



AGEING SOCIETY AND CHALLENGES IN SINGAPORE

Public Symposium in Seoul, Korea

Sharing Responses on the Ground

– Ageing Society and the Surrounding Challenges in Asia

28 February 2017

Presented by Simon-Peter Lum

Enhancing and Enriching the Lives of People We Serve

This presentation does not represent the views of AMKFSC or any government agency

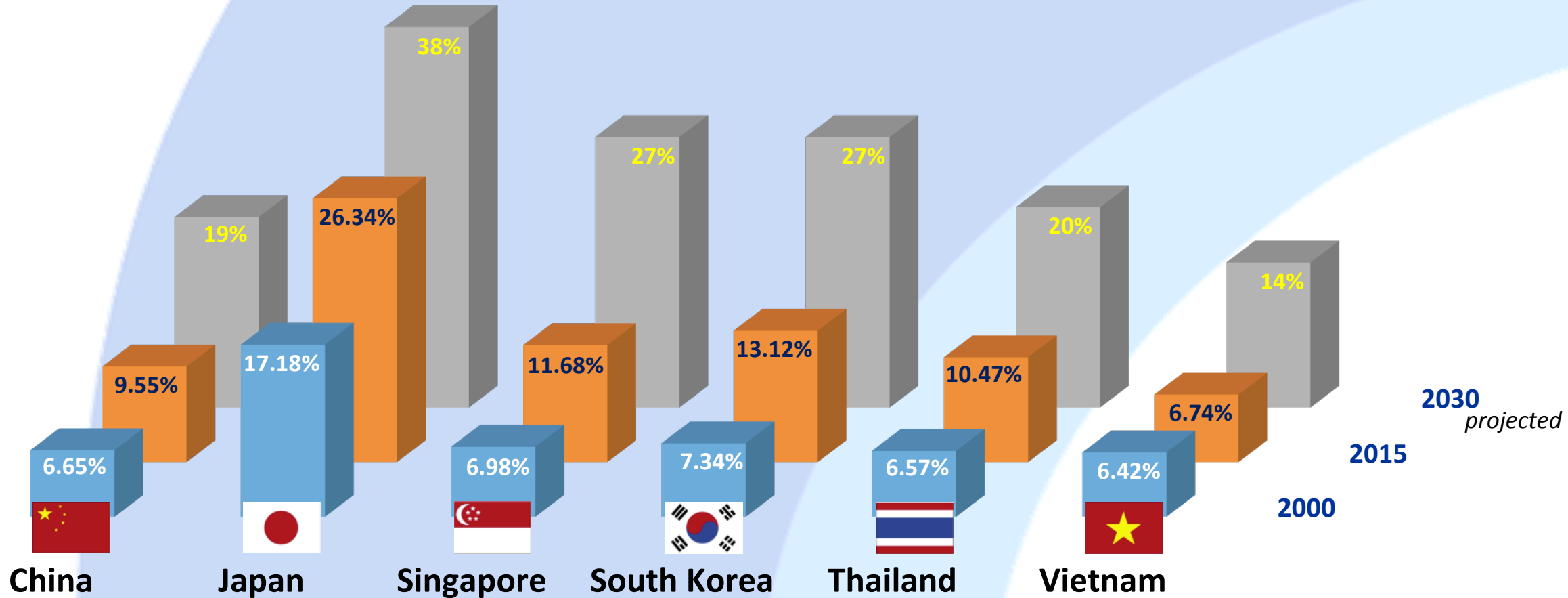


Ageing in Singapore

- **Statistics**
- **Approaches to Senior Care in Singapore**
- **Current Landscape of Senior Care in Singapore**
- **Challenges**

