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## HOME THERAPY SERVICE

Find out all about our new home-based rehabilitation services in this issue's feature story

**HNF ramps up its capabilities and capacity**

**A sneak peek into our "Portraits of Love" project**

**Media coverage: HNF featured on Joy Truck 3**



# Message

**Karen Lee**  
Chief Executive Officer  
Home Nursing Foundation



**T**o all our Chinese readers, I wish you a very happy and prosperous Lunar New Year in advance!

At Home Nursing Foundation (HNF), we are continually improving our home healthcare services to provide our patients with more holistic care. In this issue of HNF CARES, we would like to share our ramped-up capabilities and capacity, including aligning our teams to the country's Regional Health System Zoning (RHS); establishing tighter collaborative ties with various healthcare providers; increasing our service capacity by 50% by 2018; and training our focus on providing holistic person-centric care.

In November 2015, we added home therapy to our suite of home healthcare services – home nursing, home medical and social welfare. We have also transited to six multi-disciplinary teams, each aligned to a RHS zone. We will be introducing our new Occupational Therapist and Physiotherapist, and our partnership with AWWA, in this issue's feature story.

Also, read about our media coverage on MediaCorp Channel 8's variety programme, "Joy Truck", where the crew accompanied our nurses as they went about their home visits. A surprise party was organised by the

crew to pay tribute to our nurses for their hard work.

Volunteers play a big role in our organisation and they are critical to the work we do. Find out more about the activities our volunteers sign up for, as well as what motivates them to help others.

In celebration of HNF's 40th anniversary this year, some of our volunteers have come together to embark on a photography project, titled "Portraits of Love". This project aims to raise awareness of HNF's home healthcare services, as well as present the participating needy patients with a complimentary framed photograph.

We also have a host of activities lined up in the months ahead, so do stay tuned to our social media platforms and newsletters for updates.

Happy reading!

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## Corporate News

# HNF on Warna 94.2FM



**O**n 29 September 2015, our Nurse Clinician Hariati Bte Sahak was invited to share about Home Nursing Foundation (HNF) in a live interview on Warna 94.2FM, a contemporary music radio station of MediaCorp playing a unique blend

of international Malay top 40 hits, and providing religious programmes, world and local news, and plays 100% Malay music and infotainment.

During the one-hour programme, NC Hariati talked about the services

provided by HNF, what happens during home visits, and how patients are referred to HNF. She also took the opportunity to call out for volunteers, befrienders and donations.

It was the first time that NC Hariati gave a live media interview, but she nailed it perfectly. "The deejay was very assuring, and he made me feel at ease, so I did not feel nervous," she shared. "This interview was a good start for the Malay community to learn about HNF's services, and I hope it gave them a better understanding of what home nursing, home medical and home therapy services are about."

# HNF - the one-stop home healthcare service provider

*“As our care model evolves towards holistic person-centric care, therapy is an integral part of clinical care. With the provision of this service, HNF completes the full suite of home healthcare services: Home nursing, home medical, home therapy and social support.”*  
- HNF CEO KAREN LEE

**T**he Home Nursing Foundation (HNF) launched a home therapy service on 1 November 2015. We now offer rehabilitation services (occupational therapy and physiotherapy) for patients who are homebound or have difficulty accessing centre-based care.

Our therapists visit the patients at home, and the number of recommended sessions is largely dependent on the patient's rehabilitation potential. The range of visit intensity is classified into 3 main categories: Active Rehabilitation (18 visits over 4 months); Supportive / Maintenance Rehabilitation (2 visits per year); and Home Environment Review / Home Modification (2 visits).

All our therapists are registered with The Allied Health Professions Council (AHPC), which is a professional board under the Ministry of Health.

“As our care model evolves towards holistic person-centric care, therapy is an integral part of clinical care. With the provision of this service, HNF completes the full suite of home healthcare services: Home nursing, home medical, home therapy and social support.

“We can now coordinate care better, since there is less handoffs between different service providers. It is also a one-stop service for patients and

families, as they only liaise with one service provider to arrange for different home healthcare visits,” said HNF chief executive officer, Ms Karen Lee.

HNF works closely with hospitals to identify patients who will benefit from our home therapy service. Patients and their caregivers can also approach HNF directly to enquire about it. In addition, HNF's social welfare team will help patients apply for the relevant government subsidies and assistive schemes.

“HNF accounts for 60% of the home healthcare services in Singapore today, including home nursing and home medical services. We plan to double the number of therapists over the next three years, allowing us to double the number of cases we can manage,” shared Ms Lee.

*To find out more about our services, please call 6854 5500/55 between Mondays and Thursdays, 8am to 5.30pm, and Fridays from 8am to 5pm.*



# Get to know our therapists

Meet the two new members of our growing team of healthcare professionals, Vijay and Richard.



*"I treat all my patients and their caregivers as family members, and that makes my job easier."*

**- VIJAYAKUMAR ANGIDISAMY**

## VIJAYAKUMAR ANGIDISAMY, PHYSIOTHERAPIST

**A** keen interest in orthopaedics drove Vijayakumar ("Vijay") to take up a degree course in physiotherapy (PT) back in his hometown of Tamil Nadu in India.

