

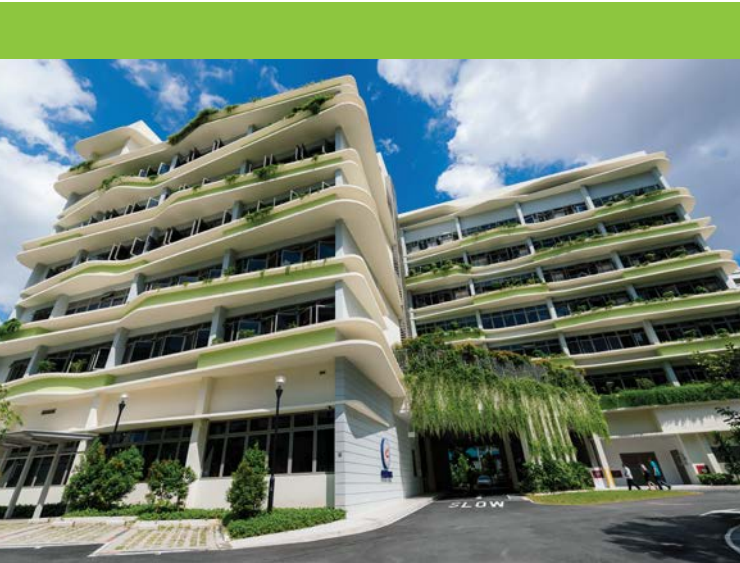


太和觀 THK

THYE HUA KWAN
NURSING HOME LIMITED
ANNUAL REPORT 2017/2018

Right
on *Track*

CONTENT



IPC/ UEN Number

201323219Z

IPC Status

29 June 2018 to 28 June 2020

Constitution

Public Company Limited by Guarantee

Registered Address

1 North Bridge Road #03-33
High Street Centre S179094

Auditor

KPMG LLP

Banker

OCBC Bank North Branch

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CHAIRMAN'S MESSAGE

I am privileged to be appointed as Chairman of Thye Hua Kwan Nursing Home Limited since its inception in 2016. It was a bare, cold building when we first took over from the Ministry of Health, but I could see the transformation that took place over time and it has now become a 'Home' to many, as we strive towards uplifting the standards of care for our new entity.

I am happy to report that following our first full year of operations, this organization is making a difference by helping, in particular, the needy and the sick who require assistance with medical, nursing and welfare services in the quickly evolving elder step-down care sector in Singapore. We are privileged to serve the people of Singapore, in particular, our elder beneficiaries and helping their loved ones by easing their daily burden with our Community, Centre-based and Residential Care Services. I believe that we are 'Right On Track' in achieving our Mission of being "the preferred partner by providing the best person-centred care".

Most of our clients usually have nursing or medical needs. This includes those who live in our Home, receive care at the Centre and in the Community, or those who live in their own homes, choosing to age-in-place. Beyond fulfilling these needs, we have also decided to focus on helping them cope with the ageing process; through our Care Model vis-à-vis innovative programmes so that they may age gracefully. We hope that our efforts help them cope with the typical problems of ageing which include loneliness, isolation, boredom and despair.

The Board of Directors has over the last year made a decision to 'go deep' and have instructed the management team to expand efforts in building skill bases, capability, and capacity. The backbone of our organisation is its people and the ability to recruit and retain qualified quality staff is an ongoing priority. We participated in a few Quality Improvement Projects with AIC, with more to come. We have also successfully secured funding through the Community Silver Trust fund for specific projects.

For the future, we will be placing even more emphasis in working towards the Mission of the organisation and raison detre; which will be in providing evidence-based care for the elderly. We will also be working more closely with caregivers to lend them our support. These will be extensions to our continuous endeavour to help even more elderly age-in-place in the community, and only considering admission into the Home as a last resort.



Dr Chan Kin Ming
Chairman, THK Nursing Home Limited



CEO'S MESSAGE

Setting up anything new is never an easy task. However, with the support of dedicated team members who are capable, as well as clear direction from the Board, I am happy to report that Thye Hua Kwan Nursing Home Limited has successfully set up a few very much needed services to serve the eldercare community in Singapore. We are now operating an Residential Care Facility (THK Nursing Home @ Hougang), a Centre Based Service (Senior Care Centre) at Kaki Bukit, and Community Programmes & Services (Home Care Services- island wide).

With the support of the Ministry of Health and the national push for Ageing-in-Place, we encourage our beneficiaries to only consider Institutionalisation or Nursing Home placement, as a last resort. We hope to play our part as one of the many stakeholders in Singapore to contribute to the cause and help Singapore's elders to age gracefully and with dignity. As one of three subsidiaries of Thye Hua Kwan Moral Society, we have managed to leverage on both internal as well as external partners to provide comprehensive and seamless care in the step-down eldercare space, in accordance with our Vision. At this point, I would like to recount three challenges that we had to overcome over the past year.

Competition for quality care staff was the first trial we had to contend with. All our recruiting efforts have been around the working philosophy of, "You must be confident to send your loved ones here. Only then are we doing well enough. Even then, we must also make continuous improvements as we progress and never stand still to make life meaningful and that all beneficiaries are treated with dignity."