Enhancing and Enriching the Lives of People We Serve

Statistics: Elderly Population Comparison

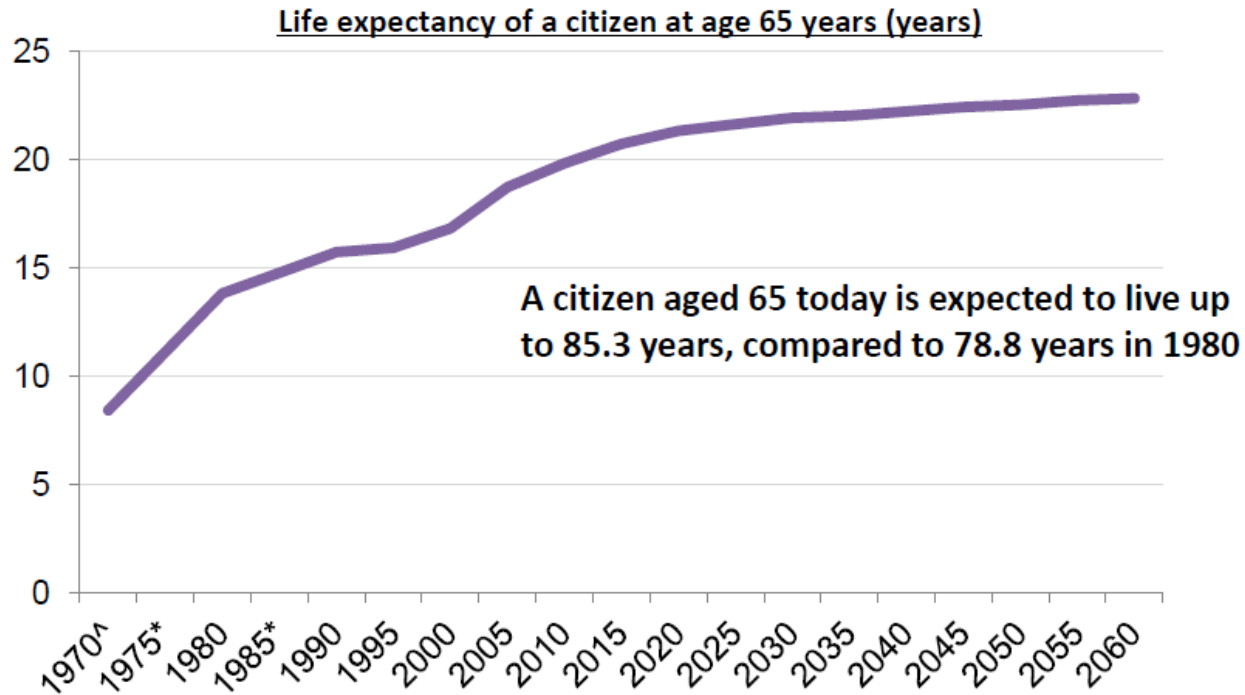


Enhancing and Enriching the Lives of People We Serve

Source: World Bank, ASEAN+6, DOS



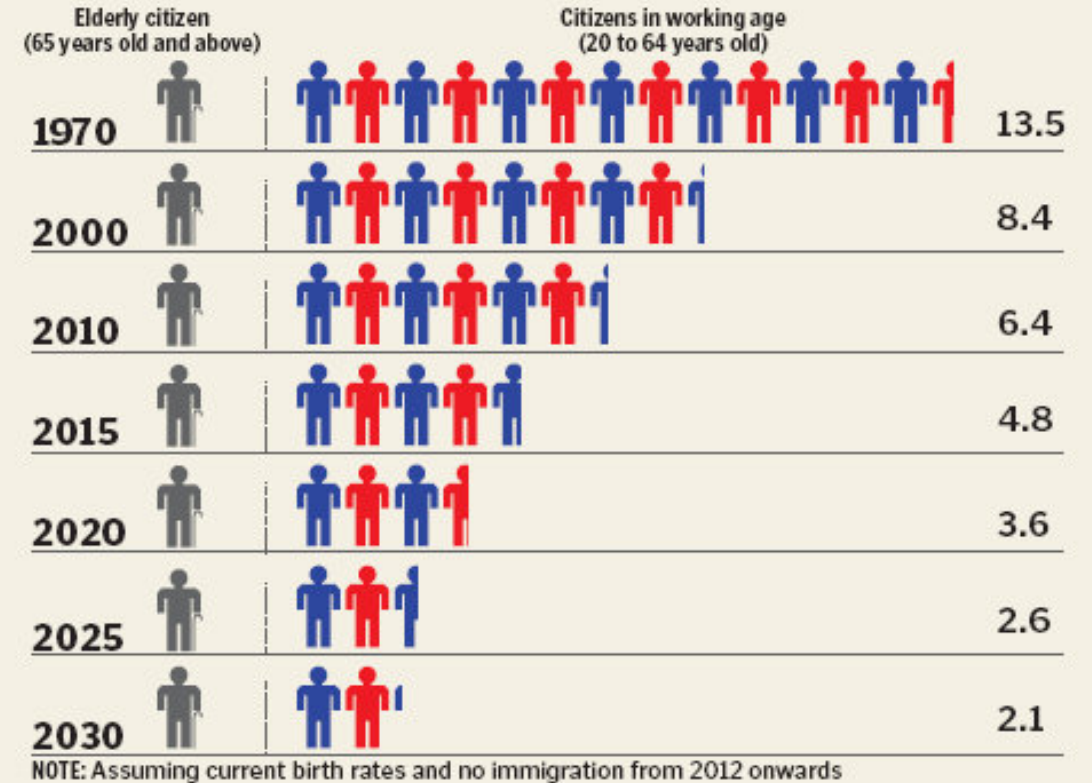
Statistics: Singapore



[^] Pertains to total population. Figures on resident/citizen life expectancy are only available from 1980 onwards.

* Interpolated figures as data are not available.

