

CAREGIVER BASICS 101

A RESOURCE GUIDE FOR NEW CAREGIVERS



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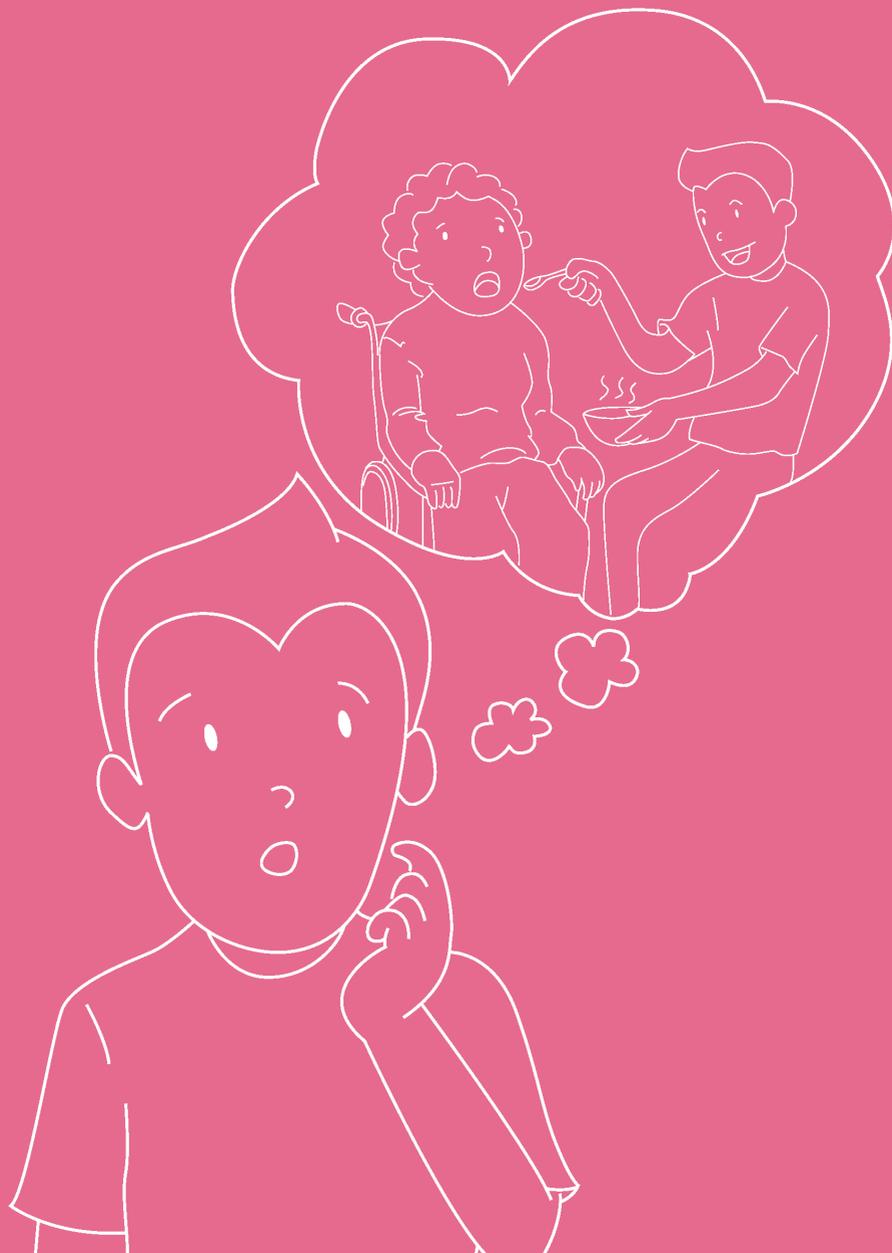
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The journey of a caregiver can sometimes begin unexpectedly and tumultuously, particularly in the sudden onset of illness of the care recipient, giving little time for the caregiver to prepare for the caregiving role.

The care recipient may experience changes in mobility, mood, cognition, personality and ability, and be unable to perform daily self-care activities. At the same time, there are multiple duties that require attention and can be overwhelming for a new caregiver.

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Am I a Caregiver?



Anyone can become a caregiver at any point in their life.

Often, people see the act of caregiving as the expected duties of parents, spouses, adult children or other family members. While some people may identify themselves as caregivers, many do not realise that they are caregivers, or may be reluctant to identify themselves as such. The simple checklist below will help you determine if you are a caregiver.

Checklist

Yes

1. Are you sharing responsibility for someone's health, well-being and safety?
2. Are you looking after someone who is not able to take care of himself/herself?
3. Are you helping him/her with daily living activity like bathing, feeding, grooming and walking?
4. Are you taking care of a care recipient who is suffering from physical and/or mental illness, disabilities or other conditions?

If you have answered **YES** to any one of the questions above, you are a caregiver and you may be providing care for a family member, friend or neighbour.

