

NTUC Health

Annual Report

2019



Joint Message by Chairman and Chief Executive Officer



Ms Tan Hwee Bin
Chairman



Ms Chan Su Yee
Chief Executive Officer

Not business as usual

The spread of COVID-19 in Singapore and many parts of the world has transformed the way we live and work. It has tested our ability to respond quickly and be resilient in adapting to the fluid situation. At NTUC Health, we have had to make many changes since the outbreak, with travel restrictions and precautionary measures placing greater demand on our operations.

We do not know how long the pandemic will last, or how severely it will affect our families, businesses and communities in the long run. While some of our services have been temporarily put on hold in line with the government's directives, we continue to support our clients through other essential services such as our nursing homes, clinics, home nursing, medical and therapy services. In times like these, we are acutely reminded of NTUC Health's social mission to care for seniors and their families, and to make a difference in our community.

Doing more, doing better

In 2019, we continued investing for the future by expanding to serve more families. We opened six new Day Centres for Seniors, two Active Ageing Hubs, two Senior Activity Centres (SACs) and a dental clinic. Our SACs also actively engaged elderly living in non-rental flats, in an effort to extend support for all seniors within their community.

Meanwhile, we continued to reach out to more vulnerable clients at their homes under the Care Close to Home (C2H) government initiative. In total, we cared for more than 9,500 seniors across our eldercare services, with close to 5,000 of them being vulnerable seniors.

Our work did not go unnoticed. Our Active Ageing Hub (Kampung Admiralty) was named the “Best Active Ageing Programme – Community” at the 7th Asia Pacific Eldercare Innovation Awards, while our Nursing Home and Allied Health colleagues clinched 38 Individual Silver Awards at the SingHealth Quality Service Award 2019.

Enabling “ageless seniors”

In line with our goal to enable “ageless seniors”, we encouraged seniors to pursue their interests and step out of their comfort zone to try new things. We were encouraged to hear that some of our seniors performed, some for the first time in their lives, for public audiences. We also encourage our seniors to live independently as far as possible. For instance, many nursing home residents were successfully weaned off diapers through our Return to Continence programme and appreciated the added layer of dignity that came with being diaper-free.

Bringing care closer to the community

To help the public find our suite of services more easily, and to leverage on the strength of the NTUC brand, we brought the Silver and Unity brands under the banner of NTUC Health. The NTUC Health logo has also been refreshed for better recall.

Empowering our people

On the staff front, we extended the retirement age of our staff to 63 to offer older workers the option of continued employment. To develop our staff, we invested in training on process improvement techniques such as Lean Six Sigma, and encouraged them to apply these to real challenges they face in the workplace. We also partnered with the Labour Movement’s Healthcare Academy to set up the first Company Training Committee in the Intermediate and Long-Term Care sector.

Thank you for your partnership

We would like to thank our shareholders, board members, unions, community partners, management, staff and volunteers for working together with us in the past year to do more for our community. We have never had a time like this. Your support now, more than ever, will be important to help us play our part well. Together, we can emerge stronger.



Board of Directors



Ms Tan Hwee Bin
Chairman



Ms Adeline Sum
Director



Mr Andrew Chong
Director



Dr Christopher Lien
Director



Mr Tan Hock Soon
Director



Mr Willie Cheng
Director



Awards & Recognition

7th Eldercare Innovation Awards 2019

NTUC Health Active Ageing Hub (Kampung Admiralty)

Best Active Ageing Programme
– Community (Winner)

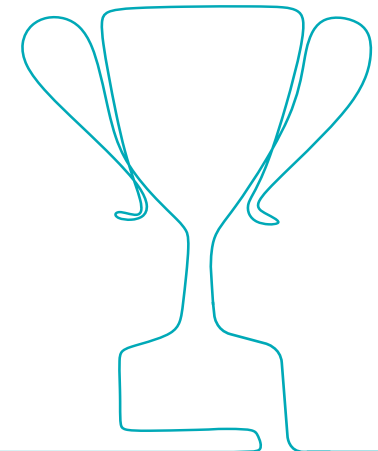
NTUC Health Nursing Home

Facility of the Year
– Ageing in Place (Finalist)

SingHealth Quality Service Award (SHQSA) 2019



38 Individual Silver Awards



2019 *Year in Review*



Supported over **9,500** seniors across our eldercare services, with close to **5,000** in the vulnerable and low-income group



Brought our Silver and Unity brands under a **single, refreshed NTUC Health brand** to help the public find our suite of services more easily

Cared for over

1,200 day care clients,

up by **43%** from 2018,

including those at our 6 new centres in Boon Lay, Bukit Batok West, Henderson, Jurong Central Plaza, Radin Mas, and Wisma Geylang Serai



Made over

10,000 home visits

to support vulnerable seniors under the Care Close to Home programme, **double of 2018's reach**



Opened our 2nd and 3rd Active Ageing Hubs at Jurong Central Plaza and Bukit Batok West, with **more than 150** volunteers joining us as members



