

The creation of a dementia friendly community in Singapore

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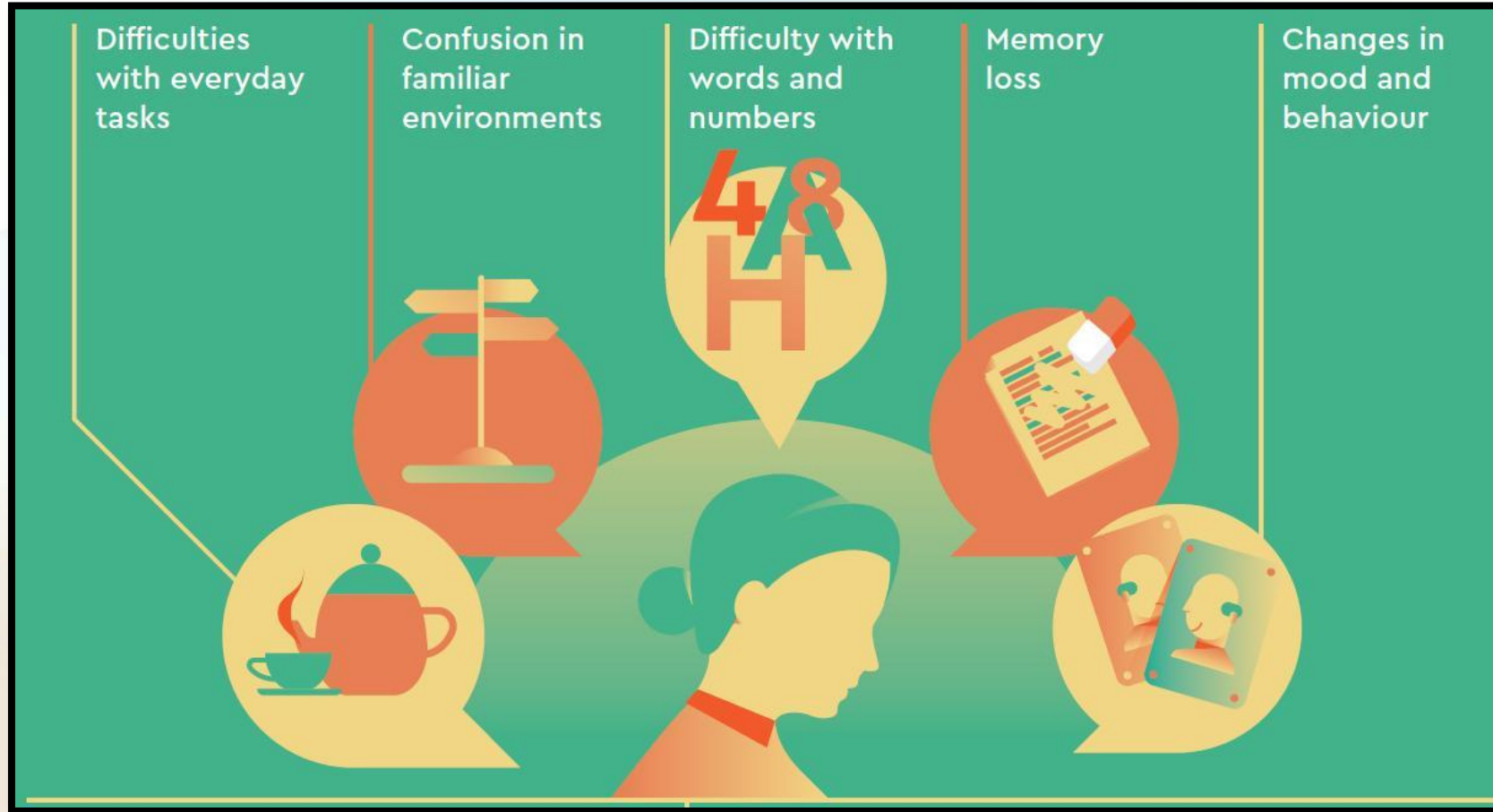
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Dementia

- Dementia is a syndrome – usually of a chronic or progressive nature – in which there is deterioration in cognitive function (i.e. the ability to process thought).
- The impairment in cognitive function is commonly accompanied by deterioration in emotional control, social behaviour, or motivation.
- Alzheimer's disease is the most common form of dementia and may contribute to 60–70% of cases.

Dementia: What are the symptoms?



Source: WHO (2017) Dementia <http://www.who.int/en/news-room/fact-sheets/detail/dementia>

THE ABCDs OF DEMENTIA

The signs and symptoms linked to dementia can be understood in three stages.

		MILD STAGE	MODERATE STAGE	ADVANCED STAGE
Activities of daily living		<ul style="list-style-type: none"> - Difficulty planning and managing household affairs such as cleaning and cooking - Difficulty initiating activities 	<ul style="list-style-type: none"> - Needs regular reminders and prompts in daily tasks - Requires help in dressing, grooming, bathing and going to the toilet 	<ul style="list-style-type: none"> - Problems with balance, coordination, resulting in instability and falls - Total dependence in dressing, grooming, showering and feeding - Eating and swallowing problems - Loss of bladder and bowel control
Behaviour		<ul style="list-style-type: none"> - May become socially withdrawn or have low mood 	<ul style="list-style-type: none"> - More easily upset and frustrated 	<ul style="list-style-type: none"> - Passive/withdrawn
Cognition	Memory	<ul style="list-style-type: none"> - Difficulty with short-term memory 	<ul style="list-style-type: none"> - Difficulty with short and long term memory - May begin to forget some friends and family members 	<ul style="list-style-type: none"> - No apparent awareness of past or present
	Language	<ul style="list-style-type: none"> - Problems remembering the right word or name 	<ul style="list-style-type: none"> - Difficulty in expressing emotions and making needs known 	<ul style="list-style-type: none"> - Unable to engage in a meaningful conversation - Incoherent speech and may express needs by yelling or calling out
	Calculation	<ul style="list-style-type: none"> - Problems with handling finances 	<ul style="list-style-type: none"> - May have problems performing simple calculations 	<ul style="list-style-type: none"> - Unable to perform any calculation
Disorientation		<ul style="list-style-type: none"> - Gets lost in less familiar places 	<ul style="list-style-type: none"> - Poor orientation of day, date and/or time - Gets lost outdoors even in familiar places 	<ul style="list-style-type: none"> - Gets 'lost' even in own home

