



An elderly woman enjoys a chat with a HCA nurse

# Home: Where the Care Is

By HCA Hospice Care

As Singapore's largest home hospice service provider, HCA Hospice Care offers free, 24-hour holistic home hospice service, and also operates a day hospice centre for mobile patients who do not require round-the-clock nursing care. It is a registered charity that provides comfort and support to patients with life-limiting illnesses.

Its multidisciplinary teams, comprising doctors, nurses, medical social workers and counsellors, help manage pain and other symptoms with specialised care, adding life to the final days of patients and enabling them to live pain free, with dignity and in the comfort of home with their families.

In addition to medical care, HCA Hospice Care also provides psychosocial and emotional support to patients, their family members and caregivers. It also offers essential caregiver training workshops and medical equipment loans to those who require such services.

Since its establishment in 1989, more than 49,000 patients have benefited from HCA Hospice Care's services. Each year, over 3,500 patients benefit from its holistic palliative care practice. Its day hospice centre also serves over 800 patients annually.



HCA volunteers use music to brighten up a patient's day



A routine check-up for a young patient under the paediatric palliative care service



A nurse attending to a patient under the HCA home hospice service



Youths visiting the HCA Day Hospice Centre

## HCA Hospice Care's vision, mission and values

### Vision

To be the centre of excellence for hospice home care.

### Mission

HCA Hospice Care is committed to:

- Ensuring the best quality of life for its patients by delivering professional palliative care and providing compassionate support to their families; and
- Nurturing the dedicated individuals who make its work possible and serve the community through continued learning and development.

### Values

- Compassion
- Professionalism
- Respect

## Services and programmes available

### Home hospice service

Doctors, nurses, medical social workers and counsellors provide professional care and round-the-clock support, seven days a week, to patients at home. Its multidisciplinary team also offers advice and support to caregivers.

HCA Hospice Care's home hospice service is provided free of charge to all patients, regardless of race, language,

religion, nationality or financial status.

### Day hospice service

As part of its suite of services, HCA Hospice Care runs a day hospice centre at its headquarters located at 12 Jalan Tan Tock Seng. The HCA Day Hospice Centre is open on weekdays and caters to patients who are mobile and who do not require round-the-clock nursing care.

Patients are encouraged to stay active and be involved in the community by engaging in a range of recreational activities, including singing and dancing, music and art therapy, karaoke, mahjong, qigong, Pilates, and other games.

Patients are also provided with two-way transportation and meals, at a nominal fee.

### Paediatric palliative care service

Star PALS (Paediatric Advanced Life Support) is a new paediatrics palliative care service offered by HCA Hospice Care.

Started in April 2012, and supported by HCA Hospice Care's multidisciplinary team, Star PALS is dedicated to improving the quality of life for patients aged 19 years and below, with life-threatening or life-limiting conditions.

Star PALS works hand in hand with the primary physicians, family members and caregivers of these young patients to develop customised and holistic care plans that suit their individual needs.

### **Palliative Caregivers Programme**

Appointed by the National Council of Social Service as the national agency to provide palliative caregivers training in Singapore, HCA Hospice Care conducts regular training sessions for palliative caregivers as part of the Palliative Caregivers Programme.

It also runs a caregiver support group to equip caregivers with essential skills and knowledge, empowering them to care more effectively for their loved ones at home and also for themselves.

HCA Hospice Care also organises public talks regularly to raise public awareness on palliative and hospice care in the community.

### **Equipment loan service**

HCA Hospice Care offers a loan service for patients who require essential medical equipment such as oxygen concentrators, wheelchairs, hospital beds, walking aids and commodes. Patients only need to pay a refundable deposit of \$100 to rent these equipment.

### **Young Caregivers Programme**

The Young Caregivers Programme is the student outreach arm of HCA Hospice Care, dedicated to educating youths on issues pertaining to eldercare, hospice and palliative care.

HCA Hospice Care partners with schools and tertiary institutions to run programmes aimed at raising student and youth awareness on the need to care for their loved ones who are elderly or living with life-limiting illnesses.

Enjoy working with young minds? Those who are interested to conduct workshops for schools and youth organisations are welcome. Please email Ms Cassandra Anthonisz at [cassandraA@hcahospicecare.org.sg](mailto:cassandraA@hcahospicecare.org.sg), Ms Yap Xinyan at [xinyanY@hcahospicecare.org.sg](mailto:xinyanY@hcahospicecare.org.sg), or call 6251 2561 for details.

### **Volunteers programme**

Volunteers can offer their time or expertise to make a meaningful difference in patients' lives by fulfilling their last wishes. They can help with befriending, housekeeping, hairdressing, planning and organising projects and events.

For volunteering opportunities, email [volunteer@hcahospicecare.org.sg](mailto:volunteer@hcahospicecare.org.sg) or call 6251 2561 to find out more. Alternatively, please visit <http://www.hca.org.sg/volunteers/info-on-volunteerism>.

### **Referring patients to HCA Hospice Care**

To qualify for either the home or day hospice service,

patients have to be referred to HCA Hospice Care by their doctors who should complete an application form.

Doctors can use the patient referral form available online at [http://www.hca.org.sg/wp-content/uploads/common\\_referral\\_form.pdf](http://www.hca.org.sg/wp-content/uploads/common_referral_form.pdf). Alternatively, please call 6251 2561 to request for a form. **SMA**

Want to know more about how you can make a difference? Get in touch today:



#### **Headquarters**

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Tel: 6251 2561  
Fax: 6352 2030  
Website: <http://www.hca.org.sg>

#### **Satellite centres**

HCA Bedok Centre  
Block 23 Bedok South Ave 1  
#01-759  
Singapore 460023

HCA - Ci Yuan (Hougang) Centre  
Block 662 Hougang Ave 4  
#01-411  
Singapore 530662

HCA - Loving Heart (Jurong) Centre  
Block 316 Jurong East St 32  
#01-279  
Singapore 600316

HCA Woodlands Centre  
Block 672 Woodlands Dr 71  
#01-77  
Singapore 730672

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For more opportunities to give back, please visit our SMA Cares webpage at <http://www.sma.org.sg/smacares/index.aspx?ID=82>.