HEAVIER BURDEN FOR WORKING-AGE CITIZENS WITHOUT IMMIGRATION



Implications:

- We have 20.3 more years to work and play
- Singapore's current minimum retirement age is 62 with reemployment up to age 65.
- From 1 July 2017, reemployment age goes up to 67 (Retirement and Reemployment Act (Cap 274A))

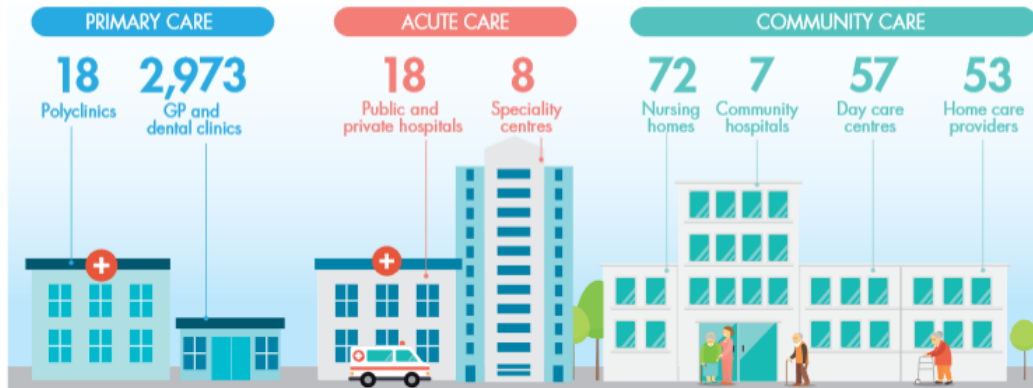
Enhancing and Enriching the Lives of People We Serve

Source: MOH, DOS



Statistics: Singapore

SINGAPORE'S HEALTHCARE WORKFORCE AND FACILITIES IN 2015



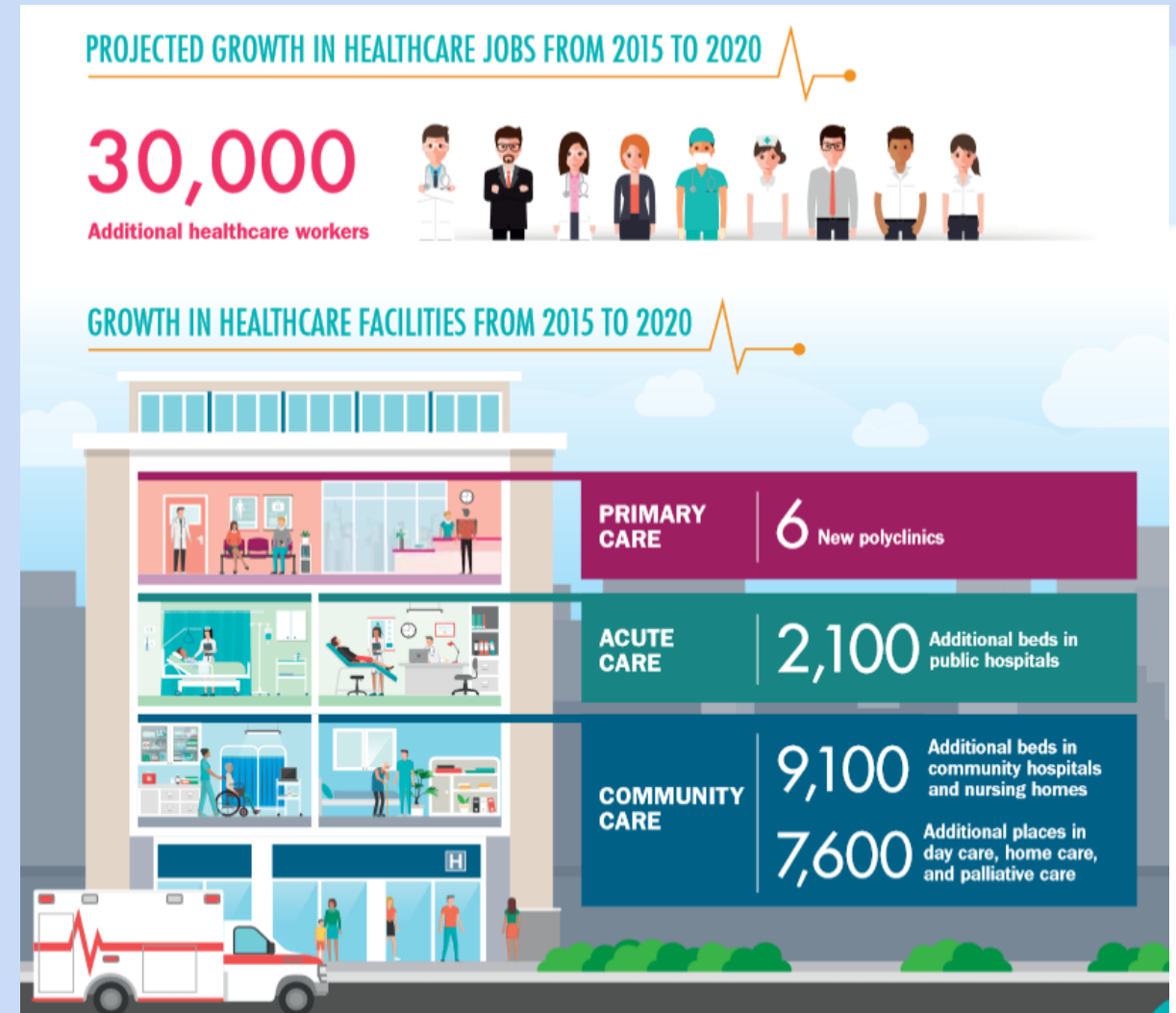
- 2015 budget of S\$8.9 billion (US\$6.3b) or 15% of total budget
- 2017 budget of S\$10.7 billion (US\$7.6b) or 14.3% of budget
- Comparison to Ministry of Social and Family Development's budget of S\$2.5 billion (US\$1.8b; 3.4%)

