



太和觀 THK

BUILDING A
BETTER
Future

Thye Hua Kwan Nursing Home Limited
ANNUAL REPORT 2019/2020

Forefront



Contents

FOREFRONT

About Us	5
Overview of Charity	9
Chairman's Message	10
CEO's Message	12
Board of Directors	14
Leadership	16
Governance	18
Our Services	23

FOCUS

Highlights of the Year	28
Our Work: Programmes and Activities	34
Our Projects: Initiatives and Enhancement	41
Quality of Life: Back to Community	44
In the Media	46

FORESIGHT

The Year Ahead	52
----------------	----

ACKNOWLEDGEMENTS

Our Partners	54
Our Kind Donors	55
Services Directory	58

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 aim to provide an integrated and
seamless care for ageing clients and their caregivers. We desire to
play a significant role in the lives of elders by providing the entire
continuum of step-down care services in the Intermediate and
Long Term Care (ILTC) sector.



Our

Heart for Service

- We respect our clients as fellow human beings, viewing them as 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, providing them with autonomy of choice, encouraging independence and freedom.
- We believe in meaningful programming to ensure 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 in community.



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 power of technology.



Model of Care

Dementia Care Framework

To position THKNH at the forefront of providing eldercare services, we believe in providing person-centred and evidence-based care for our elderly clients. We have reserved 114 beds across 2 wards dedicated to serving dementia patients. With an increasing number of elders being diagnosed with dementia, it is key for our care framework to be well-informed by interactions of various dimensions of dementia.

Depending on the dimensions of dementia stages, cognitive decline and behavioural states, stress thresholds of our elderly clients decline and normative behaviours are greatly reduced with the advancement of their dementia stage, with a corresponding increase in anxiety levels dysfunctional behaviours. There are many internal and external factors that bring about stress in elderly clients with dementia. We have built a care framework guided by the Progressively Lowered Stress Threshold model (PLST). This care framework is geared towards eliminating key issues of isolation, boredom, loneliness and despair, commonly faced by elderly clients in their sunset years.

Appropriate Management in Care of Elderly with Dementia

Technology & System Improvements (Throughput)

Holistic Assessment	Person-Centred Care	Meaningful Engagement	Environmental Modification	Professional Development
FAST Staging	Biopsychosocial Care	Rehab Programmes	Safety and Security	Quality Assurance
MBI-ADL	Family Support	Social Interaction	Dignity and Privacy	Continued Competence
BBS/TUG – Physical Function	Community Support	Community Engagement	Dementia Friendly (Therapeutic, Sensory Load)	Multi-Disciplinary Approach
Behavioural Support	MSW Support	Reminiscence	Home Away from Home	Case Conference
Care Planning & Review	Medical Support	Multi-Sensory Environment	Technological Enhancements	Collaborative Alliances with ext stakeholders
Social Wellness	Spiritual Support			
	Palliative Support			

With focus on the 5 identified key areas, supported by empirical evidence, our care team is able to plan customised interventions to achieve patient-centred, caregiver support and institutional outcomes.

Overview of Charity

Thye Hua Kwan Nursing Home Limited (THKNH) was incorporated as a Public Company Limited by Guarantee in 28 Aug 2013

THKNH has been accorded IPC (Institution of a Public Character) status till 28 June 2022.

THKNH has M&AA as its governing instrument.

Unique Registration Number (UEN)
201323219Z

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

Operating Address
48 Hougang Ave 8 Singapore 538793

Auditor
KPMG LLP

Banker
Oversea-Chinese Banking Corporation Limited
BNP Paribas Singapore

Chairman's Message

Thye Hua Kwan Nursing Home Limited (THKNH) has been providing the best care for elders in our community over the years. In line with our Vision and Mission, we believe in being person-centred towards our elderly and strive to expand our services to better support every elderly who walks into our centre.

With the increasing Silver Generation in Singapore, there will be a higher demand for eldercare services at home and in our centres. Many elders will require intermediate to long term care on a holistic basis that includes physiotherapy, mental wellness programmes and healthy home diet. Training caregivers on basic skills and safety features that need to be added at home comes under the services we provide at THKNH, to bridge the gap between home care and our centre facilities.

Learning & Development

Our people are walking ambassadors of our Vision and Mission. Continuous learning and development for our staff is an essential focus in THKNH. Grooming staff with potential to take up greater responsibilities in the organisation fills our people with pride and confidence in THKNH being an equal-opportunity employer. We recognise our staff based on their attitude and aptitude, regardless of race, gender, citizenship and years of experience in the elder care sector. Building our staff up to their best potential will pave the way for us to be the leading elder care organisation in Singapore.

Harnessing Technology

The power of technology cannot be underrated. At THKNH, we are always on the lookout to adopt new technology to enhance our value services to our elderly. Patient safety and quality of care for our elderly is of utmost importance to us. In harnessing the power of technology, we will be able to innovate and support our elderly better.

Research & Collaboration

To build a better future and suite of services for our elderly, we need to devote more time and resources into research studies and elder care papers submitted globally. Enhanced collaboration with local hospitals and healthcare facilities will allow us to provide our elderly with a seamless transition upon discharge to support them with quality care and comfort.

Staying Connected & Accessible

In the past year, we have stepped up our engagement efforts in community to reach out to needy elders, especially for those who are living alone without family support. We give our best in ensuring that our services stay affordable to our elderly, while partnering with transport services and volunteers to support our elderly in home care visits. In building a wider ecosystem of partners and volunteers, we look forward to providing quality care for our elderly.



Our elderly have contributed immensely to the growth of Singapore. We are most grateful to them for the youth and labour they devoted so full-heartedly to build Singapore up as the progressive nation she is today. We believe in building a caring society and encouraging more interaction between young children and our elderly for a positive exchange of energy and joy.

The strong reputation that we enjoy today has been made possible by every member of our management team and staff. As THKNH continues to expand our services and conquer new challenges, we will surely rely heavily on our community partners, volunteers and donors.

“ I thank everyone who has played a part in making THKNH a quality care provider to elders in our community. Thank you and we look forward to your strong and enduring support in the years ahead! ”

Richard Eu

Chairman,
THK Nursing Home Limited

CEO's Message



2019 was a power-packed year for the Management Team at Thye Hua Kwan Nursing Home (THKNH). In our continuous mission to engage our residents and encourage volunteerism, we pulled off 301 volunteer events in 2019, up from 212 volunteer events in 2018. We partnered various community centres across the island, Group Representation Constituencies (GRCs), Community Development Councils (CDCs) and Art & Craft schools to pull off the record number volunteer events.

Our Nursing Home saw a small increase in occupancy, from 274 beds occupied in 2018 to 277 beds occupied in 2019. The government has been most supportive of the silver generation in Singapore with 99% of our residents qualifying for government subsidy. Of which, 91% of our residents receive the highest tier of subsidies from the government.

At THKNH, we are devoted to providing quality and affordable care for our elders. We have been able to launch some new initiatives in 2019 through tapping on government funding schemes such as the Community Silver Trust (CST) Fund. Projects started over the past year include the Electric Pill Crusher, Automated Repositioning Bed System (TurnAid) and a Virtual Reality platform for rehabilitation (MindGym). In harnessing the capabilities of technology and programming, our people have gained synergy and efficiency in patient care and rehabilitation exercises to provide the best quality care for our elders.

With the support of our volunteers, we managed to conduct an increased number of nurse-led sensory programmes in 2019, such as the Nagomi pastel art workshop and the Forest 3 "We Care Art & Craft" workshop. The sensory programmes benefited many of our residents and brought wide smiles to their faces in learning to play with colours and reminisce their childhood days.

A Nagomi pastel art exhibition was held at the Visual Art Centre on 16th November for invited guests to view the artwork done by our residents, much to the pride and delight of our residents.

THKNH is most grateful to be a recipient of Project Refresh 2019, which is an initiative started by the National Trades Union Congress (NTUC) Youth Wing in 2016 to encourage people of all ages to make a difference to the community through volunteering efforts. In collaboration with the North East CDC and Bedok Reservoir-Punggol Community Centre, volunteers visited our Nursing Home in Hougang on 14th December to distribute presents to our residents and spread some festive cheer in the Home.

We were most honoured by the attendance of Mr Desmond Choo, Minister for Tampines GRC and Mayor of the North East CDC, and Mr Victor Lye, Advisor to Aljunied GRC. Their big smiles and goodie bags brought much warmth and delight to our residents.

As always, our people are of utmost importance to us. Continuous learning and development for our care staff goes on regularly without fail.

We are proud of the results we have achieved in 2019 and look forward to expanding our suite of services provided to our elders. In the year ahead, we are excited to participate in new quality improvement projects with the Agency for Integrated Care (AIG). Scaling up our pool of volunteers and partners will be a top priority on our list as well.

We strive to always serve our elders better and to reach out to those who are underprivileged.