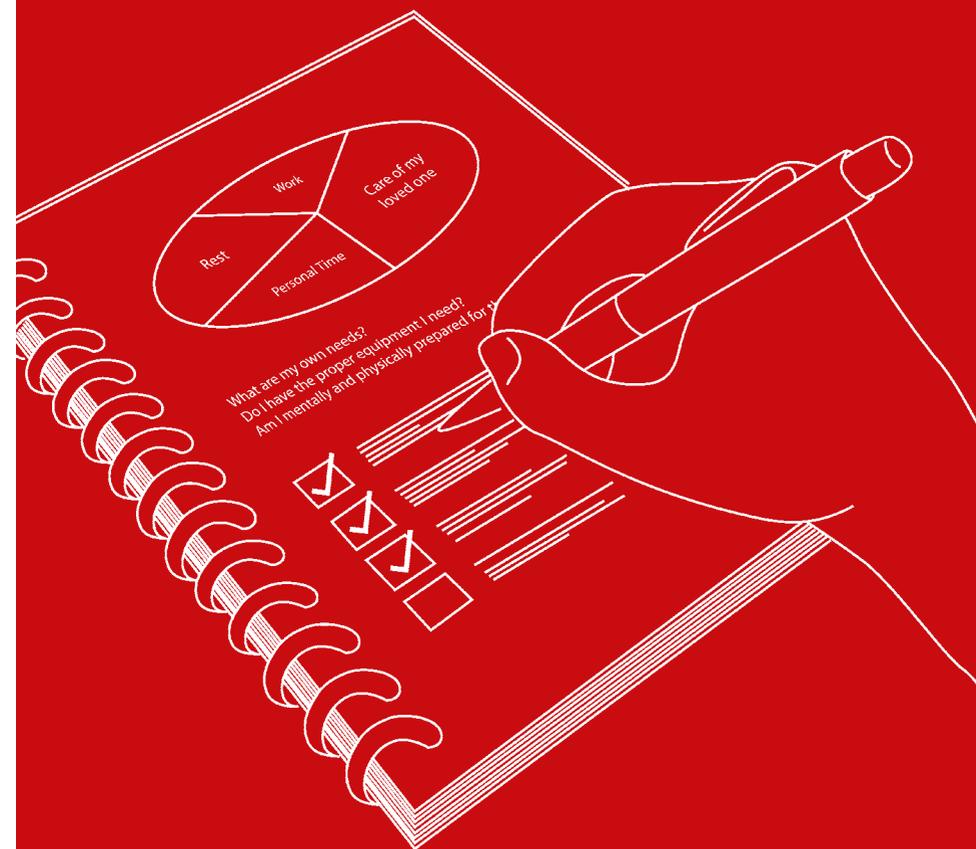
You are a caregiver if you care for someone who is:

Disabled	A person who may have intellectual, sensory or physical disabilities
Mentally ill	A person who suffers from schizophrenia, bi-polar disorder or depression
Chronically sick	A sufferer of a stroke or chronic illness (e.g. chronic renal failure or hypertension)
Frail and elderly	A frail elderly (such as a homebound senior) who has difficulty coping with everyday tasks
Suffering from a terminal illness	A patient with end-stage cancer receiving palliative care and/or who is near the end of his/her life
A combination of the above.	

This guide will direct you to the information and resources to help you in your caregiving role and enable you to make a better decision on the care needs of your care recipient.

/// SECTION 2

My Guide to Caregiving



What am I expected to do as a caregiver?

A caregiver is expected to:

1. Gather information regarding your care recipient's current condition.
2. Help your care recipient in his/her physical needs.
3. Monitor your care recipient's health.
4. Make decisions regarding your care recipient's medical needs.
5. Understand your care recipient's emotional needs.
6. Acknowledge your care recipient's spiritual needs.
7. Manage your care recipient's financial needs.
8. Look ahead and plan for your care recipient's future.

Caregiving is never easy. Most of the time, a caregiver has to juggle caregiving with other duties. These duties may include full/part-time work, caring for children, and their own social and leisure lifestyles. In addition, a caregiver needs to care for someone who has difficulty coping with daily life. This might involve helping, assisting, or just supervising their care recipient. The time and energy involved usually drains a caregiver.

With the many needs that a care recipient requires, what exactly does a caregiver do? Typically, a caregiver has to care for their care recipient's:

Physical needs

Helping your care recipient dress up – buttoning of shirts and blouses, and conducting household tasks such as grocery shopping

Health and medical needs

Ensuring the care recipient gets a balanced meal and sufficient nutrition, and reminding him/her to take his/her medicine on time

Emotional and psycho-social needs

Catering to his/her emotional needs – expressing your love and support for them constantly even in his/her lowest moments, listening and finding support groups in the community when necessary

Spiritual needs

Your care recipient's religion can bring encouragement and comfort at this time – so help him/her remember and celebrate important religious dates

Financial and legal needs

Managing your care recipient's insurance and assets when he/she is unable to do so, and planning constantly for his/her future

As a caregiver, you perform a variety of roles – you can be a financial advisor, lawyer, nurse, doctor, social worker and chauffeur all rolled into one. Most caregivers may find themselves having to take charge of finances, making decisions on legal matters, taking care of health and medical needs, providing counselling, emotional and religious support, and accompanying the care recipients to their medical appointments.

A caregiver may be daunted by the long list of tasks they are expected to do and feel that they are not up to it. Indeed, caregiving is never simple, and caregivers often face complex situations. For instance, a caregiver might not know how to make proper plans for finances, or perform essential caregiving tasks like transferring or bathing.

One of the most important things that a caregiver requires is directions on how to get things done. In the past, most caregivers learned through the hard way – trial and error. This has also led to undue stress placed upon the caregivers as they had to spend time experimenting with the best ways of caring. Today, training courses are available to aid the caregiver. Spread over a wide range of courses, providers and topics, the training aims to equip the caregiver with the right caregiving skills and knowledge. In addition, caregivers can also tap on the caregiver training grant to attend these courses.

How do I determine the amount of care required?

Most caregivers spend more than eight hours daily providing care for their care recipient. As such, it is important that you assess the amount of time you need to provide care right from the start. This will allow you to better allocate your time and manage your expectations in caregiving.

Ask yourself the following questions:

1. What activities of daily living (such as eating, dressing or bathing etc) can your care recipient do or cannot do?
2. Can your care recipient move around with minimal supervision?
3. Does your care recipient have high-attention medical needs?
4. Does your care recipient require constant care and attention?
5. Are you the only caregiver?