Causes of /risk factors for dementia

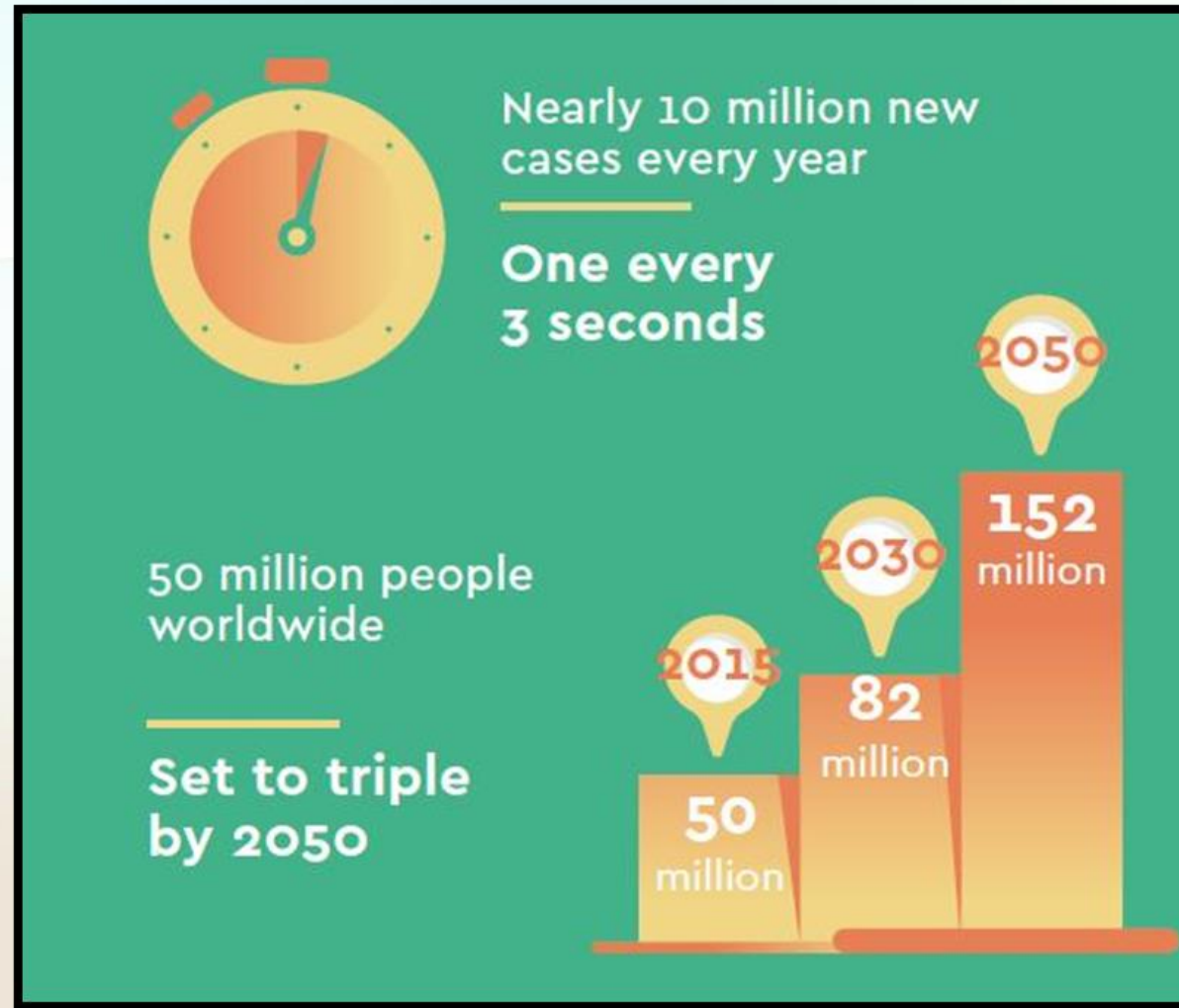
Dementia results from a variety of diseases and injuries that primarily or secondarily affect the brain, such as Alzheimer's disease, stroke or head injury (WHO 2017).

Risk factors

- High blood pressure
- High blood cholesterol
- Diabetes
- Excessive alcohol consumption
- Smoking
- Mid-life obesity
- Lack of mental stimulation
- Lack of physical activity
- Depression, loneliness and social isolation

Source: Forget Us Not Handbook, p.3.

Rates of dementia



Source: WHO (2017) Dementia

Dementia and stigmatization

- Dementia is one of the major causes of disability and dependency among older people worldwide.
- Dementia has significant economic implications in terms of direct medical and social care costs, and the costs of informal care.
- There is often a lack of awareness and understanding of dementia, resulting in **stigmatization** and barriers to diagnosis and care.

Source: WHO (2017) Dementia

WHO: the Global Action Plan on the Public Health Response to Dementia 2017-2025

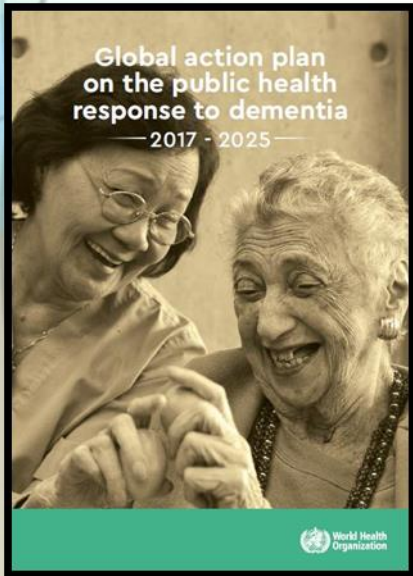
WHO recognizes dementia as a public health priority.

Vision of the Global Action Plan:

- A world in which dementia is prevented and people with dementia and their carers live well and receive the care and support they need to fulfil their potential with dignity, respect, autonomy and equality.

Goal of the Global Action Plan:

- To improve the lives of people with dementia, their carers and families, while decreasing the impact of dementia on them as well as on communities and countries.



Source: WHO (2017) *The Global Action Plan on the Public Health Response to Dementia 2017-2025*, p.4.

