

# Connect <sup>2</sup> Collab

DFSG e-Newsletter

## GOOD PRACTICES

Clementi DFC residents engaged in Kopi Chat by Fei Yue facilitator Ms Tan Hsin Yen (Programme Executive).

### THE DEMENTIA-FRIENDLY SINGAPORE (DFSG) KOPI CHAT

Clementi was one of the latest additions to the existing Dementia-Friendly Communities (DFCs) locally. To better identify and understand the trends, challenges and opportunities facing those with dementia, the community partners came up with the creative idea of organising Kopi Chats. Three Kopi Chats were organised during March and April 2023, with more than 140 residents participating. There were constructive suggestions arising from robust discussions on how the community can better support persons living with dementia and caregivers so that they can live well in the community. We interviewed the Clementi DFC partners to hear from them about the ground-up Kopi Chats and how these benefit future planning.

#### How did the idea of the Kopi Chats come about?

**Chris:** Julian suggested gathering residents' views on how to make the community more dementia-friendly. We thought that having Kopi Chats will help to bring people together to share their views on certain topics, such as dementia, in an informal setting over coffee. Each Kopi Chat targeted different areas in Clementi DFC so as to reach out to as many residents as possible.

**Gladys:** We wanted to engage our residents, grassroots leaders and volunteers to initiate conversations about dementia—seeking feedback and ideas on ways to support persons living with dementia, and at the same time to promote a caring community in Clementi Constituency as part of the Clementi CARE Network.

#### How did all of you work together to organise the Kopi Chats?

**Andrea:** The value of the DFC is that we have established a localised partners network where we come together to discuss co-organising activities to make Clementi DFC more dementia-friendly. Fei Yue, as the Community Outreach Team (CREST team), conducted the dementia awareness talks and facilitated the main discussions, while Julian and Gladys volunteered to identify venues and to arrange refreshments. They also worked with the Fei Yue team to design the posters and publicise them to the residents. AIC gave our recommendations on the programming and shared dementia-related resources. Everyone worked well together.

#### How have these Kopi Chats benefited the Clementi community?

**Julian:** Our residents were able to learn more about dementia and community resources. I was extremely happy to see a good turnout for the sessions and residents so involved in sharing their thoughts on dementia and building a caring community. Some great ideas included encouraging more residents to become befrienders, better use of existing community spaces to conduct programmes, and creating more lifestyle devices in supporting persons living with dementia.

**Chris:** These Kopi Chats were a shift from the usual top-down approach of implementing programmes. We were able to better understand our residents' needs—what they wanted to learn, or programmes they would be interested to participate in.

**Andrea:** Partners can now incorporate these ideas into upcoming activities and programmes for Clementi DFC residents.

#### Are there future plans to continue the Kopi Chats?

**Julian:** Yes, we hope to continue these conversations across the other areas of Clementi, and contribute to HealthierSG.

**Chris:** In the future, we hope to explore how to sustain these productive conversations and involve the community in implementing this in the longer term. We could also expand the chats to other topics like mental health and caregiving.



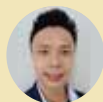
#### Dr Julian Hong

Clementi Community Club Management Committee (CCMC) Chairman



#### Ms Gladys Tan

Clementi Zone 4 Residents' Committee (RC) Chairperson



#### Mr Chris Tan

Programme Executive, CREST Fei Yue @ Bukit Timah, Clementi and Ulu Pandan



#### Ms Andrea Loh

Programme Manager, Caregiving and Community Mental Health Division (CCMHD), Agency for Integrated Care (AIC)



Adviser Dr Tan Wu Meng speaking to residents during a Kopi Chat.

Kopi Chats have also been introduced in other DFCs to engage residents and hear their views and recommendations on dementia-friendliness. A highly recommended platform to kickstart conversations!

# CASE STUDY

A heartfelt sharing by a caregiver, Mr Sheldon Humphries, and Chief Executive Officer, Mr Tim Lee, Caregivers Alliance Ltd, together with our emcee, Ms Kaye Lee, CCMHD, AIC.

## “WE SEE YOU CARE” CAMPAIGN

50% of respondents do not consider themselves caregivers according to the definition\* given.

Caregiving is an integral part of Singapore society, but it is often overlooked. Many caregivers do not acknowledge their caregiving role, while those who do often feel unappreciated and unseen. With that, the first national caregiving campaign, “We See You Care”, was launched to shine the spotlight on ‘unseen’ caregivers who fulfil their responsibilities day in and day out, giving them the validation and support they deserve.

\*A caregiver is a person who has taken on the responsibility of looking after someone who is unable to care for himself or herself fully due to illness, frailty, disability or a mental health problem.