Secondly, in assuring quality of care, we are guided by our strategic direction in the adoption of our care model- "HEART". From the onset we have adopted the Progressively Lowered Stress Threshold (PLST) framework at all levels in our organisation to ensure holistic care for our own staff and in delivering care to our beneficiaries. This has allowed us to focus on delivering quality care to each and every client with the very important, human touch, the Thye Hua Kwan way.

Thirdly, with the backing of Thye Hua Kwan Moral Society to embrace the new digital age, we were able to lay a solid foundation in the past year. In line with our nation's directive, we are now in the process of digitally transforming the organisation as we progress into the future. We will be working with partners locally and internationally in preparing our care model for the future of eldercare service delivery. This will help to keep the cost of eldercare services affordable; especially so, for the most needy clients in our care.

In conclusion, I would like to also thank the Ministry of Health and the Agency for Integrated Care in particular, for their support in helping us achieve our goals. We would also like to thank all our kind donors, grassroots organisation, well-wishers and volunteers in helping our clients lead better lives.



Ardi S. Hardjoe
CEO, THK Nursing Home Limited

OUR VISION AND MISSION

VISION

To serve mankind by providing evidence-based, person-centred care for the elderly.

MISSION

To make THKNH Ltd the preferred partner by providing the best person-centred care to every elderly and an integrated suite of step-down care services to assist them in the Community.

OBJECTIVE

In line with the Singapore government's focus on active ageing, THKNH Ltd was set up in 2013 to respond to the arrival of a 'silver tsunami' and the anticipated increasing demand for eldercare services. Being client-focused, we hope to provide, as far as possible, integrated and seamless care ageing clients and their caregivers. We hope to play a significant role by providing the entire continuum of step-down care services in the ILTC sector.



BOARD OF DIRECTORS



Dr Chan Kin Ming
Chairman



Mr Chew Heng Ching
Vice Chairman
(Resigned as of 20/06/17)



Mr Ching Chiat Kwong
Vice Chairman



Mr Robert Tock
Vice Chairman



Mr Lee Kim Siang
Member



Mr Zulkifli Baharudin
Member



Ms Cheah Sheau Lan
Member



Mr Chia Mia Chiang
Member



Mr Goh Tok Mong
Member



CORPORATE GOVERNANCE

The Board is supported by various committees, advising on the respective areas of work while recommending changes or directions that align with the Board's overall strategy and the interests of the Organisation.

The Committees are in place to serve a key role in ensuring accountability and integrity in the organization's administration. Our Board of Directors and committee members do not receive any remuneration for their services.

THKNH has established stringent policies throughout the organisation, to observe and practise strict and structured corporate governance, transparency and decision-making. THKNH is in compliance with the Code of Governance for Charities and IPCs. Our Governance Evaluation Checklist can be viewed at the Charity Portal.

Policy on Reserves

- The Home targets to maintain an optimum level of accumulated fund which is equivalent to three years of its budgeted operating expenditure. The Organisation regularly reviews and manages its reserve to ensure optimal capital structure, taking into consideration the future capital requirements of the organisation and fund efficiency, prevailing and projected profitability, projected operating cash flows and projected capital expenditures.
- The reserve excludes any endowment funds, designated and restricted funds.
- The Board shall review the reserve policy annually.



BOARD COMMITTEES

Audit Committee

The Audit Committee assists the Board of Directors in fulfilling its corporate governance and oversight responsibilities for the financial reporting process, system of internal control, risk management systems, internal and external audit functions.

Responsibilities

- Ensure compliance to relevant laws, regulations, contracts, agreements and governance requirements.
- Ensure effective audit functions in place, review observations, recommendations and follow up actions by the Management.
- Ensure adequate risk management processes are in place and review Management's control measures and action plans to ensure adequacy and effectiveness.
- Ensure adequate internal control environment is established for the Organisation.
- Review, endorse and recommend the adoption of the audited Annual Financial Statements to the Board.



BOARD COMMITTEES

Finance Committee

The Finance Committee advises and assists the Board to achieve the financial policies and objectives of the charity, including specific actions required.

Responsibilities

- Ensure commitments for expenditures are within resources of the Organisation.
- Ensure adequate financial controls for the implementation of Board decisions and policies, recommending financial guidelines to the Board.
- Review the Organisation's financial performance, annual budget and expenditures, and assist with developing appropriate procedures for budget preparations consistent with the organisation's plans.
- Ensure regular and accurate monitoring and accountability for funds and report any financial irregularities or concerns to the Board.
- Review and approve tender projects with the Management.



BOARD COMMITTEES

Human Resource Committee

The Human Resource Committee determines the strategy and policy for all matters relating to recruitment, reward, retention, motivation and development of Thye Hua Kwan Nursing Home Limited (THKNH) staff.

Responsibilities

- Determine the design and implementation of THKNH's human resource policies.
- Determine and review the structure for remuneration packages, incentive arrangements and set targets for performance related schemes.
- Oversee senior management appointments and reviewing succession planning for key management positions.
- Approve service contracts and/or termination arrangements for key management positions, and ensure compliance with good human resource practices.
- Report to the Board about committee activities, issues and recommendations.



BOARD COMMITTEES

Nomination & Appointment Committee

The Nomination and Appointment Committee leads the process for all nominations pertaining to the appointment(s) of the Board Committees and persons to be invited as members of the Board.

Responsibilities

- Review the structure, size and composition of the Board in compliance with the Charity Act and recommending any necessary changes to the Board.
- Evaluating the skills and knowledge required for any nomination in light of the current Board or Committee composition.
- Review succession plans for the Board.



