



SUNSHINE WELFARE ACTION MISSION (SWAMI HOME)



Annual Report 2023 - 2024

Service to Man is Service to God

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OUR VISION

A Centre for Excellence in Human Values and a role model for elder care.

OUR MISSION

Providing holistic care for the elderly and staff, by consciously transforming into more humane individuals. Together we dedicate ourselves to selfless service with selfless love.

OUR PHILOSOPHY

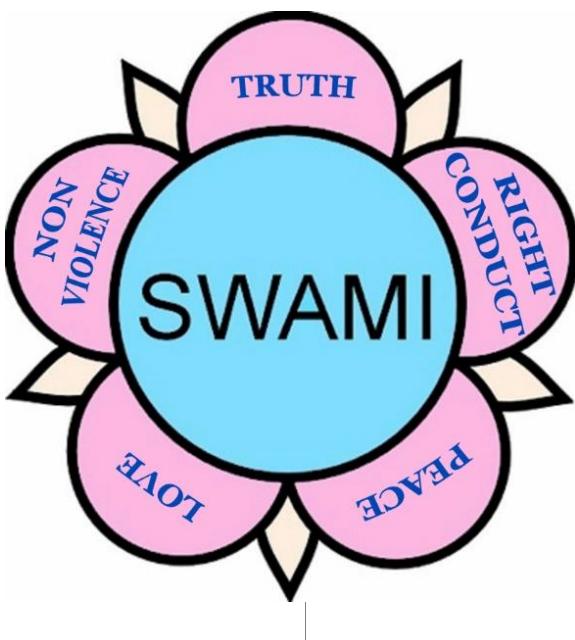
SUNSHINE of Love and Friendship.

WELFARE and care for those most in need.

ACTION in running the organization.

MISSION by dedicated volunteers and staff in serving the elderly sick.

The spirit of **TRUTH, RIGHT CONDUCT, PEACE, LOVE AND NON-VIOLENCE** are enshrined in the emblem of SWAMI.



DO WE NEED CHALLENGES?

An old, matured, seasoned farmer, one day, was very angry with God though he was a great devotee. He said to God in his morning prayer, "I have to tell it as it is — enough is enough! You don't understand even the ABC of agriculture! When the rains are needed, there are no rains, when the rains are not needed, you go on pouring them. What nonsense is this? If you don't understand agriculture, you can ask me — I have devoted my whole life to it. Give me one chance; the coming season, let me decide and see, what happens."



It is an ancient story. In those days people had such trust that they could talk directly to God, and their trust was such that the answer was bound to happen. God said, "Okay, this season you decide!" So the farmer decided, and he was very happy because whenever he wanted sun there was sun, whenever he wanted rain there was rain, whenever he wanted clouds there were clouds.

And he avoided all dangers, all the dangers that could be destructive for his crops; he simply rejected them — no strong winds, no possibility of any destruction to his crops. And his wheat started growing higher than anybody had ever seen; it was going above a man's height. And he was very happy.

He thought, "Now I will show Him!" And then the crop was cut and he was very puzzled. There was no wheat at all — just empty husks. What happened? Such big plants — plants big enough to have given wheat four times bigger than ordinary wheat — but there was no wheat at all. And suddenly he heard laughter from the clouds.



God laughed and He said, "Now what do you say?" The farmer said, "I am puzzled, because there was no possibility of destruction and all that was helpful was provided. And the plants were growing so well, and the crop was so green and so beautiful! What happened to my wheat?" God said, "Because there was no danger — you avoided all danger — it was impossible for the wheat to grow. It needs challenges."

We all flee from pain and seek pleasure forgetting there are times in everyone's life when something constructive is born out of adversity. When things seem so bad it prompts us to escape the burden and realize our strength, either through creating healthy changes in our outer world or transforming ourselves inside and realizing our hidden potential.

Bhagavan Baba has explained the mystery of suffering to us in the following words: “**When suffering comes, why do you estrange yourselves from the Lord? He gives you suffering for your own good, for the advancement of your devotion. If suffering is granted, you seek peace, you search for knowledge of the mystery, you go to wise men to listen to aspects of the truth. Without suffering, sweetness cannot arise.**”

“Human Values should predominate in men’s thoughts.

Human life has no meaning without these values”

-Bhagawan Sri Sathya Sai Baba-



HEAVEN AND HELL



A man requested that God allow him to have a glimpse of Heaven and Hell. God said, "All right, my angel will show you both through the windows, for no one is allowed to enter either until he dies."

Accompanied by the angel, the man with the special permission stood outside a window and looked in. He noticed many people inside. What was unusual was that they all had no elbows. Their arm bones were single and straight, right from the shoulder to the wrist so they could not bend their arms at the elbow. In front of them were tables laden with the best of food. The man said, "This must be heaven for they have such sumptuous food to eat." But the angel said, "Look more closely." As the visitor watched, they picked up the food with their hands but were unable to convey it to their mouths for want of being able to bend their elbows. So despite the banquet in front of them, they were all hungry and felt helpless and were crying.

The angel explained, "Despite so much being available to them, they cannot enjoy it. This is hell."

They walked on further and looked through another window. The people inside also had no elbow joints and there were similar tables laden with sumptuous food. But here, everyone looked happy. Why? Because they were picking up the food and putting it into each other's mouths! Though they could not feed themselves, they could feed others and others could feed them.

"That, my friend, is heaven," said the angel.





Isn't it true that hell or heaven is our own creation? How we handle ourselves, in our own circumstances, is what causes the creation of heaven or hell around us. Those who live only for themselves are inviting unhappiness. Sharing and caring are of utmost importance. When you distribute love and care, it always comes back to you. If you are a dealer in hate, can you expect to get anything but hate in return?

"Heaven is no extra-terrestrial region of perpetual spring, it is an inner experience, a state of supreme bliss," Swami says. "The Lord dwells in our hearts, so our hearts must be kept pure and holy; then the heart becomes Heaven itself, filled with joy. Heaven and Hell are not elsewhere. When you are happy, that is Heaven. When you are miserable, that is Hell. If you wish to experience joy, fill your mind with thoughts of God, for where there is God, there is bliss."

"Being a good example is the best form of service"

-Bhagawan Sri Sathya Sai Baba-



PRESIDENT'S MESSAGE

Dear Committee Members, Staff and Supporters of SWAMI Home,

As we reflect on the past year, I am filled with immense pride and gratitude for the remarkable progress and achievements we have made together. The year ended 31 March 2024 had been a testament to our collective dedication, resilience, and unwavering commitment to enhancing the lives of our residents.

One of our most significant milestones this year was the near completion of the **Dementia-Friendly Improvement Project**. This initiative has transformed our facilities, making them more accessible and supportive for residents living with dementia. The positive impact on their daily lives have been profound, and we are committed to continuing our efforts in this crucial area.

In addition, we successfully completed the **painting of our three buildings**, giving SWAMI Home a fresh and vibrant look. This not only enhances the aesthetic appeal of our home but also creates a more welcoming and uplifting environment for our residents and visitors.

We also undertook the **relocation of our laundry room from the 4th floor to the 1st floor**. This strategic move has significantly improved the efficiency of our operations and the convenience for our staff, ensuring that we can provide even better service to our residents.

A highlight of the year was the **visit from our founder, Sadguru Sri Madhusudan Sai, on 22nd September 2023**. This visit was a poignant reminder of our roots and the vision that continues to guide us. It was a moment of reflection and inspiration for all of us at SWAMI Home.

Our **horticulture garden** has flourished, thanks to the generous sponsorship and care from our esteemed donor, Mr. Peck Khee Song. The garden, with its colorful flowers, fruits, and vegetables, has become a source of joy and therapeutic benefit for our residents. It stands as a beautiful symbol of growth, hope, and community spirit.

Financial Performance

For the financial year ended March 2024, SWAMI Home managed to net a surplus of \$2,231,310. Total gross income was \$21,837,873 (FY2023/2024) compared to \$19,819,504 (FY2022/2023). Total operating and administrative expenses was \$19,606,563 (FY2023/2024) compared to \$18,136,021 (FY2022/2023) as a result of higher manpower and operating costs.

None of these achievements would have been possible without the unwavering support and contributions of our donors, supporters, volunteers, staff, and Management Committee members. Your dedication and generosity have been the cornerstone of our success. We are deeply grateful for your continued support and commitment to our mission.

As we look ahead, we remain steadfast in our commitment to providing the highest quality of care and support to our residents. Together, we will continue to build a nurturing and compassionate community where every individual can thrive.

Thank you for being an integral part of the SWAMI Home family. We look forward to another year of growth, collaboration, and shared success.

Warm regards,

YAP BOON PHYE

President, SWAMI Home

“Small minds select narrow roads; expand your mental vision and take to the broad road of helpfulness, compassion and service.”

-Bhagawan Sri Sathya Sai Baba-



MANAGEMENT COMMITTEE



Left to Right

- **Kenny Tan** - Committee Member
- **R Munggam** - Committee Member
- **Low Chang Yee** - Honorary Treasurer
- **Ramon Quek** - Committee Member
- **Wendy Boon** - Committee Member
- **Tan Ngian Kwang** - Honorary Secretary
- **Irene Khoo (Dr)** - Committee Member
- **Yap Boon Phye** - President
- **Mah Chin Paw** - Committee Member
- **Ravintheran** - Committee Member

Not In Picture

- **Chong Ah Man** - Committee Member

CODE OF GOVERNANCE

Under the Charities code of governance, SWAMI Home complies with the Advanced tier of large IPCs (Institution of Public Character) with gross annual receipts or total expenditure of \$10 million or more.

Committed to Best Practice

The management of SWAMI Home is committed to ensuring that the organization adheres to best practice governance principles and maintains the highest ethical standards. The management committee continually monitor the plan to develop the capacity and capability of the charity,

Conflict of Interest

SWAMI Home has policies in place to prevent and address conflict of interest that may affect its integrity, fairness and accountability. All the members of Management Committee and key management staff are required to read and understand the conflict of interest policy and make full disclosure of interests, relationships and holding that may potentially result in conflict of interests. When a conflict of interest situation arises, the members or staff shall abstain from participating in the discussion, decision making and voting on the matter.

Financial Performance

1. For the financial year ended March 2024, the Home managed to net a surplus of \$2,231,310.
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Reserves Policy

SWAMI Home has a reserve policy to provide clarity in the management of its reserves. The policy applies to that part of the Home's income funds that are freely available for its operating purposes.