Now a registered Allied Health Professional (Physiotherapist) with the Allied Health Professions Council in Singapore, the 36-year old joined AWWA in September 2015, and is seconded full-time to HNF for two years.

To Vijay, PT is about "examining each individual and developing a plan, using treatment techniques to promote the ability to move, reduce pain, restore function, and prevent disability".

In addition, "physiotherapists work with individuals to prevent the loss of mobility before it occurs, by developing fitness- and wellness-oriented programmes for healthier and more active lifestyles", he said.

No stranger to community healthcare, Vijay has practiced in community hospitals and other step-down care services. "I am interested in geriatrics and home therapy because it is in the patient's own setting – a familiar environment for them," he said. "After assessment, we find out the problem or what is lacking, and we apply physiotherapy."

Asked about his biggest challenge as a physiotherapist, he said it would be caregivers' expectations. "Very often, they want to see immediate results in the patient, but physiotherapy requires time as it is an ongoing process," he said.

"However, I can easily manage their

expectations. I treat all my patients and their caregivers as family members, and that makes my job easier."

He is spurred on by positive feedback from his patients and recognition from his peers and the healthcare sector. Vijay bagged the Singapore Healthcare Quality Service Award (SHQSA) not once but twice in his career thus far: 2011-2012 (Silver award) and 2012-2013 (Gold award).

Having lived in Singapore for eight years, Vijay speaks basic Hokkien and conversational Malay on top of his mother tongue, Tamil. "When I try to speak Hokkien or Malay to my patients, my advice comes across as more friendly and casual. And that puts them at ease," he said.

Vijay believes that it is very important for physiotherapists to be passionate about what they do. "Treat it like a passion, not a job," he advised.

## WHAT IS PHYSIOTHERAPY?

Physiotherapy involves the assessment, treatment, rehabilitation and prevention of pain, injury, or any other physical dysfunction, through the use of education, exercise, manual therapy, electro-physical agents, technology or any other treatment for those purposes.

*Source: Allied Health Professions Council*



*"In home care, when the patients thank me, it is more genuine. The needy patients truly show their appreciation for your efforts."*

**- RICHARD LAO TAYER**

## RICHARD LAO TAYER, OCCUPATIONAL THERAPIST

**I**t was pure chance that Richard became an Occupational Therapist. While accompanying a friend who was signing up for a degree course in occupational therapy (OT), Richard decided to give it a shot and see if he enjoyed this field of study.

Today, the 32-year-old who hails from Laguna, Philippines, is a registered Allied Health Professional (Occupational Therapist) with the Allied Health Professions Council in Singapore. He joined AWWA in June 2015, and is seconded full-time to HNF for two years.

To Richard, who specialises in physical rehabilitation, low vision and geriatrics, OT is about "helping people live life more meaningfully after injury". "It is about looking into a

more humane and holistic approach," he quipped.

Before HNF launched our home therapy service on 1 November 2015, Richard spent over four months accompanying HNF nurses on their home visits to assist them in giving advice on rehabilitation or an OT perspective. He was also tasked to develop a home therapy programme for HNF.

Having practiced in Singapore for nine years, including seven years in both acute and community hospitals, Richard is fluent in conversational Malay and basic Hokkien, which comes in handy when interacting with his patients. However, Mandarin eludes him, even though he is half Chinese on his mother's side. "It's too difficult, lah," he said with a laugh.

Asked about the difference between working in a hospital and in home care, he said: "In a hospital, you are

seeing the patient as a professional. In home care, they see you as a friend or a visitor. So adherence to advice is very different. But the good thing is, you get to build a relationship with the patient, compared to working in a hospital."

Richard feels that working in a community setting offers a bigger scope of work and greater exposure. Apart from getting to meet people from all walks of life, he also finds meaning and satisfaction in helping the needy. "In home care, when the patients thank me, it is more genuine. The needy patients truly show their appreciation for your efforts," he shared.

Mentoring OT students is also something Richard enjoys. His advice to all future Occupational Therapists? "In order to stay in this profession, they must have a passion for helping others. They won't stay long if they do not enjoy what they do," he said.

## WHAT IS OCCUPATIONAL THERAPY?

Occupational therapy involves assessment and interventions to work or school, self-care, leisure or play, physical environments as well as cognitive, mental and physical components of function to enable individuals affected by physical injury or illness, developmental or learning disabilities, psychosocial dysfunctions or the aging process, to engage in everyday life occupations in order to maximise independent performance of life roles, prevent disability and maintain health.