Watch these three short clips that depict the dedication and everyday lives of caregivers.

More information can be found at [www.WeSeeYouCare.sg](http://www.WeSeeYouCare.sg).

A caregiver survey# was conducted to gather insights to better understand their needs. The findings could help future planning in supporting our caregivers.

### Key Findings



#### Caregiver Profile

Parents/Parents-in-law make up the bulk of those receiving care.

1/4 of caregivers indicate that their loved ones have chronic conditions while 1/3 indicated that their loved ones have no medical conditions.



#### Perception of Caregiving

The perception of caregiving is largely negative, with the top two attributes being “challenging” and “stressful”.

Caregivers feel both positively and negatively about their caregiving efforts, and almost half do not feel adequately supported.

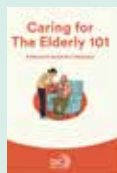
Provision of financial and emotional support would be the best way to help caregivers.

#Findings gathered from an AIC survey conducted in 2023.

### How can we support caregivers?

There is a myriad of caregiving resources available to help caregivers.

These can be found on the [SupportGoWhere portal](http://SupportGoWhere), as well as the [“We See You Care” website](http://WeSeeYouCare).



Are you stressed? You may equip yourself with general caregiving tips to manage daily living.



Does your loved one need help moving around? There are services and schemes to support you and your loved one.



You may need financial support. Find out the available schemes to lighten your financial load.



Caregiving can be a long journey. Learn how to manage your emotions and care for yourself.



Do you or your foreign domestic worker need training to equip you with skills to support your loved one?

Share these with caregivers you know!



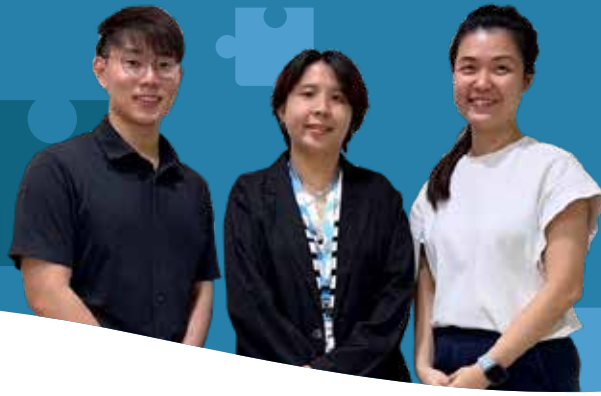
### Join us at these upcoming events! National CARECarnival and Conference

- Three regional carnivals in the heartlands will be organised on 11, 18, 25 November 2023.
- A virtual conference for care professionals and caregiver advocates will be held on 8 November 2023.

Organised by AIC, CaringSG, National Council of Social Service (NCSS) and SG Enable (SGE). Stay tuned for upcoming announcements!



# GET PERSONAL



AMKFSC Community Services' CREST-PDS Team: [from left] James Tan [Programme Coordinator], Esther Wong [Senior Programme Coordinator], Rachel Lim [Programme Executive]

## POST-DIAGNOSTIC SUPPORT COMMUNITY OUTREACH TEAM

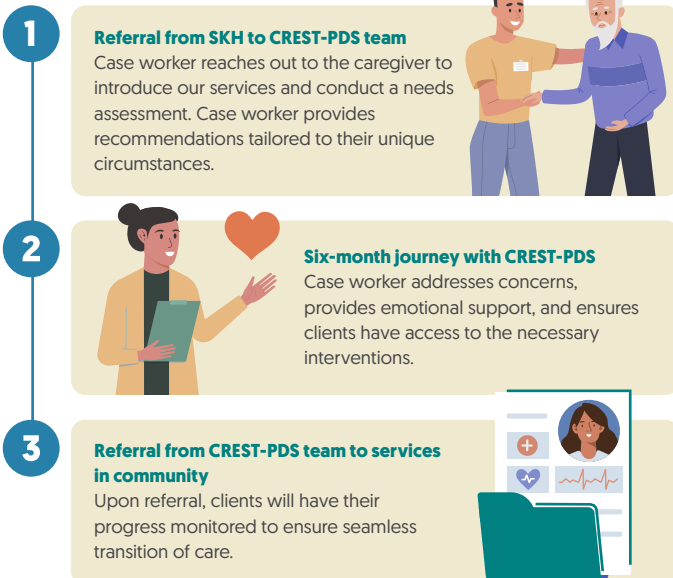
The Post-Diagnostic Support Community Outreach Team (CREST-PDS) supports persons living with dementia and their caregivers for six months upon diagnosis. They run a caregiver support network where caregivers come together to share tips and experiences and provide emotional support for each other.