BOARD COMMITTEES

Programmes & Services Committee

The Programmes and Services Committee provides strategic oversight for all programmes and services provided by Thye Hua Kwan Nursing Home Limited.

Responsibilities

- Oversee new programme development; monitor and assess outcomes of existing programmes and ensure the alignment with vision, mission and objectives of the Organisation.
- Guide development of service delivery mechanisms.
- Initiate and guide programme evaluations.
- Ensure the charity is complying with good practices for provision programmes and services.



BOARD COMMITTEES

Composition of Board Committees

Audit Committee

Chairperson: Mr Chia Mia Chiang

Members: Mr Ong Ser Huan
Mr Lawrence Ng

Finance Committee

Chairperson: Ms Cheah Sheau Lan

Members: Mr Lee Kim Siang
Ms Tan Khiaw Ngoh

HR Committee:

Chairperson: Mr Robert Tock Peng Cheong

Nomination & Appointment Committee

Co-Chairperson: Mr Lee Kim Siang

Co-Chairperson: Mr Robert Tock Peng Cheong

Programme & Services Committee:

Chairperson: Dr Chan Kin Ming



THE MANAGEMENT TEAM

Ardi S. Hardjoe
CEO

Raymond Tan
Director (Operations)

THK NURSING HOME @ HOUGANG

OPERATIONS

Criss Ang
Assistant Head

NURSING

Vijaya M.
Head of Nursing

SOCIAL WORK

Ng Hsu Fen
Medical Social Worker

FINANCE

Shieh Phing
Finance Manager

HR & ADMIN

Leslie Tey
HR Manager

(Appointed 20 Feb 2018)

THK SCC @ KAKI BUKIT (BEDOK NORTH)

Joel Leong
Centre Manager

THK HOME CARE SERVICES

Norazlina Wagiman
Programme Manager

(Appointed 1 Feb 2018)



OUR SERVICES



太和觀 THK

OUR "HEART" MODEL OF CARE



HEART exemplifies the values that represent our service delivery to our elderly clients, their caregivers and families.

Heart for Service

We respect our clients as fellow human beings, viewing them as our own family and providing them with the best possible person-centred care, inclusion, identity and love.

Empowerment and Engagement

We exercise our strength in Social Work to link clients with resources.

We believe in empowering our clients by involving them in their own care, provide them with autonomy of choice, encouraging independence and freedom.

We believe in meaningful programming to ensure the purposeful engagement of our elderly clients.

Ageing in Place

We believe that all seniors should grow old gracefully, through strengthening human relationships and meaningful, active participation.

Respect

We help anyone who needs help with full respect to their race, colour, creed, language, culture and religion.

We acknowledge the self-determination of our clients.

Technological Enablement

We believe in the ability of evidence-based practice to enhance our service quality.

We aim to inculcate a growth mindset in improving care quality, productivity, processes and workflows, through harnessing the advantages of technology.



OUR SERVICES

INSTITUTIONAL CARE

RESIDENTIAL CARE

THK Nursing Home @ Hougang serves up to 285 elder and ill patients in total, and up to 114 of our clients are people living with dementia. We believe in providing the best quality of life for aging Singaporeans in institutional care. To do that, the Nursing Home considers all psychosocial, physical, medical and emotional aspects of our clients. We do our best to create a tranquil, person-centred and safe environment for them.

The Nursing Home features amenities such as landscape gardens, a rehabilitative gym and elder-friendly infrastructure. Two levels are dedicated to the care of patients living with dementia. Our dementia wards are specifically designed for dementia care.



OUR SERVICES

COMMUNITY CARE

CENTRE-BASED CARE

THK Senior Care Centre @ Kaki Bukit provides care for up to 80 seniors during the day, offering the following range of step-down care services:

- **Maintenance Day Care** is where the frail and disabled elderly maintain and improve their physical and social well-being through therapeutic programmes and activities.
- **Dementia Day Care** serves clients diagnosed with dementia, providing supportive care that will help slow down the deterioration of their physical and mental health.
- We offer **Rehabilitation Services** with elder-friendly equipment to help an elderly meet his functional status to sustain a meaningful life in the community.
- We also provide **Centre-Based Nursing** services, where basic nursing care such as wound dressing and medication administration, is given to our seniors at the centre.
- Home-care services like Home Medical and Home Nursing services are also offered to elderly clients in the community, providing holistic care in their own homes in the community.



OUR SERVICES

COMMUNITY CARE

HOME-BASED SERVICES

THKNH Home Care Services provide holistic and person-centred care to the elderly who are mainly the needy and vulnerable, staying in the community. The focus of our services is to ensure the elderly's health and Activities of Daily Living (ADLs) are optimized by delaying the onset and/or worsening of chronic illnesses with the fine balance of healthy living.

Interim-Care Service

As 1 of the 4 providers in Singapore, our island-wide Interim-Care Service strives to relieve the hospital bed-crunch and reintegrate patients back to their own homes. The objective is to support patients who are fit for discharge to their homes while they make arrangements for long-term care in the interim.

Clients who are not suitable for or unable to access community-based services may benefit from our Home Care services.

Home Personal Care & Home Health

We provide frail and homebound clients with **Home Personal Care** consisting of personal hygiene care, some help with housekeeping, and mind-stimulation activities.