Ardi S. Hardjoe

CEO, THK Nursing Home Limited

Board of Directors

**MR KOH
JUAY MENG**
Member

**MR CHING
CHIAT KWONG**
Vice-Chairman

**MR RICHARD EU
YEE MING**
Chairman

**MS CHEAH
SHEAU LAN**
Treasurer

**MR NG KOK KIANG
LAWRENCE**
Member

MR ONG SER HUAN
Member

MR CHANG LONG JONG
Member

MR LEE KIM SIANG
Member

MR GOH TOK MONG
Member

MR ZUKIFLI BAHARUDIN
Member

Leadership

Thye Hua Kwan Nursing Home Limited is governed by a Board, which is responsible for overseeing and managing the organisation. To assist the Board in reviewing and deliberating on specific aspects of running the organisation and to execute its responsibilities, the Board has established 4 sub-committees; Finance Committee, Audit Committee, Human Resource Committee, Nomination & Appointment Committee.

The Company is headed by the Chief Executive Officer.

Governing Board

Name	Board Appointment	Date of Appointment	Occupation
Mr Richard Eu Yee Ming	Chairman	23 Oct 2018	Group Chairman Eu Yan Sang International Ltd
Mr Ching Chiat Kwong	Vice-Chairman	1 Nov 2014	Executive Chairman Oxley Holdings Ltd
Mr Lee Kim Siang	Member	28 Aug 2013	Chairman Thye Hua Kwan Moral Society
Mr Zukifli Baharudin	Member	1 Nov 2014	Executive Chairman ITL Corporation
Ms Cheah Sheau Lan	Treasurer	1 Nov 2014	Retired
Mr Goh Tok Mong	Member	1 Nov 2014	Retired
Mr Ong Ser Huan	Member	11 Jan 2019	Chairman Enkon Consulting Engineers Pte Ltd
Mr Chang Long Jong	Member	11 Jan 2019	Group Chief Executive Officer mm2 Asia Ltd
Mr Koh Juay Meng	Member	2 Sep 2019	President RSVP Singapore
Mr Ng Kok Kiang Lawrence	Member	15 Jan 2020	CEO Thye Hua Kwan Moral Society

Related Entities Listing and Governing Board Members

As of FY2019/2020

Related Entities

Name	Thye Hua Kwan Nursing Home Ltd	Thye Hua Kwan Moral Society	Thye Hua Kwan Moral Charities	Ang Mo Kio - Thye Hua Kwan Hospital
Mr Richard Eu Yee Ming	Chairman	-	Member	Member
Mr Ching Chiat Kwong	Vice-Chairman	Vice-Chairman	Member	Member
Mr Lee Kim Siang	Member	Chairman	Chairman	Chairman
Mr Zukifli Baharudin	Member	-	Treasurer	Member
Ms Cheah Sheau Lan	Treasurer	-	Member	-
Mr Goh Tok Mong	Member	Vice-Chairman	Member	-
Mr Ong Ser Huan	Member	Vice-Chairman	Member	Member
Mr Chang Long Jong	Member	-	Member	-
Mr Koh Juay Meng	Member	-	Treasurer	Member
Mr Ng Kok Kiang Lawrence	Member	Chief Executive Officer	Member	-

Committee Members

Finance Committee

Name
Ms Cheah Sheau Lan
Mr Lee Kim Siang
Ms Tan Khiaw Ngoh

Human Resource Committee

Name
Mr Chang Long Jong
Mr Ng Kok Kiang Lawrence
Mr Koh Juay Meng*

* Mr Koh Juay Meng was appointed wef 2 Sep 2019

Audit Committee

Name
Mr Ong Ser Huan
Mr Ng Kok Kiang Lawrence
Mr Koh Juay Meng *

* Mr Koh Juay Meng was appointed wef 2 Sep 2019

Nomination & Appointment Committee

Name
Mr Lee Kim Siang
Mr Ng Kok Kiang Lawrence

Declaration

1. None of the organization's staff sits on the Board of Directors.
2. All members of the Board do not receive remuneration.
3. Term limit for the Treasurer is limited to 4 consecutive years.

Corporate Governance Statement

The Board's role is to provide strategic direction and oversight of THKNH's programmes and objectives, while steering the Company towards fulfilling its vision and mission through good governance. The Board is supported by various committees, providing sound advisory on various areas of work and making purposeful recommendations to better align the Company's daily operations with the Board's overall strategy and the interests of the organization.

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

The Company has established stringent policies throughout the organization, to ensure strict and structured corporate governance, transparency and decision-making. The Company is in compliance with the Code of Governance for Charities and IPCs. Our Governance Evaluation Checklist can be viewed on our Charity Portal.

Term Limit of Board

To enable succession planning and steady renewal in the spirit of sustainability of the Company, the Board has a term limit of ten years. In particular, the Finance Committee Chairman has a term limit of four years.

Governance

FY 19-20 BOARD MEETINGS AND ATTENDANCE

Name	Board Appointment	Meeting Attendance
Mr Richard Eu Yee Ming	Chairman	4/4
Mr Ching Chiat Kwong	Vice-Chairman	1/4
Mr Lee Kim Siang	Member	2/4
Mr Zukifli Baharudin	Member	1/4
Ms Cheah Sheau Lan	Treasurer	4/4
Mr Goh Tok Mong	Member	1/4
Mr Ong Ser Huan	Member	1/4
Mr Chang Long Jong	Member	3/4
Mr Koh Juay Meng	Member	1/3
Mr Ng Kok Kiang Lawrence	Member	1/1

No Board members are remunerated for their Board services in the financial year.

AUDIT COMMITTEE

The Audit Committee (AC) assists the Board of Directors in fulfilling their corporate governance and oversight responsibilities in financial reporting, internal control, risk management, internal and external audit functions. The AC also reviews the Company's financial statements and auditor's report for each financial year that ends on 31 March.

Committee	Name	Designation	Meeting Attendance
Audit Committee	Mr Ong Ser Huan	Chairperson	1/2
	Mr Ng Kok Kiang Lawrence	Member	2/2
	Mr Koh Juay Meng *	Member	2/2

* Mr Koh Juay Meng was appointed wef 2 Sep 2019

FINANCE COMMITTEE

The Finance Committee (FC) is responsible for overseeing the Company's funds, financial performance and annual budget. The FC decides on the Company's Reserve Policy, the level of reserves and disclosure in the Annual Report and finance report.

Committee	Name	Designation	Meeting Attendance
Finance Committee	Ms Cheah Sheau Lan	Chairperson	4/4
	Mr Lee Kim Siang	Member	1/4
	Ms Tan Khiaw Ngoh	Member	4/4

HUMAN RESOURCE COMMITTEE

The Human Resource Committee determines the strategy and policy for all matters relating to recruitment, reward, retention, motivation and development of the staff.

Committee	Name	Designation	Meeting Attendance
HR Committee	Mr Chang Long Jong	Chairperson	4/4
	Mr Ng Kok Kiang Lawrence	Member	4/4
	Mr Koh Juay Mengt	Member	1/2

* Mr Koh Juay Meng was appointed wef 2 Sep 2019

NOMINATION & APPOINTMENT COMMITTEE

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

Committee	Name	Designation	Meeting Attendance
N&A Committee	Mr Lee Kim Siang	Co-Chairperson	1/1
	Mr Ng Kok Kiang Lawrence	Member	1/1

PROGRAMME & SERVICES COMMITTEE, FUNDRAISING COMMITTEE, INVESTMENT COMMITTEE

These committees do not exist currently as the duties are subsumed under and carried out by the Board of Directors.

DISCLOSURE OF REMUNERATION OF THREE HIGHEST PAID STAFF

	Number of staff
Between \$100,000 to \$200,000	2
Between S\$200,001 to S\$300,000	1

None of the above staff serves in the Company's Governing Board.

DISCLOSURE OF THE NUMBER OF PAID STAFF WHO ARE FAMILY MEMBERS OF A BOARD MEMBER AND RECEIVES REMUNERATION EXCEEDING S\$50,000 DURING THE YEAR, IN BANDS OF S\$100,000:

	Number of staff	Name of Board member with whom the staff is a close family member
Between S\$150,001 to S\$250,000	1	Mr Lee Kim Siang

RESERVE POLICY

The Company's reserve management objectives are to maintain strong and healthy capital ratios to support its operations.

The Company targets to maintain an optimum level of accumulated fund equivalent to three years of its budgeted operating expenditure. The Company regularly reviews and manages its reserve to ensure optimal capital structure, taking into consideration future capital requirements of the organization and fund efficiency, prevailing and projected profitability, projected operating cash flows and capital expenditures.