Added a new dental clinic in Woodlands, expanding our island-wide network which saw over **90,000** patient visits

Opened 2 new Senior Activity Centres in Boon Lay and Mount Faber, and extended services to seniors living in non-rental flats



Successfully launched the Return to Continence programme to encourage nursing home residents to go diaper-free



Attended to more than **20,000** patient visits at our Family Medicine Clinic, up by **15%** from 2018



Extended the retirement age of our staff to 63 to offer older workers the option of continued employment

Quality Care, Ageless Living

Pushing the Boundaries

We continue to push the boundaries of what 'quality care' looks like and made concerted efforts to improve the lives of our seniors. At our nursing homes, we introduced the **Return to Contenance programme** to encourage our seniors to go without diapers through exercise, diet, and regulating of toileting practices. Many of them successfully weaned off diapers and appreciated the added layer of dignity that came with being diaper-free. Our efforts were recognised at the Singapore Health Quality Service Awards this year where we won the Best Team Award (Clinical Practice Improvement).

The menu for our residents was also revamped with **new and improved food choices**, which included familiar pork dishes for non-Muslim residents and new desserts such as ice cream and mango pudding for all residents. We also refreshed the look and feel of some of our Day Centres for Seniors to project a more homely and welcoming environment.



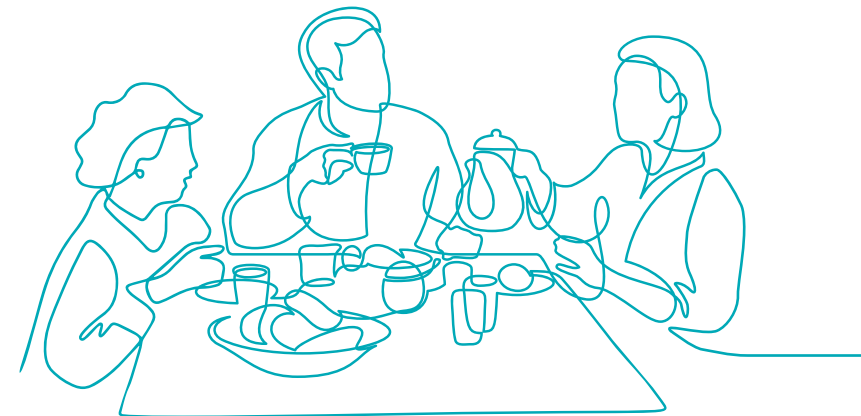
Scan the QR code or click [HERE](#) to find out more about our Return to Contenance programme

Encouraging Choice and Independence

To encourage greater autonomy amongst our seniors, a **self-service pantry** was set up at our Day Centre for Seniors (Marsiling) as a pilot initiative. Instead of being served, seniors were encouraged to help themselves to what they preferred and help with clearing their tables after eating. Beyond mealtimes, seniors also decide the activities that they wish to do at the centre, whether it is gardening, singing the karaoke, cooking, or taking walks around the neighbourhood.

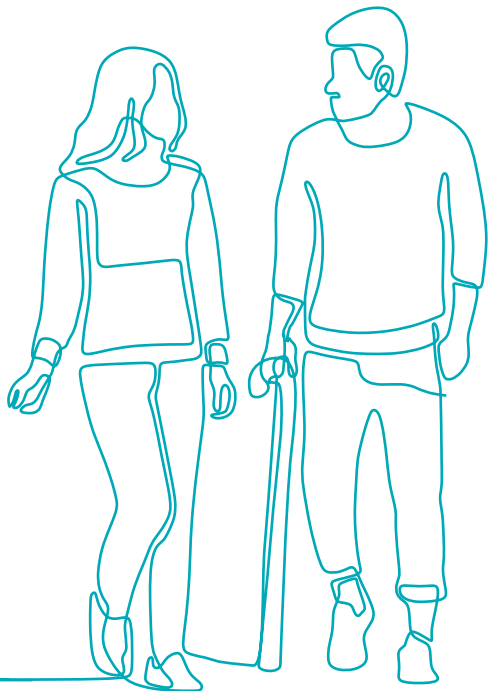
Residents in our nursing homes were invited to volunteer to plan and run their own activities for their fellow residents. Many of them took on the challenge gladly, and were especially proud when we shared that they would be part of **Resident Executive Committees**.

With falls being the leading cause of reduced mobility among seniors, we also ran **preventive therapy programmes** such as Rock and Roll to help seniors take control of their safety by learning how to prevent and reduce the impact of falls.



Connecting our Communities

To raise awareness of care options, we intensified our **outreach efforts** to the public, hospitals and unions, through a series of open houses, community events, and talks.



Partnering for a Stronger, Better Community

We are thankful for our many volunteers, sponsors and partners who give their time and resources to bring smiles to our seniors through new experiences, or to support clients who are in need.

