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TOUCH Community Services Opens New Home Care Centre in Ang Mo Kio

TOUCH Community Services officially opened a new Home Care centre today. It is the third such centre for TOUCH to date and is located at Block 444 Ang Mo Kio Avenue 10. The new 413sqm office began operating in March this year. Currently, it serves about 60 home care clients. The centre is able to care for 270 clients and caters to residents living in Ang Mo Kio, Bishan and Sin Ming. Senior Minister of State for Health and the Environmental & Water Resources, Dr Amy Khor was the Guest-of-Honour for the centre opening.

2. The new centre will coordinate the full suite of home care services by TOUCH for its clients. Across its three offices (including Toa Payoh and Jurong West), TOUCH Home Care reaches out to some 2,000 clients with home medical, home nursing, home therapy, meals-on-wheels, senior home care and transport services. It also works closely with TOUCH Caregivers Support to provide holistic and integrated care for the needs of the frail elderly and their caregivers.

3. TOUCH Community Services Executive Director, Mr Eugene Seow, said, “We are really grateful for this opportunity to set up the Ang Mo Kio office as it is an extension of our existing home care service in Toa Payoh, where we have been serving frail elderly residents in the Central region since 1994. The past 21 years has been a wonderful journey for us as we learnt how to provide appropriate care for seniors that will enable them to age in the comfort of their homes and the community.”

4. One of TOUCH’s home care clients is Mr Lim Soo Bin, 80, who has Parkinson’s Disease and dementia. Mr Lim lives with his wife, Mdm Gan Hui Pee, 76, who had a stroke last year. In spite of their circumstances, they have continued to

live independently, well-supported by TOUCH Home Care's full suite of services. TOUCH Home Care is also assisting them with their daily activities such as bill payments, packing of medicine and reminding them regularly to go for their hospital appointments.

5. The Agency for Integrated Care (AIC) Chief Executive Officer, Dr Jason Cheah, said, "The rapidly ageing population has raised demand for social and health care services. Many elderly prefer to remain at home among their family and friends. We are happy that our joint efforts with service providers to expand home care services have brought about positive outcomes for clients like Mr Lim and his wife. It is our hope that TOUCH Home Care's new centre in Ang Mo Kio will enable more seniors residing in the Northeast region to enjoy better access to home care services."

6. TOUCH Home Care is also piloting a Community Enablement Project (CEP) in Ang Mo Kio where its new office is located. The CEP aims to enable frail older persons to age in familiar surroundings of their home and community. This is achieved through training caregivers and befrienders with eldercare skills, harnessing technology to improve the quality of life of seniors and their access to immediate help, enhancing seniors' home environment as well as community spaces to aid mobility, and developing care models to meet the future healthcare needs of seniors.

7. "We believe that the solutions to the needs of the community are best found in the community. This is a fundamental belief behind many of our services because we understand that needs in the community will continue to grow and even become more complex. Through the CEP, we are adopting an all-hands-on-deck approach to looking after the needs of the elderly. We are really excited by the opportunities ahead for us to foster a stronger community bond between service providers as well as among the residents of this estate," said Mr Seow.

8 TOUCH Home Care's CEP will bring together community and government agencies to provide more holistic and person-centred care. For instance, TOUCH is currently working with the Ang Mo Kio Family Service Centre to audit physical

attributes of the estate and make recommendations that will help make the neighbourhood a more comfortable home for seniors. It is also working closely with Temasek Polytechnic's Centre for Ageing Studies to develop research tools to map out the profile and needs of elderly residents in Ang Mo Kio. Moving forward, TOUCH will engage residents, students from neighbouring schools and people working in the vicinity such as the coffee shops and shop houses, on basic elder-befriending skills, which will allow them to understand the needs of the elderly and better communicate with them.

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Media Contact and Enquiries:

Terry Lim
Manager, Communications
TOUCH Community Services
Tel: 9744 2385
Email: terry.lim@touch.org.sg

About TOUCH Community Services

TOUCH Community Services is a not-for-profit charitable organisation, dedicated to meeting the needs of children from low-income or single-parent families, youths-at-risk, needy families, people with special and healthcare needs, and the frail elderly. Through its network of 17 services, as well as an international arm, TOUCH is committed to serving people of all ages, races, religions and backgrounds. Each year, its programmes and services meet the needs of more than 29,000 clients and 156,000 service users.

About TOUCH Home Care

TOUCH Home Care (THC), a service of TOUCH Community Services, aims to enable the frail elderly live with dignity, and enjoy greater independence and quality of life at home. Each elderly client is served in their home by a trans-disciplinary team comprising doctors, nurses, occupational therapists, physiotherapists, home care assistants and befrienders. Besides home medical and nursing services, THC's team also provides housekeeping, personal hygiene services, and escort services to hospitals for appointments. Meals are also delivered daily for lunch and dinner under the Meals-on-Wheels programme which is almost entirely volunteer-driven. THC operates out of three centres located in Ang Mo Kio, Jurong West and Toa Payoh.

Since 2007, five of THC's staff received the Healthcare Humanity Award that is given to outstanding and inspirational healthcare workers who go the extra mile to care for the sick and infirmed. For more information, please visit <http://www.touch.org.sg>.