*Source: Allied Health Professions Council*

## ELIGIBILITY FOR HOME THERAPY SERVICE

	Active Home-based Rehabilitation	Supportive Home-based Rehabilitation	Home Environment Review
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Clinical condition(s) that render patient homebound</li> <li>Lack of barrier-free access + no available caregiver or escort service</li> <li>Any other reasons that render patient home-bound</li> <li>Certified medically fit for rehabilitation by registered medical professional</li> </ul>		<ul style="list-style-type: none"> <li>Clinical condition(s) that render patient homebound</li> <li>Lack of barrier-free access + no available caregiver or escort service</li> <li>Any other reasons that render patient home-bound</li> <li>Certified medically fit for rehabilitation by registered medical professional</li> </ul>
<b>Target Group</b>	Patients with <b>good</b> or <b>moderate</b> rehabilitation potential	<ul style="list-style-type: none"> <li>Patients with <b>poor</b> rehabilitation potential</li> <li>Preferably <b>with a committed caregiver</b></li> </ul>	All HNF patients
<b>Goals</b>	Improve and maximise functional ability	<b>Maintain</b> function and minimise functional decline	<b>Improving safety and efficiency</b> of patient's activities at home
<b>Services</b>	Therapists deliver rehab services and caregiver training at home	Therapists deliver rehab services and caregiver training at home	<ul style="list-style-type: none"> <li>Identify home hazards</li> <li>Recommend modifications and help clients tap on SMF and EASE</li> <li>Provide training for caregiver</li> </ul>
<b>Service Gap</b>	<b>18 visits over 4 months</b> , which ever come first	<b>Max 2 visits per year</b>	<b>Up to 2 visits per patient</b> from point of admission to home care

## SERVICE FEES

	Home Nursing Service Fee	Home Medical Service Fee	Home Therapy Service Fee
<b>Singapore Citizens</b>	\$12 – \$59	\$20 – \$140	\$20 – \$100
<b>Permanent Residents</b>	\$22 – \$64	\$50 – \$154	\$55 – \$110
<b>Foreigners</b>	\$149	\$231	\$165

### EXTENDED HOURS

To better respond to our patients' after-hours emergency needs, HNF has extended our call centre and emergency nursing service hours from January, 2016: **5pm to 8pm, Monday to Friday** (closed on weekends and public holidays).

# HNF capacity ramp-up

As we face an ageing population and higher incidences of chronic illnesses, the demand for healthcare services and resources has intensified.

Most patients prefer to be cared for at the comfort of their homes.

**B**y constantly asking ourselves “What’s best for our patients?”, Home Nursing Foundation (HNF) aim to empower and support our patients in the community for as long as possible, by delivering person-centric care that holistically addresses their medical, psychosocial and financial needs. This is undoubtedly reflected in our new brand promise of “Embracing you with all-round support”.

With assistance from the Agency for Integrated Care (AIC), we started off by engaging Singapore Productivity Association (SPA) in May 2015 to conduct a Phase 1 Gap Analysis on HNF’s operations in identifying key productivity improvement areas. Taking guidance from our brand promise and gap analysis findings, we have embarked on a transformation journey to evolve our existing care model which centres on the following areas:

## i) ALIGNMENT WITH REGIONAL HEALTH SYSTEM (RHS) ZONING

As a majority of our referrals come from the restructured hospitals, we have realigned our resources in September 2015 based on the six Ministry of Health (MOH)-defined clusters of Regional Health Systems (RHSes) to engage our clientele better. A series of engagement sessions were done with all RHSes in September and October 2015. The intent was to provide an overview of HNF’s services, and explore closer working relationships.

This would facilitate more seamless patient handoffs from acute to community care settings, and create a loop-back should patients require specialist attention.

For instance, the Central RHS care team can directly refer patients who were formerly discharged from Tan Tock Seng Hospital, to the Community and Continuing Care Clinic, if specialist care is warranted.

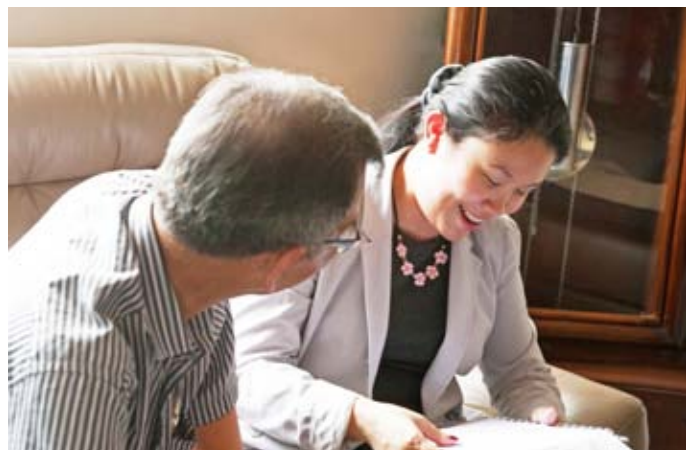
## ii) HOLISTIC PERSON-CENTRIC CARE

A multi-disciplinary team-based approach has been adopted to shift from nursing procedure to holistic person-centric care. With the introduction of home therapy service in November 2015, it completes our full suite of home healthcare services, including home nursing, home medical and social welfare.

Our care teams consisting of primary care doctors, nurses, therapists and medical social workers, function as virtual teams and work closely together to provide comprehensive and coordinated home healthcare services.

Patients’ care plans/goals are discussed and reviewed via the weekly multi-disciplinary rounds (MDRs). The different healthcare professionals will then follow up on the agreed care plans and update each other on patients’ progress.

Each RHS care team conducts their own weekly MDRs. The sessions are helmed by our General Practitioner (GP) Partners, who are also assigned to offer comprehensive home medical services for patients residing in specific RHS zones. Frontier Healthcare Group chairs the weekly MDRs for NUHS and NHG regions. “The MDRs enable the different members of the care team (physicians, nursing, allied health, social workers and administrators) to come together, interact and share information on how the patients can be managed.