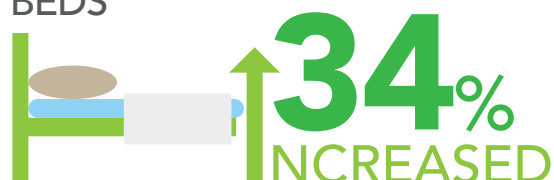
Home Medical & Home Nursing under the Home Health Programme will support those who require medical or nursing care due to various chronic or terminal illnesses.



THE YEAR IN NUMBERS

THK NURSING HOME (OPERATIONAL OCT 2016)

BEDS



2016: **190** beds occupied (78 dementia patients)
2017: **255** beds occupied (147 dementia patients)

Reintegration to Community: 1

THK SENIOR CARE CENTRE (OPERATIONAL DEC 2016)

CLIENT DAYS



2016: **620** Days
2017: **9365** Days

REHAB SESSIONS

2016: **27** Sessions
2017: **1998** Sessions



CENTRE-BASED NURSING SESSIONS



THK HOME CARE SERVICES (OPERATIONAL APR 2017)

Home Personal Care Hours: **19,968** Hours
Interim-Care Hours: **13,944** Hours
Home Health Clients: **13** Clients



HELPING THE MOST NEEDY

Thye Hua Kwan Nursing Home Limited is committed to serving the most needy clients in our society. 88% of our clients are on the highest possible government subsidy.

50% of our clients require Medifund aid to co-pay for their costs.

14% of our clients are on full 100% Medifund aid.

35% of our clients are seniors who have only themselves to depend on, with no family support.





BUILDING CAPABILITY

As we ramp up our services towards maximum capacity, it is key that we build up our capabilities as well. THKNH is committed to bringing in talent and skills to strengthen our human resource and developing employees continuously for the community care sector through important and relevant training opportunities.

Recruitment, retention and development of our professional staff continue to be a key focus for us as we endeavor to build a progressive and caring organization to serve the greying needs in Singapore.



GRANTS & SCHEMES

We are also tapping aggressively on the resources provided by AIC, in order to maximize our organizational capabilities and human resources. Examples are the Manpower, Recruitment and Training Initiatives (MRTI) grant which supports us in terms of recruitment and retention, while the Community Care Training Grant (CCTG) and Community Care Manpower Development Award (CCMDA) will support us in terms of implementation of our career progression and professional development framework that will ensure that our staff who are our valued assets, will be fully able to realize their potentials along their career journey with THKNH.





SERVICE LEARNING THROUGH SYNERGY

Faced with common communication issues with the elderly residents, our foreign nursing staff needed to gain better language communication skills through adequate basic Chinese and English classes. Working closely with our neighbour, Montfort Junior School, we were able to benefit both students and our staff through regular language classes. This allowed us to provide a service learning opportunity for the students and the chance to enhance our staff language capabilities.



ENHANCING CARE QUALITY

In order to be at the forefront of providing eldercare services, THKNH believes in providing person-centred and evidence-based care for our elderly clients. With a 114 beds dedicated to serving dementia patients in 2 of our wards, and with many general elderly patients also being diagnosed with dementia, it is key for our care framework to be well-informed by interactions of various dimensions of dementia.

Dependent on dimensions of dementia stages, cognitive decline and behavioral states, as the stage advances, stress thresholds of our elderly clients decline and normative behaviors will be greatly reduced progressively while anxious and dysfunctional behaviors begin to increase.

There are many internal and external factors that may contribute to stress in elderly with dementia. Therefore, the organization has built a care framework guided by the Progressively Lowered Stress Threshold model (PLST). This care framework will guide strategy geared towards eliminating key issues of isolation, boredom, loneliness and despair, commonly faced by elderly in their sunset years.



By focusing on the 5 key areas, supported by empirical evidence, interventions can then be planned accordingly to achieve the necessary patient, caregiver as well as institutional outcomes.



OUR UPCOMING PROGRAMMES

Co-Mo Fit Programme

With the objectives of improving and maintaining physical and cognitive functioning of our seniors, we will be utilizing an evidence-based product to engage and motivate residents to perform exercises and activities, through therapeutic video games. This programme will be launched in June 2018.

Multi-Sensory Room

It is important to provide a safe environment for exploration, to improve the seniors' cognitive and social functioning. Hence, we will be fitting out a multi-sensory room to provide a variety of multi-sensory experiences to improve the mood, quality of life and behavior management of our residents living with dementia, through stimulating various perception and cognition areas to produce relaxing and calming effects. This programme will be launched in August 2018.



QI projects with AIC

We also embarked on various Quality Improvement projects with the Agency for Integrated Care (AIC).

1) Incident Reporting

We worked together with AIC and a few other partner organizations for a 6-month period on developing and enhancing existing workflows on incident management to improve the oversight on patient safety and the operational streamlining of escalation processes.

2) NGT Feeding & Patient Showering

This was a 1 year project to improve on the nursing care process and we were honored to host other organizations to share on the learning points and insights we gathered from the improvement project, and to contribute to the blueprint for other Homes to learn from.

3) Hand Hygiene

This was another 1 year project started in late 2017, with the aim to improve patient safety and general infection prevention and control standards of the Home, and to reduce NH acquired infections through monitoring and ensuring Hand Hygiene compliance and standards. We will be hosting a Hand Hygiene Carnival in May of 2018 to showcase the various efforts in the ward, through booth presentations, poster designs and

performance items under the theme of Infection Control and Hand Hygiene, and to celebrate the eventual success in achieving targets for the project.