Knowing how much care is required is crucial in caregiving. You need to know how much time you require to provide care. This allows you to better plan and manage your own time. In addition, it would also enable you to plan for alternative services to be provided so that you can have time to rest.

What are my own needs and capabilities?

You need to recognise your own needs as a caregiver. When you first become a caregiver, you may have to make drastic changes to your lifestyle. Caregivers often have to sacrifice social and leisure activities, like entertainment, going out with friends or doing sports.

Besides these, most caregivers also need to find a balance between work and caregiving, as the latter can take up the bulk of their time. This can stretch for years on end, as caregiving is usually a long-term commitment.

When considering your own needs and capabilities, it is important that any changes you make to your life should be discussed with your family. Finding a balance between work and caregiving could often result in less working hours and lesser pay, affecting your finances. Giving up social and leisure activities could also affect your health as a caregiver [see Section 5 to read more about how caregivers can manage their mental well-being].

While taking care of your care recipient is important, taking care of yourself is just as, if not more important. A happy caregiver often results in a happy care recipient.

Considering my care recipient's preferences

What the care recipient needs and prefers is just as crucial as that of the caregiver's. When making decisions about care for your care recipient, be sure to include him/her in the decision-making process. While it is important to consider your own needs and preferences, do consider what your care recipient feels as well. Your care recipient might prefer an environment or caregiver familiar to them, instead of being in a home or institution.

When making a decision, it would be wise to do the following:

1. Make a list of factors affecting the decision
2. Weigh the pros and cons of each factor
3. Discuss the options with your care recipient
4. Explain your available options and final decision to your care recipient
5. Ensure that your care recipient understand the decision that you have made

Making decisions is never easy, and your care recipient may express doubts and unhappiness over certain decisions. Constantly reassuring your care recipient about the decision made would also help in his/her understanding.

Training for Caregivers



Caregivers should consider receiving proper caregiver training in order to give their care recipient the best care possible.

Most inexperienced caregivers are frequently unprepared for their new roles and may become stressed when taking on the complex role of a caregiver. Many caregiver training programmes are available in Singapore at hospitals and caregiver training providers to help individuals learn important techniques and useful tips on how one can provide a safe, healthy and supportive environment for their care recipient.

Typical subjects covered in such training may include:

1. Personal care techniques, including proper bathing techniques and lift-and-carry techniques
2. Recognising early warning signs of health issues and illnesses, as well as how to check for basic vital signs
3. How to meet the physical and nutritional needs of the care recipient
4. Emotional support and wellness issues
5. How to access and take advantage of local resources for both the caregiver and the care recipient
6. Special-needs equipment such as oxygen tanks and wheelchairs
7. Maintaining one's health and well-being as a caregiver

Prior to your care recipient's discharge from hospital, it is recommended that you undergo relevant caregiver training so you can provide better care for your care recipient. Caregiver training can be conducted at the patient's bedside or at training facilities. The training is usually conducted by a multi-disciplinary team, comprising the nurses, physiotherapists and occupational therapists.

You may contact the hospital that your care recipient visits to find out about the availability of such caregiver training. We have provided a list of contacts in Section 7.1 under Resources. You may also visit Singapore Silver Pages at <http://silverpages.aic.sg> for available caregiver training providers listed under 'Eldercare Service Locator'.

If you have a family member who requires care, you may apply for the Caregivers Training Grant (CTG), which provides subsidies for your course fees. Under this grant, you can tap on an annual training grant of \$200 for every dependent under your care to attend training programmes that have been pre-approved by the Centre for Enabled Living (CEL). You may visit www.cel.sg for more information.

Alternatively, you can refer to the list of providers under Resources in Section 7.2.

/// SECTION 4

Financial and Legal Matters



Financial matters

Making decisions about health, caregiving and housing needs can be overwhelming, and the choices can be very costly. That is why it is a good idea – if possible – to do financial planning for the future care needs of care recipients.

Decisions may need to be made, for example, about how to sell a house and finance a flat, or whether to purchase long-term care insurance.

Caregivers should try to do financial planning for their own future needs as well. For those approaching or past the age of 60, their ability to provide care may depend on making changes to their own financial plan.

There are many financial schemes and assistance programmes available in the community to help those who need it. The following lists the services that provide such assistance:

Community Health Assist Scheme (CHAS)

www.chas.sg

The Community Health Assist Scheme (CHAS), formerly known as the Primary Care Partnership Scheme, allows patients to receive subsidised outpatient medical treatment for acute and chronic conditions, as well as basic dental services at participating General Practitioners (GPs) and dental clinics near their homes.

MediShield

www.moh.gov.sg

MediShield is a catastrophic illness insurance scheme that helps Singaporeans meet medical expenses arising from major illnesses that cannot be sufficiently covered by their Medisave account.

Medifund

www.moh.gov.sg

Medifund is an endowment fund set up the government to help needy Singaporeans who are unable to pay for their medical expenses even after Medisave deductions and MediShield claims.

Chronic Disease Management Programme (CDMP)

www.hpb.gov.sg/chronicdisease

The Medisave for the Chronic Disease Management Programme aims to improve care for patients with chronic diseases – for better health outcomes and lower long-term healthcare costs. It consists of structured treatments that are based on clinical guidelines and medical evidence. The Ministry of Health (MOH) will allow the use of Medisave for outpatient treatment under this programme.

MOH Subsidy for Intermediate and Long Term Care (ILTC) services

www.moh.gov.sg
www.aic.sg

The MOH Subsidy for Intermediate and Long Term Care (ILTC) services assesses the eligibility of Singaporeans and Permanent Residents who require government assistance, and subsidies for ILTC services – such as home medical and nursing services, day rehabilitation centres, community hospitals, and home and inpatient hospice services.