For patients with complex needs in their chronic disease management, a multi-disciplinary team approach draws on the strengths of the various team members to provide holistic care.

With technology as an enabler in future, the team can potentially explore new care models and benefit the patients in the community,” said Dr Tham Tat Yean of Frontier Healthcare Group.

There are also plans to enlarge our Call Centre’s capability by getting experienced nurses to conduct phone reviews. It was observed that increasingly, more patients’ progress was hindered by their social issues. It has become more untenable to monitor them closely, simply with added visits.

Through our collaboration with Frontier Healthcare Group, a specific group of patients will be given wearable/portable medical devices, and these patients will benefit from home tele-monitoring. The Call Centre nurses will contact them regularly to check on their medical conditions and provide patient education if necessary, to better support patients/caregivers at home. This may reduce home visits and achieve better patient outcomes.

### iii) NETWORK OF HEALTHCARE PROVIDERS

Through our alignment with RHS zoning and attempt to provide person-centric care, we have established collaborative ties with the various RHSes and community service providers to co-manage our patients, as illustrated above.

By forging joint partnerships with Frontier Healthcare Group and our existing singleton GPs as an integral member of our multi-disciplinary care teams, we aspire to prevent unnecessary hospital visits with good clinical outcomes.

We collaborate with AWWA to purchase community therapists’ services, and, with their support, one Occupational Therapist and one Physiotherapist are seconded full-time to HNF.

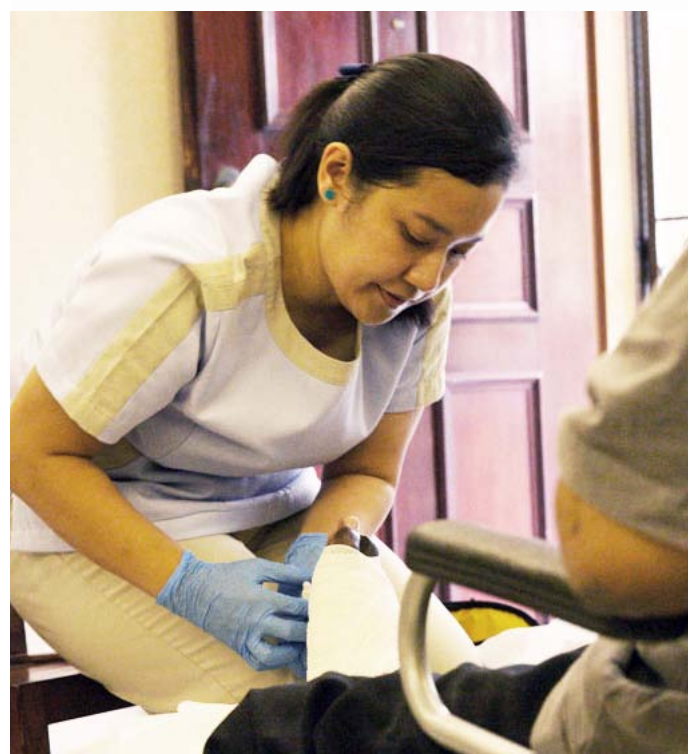
### iv) INCREASE CURRENT CAPACITY BY 50%

Our care model evolution is backed with a three-year clinical manpower ramp-up funded by Tote Board Community Healthcare Fund, MOH and HNF. This will grow HNF’s clinical staff strength from 38.5 to 77.5 so that we can potentially expand our service capacity by 50%.

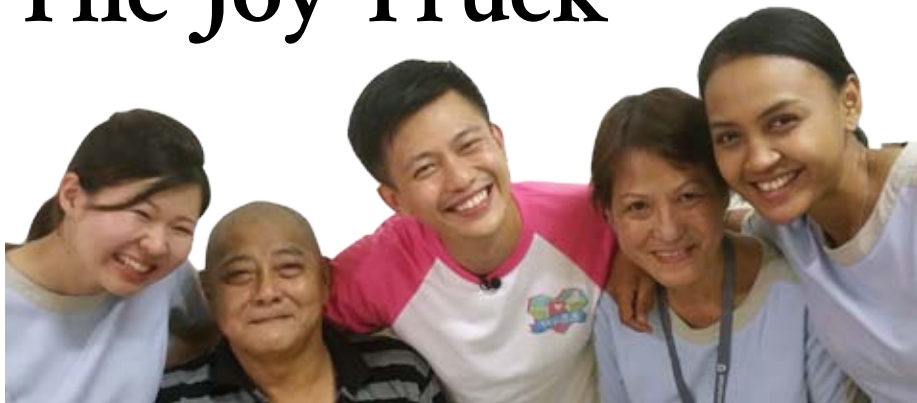
To achieve and sustain the capacity expansion with existing pool of backend support staff, it is pivotal to look into streamlining the overall service delivery processes which results in improved productivity.

As such, we have secured 100% of Healthcare Productivity Fund (HPF) to engage SPA in conducting Phase 2 Implementation to address gaps identified in home medical, social welfare and our Call Centre. This will streamline and integrate the overall service delivery processes through work and job re-design, thus enabling the staff to better support the ramp-up.

