



SNM (Singapore)

Redesigning Care to Empower Our Residents

Background

Sree Narayana Mission (Singapore) is committed to helping seniors age in place. We have established a Residents' Committee (RC) to promote empowerment among residents. This approach allows residents to participate in decision-making for the benefit of the home and its residents, encouraging effective communication, care, and community involvement.

Synopsis of Project

Established in 2017, the SNM RC engages nursing home residents in decisions impacting their daily lives and well-being. Regular meetings with leaders from nursing, programmes, physiotherapy, facilities, and catering departments allow residents to voice opinions and provide feedback for improving Quality of Life (QoL). Leaders collaborate on solutions to address concerns, promoting open communication and positive changes in an ongoing project.

Outline of Issues

Before the RC was established, residents lacked a platform to give meaningful feedback, affecting activity participation and communication of nursing needs. Introducing the RC boosted community engagement and empowered residents with decision-making, enhancing their sense of belonging, physical and psychosocial well-being, and improving resident care.

However, with residents nearing the end of life, turnover in committee members is high. One of the challenges we face is finding coherent, willing replacements for the committee.

Solution Planning



Lending Residents a Voice

The RC contributes to nursing home operations, focusing on psycho-social aspects through participatory governance.



Engaging and relevant Activities

The RC plans and advises on nursing home activities to match fellow residents' preferences.



Rapid Value Creation

Through empowerment, we foster a sense of belonging through constant engagement and effective responses to resident needs.

Strategy of Change

The RC represents residents' interests and acts as a communication channel with the Home. They collaborate with management and care teams to address concerns and promote good citizenship. Residents participate in decision-making through voting on highlighted concerns, and staff implement changes based on residents' decisions upon approval of the management.

Metrics of Improvement

Continuous Learning with SkillsFuture Credits

- 7 residents used SkillsFuture credits for courses.
- All graduated, demonstrating dedication and skill acquisition.

Resident-Led Gardening Activity

- Gardening activity led by RC Assistant Secretary.
- Empowers residents to lead meaningful activities.
- Promotes engagement with diverse social circles.

Resident-Led Meal Preparation

- RC Vice Chairperson leads meal preparation activity.
- Residents actively participate in decision-making and baking.
- Knowledge-sharing of baking techniques acquired through courses fosters a supportive community.

Effects of Change

Following implementation, residents' QoL and psychosocial wellbeing have noticeably improved. They are now actively engaged in meaningful activities, with participation rates increasing from less than 5 activities per month before implementation to more than 5 activities per month.

End User Experience

Residents:

- Feel respected and empowered in decision-making.
- Experience improved responsiveness from the clinical team.
- Enjoy a better quality of life.

Nursing Team:

- Demonstrate more caring and friendly attitudes.
- Show improvement in meeting residents' needs.
- Notice a reduction in residents' behavior problems due to better care and attention.

The scale of this project will increase when we implement this system in our new nursing home slated for completion in 2026.