Public Assistance Scheme and Special Grant

www.pa.gov.sg

The Public Assistance Scheme assists Singaporeans who need long-term financial assistance due to old age, illness or disabilities, and have no family members who can provide support. The Special Grant is similar to the Public Assistance Scheme and benefits Permanent Residents.

ElderShield

www.moh.gov.sg

ElderShield is a severe disability insurance scheme offering basic financial protection to those who need long-term care in their old age. It provides a monthly cash payout to help pay out-of-pocket expenses for the care of a severely disabled person.

Interim Disability Assistance Programme for the Elderly (IDAPE)

www.income.com.sg

The Interim Disability Assistance Programme for the Elderly (IDAPE) is a government assistance scheme providing financial help to needy and disabled elderly Singaporeans who are not eligible for ElderShield because of their age or pre-existing disabilities. It is administered by NTUC Income.

Assistive Technology Fund (ATF)

www.cel.sg

The Assistive Technology Fund (ATF) provides financial assistance to persons with disabilities for purchasing assistive technology devices that enable them to enter mainstream education or open employment.

Car Park Label Scheme (CPLS)

www.cel.sg

The Car Park Label Scheme (CPLS) allows persons with disabilities and who require the use of bulky mobility aids and who need to be driven or ferried by their family members to obtain a label that will allow them to park at designated parking lots.

Caregivers Training Grant (CTG)

www.cel.sg

The Caregivers Training Grant (CTG) provides caregivers with subsidies to attend training to improve their care for their care recipient's physical and socio-emotional needs. Regardless of income levels, families or caregivers can tap on an annual training grant of \$200 for every care recipient they are taking care of to attend training programmes that have been pre-approved by CEL.

Foreign Domestic Worker Levy Concession (FDWLC)

www.cel.sg

The Foreign Domestic Worker Levy Concession (FDWLC) enables families to pay a lower monthly levy when employing full-time caregivers to look after their care recipient with disabilities or frail elderly members.

"LTA Cares" Fund

www.cel.sg

The "LTA Cares" Fund caters specifically to the transportation needs of working adults and students in mainstream schools who are financially and physically disadvantaged.

Special Assistance Fund (SAF)

www.cel.sg

The Special Assistance Fund (SAF) provides financial assistance to low-income families in purchasing assistive equipment for persons with disabilities for their mobility or rehabilitation.

Traffic Accident Fund (TAF)

www.cel.sg

The Traffic Accident Fund (TAF) gives financial assistance to persons who have acquired permanent or temporary disabilities due to traffic accidents to purchase assistive equipment, retrofit homes, or reimburse taxi and ambulance fees for transport fees spent to get to and from home and rehabilitation centres. Families of accident victims (who have passed on or are suffering from brain damage due to an accident) may apply for temporary cash relief of up to \$3,000.

Senior's Mobility Fund (SMF)

www.aic.sg

The Senior's Mobility Fund (SMF) assists the elderly with getting subsidised mobility devices to help them move around their home and community, and perform their daily activities. The devices include wheelchairs and walking aids.

Legal matters

Establishing a precedent when it comes to the care of a care recipient is essential, especially with the legal aspects of finances and health care. Here are some points to consider when taking control of the legal responsibilities for your care recipient.

Tips to remember:

Find a lawyer who can help you establish a will or estate plan for your care recipient. A lawyer can also provide strong advice on other key developments in the life of your care recipient.

Discuss with your care recipient important financial aspects such as the location of documents, gaining access to their banking accounts, and stepping in to take over any financial responsibilities they may have.

Look into the possibility of becoming the power of attorney for your care recipient if he/she becomes incapable of caring for himself/herself or lose his/her mental faculties. Often, a durable power of attorney can provide better coverage instead of a simple one. The Office of Public Guardian can assist with the creation of a Lasting Power of Attorney (LPA). For more information on LPA's, visit www.publicguardian.gov.sg

Talk to other family members about the intentions and wishes of your care recipient and ask for their advice should you feel unsure about any matter.

/// SECTION 5

Caregiver's Well-being



Managing your stress

There are many caregivers who may potentially suffer from physical and emotional strains caused by heavy multi-tasking, feelings of being unappreciated, compromises on their personal time, high expectations and having to deal with death.

It is important to talk to someone if you are feeling stressed from being a caregiver – and to note that acknowledging your stress is not a sign of weakness.

Below are some common symptoms of caregiving stress:

- Feelings of depression and frustration
- Constant fatigue
- Sudden weight loss or gain
- Insomnia
- Headaches or other symptoms

Caregiver's Stress Checklist

Let's check your stress levels. There is no right or wrong answer. Please tick the response that best applies to you and add up the points*.

In the last 2 weeks, have you been...	Yes (1 point)	No (0 point)
Feeling more irritable than usual?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling more unhappy or resentful about looking after your care recipient?	<input type="checkbox"/>	<input type="checkbox"/>
Having less energy to complete your daily tasks?	<input type="checkbox"/>	<input type="checkbox"/>
Having less interest in attending or participating in social events?	<input type="checkbox"/>	<input type="checkbox"/>
Deriving less enjoyment from your favourite activities?	<input type="checkbox"/>	<input type="checkbox"/>

In the last 2 weeks, have you been...