COMPANY'S RESERVES POSITION:

	Current Year	Previous Year
(A) General /unrestricted funds (Reserves)	S\$11,082,822	S\$7,354,215
(B) Annual Operating Expenditure	S\$11,185,098	S\$11,475,528
Ratio of Reserves (A)/(B)	0.99:1	0.64:1

Reserves have been set aside to provide financial stability and means for development of the Company's principal activity. The Company targets to maintain its reserves minimally equivalent to 3 years of its budgeted expenses.

The Company does not have any restricted funds.

CONFLICT OF INTEREST POLICY

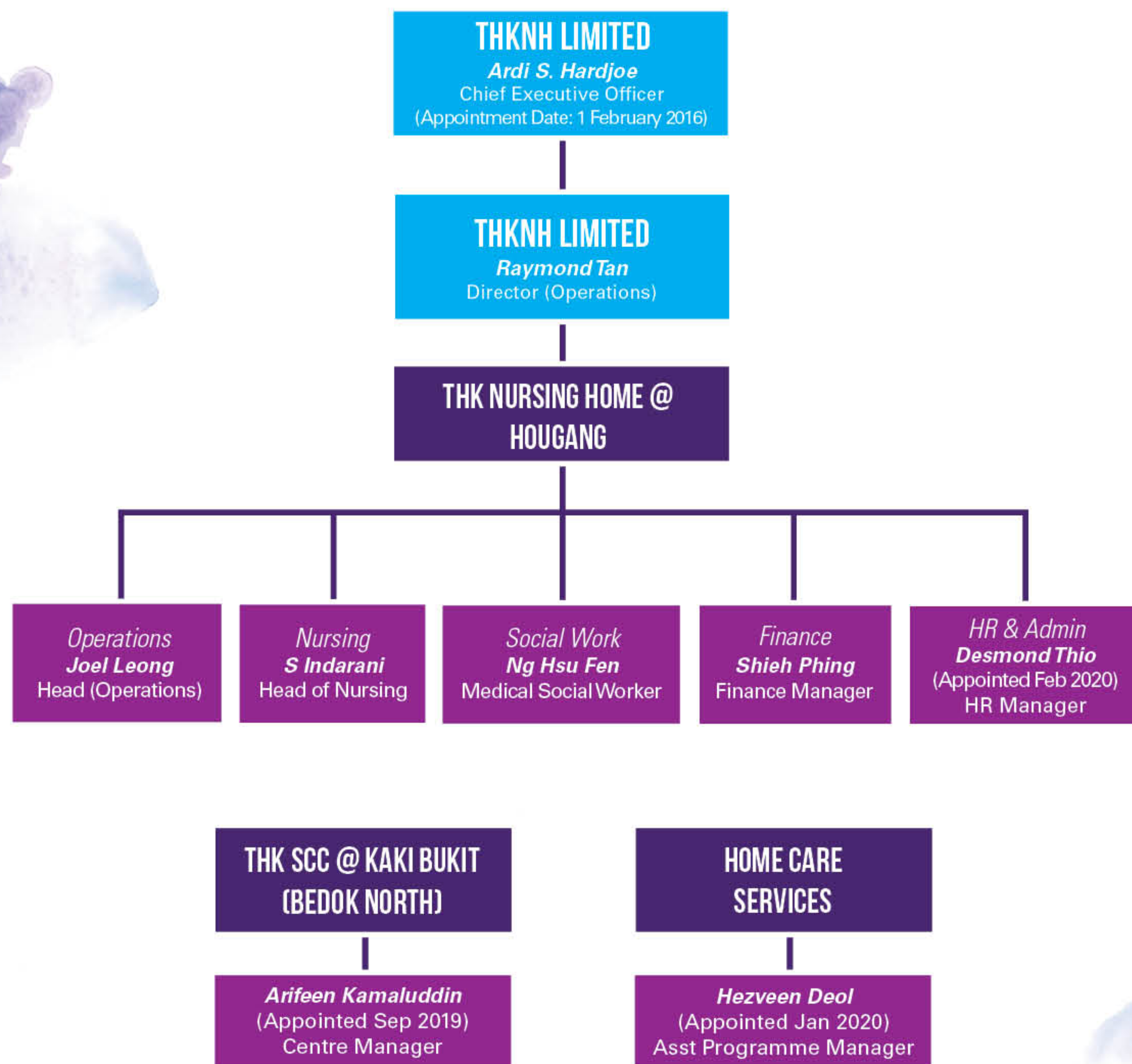
All Board members and staff are required to comply with the Company's conflict of interest policy.

The Company has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis. Board members abstain from participating in decision-making on matters where a conflict of interest exists.

Transactions with parties, in which a conflicting interest exists, may be permitted only if all of the following conditions are observed:

- The conflicting interest has to be fully disclosed; and
- The person with the conflict of interest is to abstain from the discussion, voting and approval of such a transaction; and
- Competitive bids or comparable valuation are to be obtained; and
- The Audit Committee has determined that the transaction is in the best interest of the Company, in spite of the conflict of interest.

The Management Team



Our Services - Institutional Care

RESIDENTIAL CARE

THK Nursing Home @ Hougang serves up to 285 elders and patients who require nursing care. We have more than 114 elderly clients with dementia. We believe in providing the best quality of life for aging Singaporeans in institutional care. To achieve this, our Nursing Home considers all psychosocial, physical, medical and emotional aspects that affect our clients. We give our best to create a tranquil, person-centred and safe environment for all clients.

Our Nursing Home features amenities that include eye-pleasing landscape gardens, a rehabilitative gym and elder-friendly infrastructure. We have two dementia wards, specifically designed for dementia care that is dedicated to the care of our clients with dementia. Coupled with evidence-based dementia programmes such as sensory rooms and other innovative technological solutions, we strive to provide a Home away from Home for our residents.



Our Services - Community Care

CENTRE-BASED CARE

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

- Maintenance Day Care supports frail and disabled elders in maintaining and improving their physical and social well-being through therapeutic programmes and activities
- Dementia Day Care serves clients diagnosed with dementia, providing supportive care to help slow down their physical and mental health deterioration
- We offer Rehabilitation with elder-friendly equipment to help elders maintain their functional status for a meaningful life in the community
- Home-care services like Home Medical and Home Nursing services are provided holistic care for elders in the comfort of their own homes



HOME-BASED SERVICES

THKNH Home Care Services provide holistic and person-centred care to elders in the community, with a focus on the needy and vulnerable. Our services focus on optimising elders' health, ability to perform the 6 Activities of Daily Living (ADLs), delaying the onset and/or worsening of chronic illnesses through healthy living.

As 1 of 4 providers of subsidised home care in Singapore, **our Interim-Care Service** strives to relieve the hospital bed-crunch and reintegrate patients back to their homes.

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

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

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



Focus



太和觀療養院
THK NURSING HOME @ HOUGANG
48 HOUGANG AVE 8, SINGAPORE 538793

太和觀 THK

The year at a Glance

Nursing Home Beds (Operational Oct 2016)



2018
274 beds occupied
 (134 dementia patients)

2019
277 beds occupied
 (125 dementia patients)

REINTEGRATION TO COMMUNITY

9

(Discharging independently or returned to family)



Senior Care Centre (Operational Dec 2016)

Client Days

2018
 15,618

2019
 18,910

Rehab Sessions

2018
 2398

2019
 2482

Centre-based Nursing Sessions

2018
 686

2019
 506

Home Care Services (Operational Jun 2017)

Home Personal Care Hours **37,671**



Home Health Clients **50**



Home Health Sessions **462**



Interim-Care Hours **27,412**

Summary Financial Performance

Total Income



S\$14,913,705

Total Expenditure



S\$11,185,098

Net Surplus



S\$3,728,607

There were no significant differences in financial performance from last year.

Major Financial Transactions

The Company applied the new Financial Reporting Standard –FRS 116 and recognised additional right-of-use assets (S\$3,816,638) and additional lease liabilities (S\$3,816,638) on 1 Apr 2019.

Principal Funding Resources

Thye Hua Kwan Nursing Home Limited is financially supported by government grants, program fees and donations.



Serving the Most Needy

Thye Hua Kwan Nursing Home Limited is committed to serving the most needy clients in our society.



For the needy and poorest



59%

of our clients require full/partial Medifund aid to co-pay for their costs.