As of 31 March 2024, assuming that SWAMI Home receives no income from MOH, patients and donors, the accumulated surplus would enable SWAMI Home to sustain cost base of FY23/24 for 2.2 years. The Management Committee ensures that the level of reserves is adequate to support SWAMI Home's programs for its needy and elderly patients.

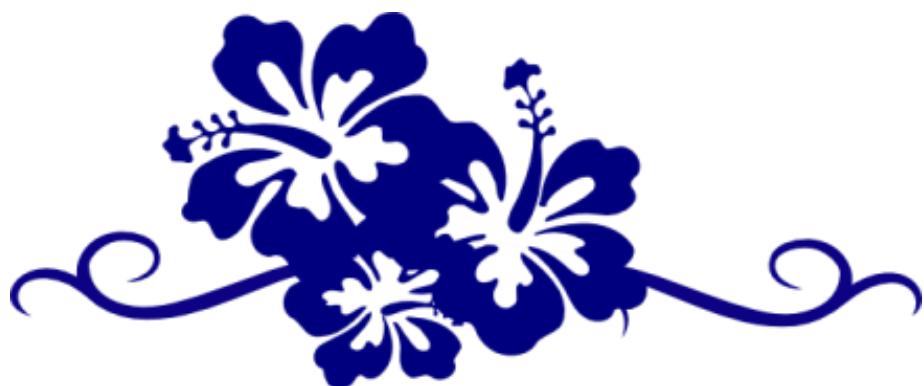
The detailed financial report of SWAMI Home for the financial year April 2023 to March 2024 is available in the external Auditor's report.

Management Committee Members

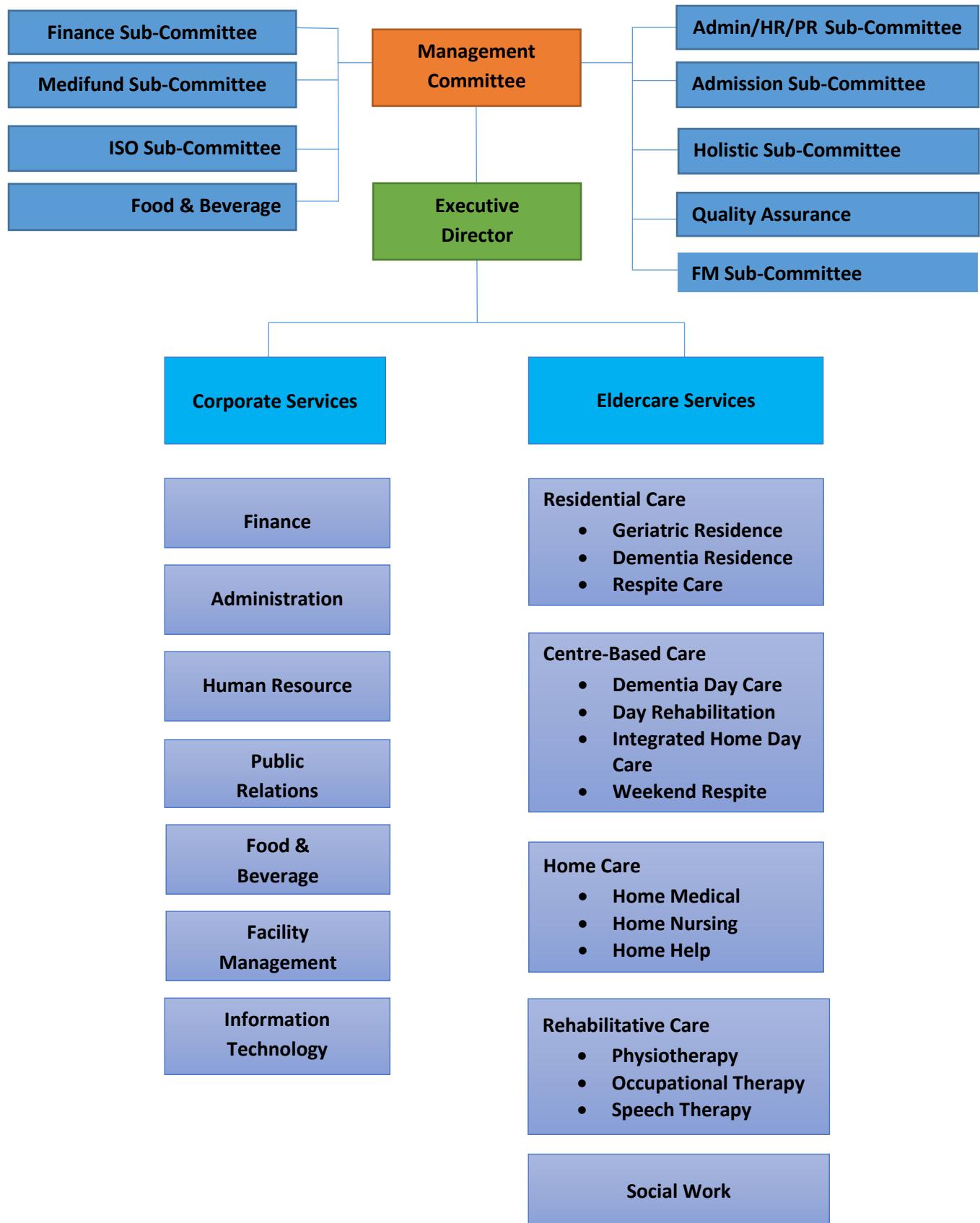
SWAMI Home has eleven Management Committee Members who voluntarily commit their time & effort in helping the elderly sick and poor alleviate their pain and suffering to live a dignified and comfortable life.

Majority of our MC (9 out of 11 members) are professionals who have served for ten years or more on the Board. Inspite of their golden years, they are still physically and mentally fit to share their working experience and knowledge in guiding the staff in the management and operations of SWAMI Home. They have also established contacts with donors and volunteers who faithfully support SWAMI home in donations and donations-in-kind all these years.

The Management Committee members hold monthly management meetings ie. twelve times a year, to discuss and make decisions in approving projects and policies for the Home. At least seven MC members attend MC meeting each month and their attendance range from 70% to 100%.



ORGANIZATION STRUCTURE



HEADS OF DEPARTMENTS

Executive Director

Chian Phiang Nam

Tel:65103331

Email:chian@swami.org.sg

Assistant Executive Director

Lucas Siah

Tel :65103375

Email :lucas@swami.org.sg

Human Resource

Constance Tan, Senior Manager

Tel:65103334

Email:constance@swami.org.sg

Administration

Esther Lim, Manager

Tel:65103337

Email:esther@swami.org.sg

Finance

Chen Zhen Zhen, Manager

Tel:65103341

Email:zhenzhen@swami.org.sg

Public Relations

Serena Tan, Asst. Manager

Tel:65103336

Email:serena@swami.org.sg

Facility Management

Derrick, Manager

Tel:65103346

Email:derrick @swami.org.sg

Information Technology

Sherman Goh, Manager

Tel:65103347

Email:sherman@swami.org.sg

Food & Beverage

Eric Ng, Manager

Tel:65103349

Email:eric@swami.org.sg

Residential Care

Brandon Vicente

Tel:65103359

Email:brandon@swami.org.sg

Day Rehabilitative Centre

Annabel Bea, Centre Manager

Tel:65103386

Email:anabel@swami.org.sg

Dementia Day Care Centre

Calvin Mong, Nurse Manager

Tel:65103388

Email:calvin@swami.org.sg

Integrated Home & Day Care Centre

Arokiamary, Nurse Manager

Tel:65103366

Email:maryhnhm@swami.org.sg

Home Nursing & Home Medical

Jiang Ping, Asst. Nurse Manager

Tel:65103380

Email:jiangping@swami.org.sg

Home Help Services

Cheng Ching Shean, Manager

Tel:65103378

Email:cheng@swami.org.sg

Social Work

Yan Shuang, Manager

Tel:65103375

Email:lucas@swami.org.sg

Physiotherapy

Gladys Gulab, Physiotherapist

Tel:65103382

Email:gladys@swami.org.sg

Occupational Therapy

Seidel Sarinas, Occupational Therapist

Tel:65103383

Email:seidel@swami.org.sg

Shermin Ang

Training & Therapy Manager

Tel:65103383

Email:shermin@swami.org.sg

RESIDENTIAL CARE

Through many years of providing nursing care services to our elderly residents, with an emphasis on delivering compassionate and gentle service, excellence, and professionalism, our staff have developed a thorough grasp of the health care needs of the elderly and have become more proficient in dementia, palliative, and rehabilitative care.

Professional and Compassionate Care

Our primary objective is to provide unwavering support to our elderly resident with the best professional nursing care in making them comfortable in our Nursing Home. Our Nursing and healthcare workers assist them in their activities of daily living and give them the assurance of home care comfort.

Resident and Staff Participation On Singapore National Day



*Delicious and creative
National day cake
donated by a sponsor*

*Residents outing accompanied by our
staff in celebration of National day*



*Volunteers showcasing their talents on
instruments and lovely voices in
serenading to our residents*

*All smiles by our residents enjoying the
event*



Learning is a Continuous Process

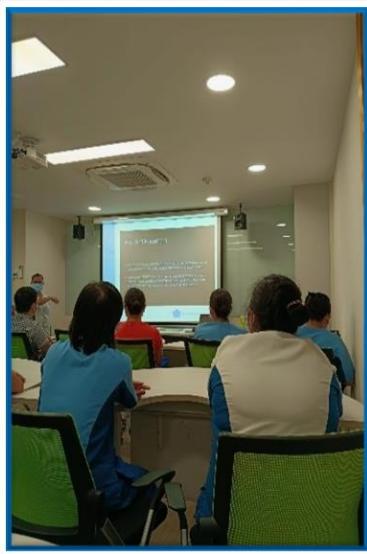


Feedback Management Project in collaboration with AIC

Tele-Geriatric Nurse Training course in collaboration with KTPH



In House Training



Every day is a learning experience.

Develop a passion for knowledge



Chinese New Year Celebration



Nurses Day Celebration



Recognition of Long Service Awards



A Farewell of Love and Pride



Our dearest ADON Ai Suan bidding farewell after years of service. Ready to enjoy her retirement.

Goodbye.

My Dear Workmates. I had a wonderful time working here.





To our Nurses and Healthcare Workers :-

Our gratitude for your determination and perseverance knows no bounds.
Thank you for making a difference to our residents each and every day .

*“ Let us never consider ourselves
finished, nurses. We must be learning all of our lives ”*
Florence Nightingale -founder of modern nursing-



Dementia Day Care Centre (DDCC)

Singapore's population is ageing rapidly. According to Singapore government population report, our citizens aged 65 and above make up almost 1/5 of the population, up 11.7% from a decade ago.