	Yes (1 point)	No (0 point)
Getting angry very quickly?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling tired most of the time?	<input type="checkbox"/>	<input type="checkbox"/>
Spending less time on yourself as compared to before?	<input type="checkbox"/>	<input type="checkbox"/>
Feeling less motivated to get up in the mornings?	<input type="checkbox"/>	<input type="checkbox"/>
TOTAL SCORE	<input type="checkbox"/>	<input type="checkbox"/>

**If you score more than five points, you are likely to be feeling more stressed than usual. Should these feelings persist, seek advice from your family doctor or professionals involved in the care of your care recipient.*

While most caregivers are efficient in managing their care recipient's conditions, they tend to neglect their own needs. It is important to look after yourself before you can take good care of your care recipient. Below are some tips on managing your stress:

Take good care of yourself – Give yourself frequent breaks to rest before continuing the long caregiving process. You may consider respite care to help take care of your care recipient during your break.

Find time for your personal life – Spend some time with your friends to unwind and recharge.

Learn to appreciate yourself – Learn to focus on your successes. You may not be the perfect caregiver but you are doing your best.

Get support from your family – Seek help from your family members with various tasks to put aside some personal time for yourself.

Plan your finances – Financial difficulties can most likely lead to stress. Plan your budget and check out various financial assistance schemes that can help relieve your load.

Coping with depression arising from taking care of your care recipient

While caring for someone, you may feel so stressed that you may neglect your own well-being. You might be suffering from depression if you find yourself crying for no apparent reason, and feeling tired, angry, frustrated, anxious or lonely.

Here are some tips to help you better cope with it:

1. **Make time for yourself.**
You need to eat well, exercise moderately and take control of your own life.

2. **Pace yourself.**
Focus on daily tasks that need to be done. Schedule the less important tasks later. Once you start to prioritise your work, you will notice that you actually get more accomplished.

3. **Ask for help.**
Seek help from family members, and together, figure out when others can come in to help so you can have a break. If you have no family members, you need to hire in-home help, or make arrangements at a senior day care facility. Do whatever it takes to get time off. Your health and well-being depend on this.

4. **Ditch the feelings of guilt.**
Guilt is an immobilising emotion. Let it go and you will feel better instantly.

5. **Have some fun.**
It is important to be socially active despite being a caregiver. Your health will benefit, and you never know when you will befriend another caregiver and share useful tips, as well as support each other emotionally.

Beware of caregiver burnout

Burnout occurs if the caregiver is over-burdened from having to multi-task between various responsibilities such as managing feelings of aggression and agitation, as well as conditions like delusion and poor sleep – plus helping the care recipient with daily activities like feeding and bathing.

These are made more challenging if the caregiver does not have the necessary resources (both social and financial) to cope with his/her circumstances and responsibilities. It can also lead to medical conditions such as high blood pressure and lowered immunity. Caregivers can feel isolated, depressed and trapped in their role. Therefore, it is important for siblings, relatives or friends to step in to provide respite for caregivers.

Respite care

For many, the challenges of caring for an elderly, chronically ill, or disabled family member are simply a part of daily life. Caregiving though, is a demanding, difficult job and no one is equipped to do it alone. Since your health and resilience are critical for your care recipient's welfare, it is essential for both of you that you get appropriate help when you need it.

Respite care provides much-needed short-term breaks that can relieve stress, restore energy, and promote balance in your life. If working with family members or friends is difficult, there are many other respite care options and strategies to ensure you get the help you need to restore your energy and better fulfill your role as the caregiver of your care recipient.

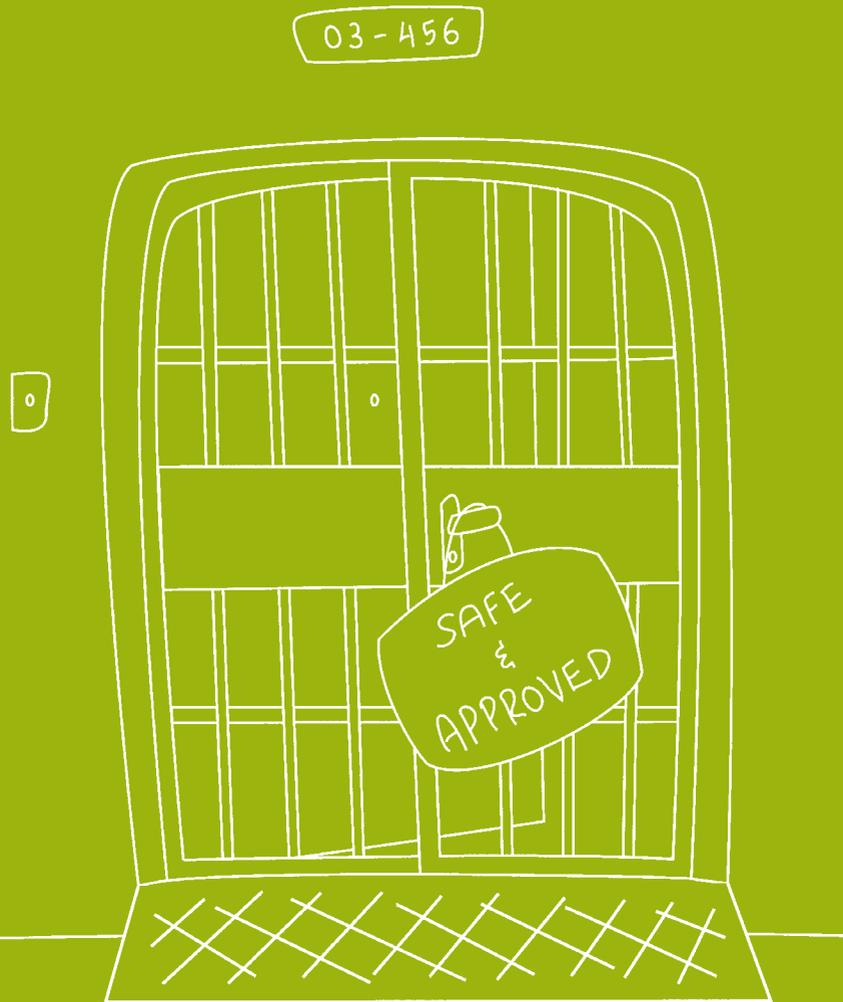
There are many service providers who provide respite care. Please refer to the list of respite care providers in Section 7.3 under Resources.