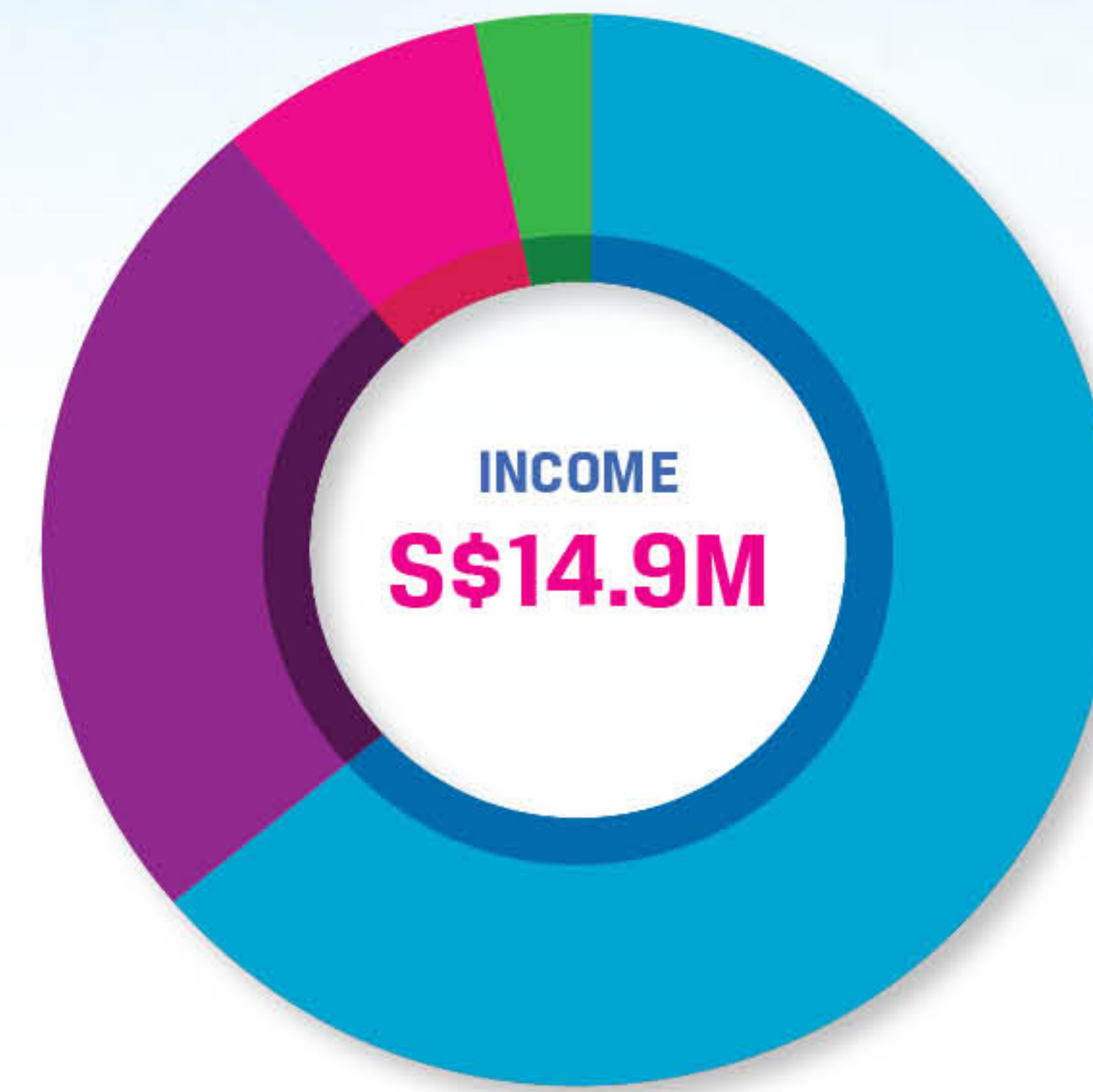
26%

of our clients are on full 100% Medifund aid

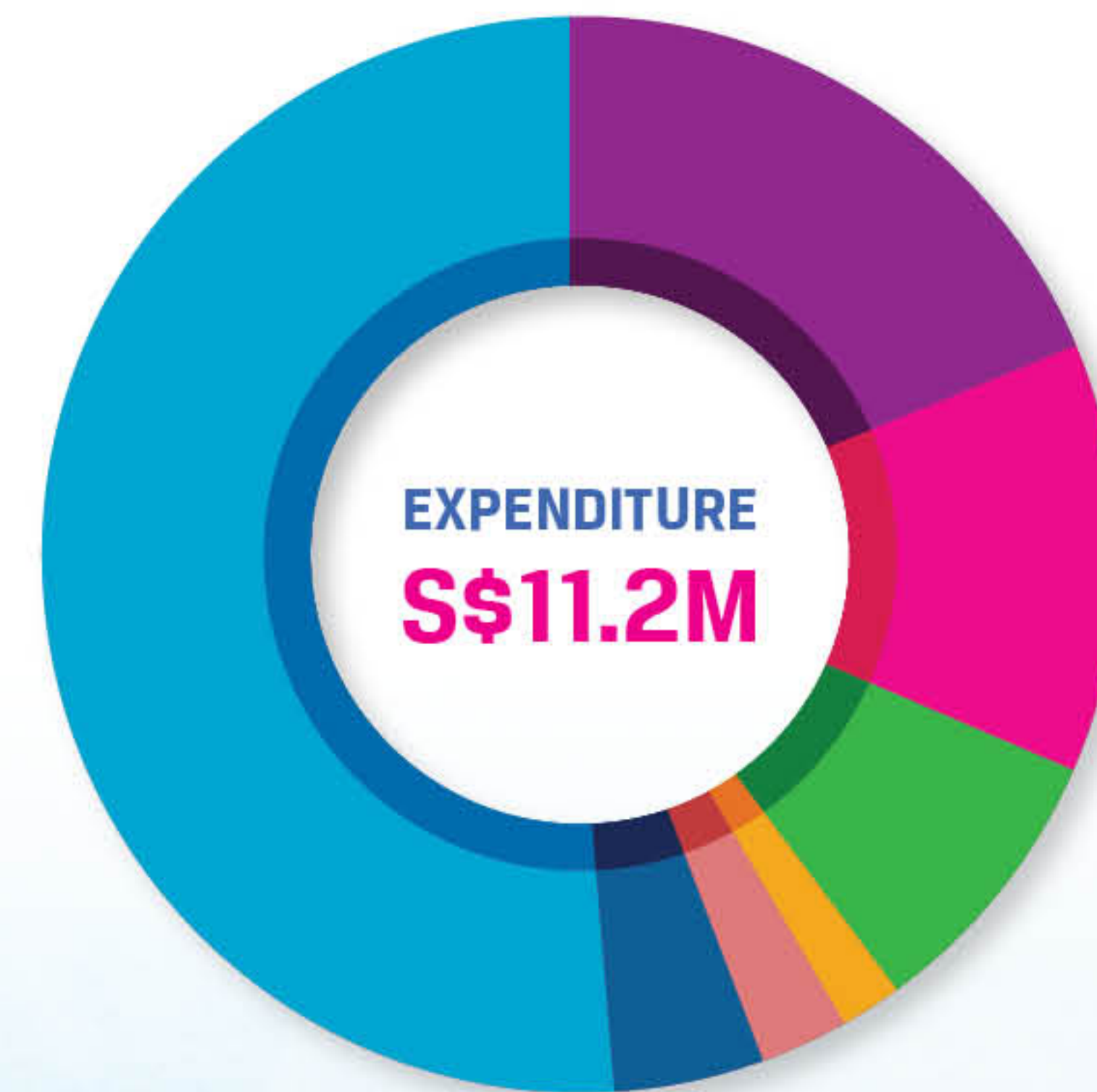


30%

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





- Government Grants **66.5%**
- Donation Income **9.7%**
- Patient Fees and Related Income **19.6%**
- Other Income **4.2%**




- Manpower Costs **51.8%**
- Programme and Services **18.0%**
- Operating Expenses **16.3%**
- Depreciation **9.9%**
- Governance Cost **0.4%**
- Finance Cost **0.7%**
- Fundraising cost **2.9%**


How your Donation Makes a Difference




\$60 = 

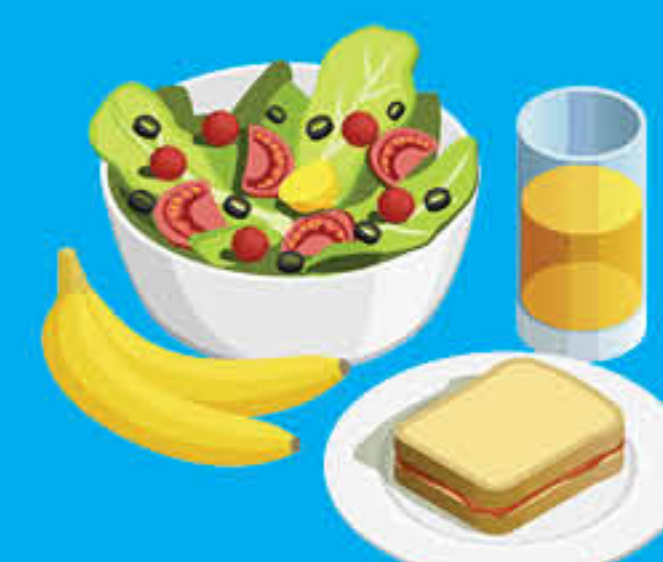
1 day of medical/nursing services for 1 elderly



\$100 = 

1 Month of diaper supply for 1 elderly



\$300 = 

1 Month of meals supply for 1 elderly

We appreciate and value the generosity of individuals and organisations in the community who support our programmes and facilities. To remain sustainable as a charity organisation and allow us to provide the best quality care for our patients, **your donation, no matter how small can make a difference and is greatly appreciated.**

Find out more on <https://www.thknh.org.sg/donate/> or on Online donation portal: <https://www.giving.sg/thye-hua-kwan-nursing-home-limited>



Strength Through Volunteerism



Total No. of events in:
FY 2018-19: **212**
FY 2019-20: **301**

Our Work: Programmes and Activities

Event highlights

Project Refresh in Dec 2019



600 young volunteers rolled up their sleeves to paint homes and distribute presents to spread some festive cheer as part of Project Refresh. THKNH partnered with North East CDC, NTUC Youth and Bedok Reservoir-Punggol CC for this meet, greet and cheer session for our residents. We are most honoured by the appearance of Minister Desmond Choo, MP for Tampines GRC and Mayor of North East CDC and Mr Victor Lye, Advisor for Aljunied CC.