Though we have just started our journey and there is still a long way to go, we strongly believe that with our conviction and commitment, we can cross any hurdles and deliver holistic person-centric care that truly benefits our patients!



# Fun ride on The Joy Truck



01

**F**or Senior Staff Nurse Susan Seah, Enrolled Nurse Mariam Bte Jumaat and Staff Nurse Hong Jiawei, travelling around Singapore and making visits to several patients' homes in a day are part of their daily routine as community nurses. However, their routine took an interesting turn on 1 October 2015 when the bright lights and cameras focused on them; they were 'stars' in the new season of 'The Joy Truck' 《快乐速递》, a MediaCorp Channel 8 production that spreads love and joy to those in our midst who need it most.

Telecast on 9 December 2015, the episode aimed to give recognition to Home Nursing Foundation's (HNF) community nurses, and to thank them for their hard work in serving needy patients.

The HNF office in Toa Payoh was abuzz with the arrival of the television crew and local celebrities on the morning of 1 October 2015. Much as our staff and nurses tried to contain



02

their excitement, they were intrigued by the filming and the opportunity to see Joy Truck hosts Pornsak, Vivian Lai and Elvin Ng in action at such close proximity. "The celebrities were very friendly, and I was very excited to meet them in person," said Senior Admin Assistant (Nursing Support) Maria Ng, who took several photographs with the trio.

The crew filmed the daily routine of our nurses, starting with the collection of nursing supplies, making calls and finalising the day's schedule. The

artistes then accompanied our three nurses on two home visits in order to understand the work of a community nurse, as well as the challenges they face.

First stop was to the home of HNF patient Mdm Yap Yan Pek, in Tampines. Mdm Yap is chair/bedbound, and our nurses visit her once every six to eight weeks to change her feeding tube.

After tending to Mdm Yap, Susan, Mariam and Mdm Yap's brother Johnny were interviewed on camera by the hosts. The nurses reflected on their role in helping Mdm Yap, while Mr Yap shared details of his sister's condition, and how HNF's services have benefitted Mdm Yap and family.

It was the second time Susan was filmed at work, the first being Lianhe ZaoBao's online feature of a series of profile stories in August 2015 to commemorate Singapore's 50th year of independence. Asked about her thoughts of this television feature, she said: "It is good publicity for home healthcare, and it is certainly a different experience from our day-to-day routine."

Mariam, appearing on television for the first time, showed no signs of nerves. Reflecting on the experience, she shared: "I am just a representative of my nursing friends who are out there caring for and devoting their time and love to all our patients. The filming of my work on that day shows just a small part of what a community nurse does every day; we actually do a lot more."

01 (From left) Staff Nurse Hong Jiawei, HNF patient Mr Seah See Seng, Joy Truck host Pornsak, Senior Staff Nurse Susan Seah and Enrolled Nurse Mariam

02 HNF staff Maria Ng with the Joy Truck hosts

03 HNF patient Mdm Yap Yan Pek and her brother Mr Johnny Yap sitting in the live interview along with HNF nurses

04 HNF nursing department with patient Mr Seah See Seng

05 Actor Chen Tianwen serenading our nurses with his viral hit song, 'Unbelievable'



03



Next, the crew travelled to Ang Mo Kio, where they met Jiawei, who arrived on her motorcycle to visit patient Mr Seah See Seng. Mr Seah lost the use of his legs after a workplace accident 23 years ago, and our nurses help him with wound care and urinary catheter-change.

The crew interviewed and filmed Mr Seah, who provided feedback on HNF's nurses and home nursing service, as well as Jiawei, who shared her thoughts and reflections on her job as a young community nurse.

Later, Jiawei shared that the experience was "very unique": "I was slightly nervous, but I think it was a good opportunity to educate the public about the work that community nurses do."

To wrap up their tribute to our community nurses, the crew organised a surprise party at HNF office on 23 October 2015. Several crew members arrived early in the

morning to decorate our meeting room, before the cameramen joined in to set up their equipment and film the nurses' arrival.

Our nurses, expecting to attend an important meeting, were ushered from their office to the meeting room, where they were warmly greeted by the Joy Truck hosts. Many were taken by surprise at the sight of the celebrities and camera crew. For a change, they were being served by others.

The nurses were treated to a tea reception, neck and shoulder massages, and a fun photo booth where they could pose for instant photographs with the celebrities. Our patient Mr Seah was also invited to join in the fun. Veteran Channel 8 actor Chen Tianwen made a special appearance midway, belting out his viral hit song "Unbelievable" to the delight of everyone present.

"I was very happy and surprised! I

enjoyed myself at the party that was specially planned for us," shared Senior Enrolled Nurse Jenny Yong.

HNF thanks the crew of Joy Truck for the heartwarming gesture of making our nurses feel special and appreciated. We also thank Systema for its kind donation that will enable us to care for more patients comprising mainly of the elderly and home-bound who suffer from multiple medical conditions and require financial assistance.