Caregiver support

A caregiver support group is a great way to share your feelings with people who are going through the same experiences as you. If you are unable to leave your house, many support groups are also active on the Internet.

In most support groups, you will be able to talk about your problems and listen to others as well. You will not only get help, but you'll also be able to help others. Most importantly, you will find out that you are not alone in your caregiving journey. You will feel better knowing that other people are in the same situation, and their knowledge and support can be invaluable – especially if they are caring for someone with the same illness as your care recipient. Please refer to the list of caregiver support groups in Section 7.4 under Resources.

Home Modifications



Making your home safe

When you are caring for someone, it is important to consider modifying your home to let your care recipient move about safely and be comfortable in their living environment.

Removing potential hazards and enabling your care recipient to be independent in the home makes it easier for caregivers to provide for them with minimal stress while performing routine tasks.

An occupational therapist will be able to assess your homes and recommend the correct actions to remove the hazards in your home. Rectifications may range from simple modifications like addition of grab bars to complicated structural changes like addition of ramps or removal of walls. The occupational therapist will assess your home setting, the habits of your care recipient and your resources before making a recommendation.

If you are able to plan your home's interiors or completely renovate your home for your care recipient, it is important to create a barrier-free environment. Consider these points when you discuss your plans with your interior designer or contractor:

1. Avoid steps and curbs as far as possible
2. Locate switches in easy-to-reach spaces
3. Use lighting and tap fixtures that are easy to handle
4. Room layouts and furniture should not obstruct and allow ease of movement

Examples of home modifications

Below are some examples of home modifications that have made it easier for the care recipient to live in a safe environment and be independent.

Prevent accidents caused by uneven toilet flooring

BEFORE



Toilet flooring that is not level due to step-down shower area.

AFTER



Filling up the step-down shower area with cement and tiles to level the toilet flooring

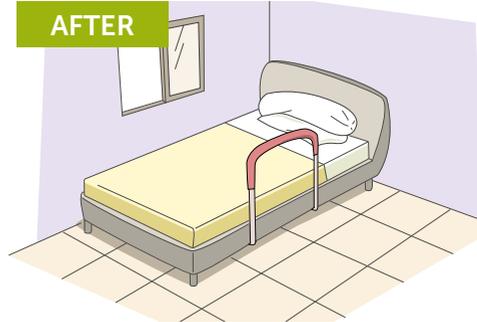
Help your care recipient get up from bed

BEFORE



Normal bed

AFTER



Installation of bed rail to help your care recipient to get up from bed

Allow your care recipient to sit while showering

BEFORE



Standard toilet

AFTER



Installation of foldable shower seat against the wall

Help your wheelchair-bound family member cross the threshold

BEFORE



Presence of kerb at door entrance

AFTER



Installation of removable wooden ramp with non-skid covering

Make your toilet more user-friendly for your care recipient's safety and convenience

BEFORE



Squatting toilet with mosaic tiles

AFTER



A sitting toilet with an additional toilet raiser, installation of grab bar and anti-slip floor treatment

Resources

<http://www.>



7.1 Caregiver training provided by restructured hospitals

Hospital	Tel	Email / Website
Alexandra Hospital	6472 2000	enquiries@juronghealth.com.sg www.alexhosp.com.sg
Changi General Hospital	6788 8833	www.cgh.com.sg
Khoo Teck Puat Hospital	6555 8000	enquiry@alexandrahealth.com.sg www.ktph.com.sg
National University Hospital	6779 5555	nuh_enquiries@nuhs.edu.sg www.nuh.com.sg
Singapore General Hospital	6222 3322	www.sgh.com.sg
Tan Tock Seng Hospital	6256 6011	contact@ttsh.sg www.ttsh.com.sg

For more information, please visit <http://silverpages.aic.sg>

7.2 Caregiver training providers

Name of Service Provider	Tel / Website	Address
Aesthetic Wellness Learning Centre Pte Ltd	6336 1606 www.aestheticwell.com	158B Rochor Road Singapore 188433
Alexandra Health Pte Ltd	6602 3645 www.ktph.com.sg	90 Yishun Central Singapore 768828
Alzheimer's Disease Association	6377 0700 www.alz.org.sg	157 Lorong 1 Toa Payoh #01-1195 Singapore 310157
AquaFins	9675 7531 www.aquafins.com.sg	491B Tampines Ave 9 #10-402 Singapore 521491
Asian Women's Welfare Organisation	6511 5315 www.awwa.org.sg	9 Lorong Napiri Singapore 547531
Autism Resource Centre (Singapore)	6323 3258 www.autism.org.sg	5 Ang Mo Kio Avenue 10 Singapore 569739