Note: More details can be found in news link

https://www.straitstimes.com/singapore/600-young-volunteers-including-university-students-spread-festive-cheer-in-the-north-east?xtor=CS3-18&utm_source=STiPhone&utm_medium=share&utm_term=2019-12-14%2019%3A12%3A10

Nagomi Pastel Art Exhibition



Residents who attended the Nagomi Pastel Art workshop were invited to attend the opening ceremony of the first Nagomi Pastel Art exhibition held at the Visual Art Centre on 16 November.

8 workshop sessions by Nagomi Pastel Art were conducted for our residents by instructors Doris Yu, Mona, Tan Ping Ming, Dawn Ng and Chew Pheck Geok with the kind assistance from Hillcrest Girls Club volunteers. The creative art pieces with the theme 'LOVE' by residents were on display at the exhibition along with many beautiful Nagomi Art pieces done by various artists.

Our residents were most excited and delighted to see their art pieces on display. This art exhibition is a first for THKNH. The exhibited art pieces by our residents were sold to invited guests at \$100 each, with the proceeds kept by the Home.



Visit by Venerable Master Hai Tao

On 30th September, THKNH was graced by the visit of Venerable Master Hai Tao from Taiwan. This special visit was arranged by our regular volunteer, Buddhist Life Mission (BLM), who hosted an event for our Buddhist residents. Residents and volunteers were thrilled to meet and pray together with Venerable Master Hai Tao and his disciples who joined him for the visit. Master Hai Tao visited the wards to bless and present gifts to residents who were unable to participate in the event in our hall.

It was a memorable experience for everyone who caught a glimpse of Master Hai Tao. We thank BLM for arranging this special visit and hosting an enjoyable event for our residents.

Other Activities

Christmas Cheer @ THK Nursing Home

Last Christmas, the DancingMind team brought great Christmas cheer to our residents! DancingMind provides virtual reality (VR) therapy to train residents' cognitive and motor abilities.

The DancingMind team engaged our residents in some good old-fashioned fun, through picking the right coloured ball and passing it to each other. It was cognitive and memory training with tons of fun and laughter!

After the excitement with the balls, our residents participated enthusiastically in all the VR therapy activities prepared by DancingMind, such as music therapy (they sang along!), boxing and cognitive training. We ended the Christmas activities on a high with a sing-along and dance segment.



Khatina Day Charity Luncheon



Our elderly residents were invited to a luncheon hosted by the Budhi Meditation Buddhist Association in celebration of Khatina Day.

Our residents enjoyed the Chinese sit-down lunch and singing performances on stage. They were most surprised to receive goodie bags and ang pows at the end of the event.

PCF Sparkletots Blk 475C Upper Serangoon Crescent - Baking Activity

On 20 September 2019, children, parents and teachers from PCF Sparkletots at Bedok Reservoir – Punggol Block 475C Upper Serangoon Crescent, spent their morning engaging with our residents baking "shepherd pies". The pies were filled with pre-cooked potatoes, minced chicken, mixed vegetables and topped with cheese. Our residents and the adorable PCF Sparkletots children worked well together to make the pies.



This baking session was delightfully organised by PCF Sparkletots and THKNH. 20 residents enjoyed the engagement time with the children while learning to make shepherd pies led by a teacher. While waiting for the pies to bake, the children gave a lovely song and dance performance to our residents.

After the pies were baked, each resident had a piece of their very own baked pie.



Programmes

Nurse Led Programmes:



Our nursing team from the dementia wards conducted daily Dementia Board & Blanket Activity sessions with our residents. Regular Art & Craft sessions were also held by the nursing team to promote residents' motor and cognitive abilities.



Sensory Art sessions were held every Monday afternoon by Therapy Aide and other Healthcare assistants. Nurses were encouraged to join in the sessions, with the attendance of 3 residents from each ward.



A Nagomi Pastel Art Workshop was conducted on 20 August 2019, under the guidance of 1 trained Therapy aide and 3 nurses. More workshops will be conducted for our residents, given that it is especially beneficial for bedbound residents to practise their hand/fingers motor skills.



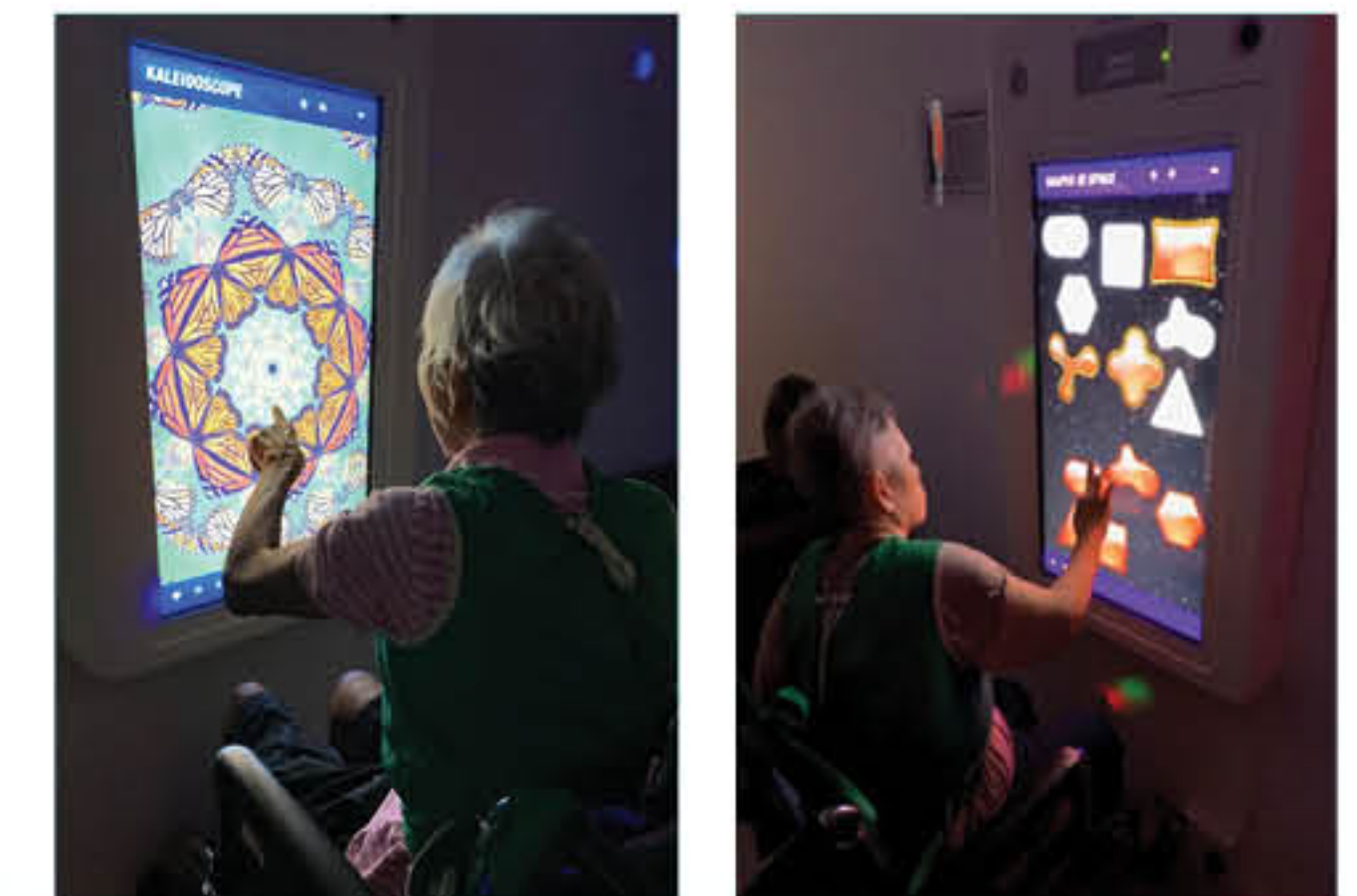
New Workshop for residents:



Forest 3 "We Care Art & Craft" funded by Visa Inc commenced on 31 October 2019 with 32 sessions held every Thursday. Outings are planned for residents to engage in art work outside our Home.