<http://apps.who.int/iris/bitstream/handle/10665/259615/9789241513487-eng.pdf;jsessionid=C8C8261CAF7E09DFA883AFF0399A4EB4?sequence=1>

WHO: the Global Action Plan on the Public Health Response to Dementia 2017-2025

- The Global Action Plan comprises seven action areas:



WHO: the Global Action Plan on the Public Health Response to Dementia 2017-2025

Action area 1: Dementia as a public health priority

Global target 1:

75% of countries will have developed or updated national policies, strategies, plans or frameworks for dementia, either stand-alone or integrated into other policies/plans, by 2025.

Action area 2: Dementia awareness and friendliness

Global target 2.1:

100% of countries will have at least one functioning public awareness campaign on dementia to foster a dementia inclusive society by 2025.

Global target 2.2:

50% of countries will have at least one dementia-friendly initiative to foster a dementia-inclusive society by 2025.

WHO: the Global Action Plan on the Public Health Response to Dementia 2017-2025

Action Area 3: Dementia risk reduction

Global target 3:

The relevant global targets defined in the Global action plan for prevention and control of noncommunicable diseases 2013–2020 and any future revisions are achieved for risk reduction and reported.

Action Area 4: Dementia diagnosis, treatment, care and support

Global target 4:

In at least 50% of countries, as a minimum, 50% of the estimated number of people with dementia are diagnosed¹ by 2025.

Action Area 5: Support for dementia carers

Global target 5:

75% of countries provide support and training programmes for carers and families of people with dementia by 2025.

Action Area 6: Information systems for dementia

Global target 6:

50% of countries routinely collect a core set of dementia indicators through their national health and social information systems every two years by 2025.

Action Area 7: Dementia research and innovation

Global target 7: The output of global research on dementia doubles between 2017 and 2025.

The Hogeweyk : the world's first dementia village



Source: <https://hogeweyk.dementiavillage.com/en/>

The Hogeweyk: dementia village in the Netherlands

The Hogeweyk is a specially designed village with 23 houses for 152 dementia-suffering seniors. The elderly all need nursing home facilities and live in houses differentiated by lifestyle. The residents manage their own households together with a constant team of staff members. Washing, cooking and so on is done every day in all of the houses. Daily groceries are done in the Hogeweyk supermarket . Hogeweyk offers its dementia-suffering inhabitants maximum privacy and autonomy.



Dementia Village, the Netherlands

- [Hogeweyk](#) is operated by Vivium Care Group in partnership with the Dutch government, which covered \$22 million of the programme's \$25.2 million startup construction up costs.
- The government also subsidises monthly payments for families, which cuts their costs from about \$8,000 to \$3,600.
- The Netherlands spends [3.7% of its GDP](#) on long-term care for the elderly – the highest of all OECD countries.

Dementia Village, the Netherlands

- Hogeweyk's "all day **reminiscence therapy**" concept is predicated on the theory that people with dementia typically struggle with unfamiliar spaces, scents and colours.
- By surrounding patients with familiar settings, dementia sufferers become more comfortable – and, according to Hogeweyk outcomes, are able to live more independent lives as a result.

Q: What are the drawbacks of dementia village?

Can dementia village be applied to Singapore or Hong Kong?

Source: Partnership gives Dutch dementia patients an alternative reality

https://apolitical.co/solution_article/partnership-gives-dutch-dementia-patients-alternative-reality/

Alternative: a dementia-friendly community (DFC)

The importance of creating a dementia-friendly community

“The importance of the concept of dementia friendly communities fits with the needs of our human rights and disability rights to be recognised. In the same way as any other person with a disability, we should be supported to remain independent in our communities for as long as possible.”

--Kate Swaffer, Chair, Dementia Alliance International

The importance of creating a dementia-friendly community

The creation of a dementia-friendly community is the adoption of **a lived experience approach** to reduce stigma and increase understanding of dementia by greater awareness and meaningful engagement for people with dementia of all ages.

This approach believes that the challenge is to *create a society where dementia is normalised* and people with dementia are supported to continue to live fulfilling lives for as long as possible.

The medical model vs the social model

The medical model encourages attitudes that say:

You are the problem. It's about what you **can't do**. The most important thing is a cure for dementia.

People with dementia are victims or suffers and **need our sympathy**.

People with dementia are **passive dependents**.

The social model encourage attitudes that say:

A cure would be great of course, but meanwhile there're lots of barriers to people with dementia. These include the attitudes of others and the physical environment. Let's look at what people with dementia **can do**.

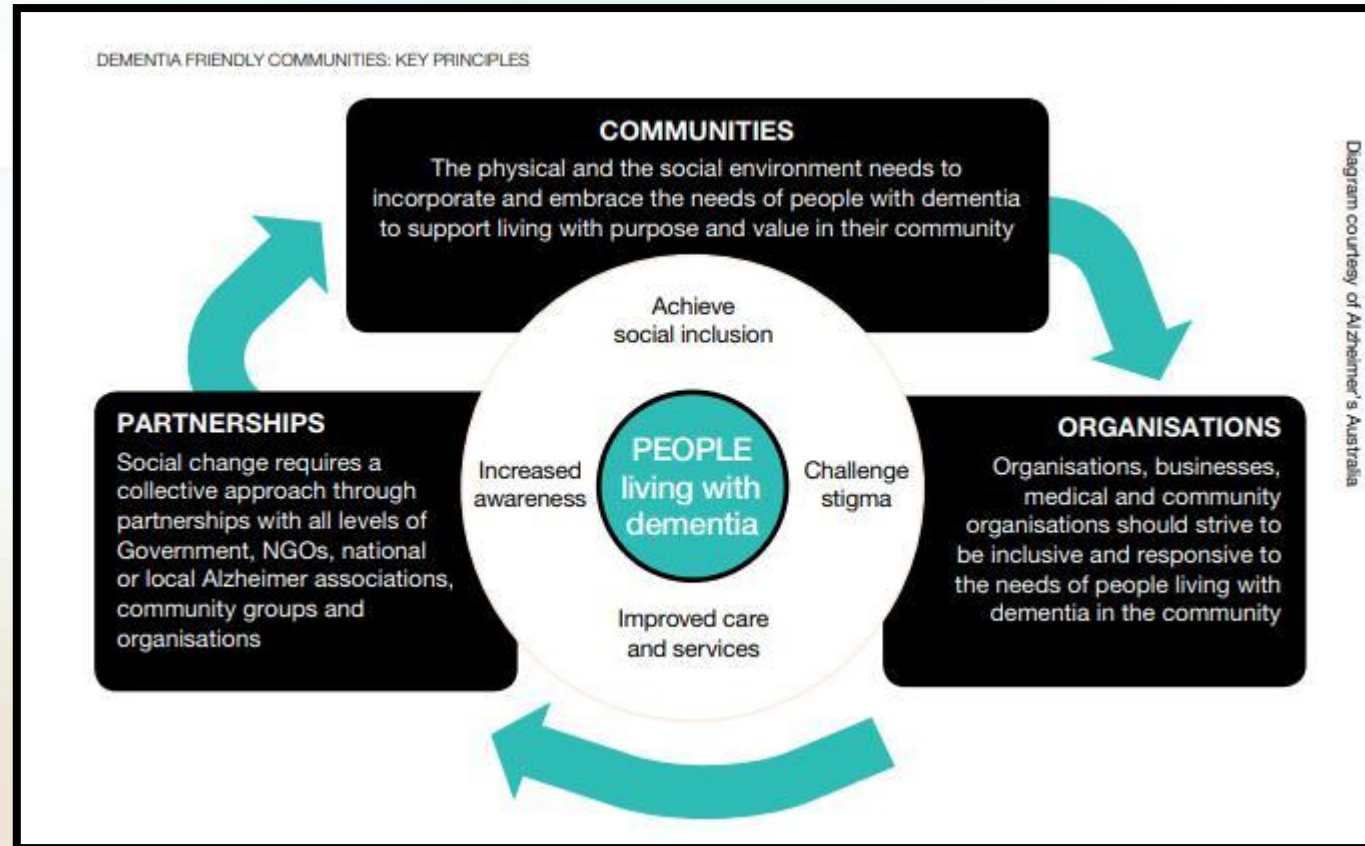
People with dementia have rights, **deserve respect**, and are much more than their dementia.

