account No.														

Donor's Reference No.

GIRO

Name of Bank: _____ Branch: _____

Name(s) as in Bank Records: _____

Bank Account Number: _____ Bill to: _____

St Luke's ElderCare Ltd

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 authorisation 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 BANK'S COMPLETION

This Application is hereby **REJECTED** (please tick) due to:

- Signature/Thumbprint differs from Bank's records
 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: _____

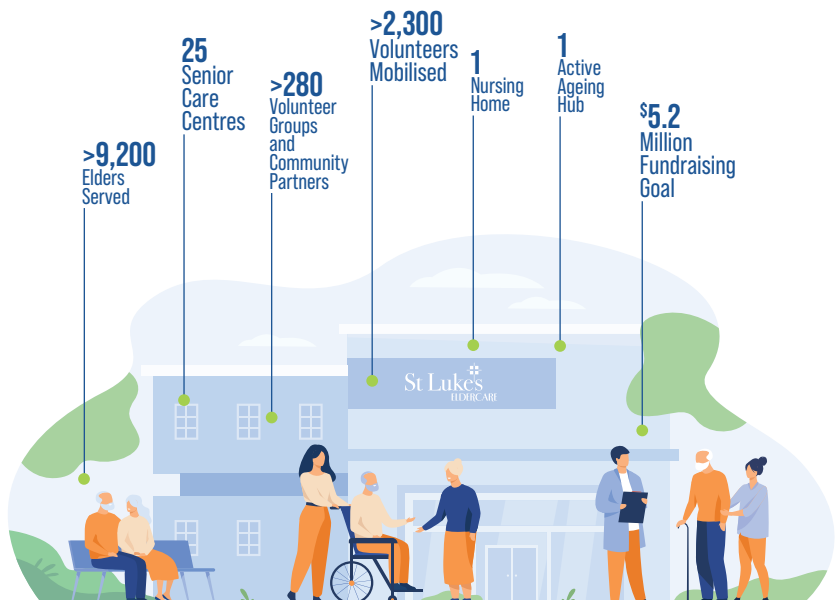
**SERVING,
LOVING,
EMPOWERING
COMMUNITIES.**

**BUSINESS REPLY SERVICE
PERMIT NO. 09381**



ST LUKE'S ELDERCARE LTD
Fundraising Department
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Block A, SIM Headquarters
Singapore 599491

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be paid by
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For posting in
Singapore
only.



DONATE ONLINE

Donating online is easy and hassle-free and helps us save on administrative costs and labour. Thank you!



<https://www.slec.org.sg/giving/ways-to-donate/>

*Information is correct as on 31 March 2023.