Therapy Led Programmes:

Snorezelen Therapy is held weekly in our spacious sensory room. Led by our occupational therapist and the rehabilitation team, we have seen promising preliminary results in calming the "sundown syndrome" in seniors, improving maladaptive behaviours and cognitive aspects of attention, memory recollection and social interaction.



The exercise corner programme was implemented in February 2020, where our therapists engaged residents with dementia in individual and group exercise sessions. A fall prevention program was put in place to collect baseline data and review outcome measures every six months.

Regular Volunteer Programmes:

XinminCares programme



Xin Min Secondary School students volunteered at our nursing home supported by the Ministry of Social and Family Development (MSF) as part of their SGCares programme.



Objectives of the programme:

- For students to provide companionship to our residents, develop a new relationship for the longer term and provide opportunities for residents to participate in social activities.
- Priority matching is given to residents who have no family support or are single and destitute.
- 3 students will be matched with 1 resident for 9 months (excluding holidays, examination period and school events).
- As a learning take-away for students, they will write a report on the life journey of the resident they have been matched with. The school will provide feedback to our nursing home on their students' reports at the end of the year.

Active SG Programme

Volunteer staff from Active SG @ Hougang Sport Centre has been visiting our residents regularly since July to conduct exercises and fun activities.

The exercise sessions are held every Monday morning from 9.30am to 11.30am in our Multi-purpose hall. We extend a warm welcome to any volunteers who would like to keep healthy with our residents and join in the fun exercise.



Our Projects Initiatives and Enhancements

The Community Silver Trust (CST) is a dollar-for-dollar donation matching grant provided by the Government to enhance the services of VWOs in the ILTC sector. Registered IPCs with support from MOH/MSF for the provision of ILTC services are eligible for the CST.

The Healthcare Productivity Fund (HPF) supports quality and productivity improvement efforts of service providers through technology adoption, process streamlining and demand aggregation of products and services. Institutions providing community care services that are in line with MOH's licensing or service requirements are eligible for the HPF.

Care staff manpower is inevitably lean in the ILTC sector. 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.

There is currently a lack of dementia specific facilities and resources. To combat this gap, we are working to improve the physical environment of elders in community to provide them with the best possible living spaces for them through programming.

Tapping on grants such as the CST, we have been able to launch a few new initiatives, through the capabilities of technology and programming, to stretch our limited manpower to their maximum potential in the best quality care environment.

Electric Pill Crusher

Medication administration is critical for our elderly clients with multiple health conditions. Medication safety and consistency is of utmost importance. Unfortunately, manual pill crushing results in inconsistent quality and is highly time consuming. With the mechanised pill crushing equipment for patients who require their medication to be converted to a powder form, a great deal of time and effort is reduced in medication preparation.



Automated Repositioning Bed System (TurnAid)

Regular bed turning throughout the day is highly time consuming and taxing on care staff, especially on their backs in assisting heavier clients. The safety and dignity of the work is dependent on the staff's skill and experience level.

In introducing an automated repositioning system in our patient beds, we seek to achieve the following objectives:

- Manhour Savings in terms of manual work
- Staff and client satisfaction in terms of work safety, dignity and quality of care for clients



Virtual Reality Platform for Rehabilitation (MindGym)

Currently, individual sessions are conducted for patients at least once a week. Amidst other group sessions and documentation time, this allows up to 50 residents to benefit from the weekly individual sessions. With over 270 residents in our Home, we need to increase the outreach of weekly individual sessions to keep our residents regularly engaged through individual, group and special programmes.

With the introduction of a virtual reality platform to automate the therapeutic process, an abundant number of customised therapy sessions have now been 'made available'. The therapy sessions range from sports, cognitive training, meditative sessions and potentially physical exercise. Therapy aides can conduct sessions with higher quality and efficiency through MindGym, which combines clinical research with the latest technology. Using these 1-on-1 modules, therapy aides are able to select and personalise modules for residents to enhance and personalise their experience. With MindGym, a therapy aide can facilitate and monitor up to 4 residents at one time, thereby increasing the reach of individual sessions by 4 fold.

MindGym is able to serve all resident profiles, allowing those who are wheelchair bound and bedbound to participate in individual sessions for better engagement.

Our objectives for adopting MindGym include the following:

- 1) Targeted 25% man-hour savings with the introduction of VR platform
- 2) Increased quality of therapy programmes provided and the engagement level of residents in our Home



Our QI Projects:

We embarked on various Quality Improvement projects with the Agency for Integrated Care (AIC) in 2018 with enhancements made to the projects in 2019.

Patient Showering

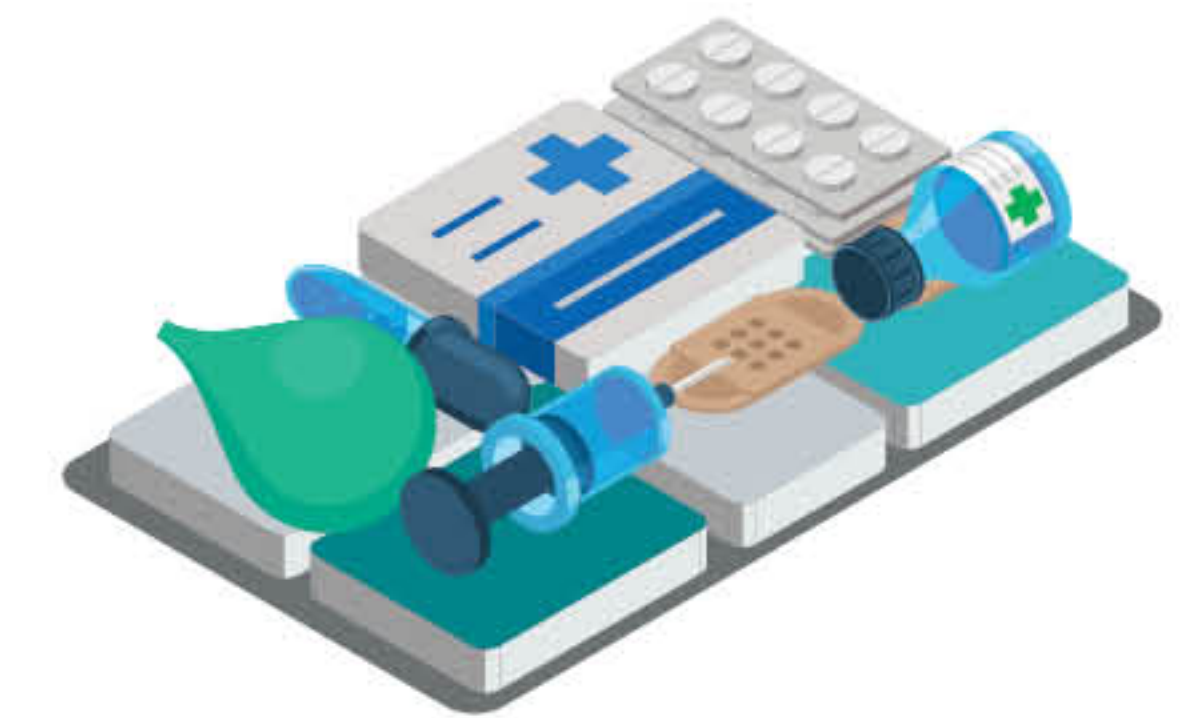
In our efforts to improve on the nursing care process in Patient Showering, we have enhanced the following in 2019 for the benefit of our residents.

- A 50% decrease in the number of residents who have their bathing time during the 5am -6am slot.
- Allowing our residents to sleep in more and wake up at a later time.
- More residents having their bath time between 7am to 10am.
- Bathing is completed by 5pm, for residents to have their dinner and head to bed by 8pm.



Medication Management

The aim of this project was to bring together Nursing Homes to improve efficiency and reduce risk factors which may lead to medication errors. The project was extended to a second phase, where the scope involved reviewing the need for some medications to be served from "OM" - only morning to "OD" -once a day, as well as monitoring the compliance level of nurses to the 5 rights of medication administration.



- Pill boxes were removed and medications were prepared using the 5 rights at residents' bedsides.
- Previously, 60 residents' medication administration was carried out by 1 registered nurse, thus taking a long time to complete. There are a number of factors that may interfere with a nurse's ability to complete these functions on time with accuracy. To improve on the efficiency and accuracy, 1 agency nurse is now appointed for medication serving and other duties for 4hrs in the morning.
- The medication administration is timely and accuracy is maintained for now.
- We look forward subsequently to replace the current medication management system with the Convi-dose system.