Collaborations with Institutes of Higher Learning (IHL)

Apart from utilizing and reading the available resources and literature, THKNH also strives to contribute to the field by providing a source of data and collaborating on research projects to evaluate efforts, test ideas or gather insights on the services provided in the ILTC sector, where there is a dearth of local research available for the Singaporean context.

We had collaborated with the Singapore Institute of Technology – Glasgow School of Arts to engage their students, through interior design, in exploring the transformation of a sparse hall into a potential community café that can draw in neighbouring residents to promote social interaction and provide a platform for inter-generational activities, in collaboration with our neighbouring partner, Montfort Secondary School.

We are also in talks with Ngee Ann Polytechnic's School of Engineering and School of Health Sciences to establish partnership for product testing and development, data collection and research studies, technological exploration for enhancement of residential and community care for our clients.



INNOVATING THROUGH TECHNOLOGY

Productivity Initiatives

Care staff manpower is inevitably lean in the ILTC sector. In order to provide the best quality care to our clients, care staff have to tend to numerous daily tasks and duties. Patient safety and supervision also becomes a concern when the limited staff strength is unable to divide their attention between all the clients.

Initiatives in the pipeline include an automated bath system to improve dignity of care while increasing productivity by reducing man-hours spent on the showering process. Others include delving deeper into technologies for falls prevention, pressure ulcer monitoring, or sound and motion safety systems.

Resource optimization is of utmost importance to us and with the capabilities of technology, we will strive to maximize care staff productivity, enhance patient safety and quality of care.

Exploring new Care Models

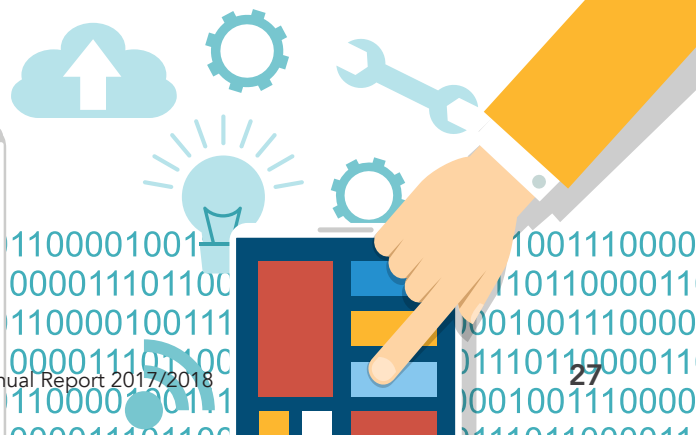
We have established a Video-Conferencing platform with the Institute of Mental Health (IMH) to conduct telemedicine consultations for our elderly clients (10-15%) who require follow up appointments with their psychologists.

We will also be embarking on a community telemedicine pilot to explore this new care model for our clients in the community, aiming to reduce costs and stress for the caregivers and save the long time spent on transport and waiting at appointment venues.

Adding Value to Service

With rising healthcare costs and limited resources, there is an increasing need for us to raise productivity levels to manage the costs of providing quality care. As demand for healthcare grows while labour force growth slows down, initiatives such as automation and streamlining work processes would be able to stretch our limited manpower to the maximum potential.

Therefore, in order to improve staff productivity and, ensure patient safety and risk minimization at the same time, the direction towards IT enablement is the right way to go.



OUR PEOPLE

We participated in the Tan Tock Seng Hospital – led Project “**Care Redesign by Engaging Nursing Homes through Value Stream Mapping**”, which was awarded the **Best Practice Medal** in the Care Redesign Category, for the **National Healthcare Innovation and Productivity Awards 2017**.

THKNH was subsequently awarded with a **Plaque of Appreciation** from Tan Tock Seng Hospital, in appreciation of our contribution towards **improving access to care from the hospital to the community**.



THKNH believes strongly in our manpower being valued assets of the organization. The commitment and pledging towards maintaining and promoting emotional and mental health wellness at the workplace earned us the **Most Caring & Responsible Employer Award** from Silver Ribbon Singapore, at the **Silver Ribbon Workplace Emotional Health and Wellness Summit 2017**.



EVENTS



THKNH Direct Appeal Mailer Launch Event

To launch THK Nursing Home's (THKNH) inaugural SP Group direct appeal mailer, THKNH took the healthy lifestyle approach on the morning of 9 July 2017. About 200 participants took part in a Sunday morning walk around Punggol river, flagged off by the Guest-of-Honor, Senior Minister of State, Ministry of Transport & Ministry of Health, Dr Lam Pin Min, at the park connecting to Anchorvale Community Club.



EVENTS

Nurses' Day

Nurses Day on August 1st was a day filled with fun performances and delicious food. It was a memorable day where THKNH's nurses and staff came together to pay tribute to our very own Florence Nightingales.



DEMENTIA TRAINING ROAD MAP

As part of our Care Framework guided by the PLST model, building capabilities in managing our clients with dementia is of utmost and critical importance. We aim to equip staff with the necessary knowledge and skills through a step-by-step training roadmap, to be aware and cognizant of the needs of and means of managing our clients with dementia. This is also extended from our CEO all the way to our cleaners, drivers and guards to ensure that organization wide capability is ensured for the best possible client safety and minimize risk.