To better cater to the needs of these senior citizens and their longer life expectancies, DDCC has focused on improving and providing better quality of care for persons with dementia.

Our approach is to engage our clients through therapeutic activities and sensory experience. DDCC manager assess clients to determine their physical, cognitive and social functioning so as to design an effective individualised care plan to achieve the best care outcome for each of them.

Our daily activities include bingo, art & crafts, picture colouring, puzzle solving, sunlight therapy, sitting and standing exercises, therapeutic massage, physiotherapy exercises, doll therapy etc.

Admission to DDCC is open to all clients regardless of race, language or religion. Most of our clients are referred by Agency for Integrated Care (AIC) to enable the community to live well and age gracefully.

Since 2012, DDCC has continuously collaborated with Khoo Teck Puat Hospital (KTPH) and other community partners to provide dementia care and support to our clients as well to their caregivers

Service Information

Centre Capacity: 50

Service Boundary:

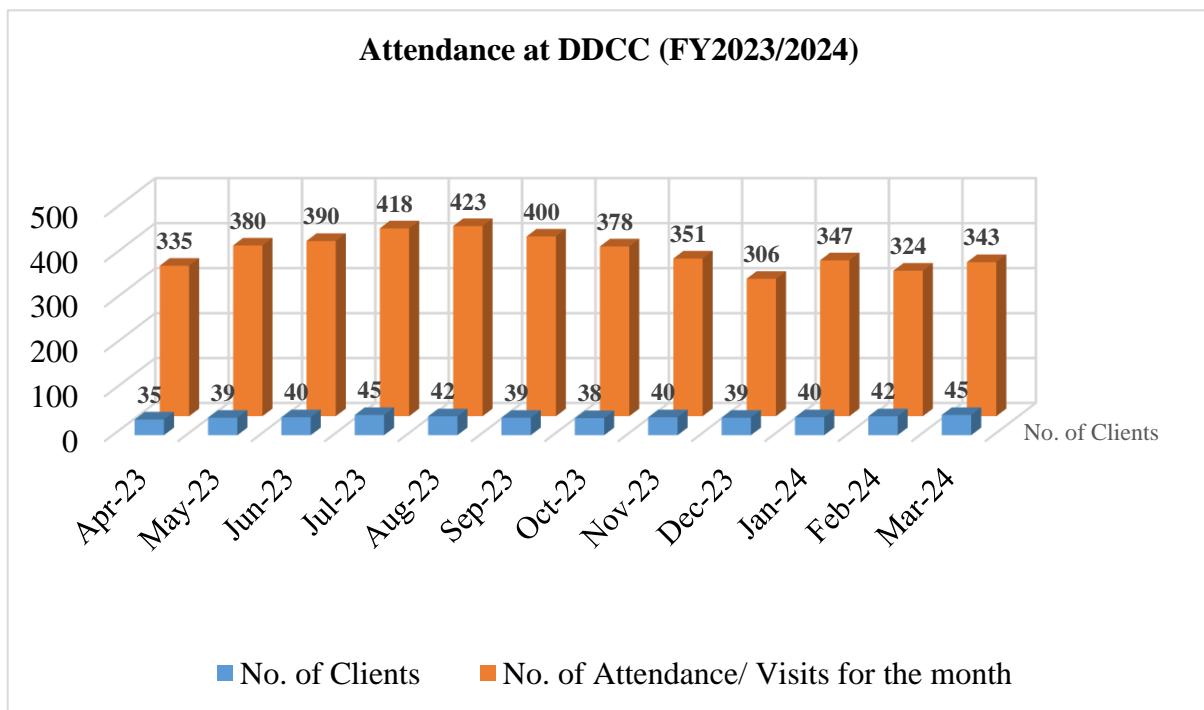
Admiralty, Ang Mo Kio, Marsiling, Sembawang, Woodlands, Yishun, Shunfu, Upper Thomson and Bishan.

*“Remember, the dementia patient is not giving you a hard time.
The dementia patient is having a hard time.”*



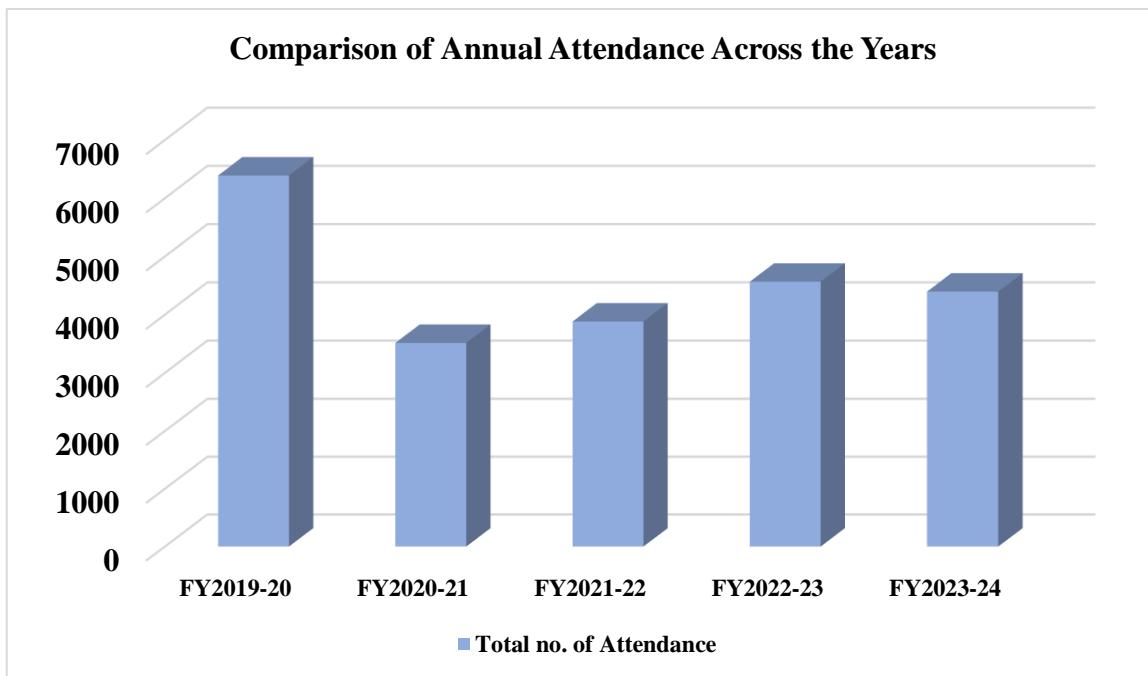
Attendance at DDCC

FY2023/2024	No. of Clients	No. of Attendance / Visits for the month
Apr-23	35	335
May-23	39	380
Jun-23	40	390
July-23	45	418
Aug -23	42	423
Sep-23	39	400
Oct-23	38	378
Nov-23	40	351
Dec-23	39	306
Jan -24	40	347
Feb-24	42	324
Mar -24	45	343



Comparison of Annual Attendance across the years

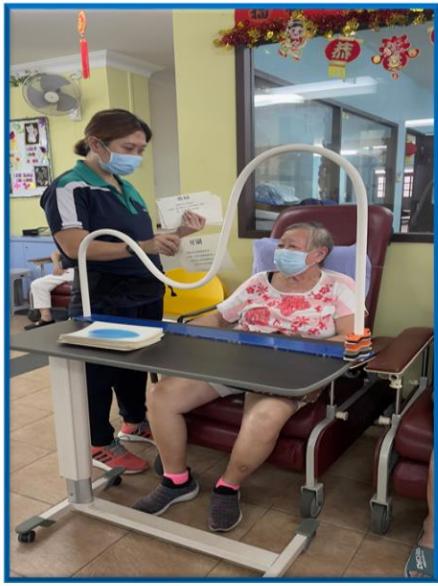
Period	Total no. of Attendance
FY2019-20	6389
FY2020-21	3514
FY2021-22	3882
FY2022-23	4565
FY2023-24	4395



“Prayer in action is Love, Love in action is service.”
Mother Teresa



Activities at DDCC





From Left to Right: Nilar Aung, Angela, Calvin, Zarina, Nang Sheng

“It is not how much you do, but how much love you put in the doing”
Mother Teresa



DAY REHABILITATION CENTRE (DRC)

With Singapore's demographic shift towards a rapidly ageing population, MOH advocated **Healthier SG**, which is a national initiative focusing on preventive health. Singaporeans can take proactive steps to manage their health, prevent onset of chronic diseases and have support to lead healthier lifestyles.

Gearing our efforts towards encouraging successful ageing, healthy lifestyles and exercises to strength the elderly, our staff at Day Rehabilitation centre tailored individual care plan to deliver relevant, effective and impactful care to our elderly clients.

Benefits of Rehabilitative Therapy

Reduce the Risk of Falls

More than one in three seniors aged ≥ 65 years and one in two aged > 80 years suffer a fall each year. Physiotherapy is an excellent way to reduce this fall risk, and avoid complications like hip fractures and death. Therefore fall prevention is vital for senior health and physiotherapy is an effective way to strengthen the legs, increase movement and improve balance.



Clients participating in football kicking & enjoying a game of Parachute ball bouncing

Aid Recovery from Illness or Injury

Elderly who has a recent injury, surgery or recovery from illness like heart attack or stroke will greatly benefit from physiotherapy and occupational therapy which help them to adapt to activities of daily living, while also improving their physical strength, balance and mobility.

Reduce Risk of Hospitalization

Hospitalisation expose the elderly to infections, pressure sores and disruptive sleep. Physiotherapy rehabilitation serves as a preventative measure by reducing the risk of falls, other accidents and aid in recovery of fractures.



Full concentration on their Mahjong game

Strengthen Muscles and Improve Balance

Reduced strength and mobility are common struggles for aging seniors, triggered by injuries, illness or long stay in hospital. Physiotherapy rehabilitation can assist seniors to rebuild muscular strength in a safe, supportive and controlled environment by improving their mobility and rebuilding confidence to live independently.



Clients having their Physio-therapy session & morning stretching exercises with stick.

Activities of Daily Living

Occupational therapy care plan are carefully tailored to meet the seniors needs and personal goals, help them to regain physical ability and confidence to carry out essential activities of daily living. These include therapeutic techniques like renewing one's strength, range of motion and mobility training. (For example, upper body strengthening could help them in transfers from a chair to bed and vice versa, dressing, feeding, bathing, etc.)