We spoke to the CREST-PDS Team from AMKFSC Community Services Ltd, who shared more about the pilot programme.

### ? This pilot started in 2021, during COVID-19. How was it like handling cases during that period?

CREST-PDS was launched amidst the pandemic in October 2021. AMKFSC Community Services' CREST-PDS team was able to swiftly adapt to these changes and provide timely support to our clients thanks to well-established communication channels within the agency, as well as other service providers. Despite restrictions on home visits and face-to-face contact, we maintained communication through WhatsApp and video calls, delivering the necessary assistance and guidance to clients. Utilising different communication channels with service partners such as Sengkang General Hospital (SKH) ensured that client and caregiver needs were not compromised.

### ? Can you share the client's journey with CREST-PDS?



### ? Can you share how CREST-PDS partners SKH in supporting the clients?

SKH provides prompt responses to our inquiries and requests. During the multi-disciplinary meetings, we brainstorm and co-create new ways to enhance the referral process and provide solutions to concerns from clients or caregivers who face multiple challenges and require additional support. We also work closely with SKH to conduct check-ins with clients and caregivers.

### ? How are caregivers and clients better supported through this pilot?

#### Comprehensive Assessments and Personalised Care Planning:

Conducts comprehensive assessments using a person-centred care approach to co-create personalised care plans.

#### Targeted Interventions:

Implements targeted interventions based on the identified needs and challenges of client and caregiver.

#### Early Intervention:

Focuses on providing early intervention at the moment of client diagnosis, to ensure support right from the beginning.

#### Case Coordination:

Prioritises case coordination to ensure seamless collaboration between different service providers involved in the client's care.

#### Networking and Resource Sharing:

Collaborates with partner organisations to create a network of support for caregivers and clients, beyond direct services.



CREST-PDS team organised a family get-together with a client during Family Caregiver Month in November 2022, to thank the caregivers for their tireless effort and care.

### ? Can you share some challenges faced, and how the team overcame them?

It can be challenging to engage caregivers who do not respond promptly to our queries. To address this, we took a proactive approach by initiating regular follow-ups and coordinating with SKH to check in with caregivers during their clients' medical appointments.

Recognising that some caregivers may not be receptive to one-on-one support, we expanded our offerings to include programme-based activities and checked in with caregivers more often. By providing alternative avenues for caregivers to receive support and connecting with others who are facing similar challenges, caregivers were able to feel a greater and more organic sense of belonging, and were even empowered to share their own insights. Through these strategies, we aim to cater to diverse caregiver needs and preferences by ensuring that they receive support in a manner that is most suitable and beneficial to them.

### ? What feedback have you received so far?

Clients and caregivers provided feedback that CREST-PDS made a positive impact. They appreciate having a platform to express their thoughts and emotions, where they are heard and feel genuinely understood. They also expressed that they feel a deeper sense of assurance, confidence, and safety after receiving support and resources from CREST-PDS. A direct impact of this programme was an improvement in caregiver quality of life. As they often feel isolated and lonely, having a constant and reliable avenue of support has been transformative to their caregiving journey.

# HELPFUL RESOURCES

## Person-Centred Care (PCC)

As dementia affects everyone differently, each individual needs a different kind of care. PCC is about treating people the way they want to be treated, with dignity, compassion and respect.

Watch these useful videos that aim to help care professionals and family caregivers learn about PCC and its applications. PCC can help improve the quality of life of persons living with dementia.

**Video 1:**  
An Introduction to PCC

**Video 2:**  
PCC: Perspectives on Well-Being by Persons Living with Dementia and Caregivers

**Video 3:**  
PCC from a Management's Perspective



Scan the QR code to watch all the videos.



## Living with Dementia: A Resource Kit for Caregivers

The resource kit was enhanced to better support caregivers in their journey. The kit is available in four languages, and consists of four booklets and a listing. It covers:

- ♥ What to do after a diagnosis
- ♥ Financial and legal planning
- ♥ Caregiver self-care tips and support groups
- ♥ CREST & COMIT team listings
- ♥ Meaningful activities for you and your loved ones

Scan the QR code to find out more on the resource kit.



## Web Articles on Local Dementia-Friendly Efforts

Read about these web articles by Singapore University of Technology and Design (SUTD) that explain age-friendly and dementia-friendly concepts and highlight local approaches and initiatives. These web articles aim to inspire the different stakeholders: trans-national governments, service providers, businesses, grassroots organisations, and residents to play a part building an inclusive environment for all ages.



Click [here](#) to read the web articles.



## Stay in Touch

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