

A Qualitative Study of Esthers Confidence Level in Caring for Seniors

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① Understanding ground needs with Service Providers

Conduct group discussion with Senior Activity Centre staff, Community Befriender and Caring Neighbours Programme leaders to develop a questionnaire based on Environment, People, Objects, Media / Message and Systems.



② ESTHER Café Session

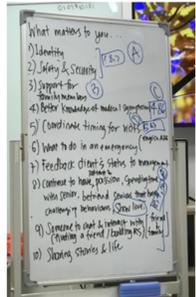
Esthers placed "Relationship Building with Seniors" as top priority.



Who are our Esthers?

Our Esthers are retired seniors who volunteer under the Community Befriender and Caring Neighbours Programme. They complement the roles of full-time staff in a social service agency to enhance service delivery in the community. Hence, we see the need "To Enhance Esther's Confidence Level in Caring for Seniors."

ESTHER Café 1
What matters to ESTHER?



1. Identity
2. Safety & security
3. Support for family members
4. Better knowledge of medical symptoms
5. Coordinate timing for visits
6. What to do in an emergency
7. Feedback of client's status to management
8. Show passion, patience, love and befriend the seniors that have challenging behavior.
9. Someone to chat & interact with (Friends & Family)
10. Sharing stories & life

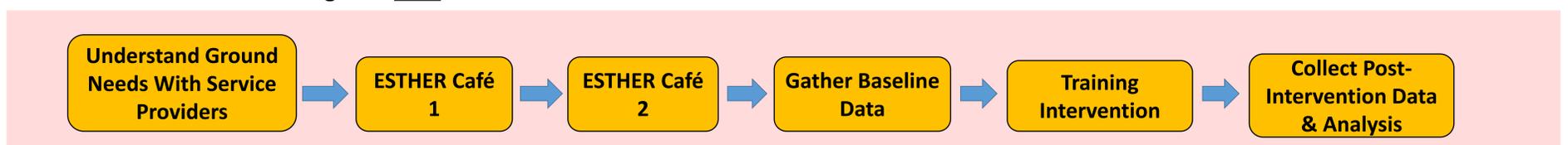
ESTHER Café 2
What matters to ESTHER?



6. **Competency in Roles**
 - General Medical and First Aid Knowledge
 - What to do in an emergency?
4. **Safety and Identity of Volunteers**
 - To be kept informed of potential or identified risk
 - To be better identified as a senior volunteer when performing roles
6. **Relationship Building with Seniors**
 - Continue relationship building with seniors
 - Continue to share life stories with and care for seniors
 - To feel belonged

③ Gather Baseline Data

Through a semi-structured face-to-face interview, our Esthers' baseline confidence level before enhanced training intervention was rated an average of **60%**



Intervention

- 1) Conduct and attend group training with other volunteers to build stronger social network. (Enhanced training module / courses – Art of Communicating with Seniors, Caregiver's Journey: Elderly Mental Illness).
- 2) Collect and share clients' testimonials to appreciate Esthers' efforts in caring for clients in the community.
- 3) Conduct monthly volunteer gatherings and facilitate support group sessions to strengthen volunteer social network, identity and sense of belonging in the community.

Results

Through face-to-face post-survey interviews, Esthers' confidence level in caring for seniors showed **an increase from 60% to 80%**.

- Esthers shared that in difficult situations, where clients were anxious and worried, they **were able to use the soft skills learned to attend to clients**.
- Socially isolated clients were encouraged by Esthers to form new social groups at the coffee corner and join weekly exercises at the neighbourhood park.
- Esthers rated an **average of 4.5/5 for relevance of training material to their volunteering role** for the module: *Art of Communicating with Seniors*.
- **One Esther applied the emotional regulation methods** that she learnt from the course to her personal life and noticed **an improvement in composure and temper**.

Future Plans

- To capture life stories of clients and Esthers in a personal autobiography.
- Develop volunteer capability for peer-to-peer support learning.

Learning Points

- **Data Collection:** The team decided to conduct face-to-face interviews to elicit core concerns of Esthers.
- **What Matters to Esther:** Using a voting system, the team was able to hear from Esthers and allow them to prioritise their concerns.