Quality of Life Back to Community



A family member of our resident shared his story with us on our nursing home care and the eventual discharge of his father, Mr Idris, back to their home after more than 8 months in THKNH.

How are you related to the resident?

He is my father. He has two sons, of which I am the older one. My parents divorced many years ago, leaving us in the care of my paternal aunt.

How did your father come about to be admitted into our nursing home?

My younger brother has been the primary caregiver for my father, given that he is unemployed. I am married and was previously staying with my parent in laws, while working to support my father and brother. At one point of time, my father was admitted in Changi General Hospital (CGH). It was a difficult time for me, juggling work and caring for my father. I sought help from the hospital and the social workers suggested that I admit my father to a nursing home. I was initially heavy hearted about their suggestion as I was unsure about the level of care my father would receive in a nursing home and I felt guilty as a son that I was unable to care for my father personally. It took a while for me to come round to admitting my father in a nursing home, after accepting that a nursing home is safe and conducive for my father, given his medical condition and the lack of a full time care-giver at home.

How have you prepared for your father's discharge?

I got a house of my own and fully renovated it with the creation of a master bedroom for my father. My wife has been most supportive of my decision to bring my father home. I employed a domestic helper and sent her for caregiver training. With the kind assistance from THKNH's medical social worker, Hsu Fen, I purchased a wheelchair, hospital bed and Geriatric chair at a heavily subsidized rate before my father's discharge. My brother will be staying with us in my new house to help care for my father.

How have you prepared yourself for challenges that may arise in future?

I am most relieved and thankful that my father is now discharged and has settled in well in my new house. Future challenges will definitely arise from his health condition and the various follow up medical appointments that he will need. Although it can be stressful and tired, it is my responsibility to look after him. I will do my best to take ample rest whenever I can.

How has THKNH helped you and your father?

Admitting my father in THKNH lessened my burden because he was well taken care of, without me having to worry about him staying at home unsupervised while I was at work. The nursing home team was very supportive and helpful in arranging required equipment for his discharge.

Here at THKNH, we give our best to support abled residents to reintegrate into the community. It warms our hearts to see them in a better condition and reuniting with their family.

*Interview done by Sarojathevi Manickam,
THKNH Social Work Assistant*

In the Media

meWATCH,
Fri 13 Dec 2019



THE STRAITS TIMES,
Sat 14 Dec 2019



600 young volunteers, including university students, spread festive cheer in the north-east district



Volunteers Ashley Lee (centre) and Lee Yong Quan (left) prepare festive crafts with a resident of Thye Hua Kwan Nursing Home in Hougang on Dec 14, 2019. PHOTO: NORTHEAST CDC

Philanthropy is critical to my existence

John Caudwell is an English businessman who co-founded the mobile phone retailer Phones4u. He is also a prominent philanthropist who has founded two charities, Caudwell Children and Caudwell LymeCo. In 2013, Caudwell signed the 'Giving Pledge', committing to donate half of his wealth before he dies...

[READ MORE](#)

Misheon de Reya
It's business. But it's personal.

Linette Lai
Political Correspondent

SINGAPORE - It may have been their day off but on Saturday morning (Dec 14), 600 young volunteers rolled up their sleeves to paint homes and distribute presents to spread some festive cheer as part of Project Refresh.

The initiative was started in 2016 by the National Trades Union Congress' youth wing to encourage people of all ages to volunteer. About four times a year - typically before major festivals such as Chinese New Year, Hari Raya Aidilfitri, Deepavali and Christmas - volunteers visit vulnerable seniors who live in their own homes and also drop by nursing homes, to decorate the place and bring some cheer to residents.

ST VIDEOS

- Trump eager to return to Oval Office: Aide
- Trump refuses 'waste of time' virtual debate with Biden, who announces solo event instead
- Pompeo slams China.

Monday 19 October 2015

Lianhe Zaobao,
Sun 15 Dec 2019



字体大小: 小 **中** 大

参与“刷新计划”的青年义工李永程（左一）和学慧晴（左三）请在大和福寿院的受惠者林祥益身旁，和其他青年义工跟林祥益聊天互动，还协助他拿取材料在纸上画出色彩亮丽的花朵。（陈永福摄）

东北社区发展理事会与全国职工总会青年团携手合作的“刷新计划”网罗到更多义工，加入给低收入家庭和长者佳节送暖的行列。除了走进住家为他们打扫和粉刷房子，青年义工也去探访疗养院的老人家。



Foresight

The year ahead

THKNH's future plans

One of THKNH's major plans is to engage industry experts on a consultative basis for our various projects and also for the purpose of conducting original research with Institutes of Higher Learning.

This is one of the identified Community Silver Trust (CST) projects, in which we hope to achieve better understanding of our current efforts, the impact we have made and to devise ideas on how to reinforce our efforts. We hope to go deeper by building capacity, as well as to review our model of care in the Home.

Investing in human capital is essential and we would like to provide coaching and mentoring skills to those in supervisory positions. As for those working on the ground, many will be looking to improve on their local and dialect language skills. We also aim to invest in a series of informative and easy-to-learn training videos for staff. We also have several therapy-focused projects in place such as Mobility and Falls Risk Assessment technologies, bedside interactive therapy and animal therapy. Additionally, we have plans to hire special services complementary therapists (eg. Music Therapist etc).

We will continue to leverage on technology to reap the benefits of gains in productivity. We intend to enhance our Information Technology infrastructure; looking to make gains with the implementation of an electronic Procurement system, Visitor Management system, among others.

Our focus on better outcomes will continue, as we are committed to helping our clients living with dementia. We plan to upgrade our garden into a Therapeutic Garden. In the wards, we will be using wallpaper to provide sensory stimulation, and a better sense of nostalgia and reminiscence therapy. New and more interactive games technology systems will be implemented. We will also continue to add on safety fixtures to our Nursing Home and Centre to enhance safety for our residents and clients alike.

We will continue to collaborate with community partners, and build on the past projects with SKH (Sengkang Hospital) on Enhancing Advance Care Planning, Geriatric Care and End of Life Care (EagleCare Programme)

Under the abovementioned programmes, geriatricians, nurses and allied health professionals from SKH will partner THKNH to:

- Develop professional capabilities in Geriatric and End-of-Life care
- Provide training on how to facilitate Advanced Care Planning discussions with patients and their family members
- Provide training on how to support End-of-Life care preferences for nursing home residents

Finally, we also plan to implement some integration strategies with our sister entity, THK Ang Mo Kio Community Hospital.

THKNH's commitments

Upgrading current garden to Therapeutic Garden.

THKNH's fund-raising plans for the following year

1. Direct Appeal Mailer Inserts in Singapore Power bills
2. Online Campaigns on:
 - Giving.sg
 - Bevenity Cause Portal

THKNH's expenditure plans for the following year

1. Dementia care projects: \$604K
2. CST(Community Silver Trust) projects: \$1.6M

A top-down view of a group of people holding hands in a circle on a wooden floor. The focus is on two hands in the center, one from a person wearing a blue and orange plaid shirt and another from a person wearing a grey and orange plaid shirt. The background shows other people's legs and feet, including a white sneaker, all slightly out of focus.

Acknowledgements

Acknowledgements

OUR PARTNERS

Active SG @ Hougang Sports Centre
Adventure Rangers Club
Agency for Integrated Care
Ang Mo Kio-Thye Hua Kwan Hospital
Asian Medical Students
Bedok Reservoir-Punggol Constituency
BLOOMBACK Singapore (Florist)
Bowen Secondary School
Buddhist Foundation
Buddhist Life Mission
Budhi Meditation Buddhist Association
Camp Hiro
Cedar Girls' Secondary School
Cherrybrook PreSchool
DanicingMind Pte Ltd
Edgefield Primary School
Esplanade Company Ltd
Eunioia Junior College
Finger Hope – Nagomi Art
Forest 3 Educare
Greendale Primary School
Handicap Welfare Association
Harmony Residents' Committee
Healing Paws – SOSD
Heeton Holdings Limited
Heights Residents' Committee
Hibiscus Residents' Committee
Hillcrest Girls Club
Hindu Hub
Holy Innocents Primary School
Holy Innocents' High School
Honyun Pte Ltd
Hougang Primary School
Hougang Secondary School
ITS/Continental International Youth Delegates
Little Footprints Pre-School
Maplebear Learning House
Maplebear Preschool @ Serangoon North
Ministry of Health
Ministry of Social and Family Development
Montfort Junior School
Montfort Secondary School
MuzART Hougang
My Ear Singapore Pte Ltd
Nanyang Junior College
Nanyang Polytechnic
Nanyang Technological University
National Arts Council
National Council for Social Service
National University of Singapore
National Youth Council
Nex Venture Technology Pte Ltd
Ngee Ann Polytechnic
North East Community Development Council
NTUC – nEbO (Youth)
NTUC CLUB
Overseas-Chinese Banking Corporation (OCBC)
PAP Bedok Reservoir Punggol Branch
PCF Sparkletots Pre-Schools
People's Association
Perfect Harmony Group (Media Corp Volunteers)
Play for Good
Punggol Community Club
Punggol Community Club Seniors Executive
Committee
Punggol Community Club Woman's Executive
Committee
Punggol Community Club Youth Executive Committee
Punggol Primary School
Raffles Institution
SABRE Travel Network AP
SAGE Counselling Centre
Sawarise Company Japan (Japanese Delegation)
School of the Arts (SOTA)
Sengkang General Hospital
Silver Generation Office Singapore
Singapore Institute of Technology
Singapore Police Force - Hougang NPC / Ang Mo Kio
Division
Singapore University of Technology & Design (SUTD)
Social Development Network (MSF)
SOWERS Group @ Novena Church (Thomson)
Sri Muneeswaran Temple
Sri Ruthra Kaliyamman Temple
The City Church Group
WE Communication Ltd
Xin Min Primary School
Xin Min Secondary School

OUR KIND DONORS

Acknowledging our kind donors who donated \$1,000 and above.