Enhancing and Enriching the Lives of People We Serve

Source: MOH

Statistics: Singapore

- Latest change is the six regional health systems are reorganised into three integrated clusters to provide better co-ordination and integration of care from acute, to primary and community
- Focus of care, especially for seniors, will be at the community level
- Raising productivity in view of tightening of labour market

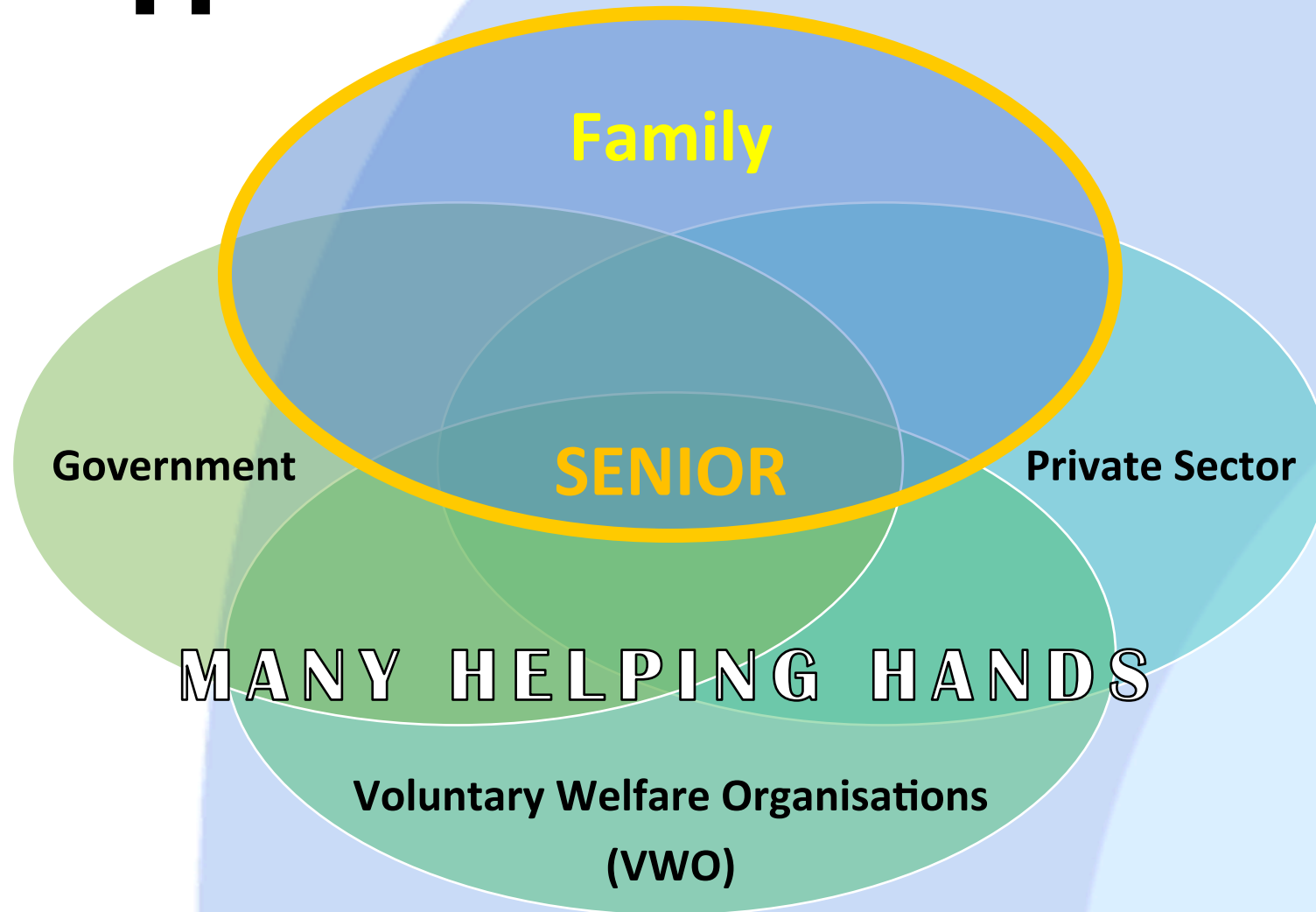


Enhancing and Enriching the Lives of People We Serve

Source: MOH



Approaches to Senior Care in Singapore



1. Self – primarily, the individual is the main person responsible for one's well being
2. Family – the family is the immediate and first line of support
3. Private – private services are available when one can afford them
4. VWO – charities and non-profit organisations provide services to those who have difficulty accessing services due to social or financial issues; provide other forms of support and work in partnership with the private and public sectors
5. Government – the last line of support for the most vulnerable and provides a social safety net for destitute people, the disabled etc; provide essential services at affordable rates, work with VWO to help the more vulnerable, encourage private sector to chip in charity; set up ministerial committee on ageing

