# CAREGIVER ACTION MAP

Ideas & Solutions for

# USER-CENTRIC SERVICE DELIVERY

## Enhancing our services, with caregivers as central users.

Improving service delivery starts with understanding the needs of families receiving care and those of the caregivers themselves.

Such understanding forms the basis of new services and holistic support systems for caregivers. We want to create an ecosystem of information, resources, programmes, and committed partners to help caregivers in their journey.

This process includes the use of standardised frameworks for Social Service Agencies to assess needs, so as to ensure caregivers receive the necessary help and resources to provide quality care and the use of technology to ease challenges in daily caregiving.

## EXISTING PROGRAMMES

**Rainbow Centre Family Empowerment Programme**
bit.ly/cam-rcfep

**Home-based services**
bit.ly/cam-hbs

**Sample stories**
bit.ly/cam-samplestories

**Big data usage**
bit.ly/cam-BDU

**Drone delivery**
bit.ly/cam-drd

**Assisted Deputyship Application Programme**
bit.ly/cam-adap

**Future Care Planning**
bit.ly/cam-fcp

Scan the QR code or click here for the list of Coalition Partners.

## SG ENABLE
Inclusive society. Enabled lives.

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The following are examples of ideas and solutions generated with reference to the concepts presented in the Action Map.

## Facilitate Family-centric Needs Assessment

- Understand the needs and assets of the family as a whole.
- Build trust and provide a safe & conducive setting to engage caregivers as part of the assessment process.
- Use family conferences to help members understand one another's needs.
- Understand and cater for families with complex needs.
- Create sample stories to help families with complex needs articulate their challenges.
- Adopt a common assessment and engagement framework for caregivers' needs.
- Build needs assessment capabilities among Social Service Agency staff through training and sharing.
- Use big data to identify or predict families who are likely to have complex needs.

## Co-create Personalised Services with Caregivers

- Customise training and support activities to each caregiver's unique needs.
- Match caregivers to volunteers or peers through IT platforms (e.g. mobile apps).
- Create a central database of resources that are useful for caregivers.

## Create Home-based Services

- Help caregivers tide over initial phases or emergencies with live-in help and support aides.
- Develop technological solutions to help lift and transfer patients.
- Think out of the box to leverage new technologies like delivery of groceries or medication via drones.

## Enable Centralised Care Coordination

- Appoint case managers to help caregivers navigate different services, resources and manage transitions.
- Ensure sufficient resource availability for continuous engagement and support of caregivers.
- Obtain better understanding of families with complex needs through focus groups with service providers.
- Enable Family Service Centres to serve families of persons with disabilities better.
- Create a National Caregiver Registry to facilitate information sharing across different touchpoints.

## Plan for Long-term Care

- Speak to families early about key transition phases.
- Help aging caregivers understand and build support networks to meet the long term care needs of care recipients.
- Create a curriculum to help persons with disabilities learn how to live independently.
- Collaborate with community partners to identify and work with caregivers not receiving services to plan ahead through home visits.
- Create a toolkit that facilitates conversations about future care planning.

# CAREGIVER ACTION MAP

Ideas & Solutions for

# SELF-HELP & MUTUAL SUPPORT

## Taking care of caregivers, and tapping on their strengths.

Caregivers do important work that is often difficult and overwhelming. Their own personal health and well-being is important to us. It is hoped that caregivers can find the platform to communicate their needs, have the opportunity to practise self-care, and for those who are ready, to support one another as a community.

We want to create a system that allows them to carry out their caregiving duties but able to find respite when they require it, along with opportunities to get and offer support and insights from their peers.

## EXISTING PROGRAMMES

**Special Student Care**
bit.ly/cam-ssc

**Home-based Services**
bit.ly/cam-hbs

**Day Activity Centres**
bit.ly/cam-ddi

**Activity-based respite programme**
bit.ly/cam-abrp

**Peer to Peer (P2P) Mentor Training**
bit.ly/cam-p2p

**Pre-registration for respite services**
bit.ly/cam-pfrs

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### Provide Emergency / Ad-hoc Respite

- Explore more options for caregivers to take ad-hoc respite for self-care and to deal with emergencies.
- Introduce more flexibility in offering respite services.
- Simplify the admission process for urgent respite needs.
- Set up respite wings in hospitals.