A range of Occupational activities enjoyed by the seniors

Service Information

Centre Capacity: 50

Services in DRC include:

Active Rehabilitation – Intensive Rehabilitation without Day Care (Sessional)

Maintenance Exercise – Maintenance Therapy after completion of Intensive Rehabilitation

Maintenance Day Care – Maintenance Therapy with Day Care

Service Boundary

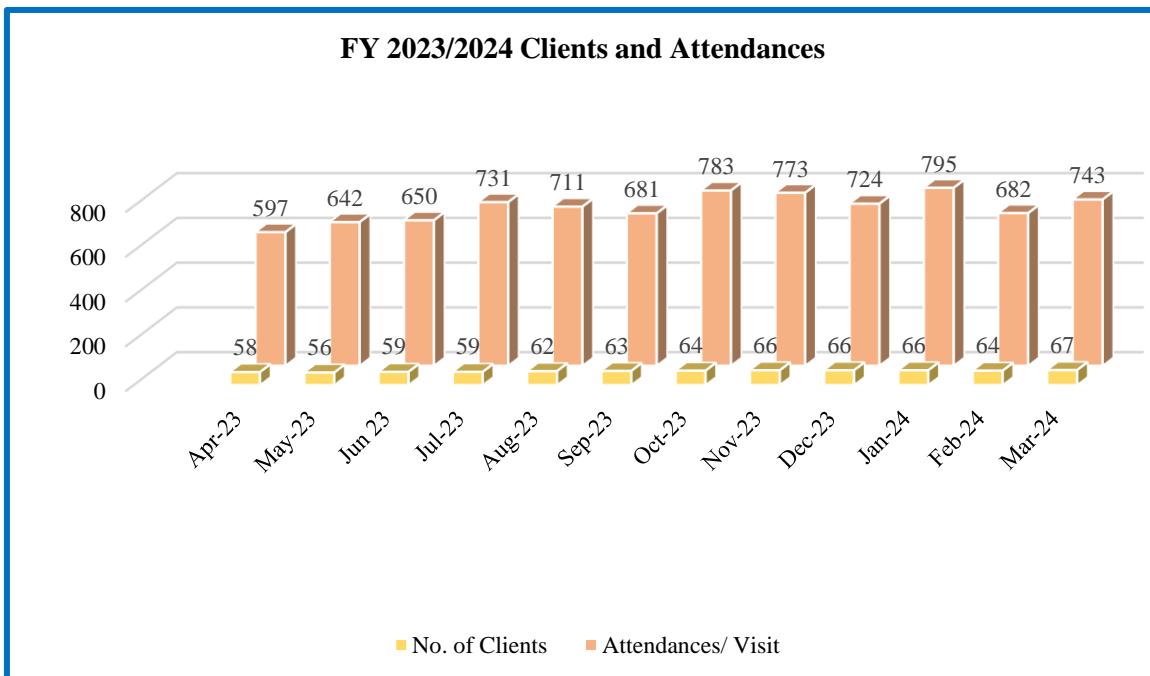
Admiralty, Ang Mo Kio, Lentor, Mandai, Marsiling, Sembawang, Sin Ming, Springleaf, Upper Thomson, Woodlands, Yio Chu Kang and Yishun.

“Caregivers face immense challenges, but their unwavering spirit and dedication make a world of difference.”



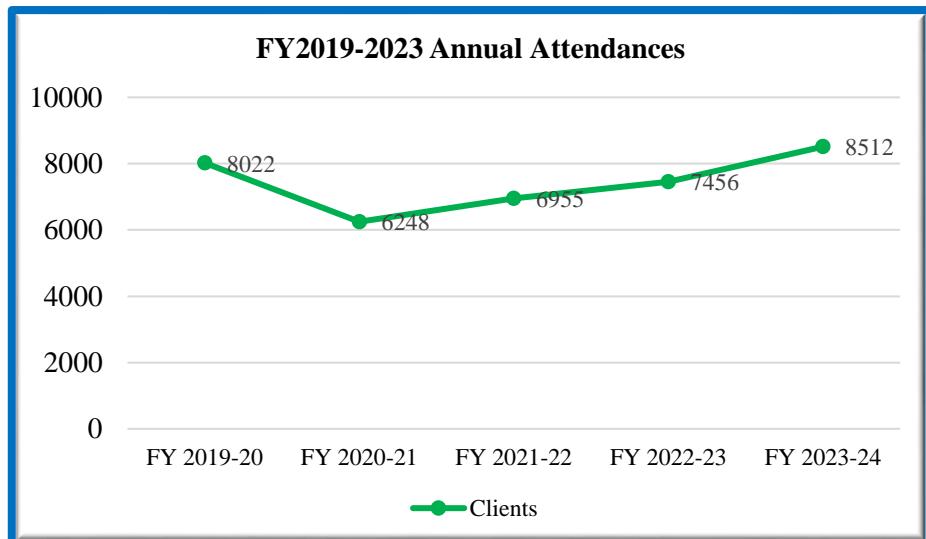
FY 2023/2024 Clients and Attendances

FY 2023/2024	No. of Clients	Attendances/ Visit
Apr-23	58	597
May 23	56	642
Jun 23	59	650
Jul 23	59	731
Aug 23	62	711
Sept 23	63	681
Oct 23	64	783
Nov 23	66	773
Dec 23	66	724
Jan 24	66	795
Feb 24	64	682
Mar 24	67	743



Annual Attendances From Year 2019 to Year 2023

Year	Annual Attendance
FY 2019-20	8022
FY 2020-21	6248
FY 2021-22	6955
FY 2022-23	7456
FY 2023-24	8512



Staff of Day Rehabilitation Centre



From Left to right: SanWin, Panagodage Don, Naw JuMay, Nelia Cariaso, Annabella Bea (Center Manager), Cherry Khine, Thaw Thaw, Myat Mon.

IHDC (INTEGRATED HOME AND DAY CARE PROGRAMME)

“When you accept serving humanity as your religion, you start to feel God within you, then you don't need to search God in any Temples or Mosques.”

Bhagawan Sri Sathya Sai Baba

IHDC commenced operations on 1 February 2018. Since then, attendance in our centre has continued to rise steadily. From Dec 2014 to 2024, our Centre capacity has been raised to 50 clients.

The primary objective of the IHDC Programme is to support seniors with multiple care needs to maintain their independence and quality of life in the community for as long as possible.

Seniors who need intensive care will have the flexibility to select a different combination of care services in their homes, at a day-care centre or both, depending on their needs. With this seamless and holistic care package, frail seniors who might otherwise be admitted to a nursing home, are able to continue to live at home with their loved ones.

A yearly customer satisfaction survey is carried out to determine whether clients expectations are met and to improve the quality of their lives and caregiver arrangement.

The IHDC Programme has 3 packages catering to three levels of care:-

Package 1 caters to clients who require minimum to moderate assistance.

Package 2 and 3 are for clients requiring moderate to maximum assistance.

The difference between Package 2 and 3 is that the latter should deliver more services in the client's home.

The main source of referrals come from Agency of Integrated Care (AIC), which is the mandatory route of patient referrals from hospitals. All clients identified suitable for IHDC Programme are referred through AIC'S electronic Integrated Referral Management System (IRMS).

The healthcare staff are equipped with the skills and knowledge, which are essential to cope with the demands and challenges of caring for those with multiple medical conditions.

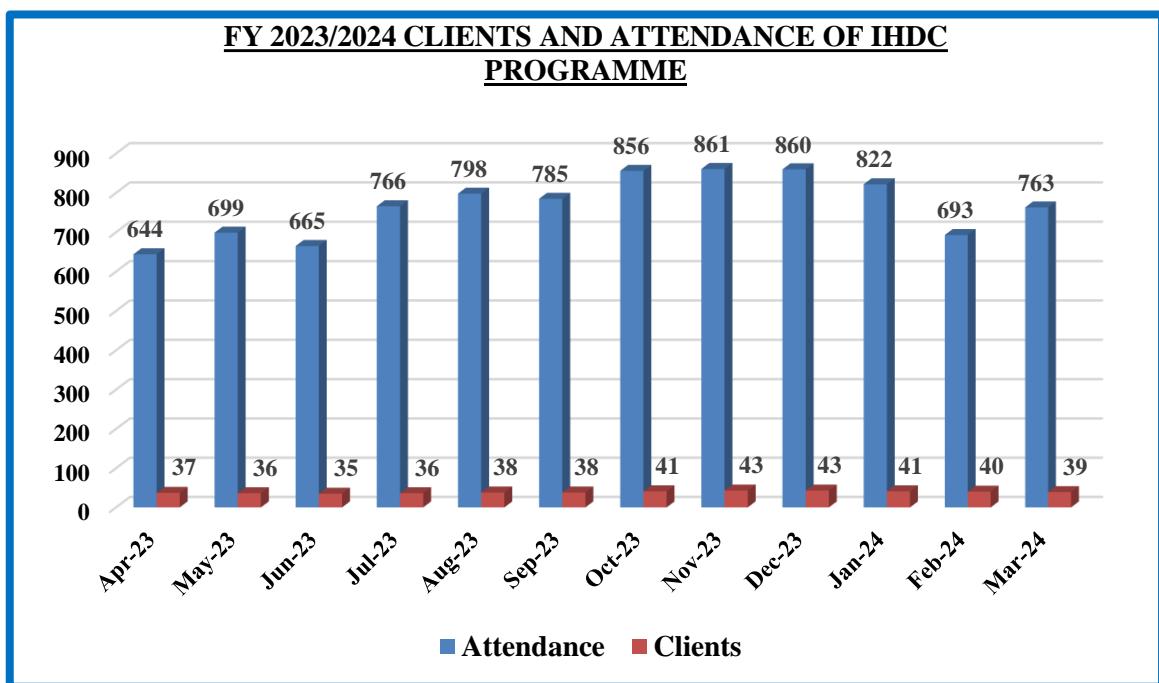
The housing estates that the Centre serves include Admiralty, Marsiling, Sembawang, Wellington circle, Woodlands, Khatib, Yishun, Canberra Drive and Yio Chu Kang.

We adopt a multi-disciplinary team approach.

Our team comprise of Doctors, Senior Manager, Nurse Manager, Nursing Aides, Social worker, Health Care Attendants, Therapist (OT&PT) and Therapy aides who work with the clients and their family members to assess, develop and carry out a customised and individual care plan for each client. This caregiving support clients well being to continue living at home with their families and maintain their dignity and privacy.