7.2 Caregiver training providers

Name of Service Provider	Tel / Website	Address
BH Institute Pte Ltd	67378773 www.borderlessminders.com	391B Orchard Road Ngee Ann City Tower B #13-09 Singapore 238874
DAS Academy Ltd	6336 2555 www.dasacademy.edu.sg	73 Bukit Timah Road #05-01 Rex House Singapore 229832
ECON Careskill Training Centre (ECTC) Pte Ltd	6741 8640 / 6741 5087 www.econcareskill.com	260 Sims Avenue #04-01 Singapore 387604
Fei Yue Community Services	6565 6260 www.fycs.org	185 Bukit Batok West Avenue 6 #01-187 Singapore 650185
Happy Talk - Eva Loh Speech Therapy Practice	67760813 www.happytalkspeechtherapy.com.sg	9 One-North Gateway Unit #01-45 Singapore 138643
HCA Hospice Care	6251 2561 www.hca.org.sg	12 Jalan Tan Tock Seng Singapore 308437
Home Nursing Foundation	6854 5500 www.hnf.org.sg	93 Toa Payoh Central #07-01 Toa Payoh Central Community Building Singapore 319194
Hon Employment Services	62430357 / 91868246	51 Ubi Avenue 1 #05-08 (B) Singapore 408933
Institute of Mental Health	6389 2831 www.imh.com.sg	10 Buangkok View Buangkok Green Medical Park Singapore 539747
KK Women's and Children's Hospital Pte Ltd	6337 2353 / 6394 3068 www.kkh.com.sg	100 Bukit Timah Road Singapore 229899
Learn Well	6745 0345 www.learnwell.com.sg	37 Kallang Pudding Road Blk B Tong Lee Building #07-10 Singapore 349315

Name of Service Provider	Tel / Website	Address
Metta Welfare Association	6789 5951 www.metta.org.sg	296 Tampines Street 22 #01-526 Singapore 520296
Movement for the Intellectually Disabled of Singapore (MINDS)	6479 5655 www.minds.org.sg	800 Margaret Drive Singapore 149310
National Council of Social Service	6210 2500 www.ncss.gov.sg	170 Ghim Moh Road #01-02 Singapore 279621
National Healthcare Group Polyclinics	6496 6682 www.pca.sg	6 Commonwealth Lane GMTI Building #02-01 Singapore 149547
National University Hospital	6665 2530/6665 2531 www.nuh.com.sg	5 Lower Kent Ridge Road Singapore 119074
NTUC Eldercare Co-Operative Ltd	6478 5480 www.ntuceldercare.org.sg	9 Bishan Place #10-02 Junction 8 Office Tower Singapore 579837
Ovspring Developmental Clinic Pte Ltd	6467 1344 www.ovspring.com	1 Fifth Avenue #03-11/12 Guthrie House Singapore 268802
Rainbow Centre	6475 2072 www.rainbowcentre.org.sg	501 Margaret Drive Singapore 149306
Society for the Physically Disabled	6587 7600 www.spd.org.sg	2 Peng Nguan Street SPD Ability Centre Singapore 168955
Spastic Children's Association of Singapore	6585 5630 www.spastic.org.sg	65 Pasir Ris Drive 1 Singapore 519529
Speech Therapy Department, Singapore General Hospital	6321 4126 www.sgh.com.sg	1 Outram Road Block 1 Level 1 Singapore 169608
Subsidiary of Singapore Caregiver Training & Consultancy Pte Ltd	9190 0948 / 6258 2801	221 Lorong 8 Toa Payoh #12-683 Singapore 310221

7.2 Caregiver training providers

Name of Service Provider	Tel / Website	Address
Sunlove	6387 3593 www.sunlovehome.org.sg	70 Buangkok View Buangkok Green Medical Park Singapore 534190
Therapy Connects LLP	6435 2341	1 Marine Parade Central #07-07 Parkway Centre Singapore 449408
Therapy Resources LLP	9788 1631 www.therapy-resources.com	24 Bukit Batok Street 52 #16-02 Singapore 659246
Thye Hua Kwan Caregiver Training - Society of Moral Charities	6100 5141 www.thkms.org.sg	126 Yishun Street 11 #01-431 Singapore 760126
TOUCH Community Services Ltd	6258 6797 www.caregivers.org.sg	173 Lorong 1 Toa Payoh #01-1264 Singapore 310173
Tsao Foundation	6593 9577 www.tsaofoundation.org	298 Tiong Bahru Road #15-01/06 Central Plaza Singapore 168730
WhiteAngel Caregivers Consultancy	9879 0903 www.whiteangelcare.com.sg	477 Tampines Street 43 #02-170 Singapore 520477

For more information, please visit <http://www.cel.sg>

7.3 Respite care services

Respite care services provide temporary relief for caregivers who would like to take a short break. They are also suitable for those who require just a temporary care service for their care recipient.

Name of Service Provider	Tel / Website	Address
Cherry Nursing Home	6382 2680	1218 Upper Serangoon Road Singapore 534747

Name of Service Provider	Tel / Website	Address
ECON Medicare Centre (Braddell)	6487 3133 / 6226 1188 www.econhealthcare.com	58 Braddell Road Singapore 359905
ECON Medicare Centre (Chai Chee)	6441 6811 / 6226 1188 www.econhealthcare.com	351 Chai Chee Street #03-01 Singapore 468982
ECON Medicare Centre (Choa Chu Kang)	6769 8878 / 6226 1188 www.econhealthcare.com	53 Choa Chu Kang Road Singapore 689385
ECON Medicare Centre (Recreation Road)	6382 8463 / 6226 1188 www.econhealthcare.com	25 Recreation Road Singapore 546522
ECON Medicare Centre (Upper East Coast Road)	6445 8838 / 6226 1188 www.econhealthcare.com	452 Upper East Coast Road Singapore 466500
ECON Medicare Centre (Yio Chu Kang)	6752 0038 / 6226 1188 www.econhealthcare.com	451 Yio Chu Kang Road Singapore 805947
ECON Nursing Home	6385 6860 / 6226 1188 www.econhealthcare.com	10 Buangkok View Blk 5 Basement Level 1 & 2 Singapore 539747
Green Avenue Home for the Elderly	6743 2887 www.greenavenue.com.sg	1 Lorong 23 Geylang Singapore 388352
Irene Nursing Home Pte Ltd	6254 4085 www.elderlynursing.com	11 Jalan Ampas Singapore 329514
LC Nursing Home	6241 5222	2-4 Jalan Ulu Siglap Singapore 457121
Lee Ah Mooi Old Age Home	6254 4001	1 Thomson Lane Singapore 297728
Min Chong Comfort Home Pte Ltd	6755 9634	39 Sims Avenue Kim's Building Singapore 387412
Moonlight Home for the Aged & Handicapped	6280 8990	156 Yio Chu Kang Road Singapore 545610
Orange Valley Nursing Home (Bukit Merah)	6276 5589 www.orangevalley.sg	148A Silat Avenue Singapore 168871
Orange Valley Nursing Home (Changi)	6545 5977 www.orangevalley.sg	52/53 Biggin Hill Road Singapore 509945