Enhancing and Enriching the Lives of People We Serve

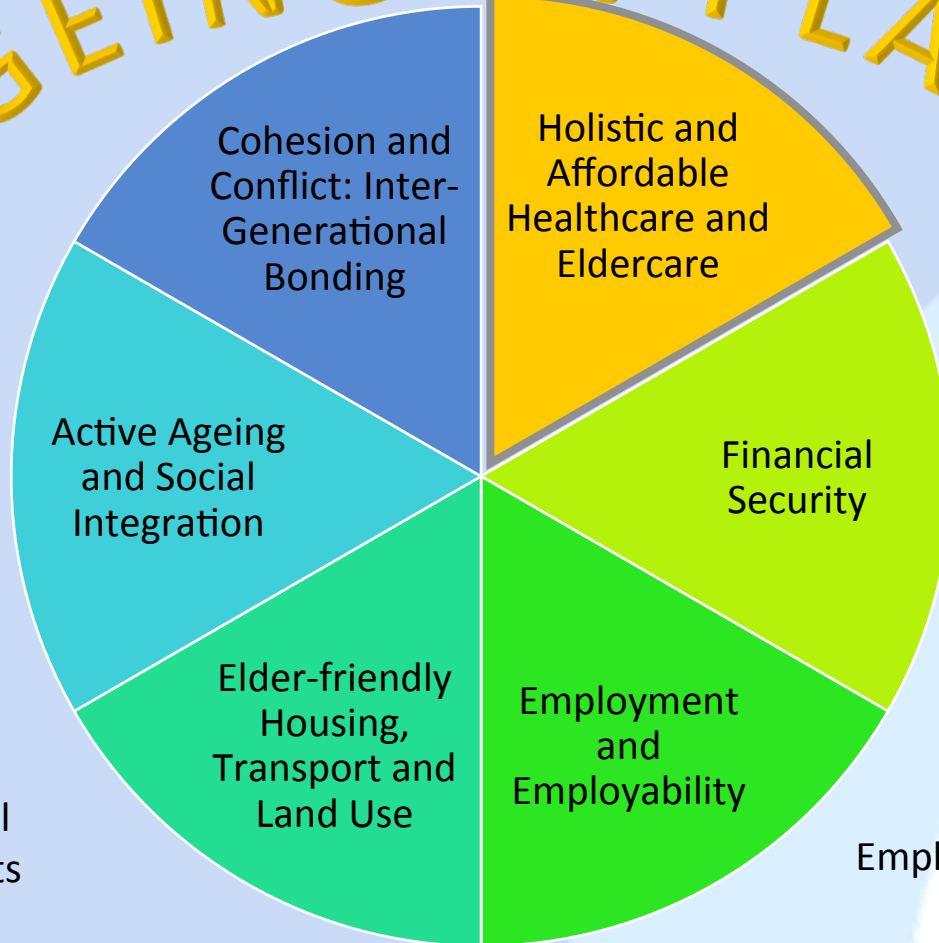
Approaches to Senior Care in Singapore

AGEING IN PLACE

Cohesion and Conflict: inter-generational bonding through activities, volunteering, campaigns

Active Ageing and Social Integration: Age-in-community, Senior Activity Centres, Pioneer Generation Office, People's Association, Grassroots, Council for 3rd Age

Housing, Transport, Land use: Studio apartments, lease buyback scheme, rental housing; senior concession, escalators, lifts and covered walkways; universal design



Holistic and Affordable Healthcare and Eldercare: Community Health Assistance Scheme, Public Assistance, Medisave, Medishield (90yo), Subsidies (means tested) for drugs and procedures, community and home care, domestic helper