People with dementia can be **active citizens**.

“Having dementia is very tough but having a city who excludes dementia — that is really tough.”

---Bart Deltour, Foton Dementia Charity, Bruges

Four essential elements needed to support a dementia friendly community



Source: Dementia Friendly Communities: Key Principles
<https://www.alz.co.uk/adi/pdf/dfc-principles.pdf>



Singapore

Dementia in Singapore

At present, there are 45,000 persons with dementia (PWD) and it is projected that this figure will more than double to 103,000 by 2030.

2015

45,000



2030

103,000



1 in every **10** persons aged 60 years and above has dementia



1 in every **2** persons aged 85 years and above has dementia

The economic cost of dementia in Singapore

- For every person with dementia, he, his family and society paid \$10,245 more in health and social care costs in 2013 than those without the condition.
- As a country, Singapore shouldered the burden of \$532 million that year, to care for people with the brain disease marked by memory disorders, personality changes and impaired reasoning.
- Over three-quarters of the money spent on dementia patients comprises social care such as income lost when caregivers take time off work, while the rest is due to healthcare costs, including hospital admissions and doctor visits.
- Placing the burden squarely on the family or maids would result in poor care for Singapore's elderly and heavy stress on caregivers.

Impact of dementia on caregivers in Singapore

According to *Well-being of the Singapore Elderly (WiSE) Study (2013)* spearheaded by the Institute of Mental Health (IMH) that surveyed 2,565 older adults and 2,421 informants/caregivers,

- 46% of caregivers have behavioural and psychological symptoms of dementia-related distress
- 26% of caregivers experience burden of care
- 20% of caregivers have to give up or cut-back on work
- 11% of caregivers have psychological morbidity

Source: Lien foundation (2017)

Bishan East-Thomson constituency joins Forget Us Not initiative, launches Singapore's first dementia-friendly kopitiam
http://www.lienfoundation.org/sites/default/files/FUN%20BE-T%20Press%20Release%20Final%207Oct17_Combined.pdf

Building a dementia-friendly nation

“To make Singapore a dementia-friendly nation, we need everyone to lend a hand. Our wish is to reach out and encourage more citizens and more communities to join our effort to build a dementia-friendly community, one at a time.”

---Senior Minister of State for Health Dr Amy Khor

Source: Come together to make Singapore dementia-friendly

<https://www.moh.gov.sg/ifeelyoungsg/our-stories/how-can-i-age-in-place/receive-better-care/come-together-to-make-singapore-dementia-friendly>

'Forget Us Not' Initiative

A joint initiative by / 联合发起

LIEN foundation Khoo Teck Puat Hospital
Alexandra Health ALZHEIMER'S DISEASE ASSOCIATION