## DENTAL CARE TRAINING

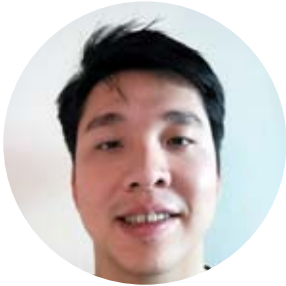
A dental care training session was also organised for

our nurses. Sponsored by Systema, this session was held at HNF office on 9 October 2015.

Dr Victor Lee, Honorary General Secretary for Singapore Dental Health Foundation, talked about the importance of dental care for the elderly, and how to maintain good oral hygiene.

Among the 40 nurses who attended the session was Acting Assistant Nurse Clinician Renuka d/o Nagalingham. "This training was helpful for us to provide some tips to the caregivers we meet on how to help the elderly maintain good oral hygiene," she said.

# Portraits of Love - An introduction



*In August 2015, Home Nursing Foundation (HNF) launched a photography project titled "Portraits of Love", with the aim to raise awareness of HNF's home healthcare services, as well as present some of our needy patients and their families with a complimentary framed photograph. Patients were encouraged to have their photograph taken with their family or favourite person. Several patients requested to be photographed with their assigned nurse, whom they regarded as family or a friend. One of our volunteers, Jeremy Lim (above), shares his experience accompanying the photographer on a full-day photo shoot.*



“We’ve been waiting for you since ten o’clock!” exclaimed Mr Shabeer Ahmad bin Salleh Hussein, dressed up in his best Baju Melayu. “We love having guests over, but sorry there isn’t a lot of space,” he adds, as he starts dishing out Hari Raya goodies onto a serving tray.

We’re at Mr Shabeer Ahmad’s home for a photo shoot organised for our “Portraits of Love” project. Mr Shabeer Ahmad and his wife, Mdm Meharunnisa Syed Kassim, are both patients of Home Nursing Foundation (HNF). Mr Shabeer Ahmad has varicose veins in his legs, and Mdm Meharunnisa has Parkinson’s disease.

Our make-up artist starts to apply make-up for Mdm Meharunnisa. “I don’t want make-up ah. Later my wife jealous...” jokes Mr Shabeer Ahmad. The latter continues to regale us with his stories (he was interviewed by Yahoo! Singapore as the man who queued up twice to pay his respects to Mr Lee Kuan Yew) as our photographer, Kelvin, starts snapping shots of the lovely couple.



Kelvin and his wife Elaine run an independent photography studio. The core focus of their work is to give back to society. Other than working with charities like HNF, they help to raise funds for disaster relief and organise activities for the needy as well.

Ms Agnes Ho, Manager for Communications & Development at HNF, shared with us the motivation behind the “Portraits of Love” project. “Our project started out with a simple objective – to present our patients with a decent photo to display on their blank walls.” Since then, they have received much encouragement and are looking to expand the scope of the project. “We are hoping to raise awareness of HNF’s work and to give a face and personality to our beneficiaries through this project which will culminate with a public exhibition in 2016.” The project has since grown, and the original team of writer,

photographer and make-up artists is now supported by videographers and a creative agency.

Since the project commenced in August 2015, the team has done close to its target of 60 photo shoots. Yet, beyond just the photographs, fundamental to Kelvin's work is the connection he builds with each patient. Most of the time spent at each patient's home is in conversation with the patients, who share everything from their day's activities to their life philosophies. While many patients shared Mr Shabeer Ahmad's enthusiasm, a few were a bit more hesitant, but they all warmed up in the end.

None more so than our last visit on the first day of the photo shoots. Mr Poon Wee Kin was initially hesitant about having his photos taken. Yet, slowly but surely, his smiles grew wider, and by the end of the visit, as he waved at us from the door, you could feel the connection had been made. As the team remarked on how dashing he looked, Kelvin took the opportunity to take more photos, and Mr Poon quipped "You can let all the ladies know that I'm available."

*Home Nursing Foundation thanks Ageing Asia Pte Ltd for its kind donation of \$500 towards the "Portraits of Love" project. Ageing Asia is an Ageing Market Consultancy Social Enterprise.*



## Spreading joy during the Festival of Lights

The HEB-Ashram Halfway House organised the "HEB-Ashram SG50 – GFTH Project" in October 2015 to commemorate Singapore's 50th birthday and to bring joy during the Deepavali festive season.

"Helping the needy is something every citizen should do. Those who can afford it should come forward to help others in need," said Mr K. Subramaniam, Head of HEB-Ashram Halfway House.

Among the beneficiaries of this project were 70 of Home Nursing Foundation's (HNF) patients. With the help of five HNF volunteers and seven nurses, 70 hampers containing daily necessities were delivered to the patients' homes between October and November 2015.

HNF patient Rengasamy Thangavelu was among the recipients. "This is the

first time I've received a hamper, so I did not expect it. I feel very happy that the donor and HNF thought of our welfare," he shared.

For the volunteers, it was an equally delightful experience. "The families were lovely. They received the hampers very warmly," said Wang Weiping.

We thank HEB-Ashram Halfway House for the generous donation, The Helping Hand for transporting the hampers from HEB-Ashram Halfway House to HNF, and all volunteers involved in this activity for their time and effort.