FY 2023/2024 CLIENTS AND ATTENDANCE OF IHDC PROGRAMME

Month	Attendance	Clients
Apr-2023	644	37
May-2023	699	36
June-2023	665	35
July-2023	766	36
Aug-2023	798	38
Sep-2023	785	38
Oct-2023	856	41
Nov-2023	861	43
Dec-2023	860	43
Jan-2024	822	41
Feb-2024	693	40
Mar-2024	763	39



Mr.Haji Bin Mohd is wheelchair bound and diagnosed with hypertension, hyperlipidaemia and kidney disease. He has medical appointment follow up with KTPH for his medical conditions. His son Amran is the main caregiver. Amran was worried about his father as he was unable to care for his activities of daily living and was dependant on everything .Amran who is divorced, has to take care of his four sons and work in the logistics company.

While Mr Haji attends HDC activities at the Centre, client's son Amran take time to run errands. "My father has been enrolled in the day care Centre since 2014 and he really loves going to the Centre from Mondays to Fridays.

IHDC Centre also provide "Meals on Wheels" when my father is not attending the Centre, arrange his medical transport and escort whenever he has hospital appointments. Also, repack his medication and attend to his personal hygiene." Amran praised the Centre staff for taking good care of his father Mr. Haji, both physically and mentally.

"Smiling widely and most importantly, he said "It takes a great load off my mind knowing that my father is happy to be in good hands of IHDC for more than 10 years. The staff here are very patient and caring.

I am thankful to God for the lovely people, doctor, nursing care staff and the transport team etc."



**Mr. Haji Mohamed Samat B Basri
(85yrs) IHDC client since 2014**

"Caregiving is not just about providing physical assistance but about nurturing the soul and healing the heart."





Birthday celebrations for our IHDC clients

Services provided by IHDC

Client's care plans include both at the Centre and home based.

Home Care

IHDC Team also look after the client's care needs at home, including home modifications, meals delivery, personal hygiene, wound care, nasogastric tube feeding, changing of urinary catheter , provide medical transport and escort service accompanied by caregiver.

IHDC Centre of SWAMI Home provide quality care for clients who require the following medical and nursing care:-

Nasogastric tube feeding, Wound management care, Catheter care, Stoma care, Tracheostomy care etc. With this service in place, clients are able to maintain their quality of life, maintain their independence and preserve their dignity while being cared for by our healthcare professionals.

IHDC Centre also attend to the psychosocial needs of the clients. We conduct social, recreational activities such as bingo, music and karaoke sessions, colouring, art and craft therapy, daily exercises as well as horticultural therapy for clients to enhance their social well-being and encourage them to interact with one another at the Centre.

In order to support the higher care needs of our clients, SWAMI Home work closely with AIC and KTPH to provide care giving training for the necessary work competencies of our staff.

The additional services include **Comprehensive Nursing and Medical services** provided at the centre and at home:-

Medical care such as a Geriatrician, Pre-packing Medication, supervision and Insulin Administration.

Our doctor review client's general medical condition, prescribe medications and also provide healthcare education to the client and caregiver. He also change the intra drainage catheter, SPC catheter and tracheostomy tube for the difficult clients.

Personal hygiene inclusive of bathing eye, nail, skin care, perineal care etc.

Caregiver counselling, training and group support.

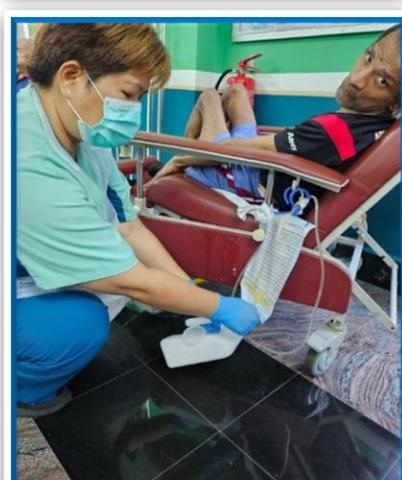
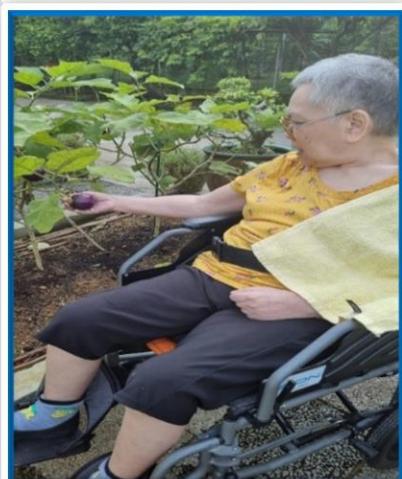
Maintenance of Physiotherapy and Occupational therapy.

Activities at IHDC Centre



Physiotherapy Activities





Taking temperature

Draining urine from urine bag

Attending to wound care

"The connection between a caregiver and recipient is a testament to the power of compassion and empathy."





Testing blood sugar level



Taking temperature



Nasogastric tube feeding

Staff of IHDC Centre



From Left to Right: Phyo Wai, Priya, Jaysen, Papaley, Rajeswari, Mary(Nurse Manager), Ariane, Lakshmi

Home Help Services

SWAMI Home Help Service (HHS) was launched in August 2020 and we are now entering into the 24th years of operation.

Our service model focus on providing basic needs and personalized care directly to clients and seniors in their homes, providing medical transport, thereby promoting seniors' independence and supporting their personal autonomy within their familiar home environment and the broader community. This approach aims to minimize the necessity for hospital care or institutional care, making it a last resort of care option for those entrusted to our care. In addition, this holistic approach not only enhances the quality of life, overall well-being and dignity for those we care for, but also align with the preference of many seniors to live fuller lives and age gracefully in their homes for as long as possible while receiving the care support that they need.

At the heart of our care service offerings lie the essential components of Meals-On-Wheels (MOW) Service and Medical Escort and Transport (MET) Service. These two essential components play integral roles nationally, contributing significantly to the holistic health and well-being of seniors residing in the Northern region of Singapore.

Our HHS team consists of 10 Healthcare Assistants, 2 Program Coordinators and 1 Manager. Our MOW service operates daily, including Sundays and Public Holidays. As of 31st March 2024, we have served 667 homebound clients in need of our HH services. This has alleviated the burden and provided much-needed respite to over 380 caregivers who are primarily low income earners who cannot afford domestic helpers for their loved ones, individuals who are frail caregivers themselves, those who are unavailable during daytime due to work commitments, or caregivers experiencing high levels of caregiver stress.

Overall Profiles of Our Home Help Clients

The demographic profiles of our Home Help clients indicate that more than 85% are seniors, many of whom are multiple care service users. The concurrent use of both MOW and MET services by approximately 100 individuals for the period from April 2023 to March 2024 underscore the integrated support needed by many seniors in the community.

Our services records also show a consistent and significant increase in demand for both MOW and MET assistance over the years. This trend aligns and reflects a broader trend driven by Singapore's aging population. As Singapore's elderly population continues to grow, the demand for specialized services such as nutritional support and home maintenance assistance is expected to increase accordingly, a trend that is anticipated to persist in the years ahead.

Meals-on-Wheels (MOW) Service

At its core, the MOW Service Programme provides essential daily nutritional meals delivered directly to the doorsteps of homebound clients who lack the physical ability to prepare or manage their meals independently, and who do not have caregivers to assist them.

Here are the key components of our MOW Service Programme:

Nutritional Meals

Meals are carefully planned and prepared by our dedicated cooks, ensuring they meet high nutritional standards. Besides, all menus are also approved by our dietitians to ensure balanced nutrition for all groups of our clients that we serve.

Hygienic Packaging

All meals are packed hygienically in airtight containers and placed in warmer boxes before delivery to maintain freshness.

Personalized Care

Each client is treated as a unique individual with specific care needs. This includes:

- Meeting the individual's daily nutritional requirements
- Accommodating special dietary needs such as Halal, Vegetarian, Diabetic diets etc.
- Respecting individual's meal preferences
- Providing meals in various textures (regular, soft moist, finely minced/chopped, blended) for those with chewing or swallowing difficulties.

Additional Support Services

The service programme extend beyond meals delivery to ensure clients' well being:-

- Conduct regular safety checks on clients' general health and well-being during meals delivery
- Acting as a gateway to connect homebound seniors or individuals with multiple care needs to additional support services.

Connection and Socialization

MOW Service Programme also help to foster community connections and socialization among seniors. This is crucial for their well-being and allows them to remain in the comfort of their homes and community for as long as possible.

Overall, the Meals on Wheels Programme not only address the nutritional needs of homebound clients but also play a pivotal role in their overall health, well-being, and social integration within their community.



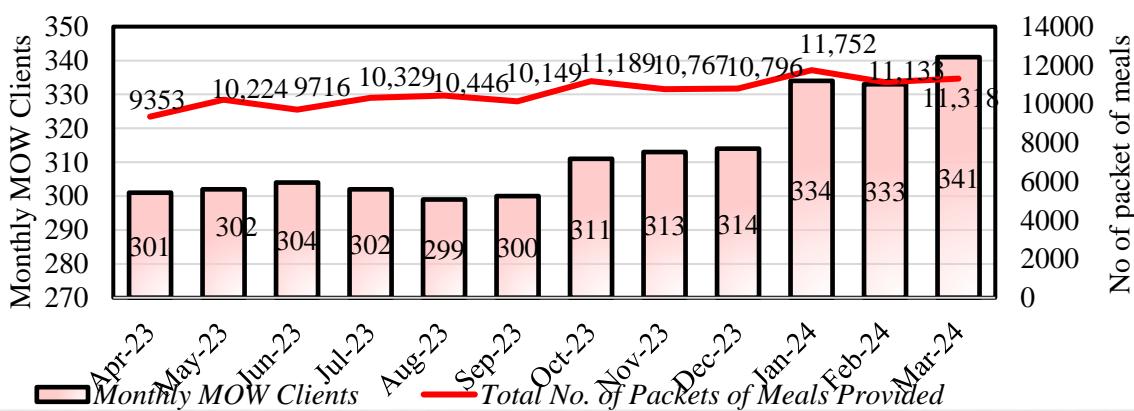
“The most precious gift a caregiver can give is their time and unwavering presence.”