Supported by / 协助机构

SINGAPORE POLICE FORCE

Forget US NOT 勿忘我

Building a Dementia Friendly Community

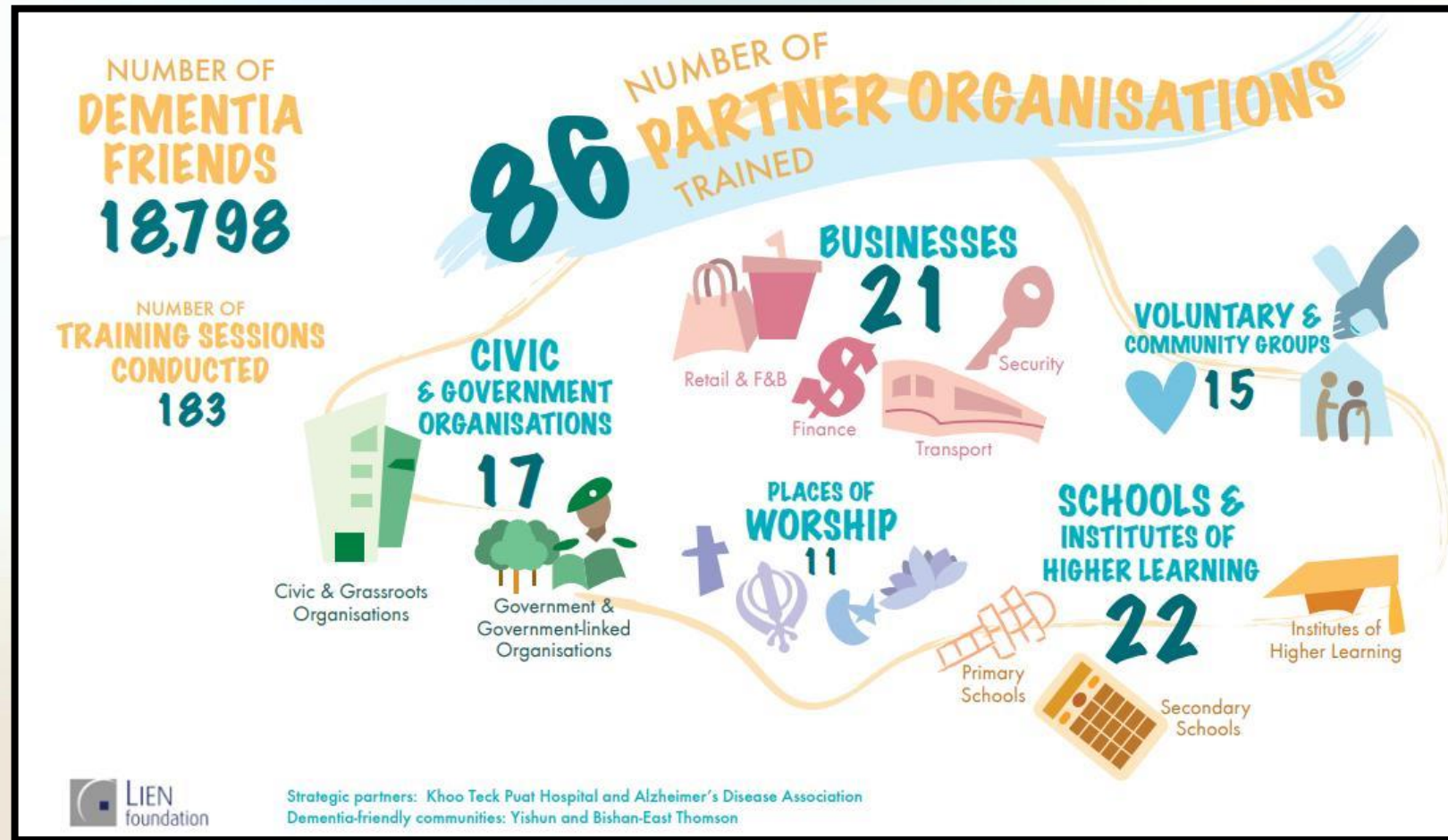
www.forgetusnot.sg

Your guide to helping persons with dementia live dignified lives
如何帮助失智症患者活得有尊严

The image features a group of diverse people, including a woman in a floral shirt being supported by a man, and several men in blue shirts. In the background, there is a sketch of a city street with a traditional Chinese gate labeled 'Geylang Park City' and a family walking under an umbrella.

Source: Forget Us Not Handbook

Building a dementia friendly community (DFC)



Source: Lien foundation (2017)

Bishan East-Thomson constituency joins Forget Us Not initiative, launches Singapore's first dementia-friendly kopitiam

http://www.lienfoundation.org/sites/default/files/FUN%20BE-T%20Press%20Release%20Final%207Oct17_Combined.pdf

Six Dementia-friendly communities (DFCs)

Forget Us Not initiative started by training 2,000 people in **Yishun**.

Yishun was chosen to test out the concept of a dementia-friendly community because it has a significant number of elderly residents as well as a geriatric centre at Khoo Teck Puat Hospital (KTPH) to support them.

Currently, there are six DFCs in Singapore: **Yishun**, **MacPherson**, **Hong Kah North**, **Bedok**, **Queenstown**, and **Fengshan**.



Source: BUILDING DEMENTIA-FRIENDLY COMMUNITIES IN SINGAPORE
<http://alz.org.sg/building-dementia-friendly-communities-in-singapore/>
10,000 trained to spot and help those with dementia
<https://www.straitstimes.com/singapore/10000-trained-to-spot-and-help-those-with-dementia>

Yishun: the first designated DFC in Singapore

“Because of its prevalence and high cost to society, **we need to make dementia-friendly communities *the ‘new normal’* in Singapore**, starting with Yishun – which has an elderly population and established network of support from KTPH.”

---Lee Poh Wah, CEO of Lien Foundation

Source: ‘Forget Us Not’ campaign aims to build dementia-friendly communities
<https://www.todayonline.com/singapore/new-initiative-build-dementia-friendly-communities>

Yishun: the first designated DFC in Singapore



Source: <https://dementiafriendly.sg/>

Building a dementia friendly community (DFC) through training

Over 18,000 workers from organisations (e.g. transport companies, banks, retailers) and members of the public (e.g. school students, mosque and church members) have been trained as a 'dementia friend' to

- [a] identify those with dementia
- [b] interact with them and
- [c] refer them to aid agencies, if needed.

A DFC is an **inclusive** community.

Capacity building through training:
Knowledge on dementia, relevant skills, empathy and patience matter.

Empower people with dementia (PWD) to live independently and with dignity.

The K.I.N.D. Gesture

KEEP A LOOKOUT

Look out for the following behaviour

- Looking lost and confused
- Speaking incoherently
- Shouting / hitting out
- Seeing / hearing things that are not real
- Accusing others of stealing his / her things
- Repetitive actions that appear purposeless
- Removing clothes



INTERACT WITH C.A.R.E.

- **C**lear, simple and patient
- **A**cknowledge their concerns
- **R**espectful and reassuring
- **E**ngage to provide comfort and build trust



NOTICE THEIR NEEDS AND OFFER HELP

- Consider their feelings and respond appropriately
- Use visual clues (e.g. pictures, drawings) to find out their needs
- Look for their next-of-kin's contact details



DIAL FOR HELP

If you are unable to provide help

- Call their next-of-kin
- Inform immediate supervisor
- Inform security guard
- Call the police (999)



The C.A.R.E. Approach

CLEAR, SIMPLE & PATIENT

- Use short and simple sentences
- Maintain a calming and comforting tone
- Speak clearly
- Speak at a slower pace

RESPECTFUL AND REASSURING

- 1 Bring them to a quieter location
- 2 Give them time to think and respond
- 3 Use a friendly and caring tone
- 4 Show them care, concern and encouragement

ACKNOWLEDGE THEIR CONCERNS

SMILE



MAINTAIN EYE CONTACT



PUT THEM AT EASE



BE ATTENTIVE WHEN LISTENING



BE PREPARED TO SPEND MORE TIME WITH THEM



ENGAGE TO PROVIDE COMFORT AND BUILD TRUST

- ✓ Be friendly
- ✓ Maintain a comforting presence
- ✓ Build a trusting relationship
 - Introduce yourself
 - Provide assurance that you are there to help
 - Go along with what they say and avoid correcting them
- ✓ Ask appropriate questions in their preferred language
 - “Did you come here with anyone?”
 - “Where are you going?”
 - “How would you like me to help you?”
 - “Do you have your (IC/EZ-Link) card with you?”
 - “Would you like me to give _____ a call?”