Financial Security: CPF and CPF Life, COMCARE assistance, rebates and grants

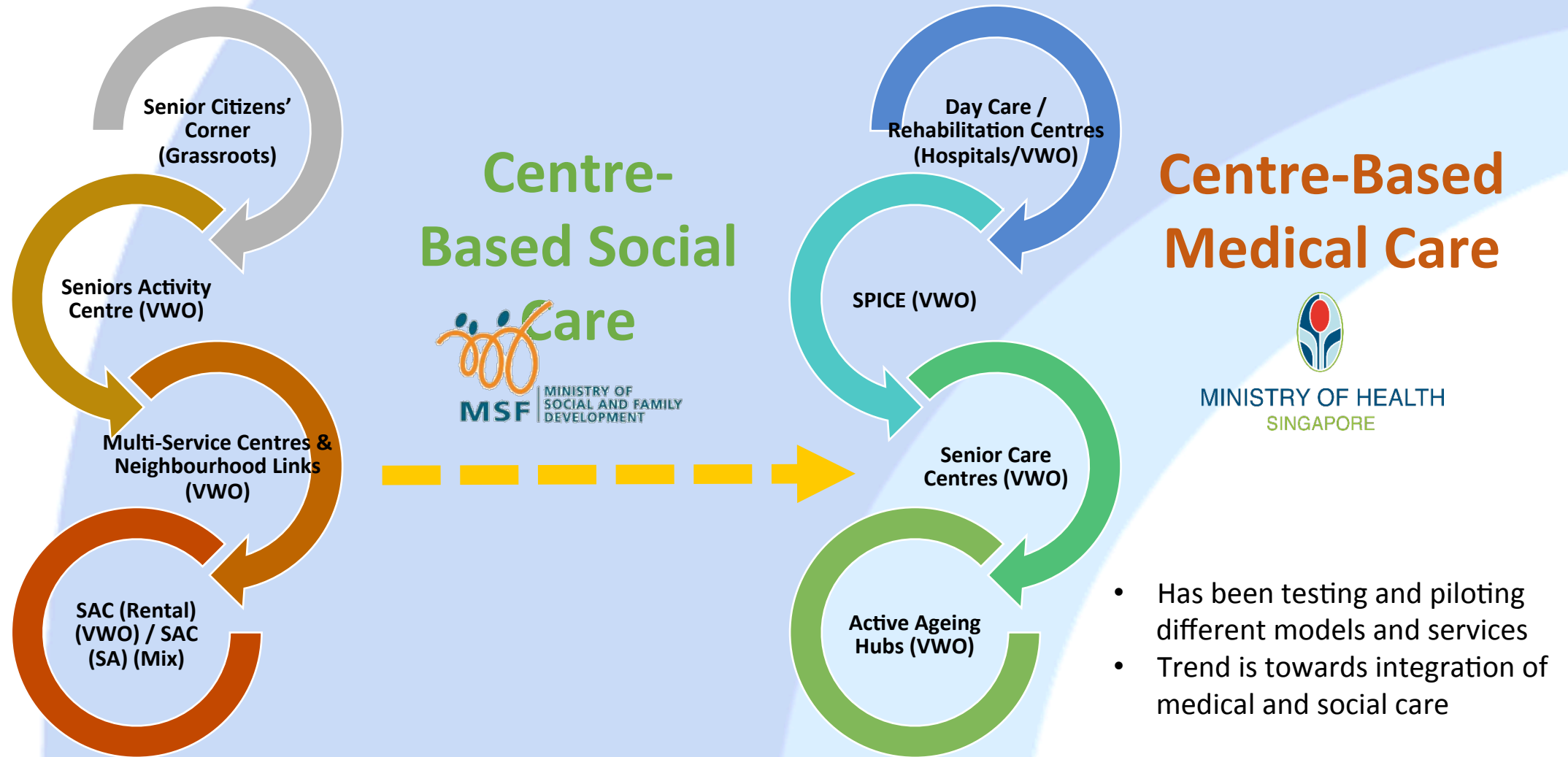
Employment: Retirement and Reemployment Act

Enhancing and Enriching the Lives of People We Serve

Source: Singapore Civil Service College



Evolution of Community-Based Senior Care in Singapore



- Has been testing and piloting different models and services
- Trend is towards integration of medical and social care

Enhancing and Enriching the Lives of People We Serve

Intermediate and Long Term Care (ILTC)

Tertiary (Hospitals)



Doctor, Nurses, Case
Manager, Medical
Social Workers

Intermediate (Community Hospitals)



- Medical, Nursing, Rehabilitation and Personal Care services (dementia care, enhanced dementia care)
- CREST (Community Resource, Engagement and Support Team), COMIT (Community Intervention Team)

Senior

Cat III & IV Seniors

- Disabled or bedbound
- Mental disabilities (dementia)
- Need assistance with activities of daily living

Long Term (Nursing Homes)



Intermediate / Long Term (Centre-based & Home Care)