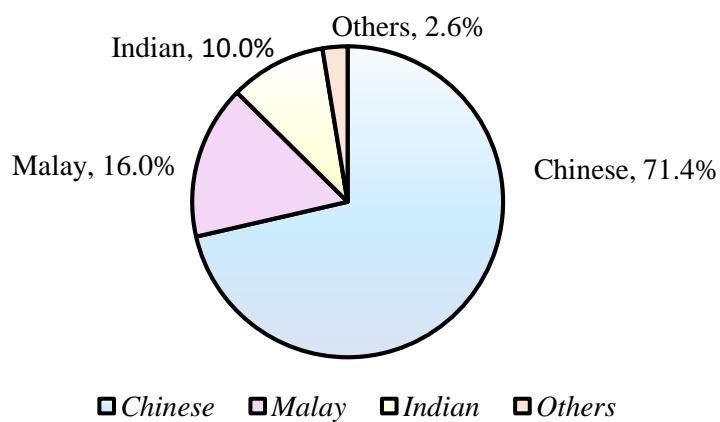
2023/2024 Clientele Statistics of Meals on Wheels (MOW)

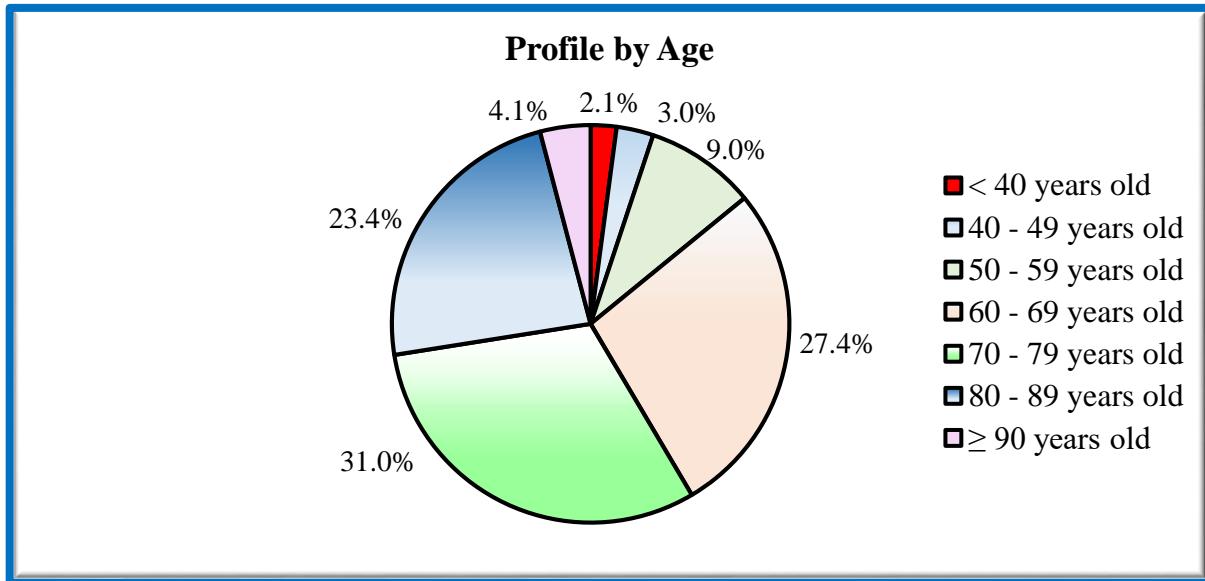
FY2023/2024	Monthly MOW Clients	Total No. of Packets of Meals Provided
April 2023	301	9353
May 2023	302	10,224
June 2023	304	9716
July 2023	302	10,329
August 2023	299	10,446
September 2023	300	10,149
October 2023	311	11,189
November 2023	313	10,767
December 2023	314	10,796
January 2024	334	11,752
February 2024	333	11,133
March 2024	341	11,318

2023/2024 MOW Clientele Statistics



Profile By Race





Medical Escort & Transport (MET) Service

The MET Service plays a crucial role in supporting the seniors and persons with multiple conditions and disabilities in accessing their medical appointments and treatment in the hospital or polyclinic. MET provides transport along with trained healthcare staff to accompany clients throughout their medical appointments. This ensures that clients receive necessary assistance and support throughout their journey.

Here are the key components of the MET Service:

Wheelchair Accessible Vans

The MET service utilize wheelchair accessible vans equipped with hydraulic lifters. This enhance convenience and comfort for clients who are wheelchair-bound, ensuring they can travel safely and comfortably for their medical appointments.

Assessment and Personalized Service

Each referral is being assessed individually to understand their care needs and the level of assistance required. This personalized approach helps in tailoring the service to meet the unique requirements of each client.

Support for Those Living Alone and do not have any Social Support

Clients who live alone and do not have caregivers or social support are assisted by a Healthcare Assistant. This ensures the client receive the necessary assistance during their medical appointments and transportation to and from the healthcare facilities.

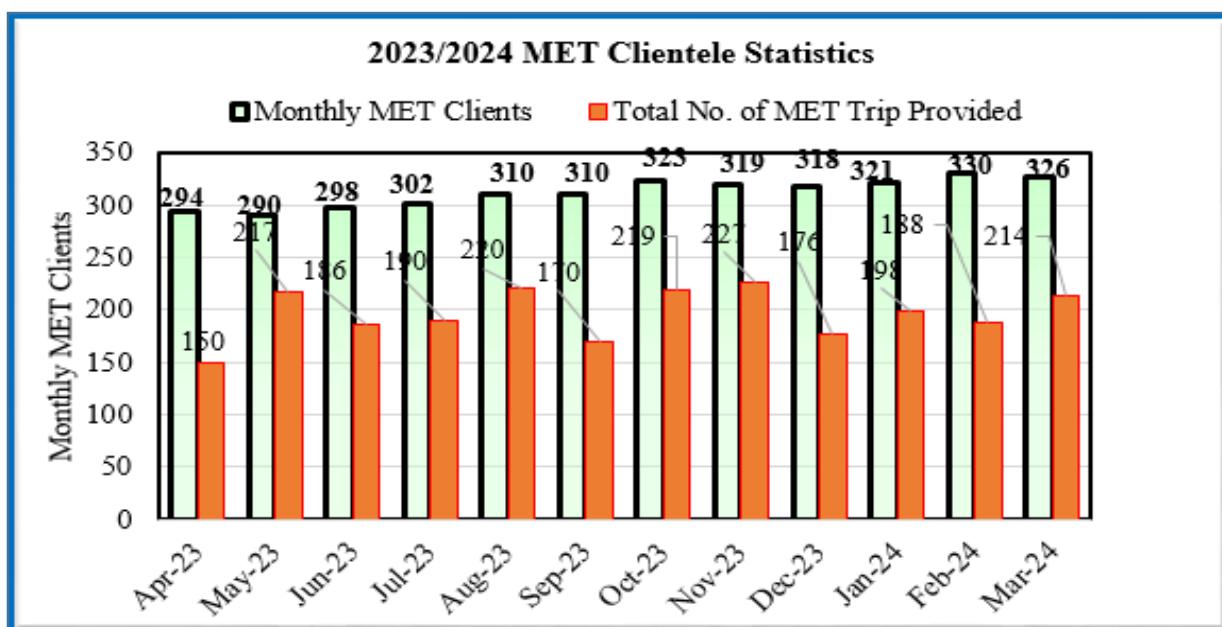
Involvement of Caregivers

Clients who have caregivers are encouraged to bring them along for the medical appointments, by tapping on our transport service. This helps the caregivers to stay informed about the medical conditions and needs of their loved ones, thereby promoting better care co-ordination and support.

Beyond Logistics

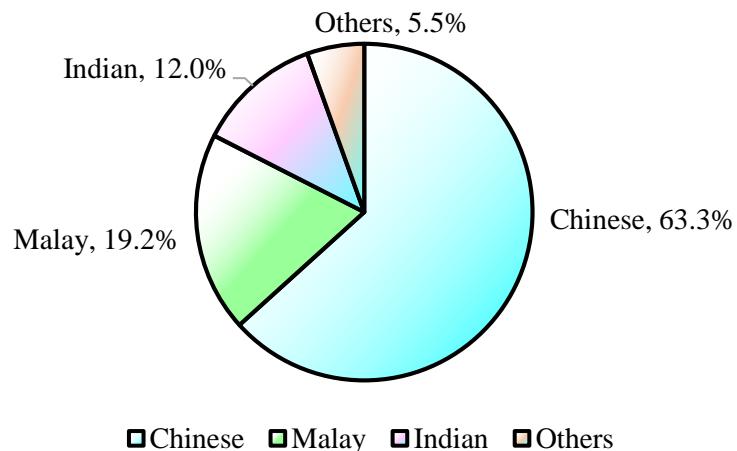
The MET service is not just about providing logistical support. It also build connections and offer emotional support to clients. Healthcare staff engage in conversations with the clients, lending a listening ear and showing care and compassion to the client throughout the journey. Overall, the MET service is vital in ensuring that elderly individuals and persons with disabilities and multiple care needs can access essential medical care without facing the challenges of transportation. It support clients' independence, well-being, and ensure they receive the necessary assistance and compassion during their healthcare journey

2023/2024 Clientele Statistics of Medical Escort and Transport Service (MET)

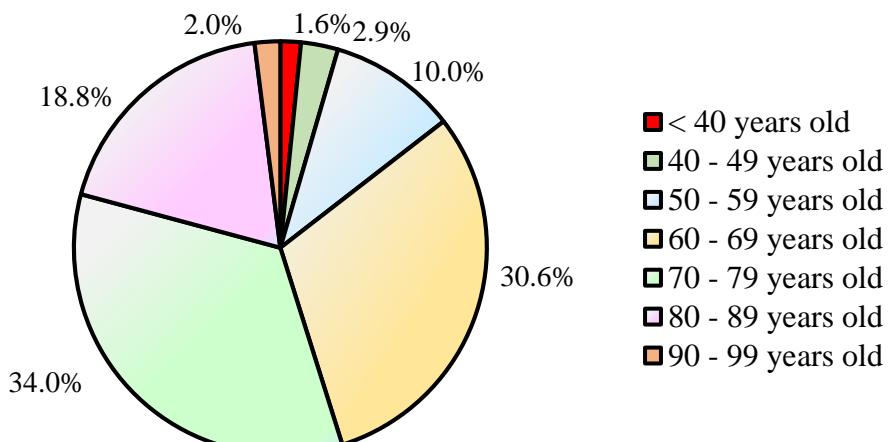


FY2023/2024	Monthly MET Clients	Total No. of MET Trip Provided
April 2023	294	150
May 2023	290	217
June 2023	298	186
July 2023	302	190
August 2023	310	220
September 2023	310	170
October 2023	323	219
November 2023	319	227
December 2023	318	176
January 2024	321	198
February 2024	330	188
March 2024	326	214

Profile by Race



Profile by Age



Opportunities for Volunteering

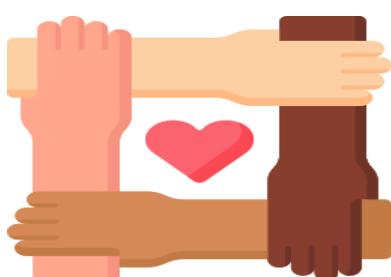
SWAMI Home Help Service exemplifies the spirit of volunteering by engaging dedicated individuals and groups in community service. Come rain and shine, we have a team of very dedicated and compassionate volunteer groups who are always there with us and play a crucial role in delivering daily meals to clients in the community, even on weekends and public holidays.