Merchants are part of the DFCs





Merchants are part of the Dementia-Friendly Communities!

Source: <https://dementiafriendly.sg/>

(Example 1) IN A RETAIL SETTING: How to deal with clients with dementia

When a dementia sufferer goes to a supermarket and forget to pay for his groceries:

2. Forgetting to pay for their items before exiting the store.	
DO: 	<p>Approach with a smile and ask politely if they may have forgotten to make payment for the item.</p> <p>If they are unable to pay, help to contact their family members for assistance. Alternatively, retain the item and let them go.</p> <p>At all times, maintain a calm and a polite demeanour.</p>
DON'T: 	<p>Raise your voice at them.</p> <p>Scold and accuse them of stealing as it will cause them distress.</p>

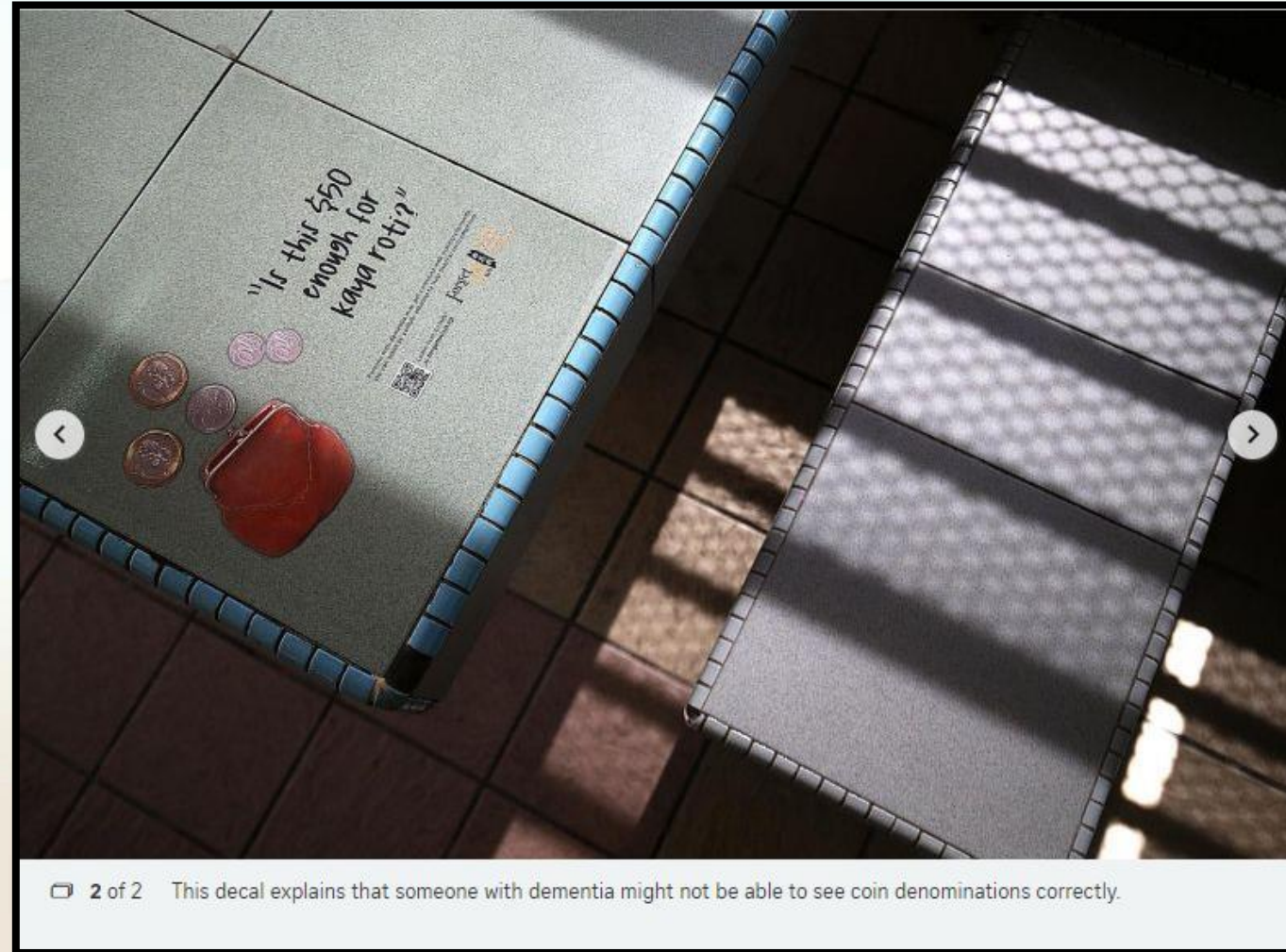
(Example 2) Singapore's first dementia-friendly coffee shop



Source: Bishan coffee shop's speciality: Catering to those with dementia - a first in Singapore

<https://www.straittimes.com/singapore/bishan-coffee-shops-speciality-catering-to-those-with-dementia-a-first-for-singapore>

Singapore's first dementia-friendly coffee shop



Source: Singapore's first dementia-friendly coffee shop
<https://www.straitstimes.com/singapore/health/singapores-first-dementia-friendly-coffee-shop>

(Example 3) SMRT service ambassador

- SMRT service ambassador Lim Yen Ling, 44, said the training enables her to better identify people with dementia in the midst of a chaotic peak-hour crowd.
- Over the last few months, for instance, she has been noticing that a regular elderly commuter would repeatedly check the rail network map and ask her if the train is heading towards Ang Mo Kio.
- So each time she sees him, she would reassure him that he is on the right platform and alert a fellow passenger on the train to keep a look out for him and ensure that he alights at Ang Mo Kio.