A big thank you to all 450 of our **individual volunteers** and 300 **corporate volunteers** who have touched the lives of our seniors in different ways such as engaging them in activities, celebrating their birthdays, providing hair cuts, and checking in on their well-being.

Special thanks also go to Singapore Maritime Officers' Union (SMOU) for volunteering at our nursing homes, and their generous donation of \$300,000 to the Eldercare Trust Fund, which will go a long way towards assisting our residents who need financial aid. The partnership also saw them organising a day out "at sea" for residents where they went on an exclusive tour of a docked Genting Dream cruise ship, sponsored by Genting Cruise Lines.

Supporting Ageless, Purposeful Living

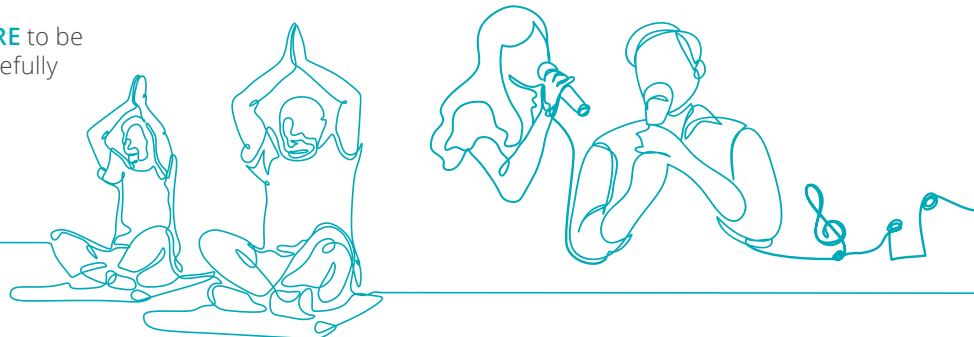
From encouraging seniors to contribute their recipes and cook for their peers during festive celebrations, to performing at public venues, we continued to encourage seniors to live with passion and purpose.

Volunteers at our Active Ageing Hubs **pick up new interests** such as yoga, gardening, opera singing, and Glockenspiel classes. Today, most of the activities at the Hub are planned and ran by the volunteers themselves. More than half of our volunteers also contribute by spending time at our Day Centre for Seniors, accompanying them for exercises, or guiding them through craft work and bringing much joy and laughter to them.

Meanwhile, some of our Nursing Home residents came together to form the **Tian Mi Mi singing group**, meeting regularly to rehearse. The group has since performed at our centres and for the public. Seniors at our Day Centres also took a bold step to try their hand at new musical instruments and **performed for the public** together with pre-schoolers at the National Museum of Singapore.



Scan the QR code or click [HERE](#) to be inspired about ageing purposefully



Investing in our People

We set up the first **Company Training Committee** in the Intermediate and Long-Term Care sector in partnership with the Labour Movement's Healthcare Academy. This is in line with our continued efforts to develop our people and prepare our staff to adapt well in an environment that will see greater use of technology and digital resources.

In line with NTUC's plans to offer older workers the option of continued employment, and in keeping with our belief in ageless living, we **extended the retirement age** of our staff from 62 to 63.

Caring from Our Hearts

“Before and after my surgery, my physiotherapist’s loving care and counselling motivated me to be positive and optimistic. He even visited me in the hospital and at home, and often invited me for outdoor activities.”

Mr Ravindran s/o Narayanan,

Client of Rehabilitation and Wellness Centre (Serangoon)

“Our family was really struggling to cope. Now, not only can our family focus on our day to day living, our mother has settled in this most caring and understanding environment.”

Ms Sharon Lee,

Daughter of Mdm Goh Chye Keow who is a resident of our Nursing Home (Chai Chee)

“The centre staff put us at ease with their professional yet personal and caring manner. My mum is able to take a rest from caregiving, while my dad has something to look forward to each day.”

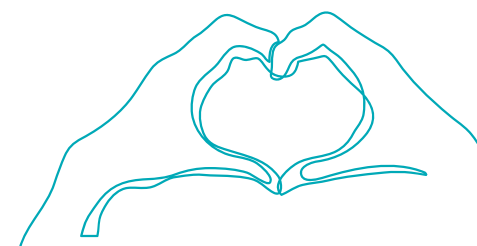
Mr Lim Yeng Chuan,

Son of Mr Lim Ah Jee who is a client of our Day Centre for Seniors (Wisma Geylang Serai)

“I used to be very active in my younger days, and I wish to continue staying active. I didn’t know there’s an active ageing hub near my home! When I found out there are cooking sessions here, I signed up for it immediately since I love baking.”

Mdm Janet Wai,

Volunteer at Active Ageing Hub (Kampung Admiralty)





NTUC Health Co-operative Limited

55 Ubi Ave 1 #08-01 Singapore 408935

T: 6590 4300 **F:** 6590 4389 **W:** ntuhealth.sg

 NTUC Health

Registration Number: S92CS0208D