*01 Head of HEB-Ashram Halfway House, Mr K. Subramaniam, handing over some hampers to HNF volunteer Kelvin Lim*

*02 HNF volunteer Wang Weiping delivering a hamper to Mdm K. Mariammal*





## Giving is receiving

Whether it is an early morning delivery, or having to make several trips island-wide to collect and deliver donated items to our patients' homes, 26-year-old Chen Yongquan carries out his voluntary duties with great enthusiasm and passion. He even took leave from work to assist HNF in delivering some consumable goods such as milk feeds and adult diapers to patients who needed them urgently.

When asked what motivates him to volunteer so wholeheartedly and unconditionally, he replied that volunteering is rewarding because he gets to help others, and it is a great way to unite people from diverse backgrounds to work towards a common goal. He feels blessed in many ways, and thought that he should give back to society.

Yongquan studied a healthcare-related course during his tertiary days, and he has worked and volunteered in various aspects of healthcare in Singapore. He felt that the home nursing service receives less attention than what it deserves in Singapore; so he chose to volunteer with HNF, taking the opportunity to learn more about home nursing so that he could share his knowledge and experience with other professionals in healthcare, with the aim to raise awareness for home nursing.

An HNF volunteer since May 2015, Yongquan has helped HNF make multiple deliveries. He shared that through these trips, he was able to better understand the difficulties faced by our patients. "In every aspect of volunteering, from the most simple to the most intricate, there are always things for us to reflect upon," he said.



## Making a difference

A career break for most people would mean taking time to learn new things or to make plans for the future. But for 31-year-old William Lin, who worked in the banking sector, it is a time to give back to society. He chanced upon Home Nursing Foundation's (HNF) website while surfing the Internet, and signed up as a volunteer, eager to start his volunteering journey with HNF.

In just two months, William had accompanied and transported our patients to a movie screening event, as well as delivered donated items to needy patients' homes. He shared that through the movie screening event, he realised that it is quite a challenge to take the elderly and those who are semi-ambulant or non-ambulant on outings. He witnessed first-hand how much patience and effort was needed to ensure the patients were well taken care of. It was also through this experience that he learnt how to interact with our patients, as well as how to care for them during an outing.

William also found making deliveries to our patients very meaningful. "Even though I wasn't the person who donated the items, when I delivered them to the patients' homes, and saw how grateful they were to receive the items, I felt a sense of achievement. No matter how insignificant my contribution was, it was worth it," he said.

Reflecting on his volunteering journey so far, he shared cheerfully that it has been very rewarding and fulfilling, and he would like to volunteer more often if time permits.



# Movie treat for our patients

transportation and onsite logistics. A group of volunteers travelled island-wide to fetch 19 eager HNF patients and 5 caregivers from their homes to the cinema, while the rest assisted with onsite ushering. After the movie, each patient was given a burger and a bottle of mineral water, kindly sponsored by McDonald's Restaurants Pte Ltd.

The patients enjoyed the outing thoroughly because they normally would not have the opportunity to go out due to their medical or physical condition. Mr Lim Ah Lan, 79, said: "The movie was very good. Today's outing has also given me a chance to visit the mall; it's amazing to see how much Singapore has progressed."

Ms Rowena, helper and caregiver of Mdm Tan Ah Chian, 88, said: "This is the first time that all of us have been invited to a movie. Ah Ma was very excited and we enjoyed the day very much."

Among the volunteers who stepped forward to help that day was 17-year-old Yeh Yen Ting from Nanyang Polytechnic. "This is the first time I am volunteering, but I am comfortable with it as I have grandmother who is paralysed. All the senior citizens need is to have someone to talk to them. I will volunteer again," she said.

HNF would like to thank all sponsors and volunteers for helping to create beautiful memories for our patients.



**S**ixty-year old Mdm Wee Gen Hwee sat riveted in her seat the moment the movie "1965" opened with scenes depicting the lives people in Singapore led in the mid-1960s, the racial riots of the era, as well as how the film's protagonist, police inspector Cheng struggled to keep the peace. The scenes transported Mdm Wee back to her childhood days and brought back a sense of nostalgia.

"I was about nine years old when the racial riots happened. Besides having to stay indoors as shown in the movie, we even had to switch the lights off and remained silent when the patrol cars made their rounds," Mdm Wee reminisced.

Like Mdm Wee, many of the HNF patients who attended the screening of "1965" were transported back to

the days when they were young and healthy. Now frail and limited by their medical conditions, being able to watch a movie in a cinema was a real treat for them. The last time they set foot in a cinema was at least two decades ago.

"1965" is a 2015 Singaporean thriller/historical film directed by Randy Ang and co-directed by Daniel Yun. It was released in cinemas on July 30, 2015, and starred Qi Yuwu, Deanna Yusoff, Joanne Peh, James Seah, Sezairi Sezali, Mike Kasem, and Lim Kay Tong as Singapore's founding Prime Minister Lee Kuan Yew. It was released to commemorate Singapore's golden jubilee since its independence.

The movie screening of "1965" held at Shaw Cinema in The Seletar Mall on 18 September 2015 was sponsored by a generous donor who preferred to remain anonymous. HNF mobilised 34 volunteers to assist with



# New partnership with Unity



HNF CEO Karen Lee and Mr Andy Wan from NTUC Unity Healthcare

**H**ome Nursing Foundation (HNF) is constantly looking to improve our patients' experience in the purchase of consumables under the Senior Mobility and Enabling Fund (SMF). SMF subsidises the cost of healthcare items for frail seniors who

are eligible for nursing home but receiving home healthcare services in the community.