Source: 10,000 trained to spot and help those with dementia

<https://www.straitstimes.com/singapore/10000-trained-to-spot-and-help-those-with-dementia>

Example 4

- When a home owner found an elderly stranger trying to enter her Woodlands flat with a key, she called a local grassroots leader James Lim.
- James suspected that the senior may have dementia so he told the home owner to stay calm and not to do anything while he went over.
- When James arrived, he spoke to the old man in Hokkien to put him at ease and told the crowd of neighbours who were milling around to give him some personal space so that he would not get more disorientated or agitated.
- Although the man could not recall who he was or where he lived, police later managed to contact his daughter.
- It turned out that the elderly man had mistaken that flat to be his on the same floor, but a few blocks away.

Fostering acceptance within the community

“I don’t really think putting up prominent road signs can help a dementia patient get home...If you have a neighbour who knows that your family member has dementia and sees him wandering on the streets alone and he is able to go up to him and bring him home, then I think that is a very important thing...*This comes down to awareness rather than building physical features.*”

---Son of a patient with dementia

Source: Challenges of building a dementia-friendly Singapore

<https://www.channelnewsasia.com/news/singapore/challenges-of-building-a-dementia-friendly-singapore-7957346>

Learn to cultivate empathy



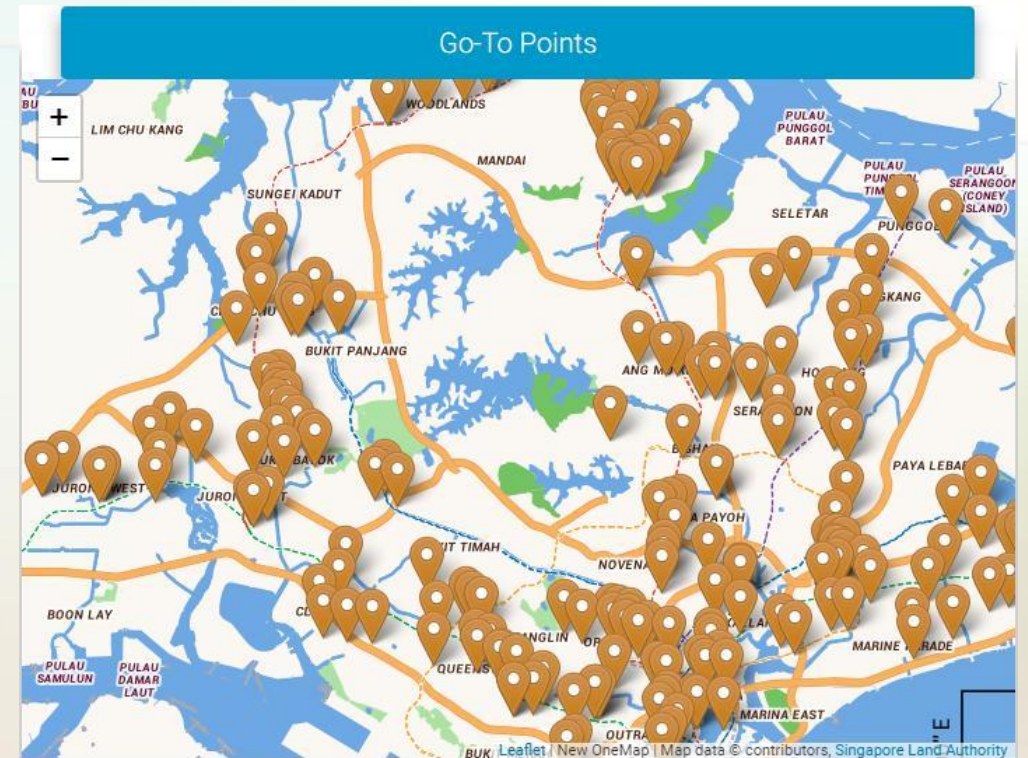
Source: <https://dementiafriendly.sg/>

Dementia Go-To Points across Singapore

Go-To Points (GTPs) are touch points within the community that serve as

[a] *resource centres* to link those who need help with the relevant dementia-related services

[b] *'safe return' points* to help persons with dementia reunite with their caregivers.



Dementia Go-To Points across Singapore



Nee Soon South Community Club is one of the 70 dementia go-to points around the island. ST PHOTO: LIM YAOHUI



1 of 2 Participants at the dementia go-to point training held at Nee Soon South Community Club on May 13, 2018. ST PHOTO: LIM YAOHUI

Source: <https://www.straitstimes.com/singapore/health/yishun-to-get-8-more-safe-return-points-where-the-public-can-take-those-with>

“If you tell a person with dementia, ‘I’m going to bring you to the police station’, (he or she) will actually run away.”

----Cecilia Teo, head of nursing
Sree Narayana Mission Nursing Home

Source: <https://www.todayonline.com/singapore/yishun-nursing-home-first-247-go-point-dementia-patients>

Dementia Go-To Points across Singapore

The Sree Narayana Mission Nursing Home is the first nursing home becoming part of Singapore's safe-return system for those with dementia.

It is equipped with a nursing team of 108 who are trained to calm persons with dementia down and help them identify and contact their next of kin.

As the dementia patients wait to be reunited with their family, the team will attend to their immediate needs, such as food or a bed to rest on.

Source: Yishun nursing home first 24/7 go-to point for dementia patients

<https://www.todayonline.com/singapore/yishun-nursing-home-first-247-go-point-dementia-patients>



Dementia Friends Bus Advertisement



Source: <https://dementiafriendly.sg/>

Dementia Friends Mobile Application



Source: <https://dementiafriendly.sg/>

<https://www.primarycarepages.sg/news-and-publications/news/dementia-friends-mobile-application-to-help-patients-caregivers>

Dementia Friends Mobile Application

Resources for Caregivers

Dementia Friends Guide

ABCD SIGNS & SYMPTOMS ON DEMENTIA

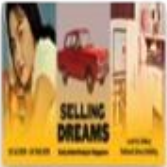


Here are the ABCD signs and symptoms of dementia

- A** **Activities of daily living**
A person with dementia may be unable to do daily activities or simple tasks such as wearing clothes and may appear unkempt.
- B** **Behavioural changes**
A person with dementia may become socially withdrawn and lose interest in activities. There may be changes to his mood and personality.
- C** **Cognitive decline**
A person with dementia may be unable to make decisions and perform calculations. He may also be forgetful and have problems recalling the right word or name.
- D** **Disorientation**
A person with dementia may find difficulty in distinguishing time, place and space.