Some volunteers participate as families, including young children. This not only teaches the younger generation the value of community service but also brings joy and companionship to the seniors and individuals we serve. This has created a meaningful intergenerational connection within the community. Generally, beyond supporting meals delivery , volunteers also bring cheer and social interaction among seniors who live alone.

In addition, our HH team also strongly believe in inclusive and caring approach whereby we value and care for each stakeholder in our community, including sponsors, donors, and all the clients. We strive to treat everyone involved as part of our family and this warm approach has significantly fostered a sense of belonging and strengthen the community bonds as a whole. To summarize, SWAMI Home Help Service's volunteer program embodies the core principles of community care service- selflessness, community support, and inclusive care. Our approach not only address the practical needs but also strengthen the social fabric of our community, creating a supportive environment whereby everyone feels valued and connected.



“What is the essence of life? To serve others and to do good.”
Aristotle, Greek philosopher



Highlight of Events for the Year

Distribution of Gift Packs during Chinese New Year



Special meals, gifts packs, and red packets were distributed to our clients in the community during festive seasons. Nothing beats the joy of seeing the sweet smiles on their faces

Outing- Gathering & Lunch Together



You are not alone and everyone deserves a joyful day. Witnessing our clients feel included and valued, warms our hearts.

Festive Celebration- Merry Christmas



Bringing cheers to the Seniors. It is important to remember that our presence and attention to the lonely Seniors are the most valuable gifts that we can give to them.

Staff of Home Help Service



From left to right: Subramaniam Thanaletchami, Phoe Kyar, Nikki Rose Petacio Dela Fuente, Missirah Bte Kartu, Chan Jia Xin, Ohn Mar Myint, Cheng Ching Shean (Manager), Francis Shanthapriya, Zheng Shu Yun, Neo Choong Lian, Chow Man Chi, Pang Nyuk Moi, Dombawala Hitihamillage Kaveesha Tharukee Wimalasiri

HOME MEDICAL & HOME NURSING SERVICES

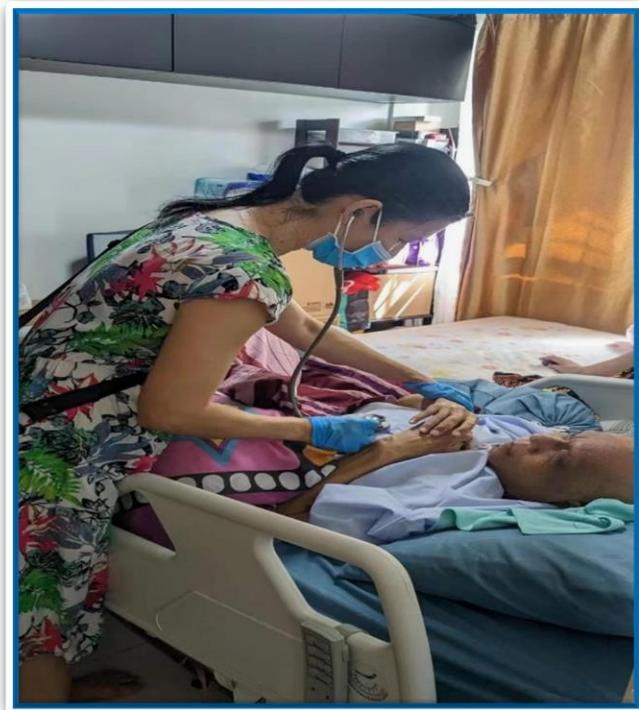
Home Medical Service (HMS)

This community based service offers medical care to the very frail elderly in their home environment.

The doctor, accompanied by a nurse serves clients in Marsiling, Woodlands, Admiralty, Sembawang, Chong Pang, Yishun, Khatib and Ang Mo Kio once a week.



Home Medical doctor heading out to visit clients



Doctor examining a frail client.

Home Medical Services include the following:

- Review of clients medications, and their general health conditions.
- Changing of Tracheostomy Tube
- Changing of the Percutaneous Endoscopic Gastrostomy (PEG)
- Taking blood samples for investigation
- Addressing the caregiver's concerns regarding client's conditions.
- Provide emotional support through reassurance of continuity of care.
- Reduces clients visits to Polyclinic and hospitals.

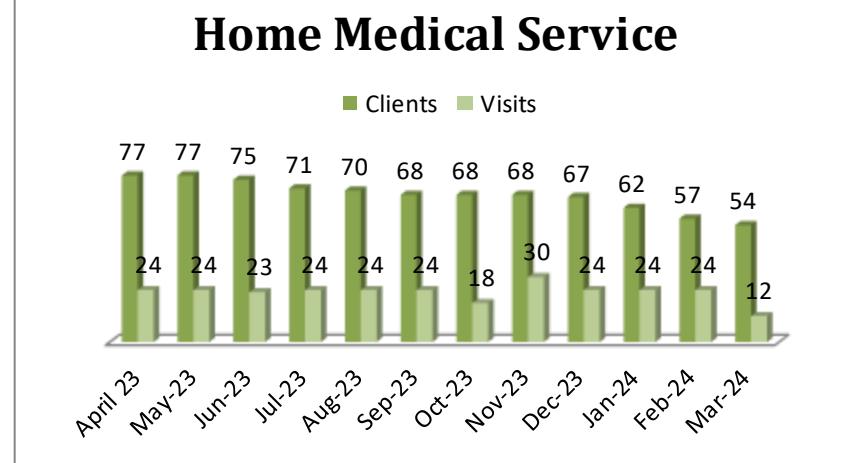


Data for Home Nursing & Home Medical (Clients & visits) for FY2023/2024

Home Medical Service

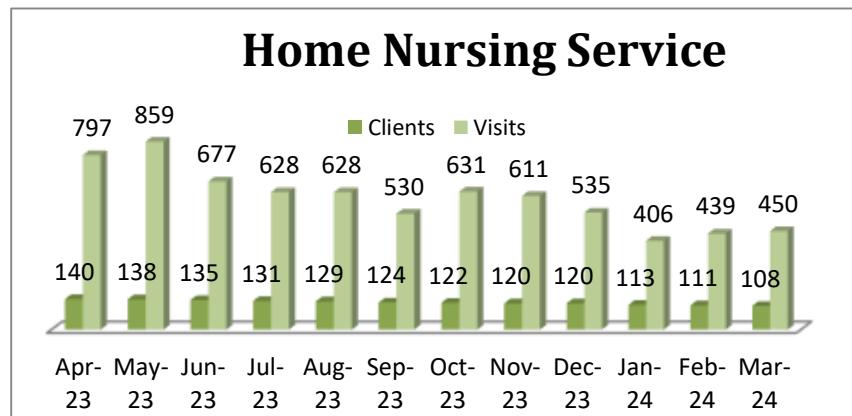
FY2023/24	Clients	Visits
April 23	77	24
May 23	77	24
June 23	75	23
July 23	71	24
August 23	70	24
September 23	68	24
October 23	68	18
November 23	68	30
December 23	67	24
January 24	62	24
February 24	57	24
March 24	54	12

Home Medical Service



Home Nursing service

FY2023/24	Clients	Visits
April 23	140	797
May 23	138	859
June 23	135	677
July 23	131	628
August 23	129	628
September 23	124	530
October 23	122	631
November 23	120	611
December 23	120	535
January 24	113	406
February 24	111	439
March 24	108	450



Continuous Improvement

Agency for Integrated Care (AIC) implemented a new online system called Health Marketplace (HMP), to assist HMHN clients in placing their requisition orders for milk and diapers with suppliers directly instead of going through HMHN department with effect from April 2020.

This coordination with AIC brings about many benefits to client and staff.

- Clients have a wider product selection and direct home delivery service from 5 suppliers appointed by AIC.
- Clients and their caregivers who are eligible for the subsidy from Senior Mobility and Enabling Funding (SMF) can directly purchase the consumables via suppliers' hotline.
- Other benefits of HMP system are it enables easier tracking and better visibility of SMF balance for clients.

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment or the smallest act of caring, all of which have the potential to turn a life around.”

- Leo Buscaglia

Home Nursing Service (HNS)

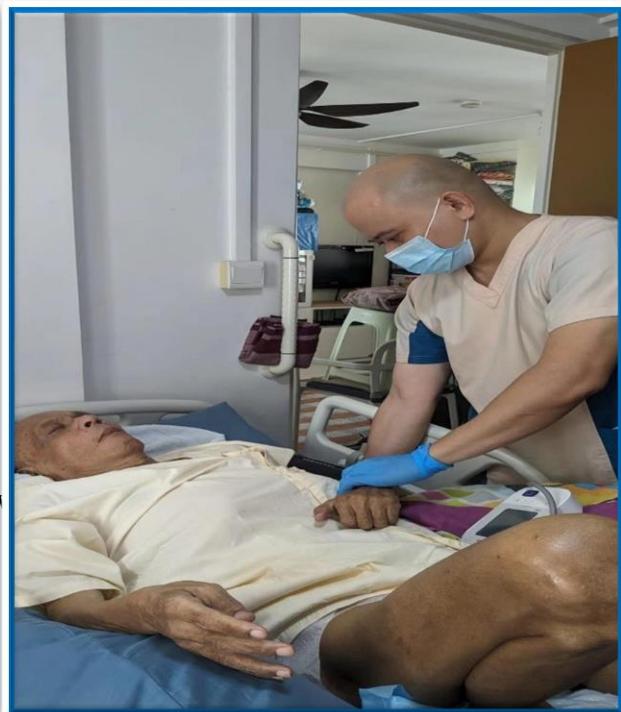
This team of 4 Nurses provide compassionate nursing care to the frail elderly through their scheduled visits.

Regardless of weather conditions & the pandemic outbreak which these nurses encounter, their presence bring hope to the elderly, especially for those who live alone.

They try their best to meet clients' medical needs and family expectations.

With this continuum of care,

- Clients are able to maintain their quality of life in their homes and community for as long as possible
- Enjoy their independence in the comfort of their home environment
- Preserve their dignity while being cared for by healthcare professionals.
- Clients have an avenue to receive some form of emotional support.
- Provide healthcare education to the clients and caregivers.



