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Media Release

For immediate release

## **SENIOR CARE CENTRE IN FIRST-OF-ITS KIND COMMUNITY CLUB AT CI YUAN OFFICIALLY OPENS**

### **NTUC Health moves towards an integrated model of care for seniors**

- 1 Singapore's first-of-its kind community club housing a hawker centre, auditorium and family medicine clinic saw the opening of a new senior care centre today. With the new centre operated by NTUC Health, working families living in the Hougang area can set their minds at ease while their elderly loved ones spend the day at the facility making friends and engaging in activities.
- 2 The official opening of the Silver Circle (Ci Yuan) Senior Care Centre was graced by Chairman of NTUC Enterprise, Mr Lim Boon Heng who shared how NTUC Health is moving towards an integrated care model to enable seniors to age in place successfully.

### **Comprehensive suite of services to better meet needs of seniors**

- 3 Mr Lim shared the importance of providing sufficient options for seniors to receive different levels of support depending on their needs, and for transition between care services to be smooth and efficient for both the seniors and their family members.
- 4 NTUC Health which offers a comprehensive suite of health and eldercare services; from day and home care, wellness centres, to pharmacies, and medical and dental clinics, recently also began operating nursing homes to meet a greater spectrum of needs. (See **Annex B**)

### **Co-location of services for convenient access to health and community care services**

- 5 The NTUC social enterprise also recognises the benefit of co-location of services for greater convenience to seniors and their families. Apart from its senior care centre within Ci Yuan Community Club which also accommodates a family medicine clinic, its senior care centre at Braddell Heights is also situated beside NTUC Health's Unity Family Medicine Clinic, and close by to a Unity Denticare dental clinic and a Unity Pharmacy outlet.
- 6 Given that the first choice of care for many seniors is within their own homes, the new Silver Circle (Ci Yuan) and NTUC Health's new nursing homes in Jurong West and Chai Chee now station home care coordinators to facilitate smooth transfer of seniors between day care, nursing home and home care services.

### **Efficient and seamless care transition through a one-team approach**

- 7 NTUC Health will also continue to work towards seamless transition between care services with a one-team approach where its doctors, dentists, pharmacists, therapists, nurses and care staff work hand-in-hand to serve seniors better. For instance, physiotherapists serving in the nursing homes communicate closely with their counterparts in home and day care services to ensure that residents discharged into their care continue to work towards their rehabilitation goals and receive appropriate follow-up.
- 8 Being a single provider of the various health and community care services also gives NTUC Health's care professionals a better overview of a senior's physical, social, emotional and mental health so as to deliver more holistic care. Said Mr Lim, "There is great synergy to be derived as the team works together to provide prompt and person-centred care for our seniors. As NTUC Health continues to expand and extend its range of senior wellness and care

options, it will work towards an integrated care model that connects seniors seamlessly across services that are appropriate to their needs.”

### **Integrated care model benefits seniors in the community**

- 9 An example of how NTUC Health’s integrated care model has benefited seniors is 63-year-old Mr Toh Kwee Heng. Mr Toh suffered a stroke in December 2015, which left him partially paralysed. After spending three months in hospital, Mr Toh’s family enrolled him in NTUC Health Nursing Home at Jurong West. With the support of the nursing home therapists, and his determination to improve, Mr Toh was eventually able to walk without assistance at home and was independent enough to be discharged. Mr Toh intends to continue with therapy to further regain muscle strength. He has signed up for day rehabilitation services at Silver Circle senior care centre at Jurong West. Because of the close communication between the therapists at the nursing home and the senior care centre, Mr Toh has completed his assessment for day rehabilitation and will be attending his first session within three weeks of his discharge from the nursing home.

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