Foundation Level

- Understanding and Screening Dementia in the Community
- Dementia Management
- Behavioral and Psychological Symptoms of Dementia
- Understanding Loss & Grief and Elder Abuse
- Activities for Persons with Dementia
- Communication with Persons with Dementia
- Anxiety Disorders in Older Persons

Our Care staff, depending on their professional roles, will be trained at the intermediate and/or advanced levels to equip them with the necessary skills for their respective roles.

The Nursing Team is also in talks to collaborate with our sister organizations and community partners to introduce a training plan for Palliative Care and Wound Care, to strengthen the skills of our care staff and provide the best care possible.

**TOTAL TRAINING
HOURS IN FY 17:
2050 HOURS**



VOLUNTEER ENGAGEMENT



April 2017 to March 2018

Active Volunteers:	13
Active Volunteer Hours:	65
Total Volunteers Engaged:	461
Total Volunteer Activity Days:	44
No. of Volunteer Hours:	1874



Therapy-led programmes

One of THKNH's key goals is to bring meaningful engagement to all our residents. Everyday our therapy dept organizes various activities to engage our residents and improve their physical and cognitive abilities. Activities range from art and craft to sing-a-long to indoor games to cooking and baking to movie time etc. Not a day is boring for the residents at the nursing home.



Regular Engagement Activities

- Different groups of students volunteers from Bedok Green Secondary School engaged residents through games, handicraft and performance on a bi-monthly basis throughout 2017.



- From Apr to Aug 2017, Montfort Junior held performing arts sessions with students from different CCA groups, including Chinese dance, indian dance, malay dance, choir, drama club etc. who came to perform and interact with residents once every 2 weeks.



Outings

May 2017 - Residents were treated to a sumptuous lunch at the Penang Culture restaurant in Causeway Point organized by the good people at Northeast CDC.

June 2017 - Residents were invited by to attend a Choir concert organized by the East Coast CC at the School of the Arts.

- 10 residents on the funded Joy on Wheels programme visited the Asian Civilisation Museum. They were brought around the Museum with the help of our volunteers and also enjoyed a guided tour provided by ACM.





Corporate Volunteers

June 2017

DBS Hougang Branch volunteers organised a buffet dinner cum birthday celebration for residents. Besides the buffet spread, residents also got to enjoy cupcakes to celebrate their birthday.

September 2017

Staff from **T-systems** organised their CSR session, engaging our residents with games and songs. Residents born in Sep and Oct also got to enjoy some birthday treats provided by the volunteers

November 2017

Residents were visited by the operations staff of **Tan Tock Seng Hospital** who engaged them in some interactive activities.

February 2018

Corporate partner **MediaOne** held a fun Chinese New Year celebration in February with games as well as teaching our residents some DIY mini bonsai as CNY souvenirs.

Other Volunteer Groups

Groups of **Church Youth Volunteers** came over to engage and provided some delicious snacks for our residents to enjoy in the months of August 2017 and December 2017.

The volunteers of **Volunteer Guitar Connection** celebrated Christmas in December 2017 for our residents through performing and singing Christmas carols with instrumental accompaniment.





德教太和观济世助人

慈善服务范围包括医护教育与福利

成立于1978年的德教太和观，是一个非营利福利组织。这些年来，一直秉承着济世助人的宗旨，不分种族、肤色、语言、宗教和信仰，尽全力帮助有需要的人，所提供的慈善服务范围包括医护、教育与福利等等。

文 / 陈福音

过去39年来，德教太和观先后创立了德教儿童迟钝院、德教成人迟钝院、德教慈善院、德教安善福利院、太和观医院，以及太和观疗养院。

坐落于后港8道的太和观疗养院是在6个月前开放，楼高7层，分东西两翼的院所总共有285个床位（其中至少114个床位保留给失智症患者），目前有190多名老人居留，预计到今年5月底将会满额。

这里提供24小时的全面护理服务，比例是大约一名护理人员负责照顾两名老人。7层楼建筑物的顶层是厨房和外地区员工宿舍，2楼至6楼为老人居所及活动空间，地面层则是行政人员办事处、活动大厅与会议室等。在4楼还设有物理治疗师及4名助理值班，以照顾老人们的脑力思维（特别是失智老人）与肌肉的活动功能；楼下户外也辟了一个小花园给住院老人走动，活络筋骨，院方计划引进一些花草植物，让老人动手栽种。

为了避免住院者感觉生活空虚，院方在节日办庆祝会，并定期举行活动，例如义工前来与老人聊天交流的社交活动，还



蒙福小学的学生与老人们一起玩游戏。

有邀请学生到疗养院表演节目、教导制作手工艺品等等，此外，也举办一些不定期活动。如果获得公司企业或机构的赞助，院方会安排带老人们出游，之前就曾经集体去滨海湾花园游玩。



中学生成财娃娃队的表演与老人们。



坐落于后港8道的太和观疗养院，分东西两翼。

经费庞大需要捐助

按政府条例规定，在太和观疗养院居留的老人必须至少90%是由卫生部下属机构“老人综合照顾中心”（Agency for Integrated Care, 简称AIC）推介，其余的空额可接受私人申请，惟需要获得有关当局批准。