Enhancing and Enriching the Lives of People We Serve

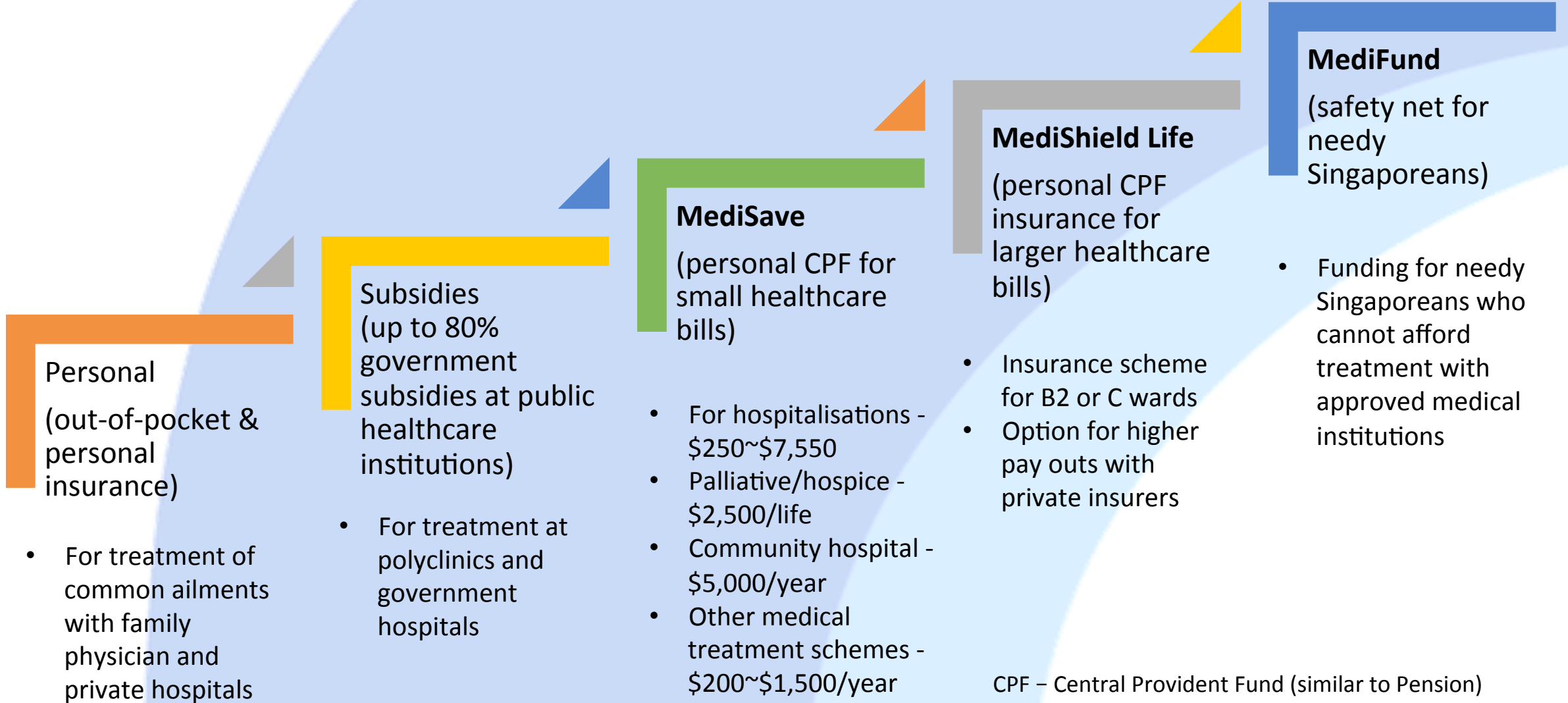
Summary of Services Provided at Community-Based Care Centres

Services	Seniors Activity Centre	Dedicated Care Centre	Rehab Centre	Home Care	SPICE	Senior Care Centre
Care Needs	Low	Low-Med	Med	Low-High	High	Low-High
Maintenance Day Care	Social Care	Single Service			✓	✓
Day Rehabilitation		Single Service	✓		✓	✓
Dementia Day Care		Single Service			✓	✓
Basic Nursing			✓		✓	✓
Hospice Day Care		Single Service				
Medical Escort		#	✓			✓
Transport		✓	✓	#	✓	✓
Meals-on-Wheels				#	#	#
Home Personal Care				✓		✓
Home Nursing				✓	✓	✓
Home Therapy				✓	✓	✓
Home Medical				✓	✓	✓