### Organise Retreats: Relaxation & Reflection

- Organise retreats for caregivers to step back, relax and reflect.

### Provide Self-care Guidance

- Remind and encourage caregivers at every opportunity to take care of their own needs.
- Provide self-care activities as part of caregiver respite or retreats.
- Develop personalised resource maps for caregivers highlighting where they can find help.
- Incentivise caregivers to take up self-care behaviours like regular health check-ups.

### Provide Childminding Services

- Provide childminding services during events or courses so caregivers can be properly engaged.
- Create locality-based support groups to provide material support like childminding.

### Strengthen Peer Support

- Create support groups for caregivers based on specific profiles (e.g. single parents).
- Widen caregivers' network by connecting them to peer support groups out of their natural environment.
- Encourage cross-participation in support group sessions organised by various Social Service Agencies.
- Provide resources to enable more peer support groups and ground-up initiatives.

### Enable Conversations Between Stakeholders

- Provide opportunities and channels for caregivers to have their voices heard (e.g. social media).
- Collate words of encouragement from the public for caregivers.
- Create platforms that caregivers can tap on to speak to key stakeholders to contribute their views and co-create solutions.

# CAREGIVER ACTION MAP

## Ideas & Solutions for

# COMMUNITY & SOCIAL INCLUSION

## Building an inclusive neighbourhood.

The Coalition's larger purpose is to create an inclusive community that recognises the needs of persons with disabilities and their caregivers.

This includes significant work on encouraging interactions between the larger community with those with special needs, especially during the schooling years, developing more transportation options catered to people with varying needs, and accounting for caregivers' unique circumstances while designing working arrangements for them.

This recognition of the needs of persons with disabilities and their caregivers will manifest not only in the mindset of our younger generation cultivated through education, but also in the design of our built environment and future work practices.

## EXISTING PROGRAMMES

**Kampung Admiralty**
bit.ly/cam-ka

**Dementia-Friendly Community***
bit.ly/cam-dfc

**Community Resource Handbook**
bit.ly/cam-crh

**Job Sharing Incentive**
bit.ly/cam-jsi

**Presbyterian Community Services Emergency Relief Scheme (ERS)**
bit.ly/cam-pcsers

**Flexible Work Arrangement Incentive**
bit.ly/cam-fwai

**Transport options**
bit.ly/cam-to

*Similar communities could be explored for persons with disabilities and their caregivers.

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The following are examples of ideas and solutions generated with reference to the concepts presented in the Action Map.

### Promote Inclusivity in the Community

- Organise tours for caregivers to be familiar with local community assets and resources.
- Educate neighbourhood businesses and hawkers to look out for persons with disabilities who need help.
- Create opportunities for persons with disabilities to volunteer.
- Encourage SSAs to open up their venues for caregiver-related activities.
- Engage grassroots leaders to connect caregivers with the larger community.
- Create a localised network of volunteers and caregivers who can help to care for persons with disabilities in the vicinity.
- Create emergency relief funds for families who are coping with the sudden death of a caregiver.
- Create dedicated spaces for caregivers and care recipients within public places to encourage networking.
- Extend home care services to support persons with disabilities with limited family support.
- Explore alternative living arrangements, like co-living spaces, for persons with disabilities.

### Drive Inclusive Education for the Next Generation

- Promote more integrated activities for mainstream students and those with special needs.
- Inculcate inclusive values early through pre-school and primary curriculum.
- Introduce inclusivity ratings as part of the school excellence model.

### Expand Transport Options for Persons with Disabilities

- Encourage transport companies to dedicate a proportion of their fleet for persons with disabilities.
- Encourage private transport companies like Grab to "offer concessions" to persons with disabilities.
- Fund the creation of more door-to-door transport options.
- Widen range of subsidies for travellers with disabilities.
- Consolidate transport services according to geographical locations rather than specific to each Social Service Agency.

### Create a Caregiver-Friendly Work Environment

- Educate co-workers on the challenges faced by caregivers of persons with disabilities.
- Promote flexible work arrangements for caregivers.
- Affirm the role of caregivers by providing additional concessions and benefits to them.