由AIC推介住院的老人均来自贫困家庭，按他们的身体状况分为4类，即：（1）行动没有问题；（2）行动需要辅助工具；（3）需要坐轮椅；（4）长期卧床。在该疗养院居留的老人中，第3类最多，占了60%，第2类与第4类各占17-19%和21-23%，当局规定的收费为每天\$45（第2类）/\$65（第3类）/\$75（第4类）。

90%住院老人家境贫穷，得到政府最高达75%的津贴，余下的费用由家人付还，不过，也有些老人的家庭完全没有能力支付或只能还一部分，疗养院就需要代为向政府设立的医疗基金（Medi Fund）申请援助，但援助金并不一定是全额，因此，院方必须承担剩下的费用。

该院负责人指出，上述收费不足以应付一些隐藏性的费用，尤其是第4类老人，有些由于不能进食，必须让他们饮用营养奶

粉，这类营养食品成本不低，此外，还有额外的成人纸尿裤费用、租用特别设备车辆送老人去诊所看病，甚至是提供日常穿用的衣物等等，加起来是一笔很大的费用，每年院方要承担上百万元。

负责人表示，虽然有一些来自公司企业的捐款和善心者的自动捐款，但款项并不多，这或许是因为许多社会人士还不知道太和观疗养院需要财务上的帮助。他透露，从7月份开始，将在公众的水电费账单附上一份捐款单，而不久的将来，也会在网上募捐。另外还策划明年举办一个电视慈善表演筹款节目。

有意捐款的公众可到德教太和观总部（1 North Bridge Road #03-33 High Street Centre, Singapore 179094）或疗养院（48 Hougang Ave 8, Singapore 538793）捐款，或者是直接将捐款寄到疗养院，支票请注明收款者为：THK NURSING HOME @ HOUGANG，同时也请附上本身的姓名、身份证号码、地址与联络电话，以便查收收据。太和观疗养院是慈善机构，因此，所有捐款都能扣除所得税。

专门提供老人服务

太和观疗养院是德教太和观设立的太和观疗养院有限公司旗下成员之一，与另外两个成员——太和观乐龄护理中心以及居家护理服务，一起和卫生部合作，专门为老人服务，旨在让老人能够安享晚年，而最理想当然是自己的住家养老。

这三个成员提供的服务是根据老人不同的病情阶段而制订，彼此间存在着连续的一致性。

第一阶段为居家护理服务，分为短期与长期，短期服务是为刚出院的老人，每天由护理人员

期两周。长期服务是根据个人的需求，有的需要天天，有的一周几天。护理人员按时上门照顾行动不便的病者，无法出门去看医生的老人，医生会到院诊治。他们的费用可获政府部分津贴。

如果老人已经不适合居家，那就需要第二阶段的乐龄护理中心。由卫生部推介的老人，到设在勿洛北加基武吉的乐龄护理中心，接受周一至周五的日间照顾服务。这类老人的费用也可获政府部分津贴。

病情发展再进一步恶化，老人需要的是第三阶段的疗养院。



新加坡理工学院的学生当义工，到乐龄护理中心教导老人制作手工艺品。





Taxi drivers (from left) Patrick Tan, Admen Lim and Albert Khoo, with the donated goods at the Thye Hua Kwan Nursing Home. PHOTO: FACEBOOK/PATRICK TAN

Cabbies' charity drive picks up

Driving a taxi may have become tougher in recent years, but it is not stopping a group of cabbies from banding together to do their bit for charity every month.

Through a ground-up initiative called Charity Cabbies, they are pooling together spare cash, supplementing it with donations from family and friends, and banding together to do their bit for charity every month.

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About six months ago, another unofficial cabby group called Taxi Uncles joined in, and last month, Cream, Cabby United and SG Day & Nite Group also chipped in.

Unofficial taxi driver groups, which comprise anywhere between a handful of members to a hundred, are formed by cabbies so that they can exchange information, such as where there is passenger demand or on traffic conditions.

From an initial 15 donors, Mr Tan said there are about 100 now.

While cabbies have seen business suffer, owing to fierce competition from private-hire car services in recent years, Mr Tan said spending a few hours a month - during the off-peak hours - to buy and deliver the goods to help the poor and elderly, I find it's worth it and within my means," he said.

Charity Hearts is reminiscent of CabbyCare Gro umbrella after the merger of Comfort City taxi drivers. It later came under the Comfort City umbrella after the merger of Comfort City taxi drivers. It later came under the Comfort City umbrella after the merger of Comfort City taxi drivers.

Under it, some 200 volunteers regularly deliver meals from their homes to the elderly bread and library.

CabbyCare estimates that the charity has helped more than 100 cabbies made a difference.

He said the charity has helped more than 100 cabbies made a difference.