Enhancing and Enriching the Lives of People We Serve

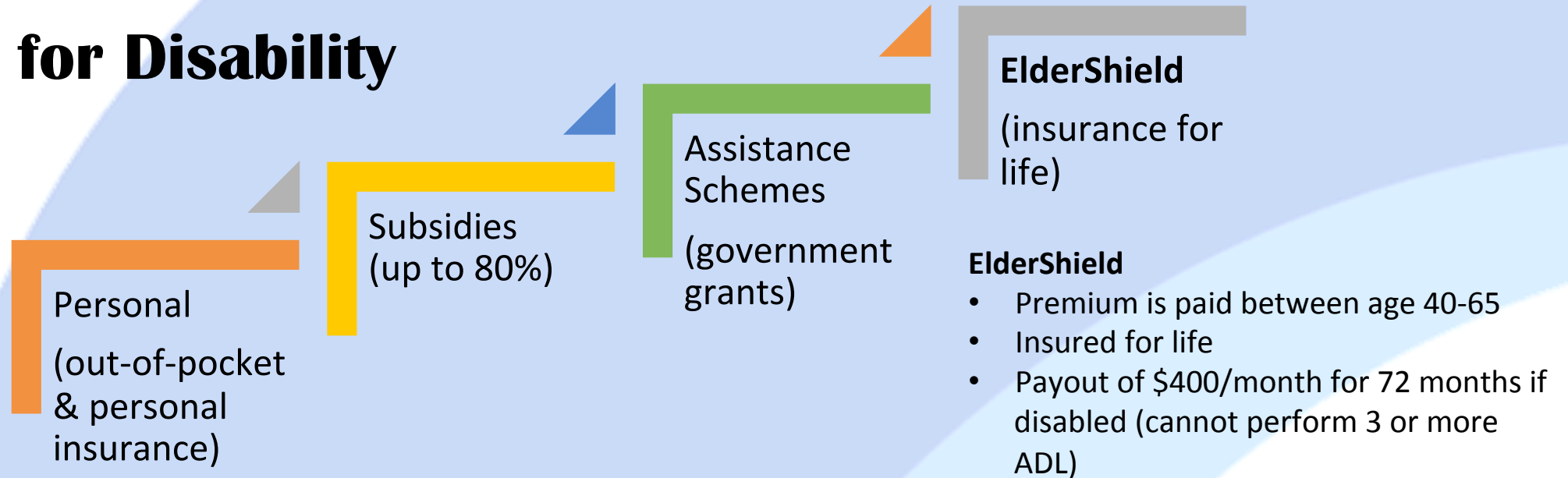


Funding for Medical Expenses



Enhancing and Enriching the Lives of People We Serve

Funding for Disability



Subsidies

- 80% for home & centre-based care
- 75% for nursing homes
- Means tested based on household income

Assistant Schemes

- Interim Disability Assistance Scheme for non-eligible to ElderShield due to age or pre-existing disabilities (\$250/month)
- Seniors' Mobility and Enabling Fund (subsidies for assistive devices, transport to care services)
- Foreign Domestic Worker Levy Concession (\$60/month levy if FDW is for caring senior)
- Foreign Domestic Worker Grant (\$120/month grant when FDW is hired to care for senior with moderate/severe disabilities)
- Caregiver's Training Grant (\$200/year for training)
- Pioneer Disability Assistance Scheme (\$100/month for Pioneers with moderate/severe disabilities)

Enhancing and Enriching the Lives of People We Serve

Integrating Social and Medical Care

- **Maintenance Day Care**
- **Dementia Day Care**
- **Day Rehabilitation**
- **Basic Nursing**
- **Home Personal Care**
- **Home Nursing**
- **Home Medical**
- **Medical Escort**
- **Transport**
- **Social and Recreational Activities**
- **Community Kitchen**
- **Befriending**

These are existing programmes and services that may see integration in hybrid centres

Enhancing and Enriching the Lives of People We Serve



Challenges

- **Funding**
- **Manpower**
- **Coordination and Integration**



Enhancing and Enriching the Lives of People We Serve

Challenges – Funding

- **Funding mainly by Government (60 to 100%)**
- **Supplemented by charity dollar (donations and Tote Board)**
- **Limits new (innovative) programmes and services**
- **Competition in fund-raising**
- **Public trust**
 - <http://www.straitstimes.com/opinion/holding-charities-to-account>
- Government funding is conservative and newer programmes are only partially funded or restricted funding (reimbursement, manpower)
- Government budget is slashed by 2% for most ministries for the next few years
- Challenging to get funding for new and innovative programmes and services
- Many different charities (more than 2400 registered charities in Arts and Heritage, Community, Education, Health, Religious, Social and Welfare, and Sports)
- Past scandals and mismanagement of charities affected public confidence which reached a low of 28% in 2006



Enhancing and Enriching the Lives of People We Serve

Challenges – Manpower

- **Manpower limitations (local and foreign)**
 - **Language and cultural barriers**
 - **Competing with other sectors**
 - **Remuneration and benefits**
- Local manpower – unwilling to do care assistant jobs (dirty, physically demanding)
 - Foreigners – government levies; language and cultural – as many seniors speak Mandarin, dialects, Malay; cultural insensitivities
 - Competition for manpower with other sectors
 - Pay and benefits lag behind private sector, despite government's help and guidelines (in 2015 recommended S\$3,040 or US\$2,164, while the national median wage is S\$3,200 or US\$2,278)

More nurses work past retirement age

Mature staff help ease labour crunch, and groom the next generation

hajan Singh, 72; Mr Chio Cheng Kay, 72; and Madam Cheong Yoke Ling, 71 – are involved in different aspects of nursing there.

Occupational therapists in demand in greyer S'pore

Good prospects, competitive pay drawing more to the profession

By KASH CHEONG

crunch here, unlike many other jobs. Current annual starting sala-

EARLY CHILDHOOD EDUCATION

Tackling the manpower crunch in pre-schools

Tertiary institutes offering programmes for early childhood educators will raise intakes

NG JING YING

SIT-Wheelock College programme, up from the current 42.

SIM University (UniSIM) is prepared to expand the intake of its Early Childhood Education with Management course by up to 20 per cent. Currently, annual enrolment at the university stands at about 80 pupils.

S'pore hotels facing struggle to retain staff

Enhancing and Enriching the Lives of People We Serve



Challenges – Coordination & Integration

- **463 registered members of National Council of Social Service**
- **Many different organisations providing different services in the same area result in communication issues and overserved clients**
- **Different organisations providing same services in the same area result in wastage of resources and competition**
- **Competing Key Performance Indicators due to funding requirements**
- **Geographical service boundaries constraints as different ministries use different planning boundaries for service delivery**
- **Coordination and integration of services for clients a challenge due to:**
 - **ownership in case management**
 - **data access and sharing issues**
 - **different protocols and procedures**

Enhancing and Enriching the Lives of People We Serve