Our Social Welfare department has been facilitating SMF applications between the Agency for the Integrated Care (AIC) and HNF patients since 2013.

In order to streamline and improve on the processing and delivery of our patients' orders of milk feeds and/or diapers, HNF established a new partnership with NTUC Unity Healthcare (Unity), which will provide a one-stop service to all our patients.

Our patients or their next-of-kin can

simply call Unity to place their orders. Unity will then process the orders and deliver the products to the patients' home within five working days, collecting cash upon delivery.

*This new arrangement gives our patients and their next-of-kin the flexibility to place an order whenever they need the products. They will also be able to receive their orders much sooner than before.*

To find out more about SMF, please visit [www.aic.sg/SMF/](http://www.aic.sg/SMF/).

## Heartfelt Thanks

### A big 'Thank You' to our donors



#### KEPPEL CLUB

HNF was one of 10 beneficiaries of the Keppel Club Charity Golf 2015 event on 10 & 11 October 2015, receiving a generous donation of \$90,888. At the Keppel Charity Gala Dinner on 11 October, Guest-of-Honour Mr Lawrence Wong, Minister of National Development, presented the mock cheque to HNF CEO, Ms Karen Lee.

#### ABERDEEN ASSET MANAGEMENT ASIA LIMITED

Aberdeen made a \$15,000 corporate donation to HNF in October 2015.

#### TOA PAYOH SEU TECK SEAN TONG (TPSTST)

TPSTST held its 73rd Anniversary Dinner at its temple on 9 October 2015, and made donations to various nominated charitable organisations. HNF was selected to receive a donation of \$5,000.

#### THE GLORY PRESBYTERIAN CHURCH

The Glory Presbyterian Church (English Service) made a one-time donation of \$2,000 to HNF on 23 October 2015 to support the good work our organisation is engaged in.

# Share your blessings this Lunar New Year

## 就在农历新年分享您温馨的祝福

**L**unar New Year, also known as Spring Festival, is a festive occasion celebrated in many places around the world. But for some, it may just be another day of wondering where their next meal will come from, and if their health condition will deteriorate in the new year ahead.

Mr Chan Looi Kong, 76, has been living in a sparse one-room rental flat in King George's Avenue for 26 years. He sleeps on a thin wooden board instead of a bed. "It's too warm to sleep on a bed! This is good enough for me," said the bachelor in a matter-of-fact tone. He was once bitten by bed bugs while sleeping on a mattress. He stores his most precious personal belongings – official documents and his identity card – in a small metal chest by his bedside.

An odd-job worker before his retirement, Mr Chan was never married, and lives on public assistance. He suffers from hypertension, hyperlipidaemia and chronic urinary distension. His meals are simple – plain soup, rice, noodles and some vegetables. "Yes, I cook my meals on my own, but they are very simple stuff," he shared. Mr Chan does not smile much, but he is very talkative and welcoming. However, he did not want to talk about the past, and brushed it aside with resigned acceptance.

Mr Chan has been under the care of the Home Nursing Foundation (HNF) since June 2015. Our nurses visit Mr Chan every six weeks to change his urine catheter. With the help of government and HNF donations, his fees are fully waived.

Share your blessings with the less fortunate and wish them good health by making a hongbao donation that will help to offset their cost of medication and the services that HNF provides to them.



农历新年也称“春节”，在这地球上只要有华人居住的地方您就会感受到春节的喜庆。不过对于某些人而言，可能就无法享受到这份喜庆了！这段期间他们可能面对吃了上顿没下顿的处境，尤其是那些在新的一年里面对健康情况恶化的病患。

七十六岁的陈老先生居住在乔治国王大街简陋的单人房已经二十六个年头了！他没床，睡在单薄的三合板上。这位单身的老人家无奈的说道：睡在床上太热，有这块板我已经满足了！他也曾经领教过睡在床褥上时被床虫刺痛的美味。他将自身贵重的物品 – 官方文件和身份证放置在他床边的一个小铁箱里。

陈老先生退休前是名散工，未婚，日常开销是通过公共援助来维持的。他患有高血压，高脂血症以及慢性尿道疾病。他的三餐只能是清茶淡饭 – 汤，饭或面条和些许的蔬菜。他无奈的说：我必须亲手下手煮饭，也只能是些家常便饭咯！陈老先生不爱笑，但是他健谈且和蔼可亲。他不愿谈论有关过去的事因为他认为往事不堪回首。

从2015年6月开始，陈老先生正式获得“家护基金”的关怀与照顾，每6个星期“家护基金”的护士都会到访并为陈老先生更换排尿设备。相关的费用同时获得“家护基金”以及政府的全额补助。

在这喜庆的春节请您慷慨解囊，祝福这些需要帮助的一群安康，同时也给予协助抵消他们的医药费与“家护基金”的补助。

For online donations, please visit HNF website at  
若您想要通过网络捐款，请浏览“家护基金”的网址

<http://www.hnf.org.sg>