Trainings, Events, Volunteering

Upcoming Events


Upcoming Events

-  19 Aug 2018 (Sun) 10:00 AM - 24 Feb 2019 (Sun) 9:00 PM
Selling Dreams: Early Advertising in Singapore
National Library Level 10 Gallery
Free
-  01 Oct 2018 (Mon) 9:00 AM - 31 Dec 2018 (Mon) 6:00 PM
Singapore Cancer Society Screening Services
SG Cancer Society Junction 8 Office Tower #06-05
Free
-  17 Oct 2018 (Wed) 2:00 PM - 4:00 PM
Tips For Graceful Ageing
Kinohimitsu SG Experience Zone, L uxasia Bldg Lvl 6
Free

Dementia Friends Mobile Application

Help Caregivers Find Their Loved Ones

Finding My Loved One



Name*
Jane Wong

Age*
61

Gender* Male Female

Attire
Attire is always blouse and pants. Will wear sandals when going out. Brings out her NTUC tote bag when going out. Wears glasses.

Physical Appearance
Skinny and petite.

Relationship To Me
My mom

Report Sightings of Lost Seniors

Lend A Helping Hand

Date: 2018-10-01 Time: 09:00

Additional Details
wandering around coffeeshop | 28 / 255

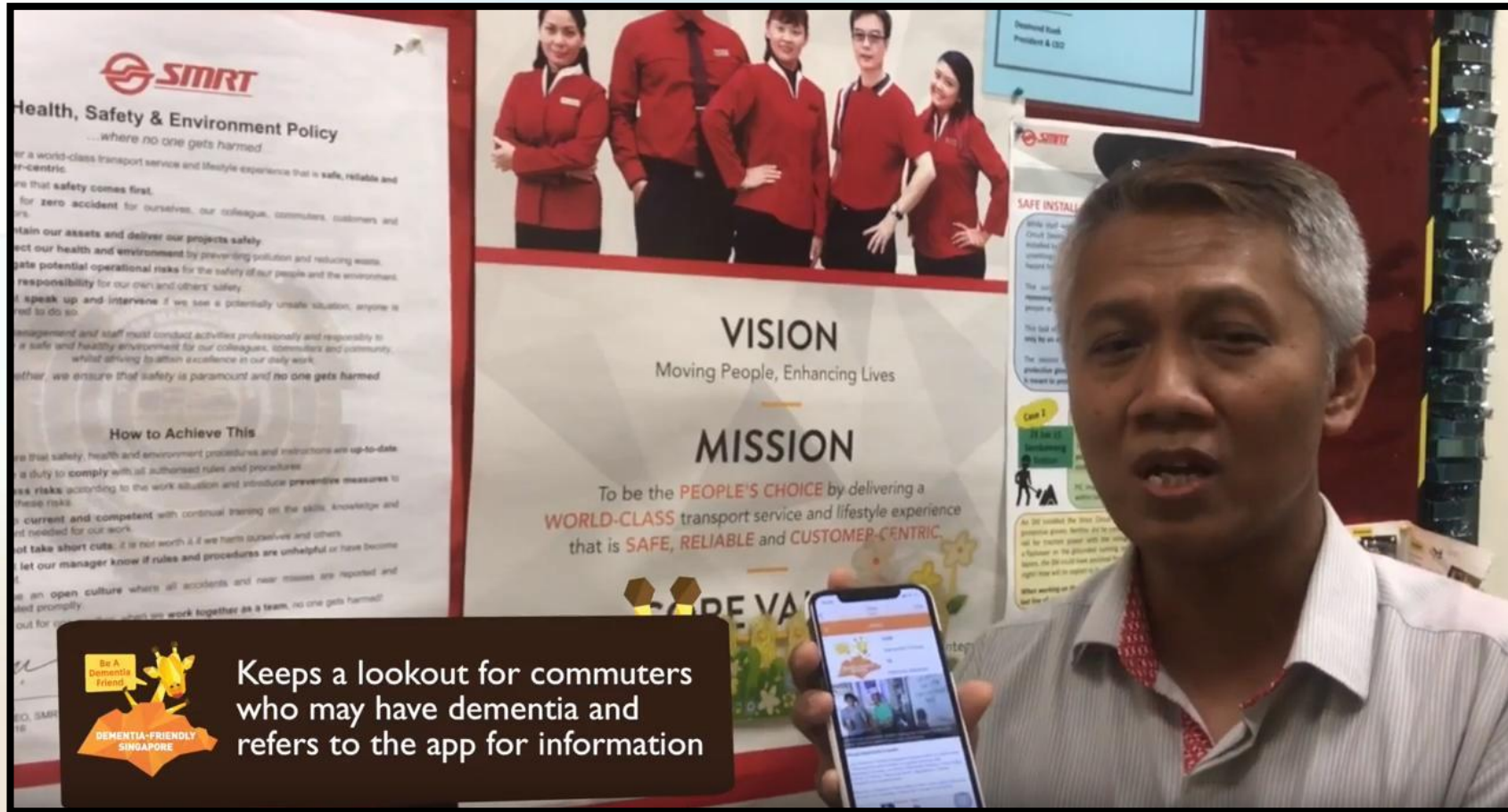
I think I saw this person recently I am with this person right now

Location
Nex Serangoon Central Blk 23 556083

Nearest Go-to-Points

- Distance: 0.049 Km
Guardian Serangoon Nex
23 Serangoon Central # B1-62/63 Serangoon Nex
Refer To www.guardian.sg
- Distance: 0.190 Km
Silver Circle(Serangoon Central)
264 Serangoon Central #01-207
Monday- Friday: 7.00am-7.00pm
6289 8581
- Distance: 0.765 Km

SMRT Station Manager



Source: Dementia Friends Mobile App <https://www.youtube.com/watch?v=0uu1cZZ8wrQ>

Creating a dementia friendly community: long –term commitment

- The concept of changing how people think about living with dementia and how communities think about dementia involves *a cultural shift*, which is not possible with a short one-off campaign or a series of spontaneous events.
- Creating a dementia friendly community should be approached with a view to *long-term commitment* from all parties.
- Dementia friendly communities should be underpinned by core values and are more than a collection of projects or programmes that may be time-limited.

“In creating your dementia friendly society, always remember the answers to these two questions: *If your mother developed dementia how would you like her to be treated by society?* *If you yourself develop dementia at some time in the future, how would you like to be treated by society?*”

Source:

<https://www.alz.co.uk/adi/pdf/dfc-principles.pdf>



Thank you!