COMPANIES:

A LIOE AND ASSOCIATES PTE LTD
AIKYON CONTRACTOR PTE LTD
AM GLOBAL PTE LTD
AMBER ELECTRONICS PTE. LTD.
AW SOON LEE
BOON POH REFUSE DISPOSAL PTE LTD
CHOPWAH ON
CONTINENT AND ISLAND INTL CO PTE LTD
CSD SEALING SYSTEM PTE LTD
DYNEGY SOLUTIONS PTE LTD
EFUNITY PTE LTD
ENTERPRISE ASSURANCE PAC
ES-PRO TECHNOLOGY PTE LTD
FLUID-TEC ENGINEERING AND TRADING PL
HAPPY ENTERPRISES PTE LTD
HMC SALES AND SERVICE PTE LTD
HOE KEE HARDWARE PTE LTD
HONGYITCM HEALTHCARE PTE LTD
HUANG KEE BUILDING MAINTENANCE PTE LTD
ITECH ELECTRIC PTE LTD
INTERNATIONAL CATERING PTE LTD
J WONG AND ASSOCIATES PAC -A/C
JR LIFE SCIENCE PTE LTD
KAISER PHARMACEUTICAL (S) PTE LTD
M/S TACTICS SYSTEMS ENGINEERING PTE LTD
M/S TREESCAPES PTE LTD
MAPLEBEAR SMART LEARNERS PTE LTD
ORED PRODUCTION PTE LTD
PEI HWA FOUNDATION LIMITED
QUICKLOAN PTE LTD
SIN FU LEE COMPANY
STARHUB LTD
STRENGTH PTE LTD
SPH MD
THE CENTRE FOR INNER STUDIES IN SG LTD
TOMY HUI ELECTRICAL ENGINEERING PTE LTD
TOPTECH ELECTRICAL ENGINEERING PTE LTD
THE SINGAPORE ISLAND COUNTRY CLUB
THE SOWERS (NOVENA CHURCH)
UK ONLINE GIVING FOUNDATION
VISA WORDWIDE PTE LTD
WHL GINSENG AND HERBS PTE LTD
WE COMMUNICATIONS
YUAN RESOURCES PTE LTD

INDIVIDUALS:

ANUPAM PRAMANIK
ARON LOHTENG FOO
ASIMAH BTE MUSA
CHAN HIAN YOON AVRIL
CHANYIK LEY
CHANG KWONG WAI
CHAY OH MOH
CHEN WAI FONG
CHENG SEETAU
CHEONG YONG HUI JELENE
CHEUNGYIN BON
CHIA FENG QUAN WILSON
CHIA GIN SUN
CHIA KWEE HONG KAREN
CHNG CHEE BEOW
CHONG KIM SANG
CHONG NGENYOONG
CHONGYI DONG
CHOO CHIAU BENG
CHOO JUAN MING
CHUA GUEK LIANG
CHUA PECK SUAN
CHUA PIANG SZE
CHYE SWEE PHENG
DAWN LEEYI MIN
ER AH HWEE
EUGENE NG HONG XIANG
FOO JOK PENG
GAN SOH HAR
GOH BOONTECK
GOH HAN MENG (For Mdm Ng Ngah)
GOH JING SUA
HEMA DEVIDAS AMARNANI
HENG LI KOON
HENG NGUAN LENG
HEW PAULINE
Ho Gim Yam
Ho Jun Keong
HO KIM SENG
HOE HWEE CHIN
HONG HOYONG ROGER
HUA CHIE NAN DORINDA
HUANG JUNQIANG WILSON
IRENE LEE

JANE LEE LING XUAN
JIOE INGE MUNARDI
KAN WOUI KENG
KEE SEK HUAT
Keegan Soh Boon Jie
KELVINTOK LYE HUAT
Khoo Lee Jin
KHOO SUSIE
KHUA SOH HOON
KOH KHAI NGIAP
KOH KIM SWEE
KOH LEE KIW
KOOH SIEW BEE
Kuttan Pillai Chandrikadevi Harikrishnan
LATE ONG SIEW HUAY
LAU KA PUI BETTY
LAU LEE SHENG
LEE BENG HWEE
LEE CHEE HONG
LEE CHEOKYEE
LEE KIM SIANG
LEE KOK KWANG
LEE MENG LIANG
LEETHIAN SOO
Leong Chee Kuok
LEONG FOOK CHOOI
Lian Hock Chuan
LIEW MENG MOI PHILOMENA
LIM BOON ENG JULIE
LIM CHUANG
LIM HOCK CHEE
LIM KIM HUAT
Lim Meng Huat
LIM PING PING
LIM SOO PENG
LIMTAIWAH
LimThiam Ming
LimTian Lye
LIMYEW KIN
LIU JINTANG
LOW PUI LENG
LU NGUAN SOO
MAH CHEONG MENG
MDM YOW GEOK HONG
MOHAMMED HILMY BIN MIRZA ABDUL KARIM
MR LAU SONG GEE
NG CHEE KWON
Ng Cheng Yeow
NG FOOK LAM
NG KEE FATT

NG MIAU CHENG (DECEASED)
NG SIEW CHENG
NG TEE KANG
NGTONG CHOON
NGYOONG BOON
OAN CHIM SENG
ONG CHEE WEI
ONG HOCK GUAN
PANSY ONG PENG SEE
PHUA KWANG PENG
PHYLLIS POH
POH SIOK FONG
PUSHPAVALLI
QUEK BEE LEE
ROBERT KHENG
SAM SZETENG
SEAH WONG CHI
Shamim Hasanali Dhillawala
SIM LIAN HO
SIM LUCY
SIM PIAH CHEW
Soh Pin Xuan
SOH SEU GEK
SOONYUTIONG
TAN AH BAN
TAN BEE HIOK
Tan Choon Wang
TAN CHUAN ZONG
TAN FONG KING
TAN HONG SOON
TAN KIATEE
TAN KONG WEH
TAN POH CHIN
TAN SEOW LENG
TAN SHEAU YEN HELEN
TAN SIEU LEE AMELIA
TAN SOOK LAN
TAN SOON PENG
TANYEE SHU
TANYONG BENG MELVIN
TANG CHAY SENG
Tang Chee Weng
TANG SOW KENG
TAY CHIN CHYE
TAYTHUAN WEE
TENG CHOONG MING
TEO BENGTECK
TEO CHOR HUI
THOMAS LEE CHEE CHONG
TIAN GEOK PENG

TING CHER LAN
TNG Siok Ping
TOH KHENG CHENG
TRILLION SO
WANG WAI LIAN
WENDY HENG GEK LIAN
WONG LIANG FENG
WONG SOON MENG
Wong Zhi Wei Sylvia
WOO SIEW MAY
Xavier Chen Shengyuan
YANG VOON CHENG
YAP LIAN ENG
YEOTZEYI BENSON
YEONG CHONG CHOI
YONG MEI EE
ZAKIAH BINTE SURATM
ZEE CHOW SENG
東獄廟 TANG GAH BEO

Services Directory

THK Nursing Home @ Hougang

48 Hougang Avenue 8,
Singapore 538793

Phone: +65 6812 9840

Fax: +65 6812 9869

Email: enquiry@thknh.org.sg

THK Senior Care Centre @ Kaki Bukit (Bedok North)

Blk 534 Bedok North St 3 #01-814,
Singapore 460534

Phone: +65 6241 1808

Fax: +65 6812 9869

Email: kbscc@thknh.org.sg

THKNH Home Care Services

48 Hougang Avenue 8,
Singapore 538793

Phone: +65 6841 2128

Fax: +65 6812 9869

Email: hpc-ics@thknh.org.sg



太和观 THK

Thye Hua Kwan Nursing Home Limited



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



68129840



68129869



enquiry@thknh.org.sg



www.thknh.org.sg