7.3 Respite care services

Name of Service Provider	Tel / Website	Address
Orange Valley Nursing Home (Clementi)	6873 9988 www.orangevalley.sg	221 Clementi Avenue 4 Singapore 129881
Orange Valley Nursing Home (Marsiling)	6362 7333 www.orangevalley.sg	11 Woodlands Avenue 1 Singapore 739068
Orange Valley Nursing Home (Simei)	6260 0020 www.orangevalley.sg	6 Simei Street 3 Singapore 529898
Orange Valley Nursing Home (Thomson)	6356 6996 www.orangevalley.sg	790 Thomson Road #01-01 Singapore 298142
Our Lady of Lourdes of Nursing Home Pte Ltd	6542 7158	19 Toh Drive Singapore 507871
Pacific Healthcare Nursing Home Pte Ltd	6272 3133 www.pachealthholdings.com/ nursing	6 Lengkok Bahru Singapore 159051
Paeon Nursing Home Pte Ltd	6344 9732	134 Lorong J Telok Kurau Singapore 425962
Serene Nursing Home Pte Ltd	6348 1482 www.elderlynursing.com	31 Joo Chiat Lane Singapore 428101
Soo's Nursing Home Pte Ltd	6467 1105 www.soosnursinghome.com	45 Sixth Avenue Singapore 276487
Sunnyville Nursing Home	6793 7009 www.econhealthcare.com	10 Ama Keng Road Singapore 709828
The Lentor Residence	6451 6300 www.lentorresidence.com	51 Lentor Avenue Singapore 786876
United Medicare Centre	6258 4848 www.unitedmedicare.com.sg	170 Toa Payoh Lorong 6 Singapore 319400
Windsor Convalescent Home Pte Ltd	6872 5881	369 Pasir Panjang Road Singapore 118706

7.4 Caregiver support services

Name of Service Provider	Tel / Website	Address
Alzheimer's Disease Association (Bukit Timah)	6737 9971 or call Dementia Helpline: 6377 0700 www.alz.org.sg	Boon Liew Building 204 Bukit Timah Road #04-00 Singapore 229863
Alzheimer's Disease Association (Tiong Bahru)	6593 6440 or call Dementia Helpline: 6377 0700 www.alz.org.sg	Central Plaza 298 Tiong Bahru Road #03-01 Singapore 168730
AWWA Centre for Caregivers	1800 2992 992 www.awwa.org.sg	ACCESS Building 11 Lorong Napiri Singapore 547532
Caregivers' Association of the Mentally Ill (CAMI)	6782 9371 www.cami.org.sg	84 Riverina Crescent Singapore 518313
Caregiving Welfare Association	6466 7957 www.cwa.org.sg	3 Ghim Moh Road #01-294 Singapore 270003
Clarity Singapore Limited	9710 3733 www.clarity-singapore.org	Church of Our Lady Star of the Sea 10 Yishun Street 22 Singapore 768579
Club 3R	6255 3222 www.samhealth.org.sg	69 Lor 4 Toa Payoh #01-365 Singapore 310069
Comfort Keepers (Toa Payoh-Bishan)	6282 0577 www.comfortkeepers.com.sg	Pacific Bulding 627 Aljunied Road #07-03 Singapore 389837
Comfort Keepers (Bedok)	6446 7361 www.comfortkeepers.com.sg	Goldbell Center 1301 Bedok North Ave 4 #04-02 Singapore 489945

For more information, please visit <http://silverpages.aic.sg>

7.4 Caregiver support services

Name of Service Provider	Tel / Website	Address
Comfort Keepers (Bukit Merah)	6336 3376 www.comfortkeepers.com.sg	Henderson Building 221 Henderson Road #07-18 Singapore 159557
HCA Hospice Care	6251 2561 www.hca.org.sg	The Hospice Centre 12 Jalan Tan Tock Seng Singapore 308437
NTUC Together We Care (Training & Support)	6478 5370 / 6478 5849 / 6478 5840 www.ntuceldercare.org.sg	Office Tower Junction 8 9 Bishan Place #10-02 Singapore 579837
TOUCH Caregivers Support	6258 6797 www.caregivers.org.sg	173 Lorong 1 Toa Payoh #01-1264 Singapore 310173

For more information, please visit <http://silverpages.aic.sg>

Useful Numbers

Civil Defence (Fire/Emergency Ambulance)	995
Police	999
Ambulance (Non Emergency)	1777
ComCare Call	1800 222 0000
Samaritans of Singapore (SOS)	1800 221 4444

Agency for Integrated Care (AIC)

Tel:

6603 6800

Website:

www.aic.sg

Email:

enquiries@aic.sg

Centre for Enabled Living (CEL)

Infoline:

1800 8585 885

Website:

www.cel.sg

Email:

information@cel.sg