6/22/2018

《太和观一心一德为善乐2018》筹472万元善款 - 8频道新闻及时事节目



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《太和观一心一德为善乐2018》筹472万元善款

2018年3月19日 00:05 2018年3月19日 10:09

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《太和观一心一德为善乐2018》电视慈善筹款晚会今晚在新传媒MES剧院登场，邀来多名海内外艺人和表演单位登场演出，并成功筹得超过472万元善款。

这场主题为“施比受有福”的慈善晚会，由香港主持人郑丹瑞、新传媒主播赵文蓓和艺人Pornsak联手主持。

表演包括来自中国的竹竿登杂技和香港的花式跳绳，而歌手演出阵容则有本地的蔡净佳、台湾的伍思凯、龙千玉，以及多年没在电视演出的音乐大师刘家昌。

晚会另一大亮点，是新传媒艺人连同议员等多位嘉宾，挑战三小时内完成500米书法任务。

<https://www.channel8news.sg/news8/lifestyle/20180318-lif-charity/3983860.html>

1/4



JOURNEYING WITH THE COMMUNITY

Engaging the Residents Living in the Community

July 2017

As part of community outreach initiative to engage the residents in the nearby community and extending service beyond just our Nursing Home, THKNH collaborated with **Singapore Optometric Association & NECDC** to conduct eye screening for the citizens residing in the North East zone.

October 2017

Xin Min Secondary School students came down for a series of engagement sessions with our residents, including handicraft, song and dance, as well as simple games.

August 2017

Sparkletots Kindergarten kids celebrated National Day with our residents with cute performances and other interactive activities

Montfort Junior Parent support group and students visited once every month to co-organise cooking therapy sessions for our elderly residents who have an interest in food and the culinary arts.

November 2017

Greendale Primary School students came for an interactive session with our residents.

Also in November, **Montfort Secondary School** Choir students serenaded our residents with acapello versions of some classic hits.



December 2017

Sparkletots Kindergarten kids also celebrated Christmas in Dec with our residents as well.

A small group of 4 student volunteers from **Nanyang Polytechnic** held a sing-along session in December for our residents on every ward.

June 2018

Buffet lunch was catered for 150 residents in the home inclusive of bed-bound, wheelchair bound and ambulant residents. The generous gesture was organised by Hougang Neighbourhood Committee with sing-along session and gifts prepared for the residents as well.

February 2018

Montfort Secondary School celebrated Chinese New Year in a very traditional way, with some lo-hei and a very young Chai Sheng Ye.

July 2018

Seng Kang South Community Sports Day was held at Montfort Junior School. Our residents were invited and got to enjoy bento lunch specially prepared for them.

March 2018

The month of March was filled with several activities such as ball games with **Bedok Green Secondary**.

Memory games with **Xin Min Secondary** and Sing-a-long session with **Yuying Secondary**

August 2018

Hibiscus RC residents came over with a load of donated goodies and provided an entertainment segment for our residents as well.

The **Kreta Ayer CC Cantonese Opera troupe** treated us with a series of opera performances.



COLLABORATIONS WITH COMMUNITY PARTNERS

Silver Ribbon Singapore

Support for and Promoting Workplace Emotional Health and Wellness

Social Service Office (Sengkang, Serangoon, Hougang)

Referral Workflow for Employment Opportunities

Bedok Reservoir Punggol Constituency

Job Hub Referral for Employment Opportunities

North East CDC

Job Placement Centre and PMET Resource Centre (Employment Assistance Services)





OUR PARTNERS

Agency for Integrated Care
 Alzheimer's Disease Association
 Anchorvale Community Club
 Ang Mo Kio - Thye Hua Kwan Hospital
 Assumption Pathway School
 Banyan Home
 Bedok Green Secondary School
 Buddhist Life Mission
 Bukit Batok CC Hokkien Opera Troop
 Cedar Girls' Secondary School
 DBS Hougang Branch
 Doctors Anywhere
 Finexis Advisory Pte Ltd
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 Greendale Secondary School
 g-sport, inc.
 Handicap Welfare Association
 Hibiscus Residents' Committee
 Holy Innocents' School
 Hougang Residents' Committee
 HutCabb Consulting Pte Ltd
 Institute for Mental Health
 Integrated Health Information Systems (IHIS)
 Kreta Ayer CC Cantonese Opera Troupe
 Maplebear Singapore
 MediaOne Business Group Pte Ltd
 Ministry of Health
 Ministry of Social and Family Development
 Montfort Junior School
 Montfort Secondary School
 Moral Welfare Home
 Nanyang Polytechnic
 Nanyang Technological University
 National Arts Council

National Heritage Board
 National University of Singapore
 National Youth Council
 Ngee Ann Polytechnic
 North East Community Development Council
 Novena Church (Thomson Rd) SOWERS Grp
 Outdoor In Asia Pte Ltd
 PCF Sparkletots Kindergarten
 PCF Sparkletots Pre-School
 People's Association
 Punggol Community Centre
 Punggol Primary School
 Seng Kang South Community Centre
 Silver Ribbon Singapore
 SilverRay Pte Ltd
 Singapore Civil Defence Force
 Singapore Heart Foundation
 Singapore Institute of Technology
 Singapore Management University
 Singapore Polytechnic
 Social Development Network (MSF)
 Social Service Office (Hougang)
 Sri Ruthra Kalamman Temple
 Sri Muneeswaran Temple
 Tan Tock Seng Hospital
 THK Home for Disabled @ Eunos
 Thye Hua Kwan Moral Charities
 T-systems Pte Ltd
 Volunteer Guitar Connection
 Xin Min Secondary School
 Whiz Kids Montessori @ Hougang Pte Ltd
 Yuying Secondary School



Thank you

**In Acknowledgement of our Kind Donors
who donated >\$1,000**

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AW TECK HUAY
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CHIANG GIM HWEE
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CHNG CHEE BEOW
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MOK SOCK TAN
MOK YIN SAN
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YEOH SOON HWA
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YOW GEOK HONG



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