Nurse Eljohn doing wound dressing for client



Nurse Li Hui testing blood sugar of home-bound client



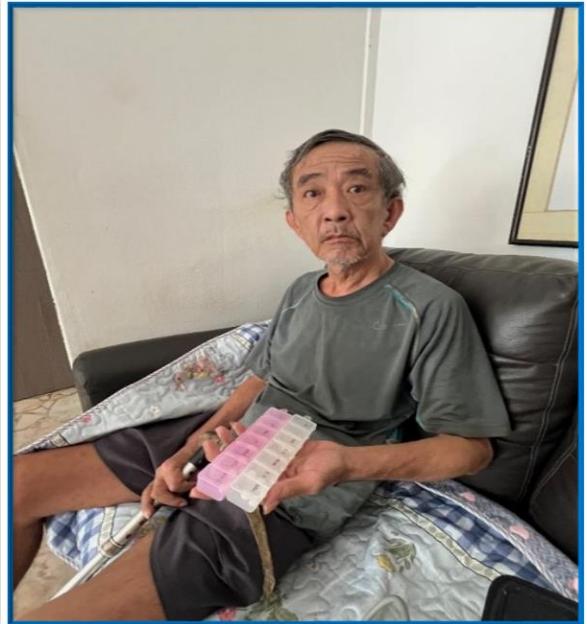
Nurse Luo Lihui monitoring blood pressure of home-bound client



Nurse Jiang Ping monitoring blood pressure of home-bound client



Client received donation of Hari Raya cash gift



Client received pre-packed medication during nurse visits

“Every time you smile at someone, it is an action of love, a gift to that person, a beautiful thing.” Mother Teresa





Nurse Sarihann giving health education to caregiver of client with diabetes



Nurse visited client Mr. Choo, who said he doesn't have any money and requested nurse to bring him to nearby coffee shop for a simple lunch together

Education of caregivers form an integral part of home care service to improve clients' physical and mental faculty and quality of life.

Precautions Taken

Ever since the COVID-19 Pandemic Outbreak in March 2020,

- Nurses have to wear surgical masks all the time.
- Wear full PPE for Nursing Procedures.
- Implemented two Split Teams with no cross over of teams.
- Practise Safe distancing in their work stations.
- Review Home visits as advised by MOH Advisory.
- Check clients' temperature upon arrival in their homes.



Despite the Pandemic outbreak, Home Nursing staff have to perform the following home care duties in the community:-

- Wound management
- Changing of feeding tubes
- Changing of urinary catheters for both male and female clients
- Stoma Care
- Administration of injections
- Monitoring of blood pressure and blood sugar level
- Packing of Medication and supervision
- Assist clients in their applications for financial assistance through MOH subsidy to purchase diapers, milk, hearing aid devices, etc.
- Phone consultations
- Falls Risk assessment, and healthcare education.
- Reassurance & Emotional support especially during the pandemic outbreak.

Home Nursing Team



From left to right: Lihui, Sharihann, Jiang Ping, Eljon

OCCUPATIONAL THERAPY

“Occupational Therapy (OT) is defined as the Art and Science of helping people with disabilities to perform activities of daily living.”

Occupational therapy involves assessment and interventions to enable individuals affected by physical injury or illness, learning disabilities, psychosocial dysfunction or the ageing process, to perform daily activities such as showering or getting dressed to make them independent and improve their accessibility and safety.

OT will work with the patient to come up with a therapy plan and set goals based on each individual need, abilities and limits. OT can also recommend special equipment and assistive devices such as a wheelchair or walking frame and show the patient how to use those tools.

Our Mission

The Department of Occupational Therapy is committed to: Providing high quality patient care and exceptional patient experience.

Activity Highlights

- *Tai Chi Exercise*



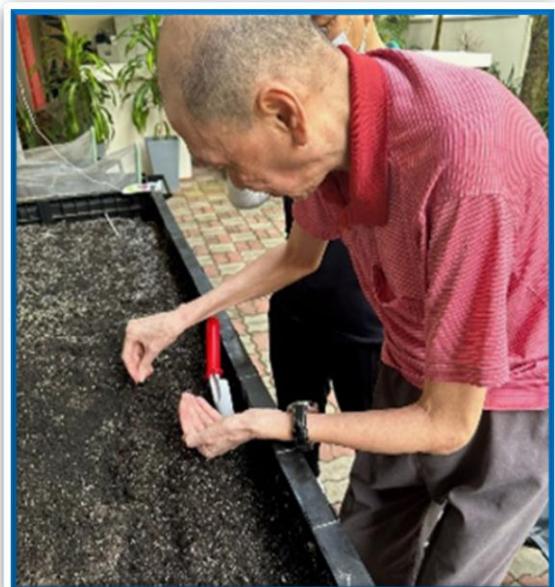


This is the most popular 30-minute relaxation exercise enjoyed by the residents

Tai chi is often described as "meditation in motion," but it might well be called "medication in motion." There is growing evidence that this mind-body practice, has value in treating or preventing many health problems. And you can get started even if you aren't in top shape or the best of health. In this low-impact, slow-motion exercise, the movements are usually circular and never forced, the muscles are relaxed rather than tensed, the joints are not fully extended or bent, and connective tissues are not stretched. Tai chi can be easily adapted for anyone, from the most fit to people confined to wheelchairs or recovering from surgery.

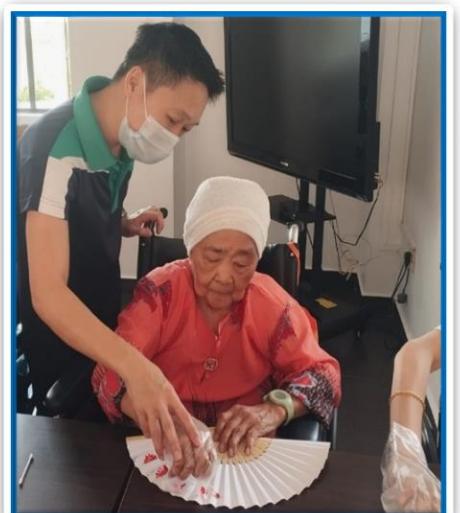


Horticultural Therapy



Collaboration With Our Partners

Mindfulness Session and Arts and Crafts activities by volunteer groups from Dharma Drum and Pre-School Students



Our Committed Occupational Therapist Team



From Right to Left: Seah Teck Hock, Shahrizan Bin Osman, Kenneth, Evangelie Perez, Lee Siew Ying, Martha Miranda, Seidel Sarinas, Marjorie Ann Paculaba



PHYSIOTHERAPY

Physiotherapy (PT) Department implemented holistic approach in the prevention, diagnosis and therapeutic management of pain, movement disorders and optimisation of body functions to enhance the health and welfare of the residents in Residential Care and Clients in Day Rehabilitation, Dementia Day Care and Integrated Home and Day Care Centres.

The PT team maintained the standards of reaching out to the rehabilitation needs of the residents by continuously running the PT program at the wards, a satellite station and the Physiotherapy Center to serve more residents and clients on a daily basis.

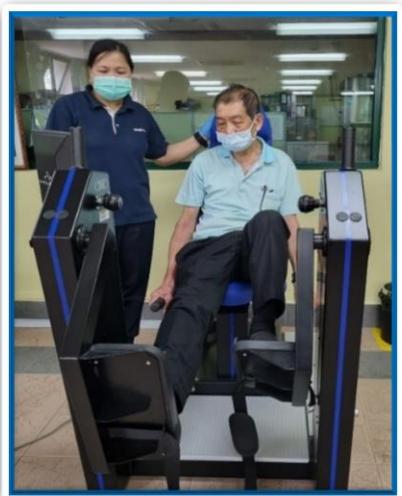
FY 2023-2024 is a season of moving forward for more opportunities of learning and enhancement of our PT services by promoting staff who have been supportive throughout these years and recruitment of new staff who can add value to the team.

For continuous upgrading of our PT facilities, SWAMI Home applied for the Community Silver Trust (CST) Fund which is a dollar-for-dollar donations matching grant provided by AIC to enhance the services of Social Service Agencies in the Community Care sector.

This CST Funding has enabled PT department to acquire new exercise machines and equipment in the PT Center and the satellite station to assist the elderly improve their endurance and strength, thus achieving better functional mobility.

The residents and clients were excited to see the new exercise machines and were eager and motivated to try something new to the best of their abilities.

As part of the procurement of these new exercise machines, all PT staffs were trained on its proper usage to ensure safety of residents and prevention of falls happening. Each staff was trained to do basic set up of the machines. The Physiotherapist is responsible to program the set of exercises for the elderly through RFID so that staff can tap on the programmed exercises readily available for them. The elderly were amazed and elated at the new technology available for them to use.

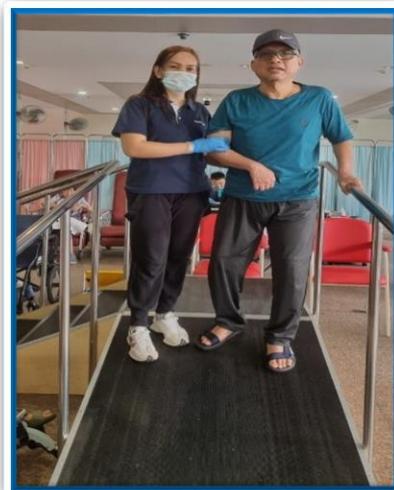




New Equipment enjoyed by the elderly

One of the highlights for this financial year was the conversion of Sunshine building carpark to Dementia Day Care Activity Area, which was declared open by Sadguru Sri Madhusudan Sai on September 22, 2023 during his visit to Swami Home.

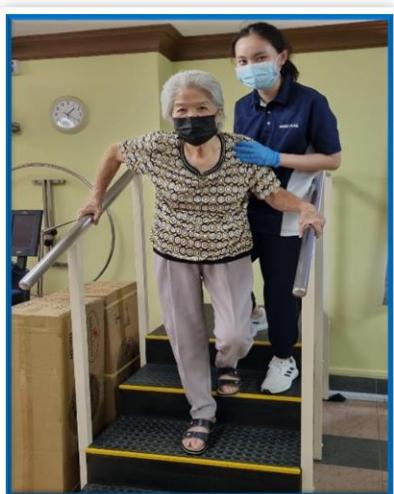
This Activity Area enabled Dementia Day Care and IHDC to facilitate Physiotherapy and OT programs for clients by giving them more space for gait training, exercise workout and more interactions among the elderly. This new set up also maximized manpower in ensuring patients safety during their exercises.

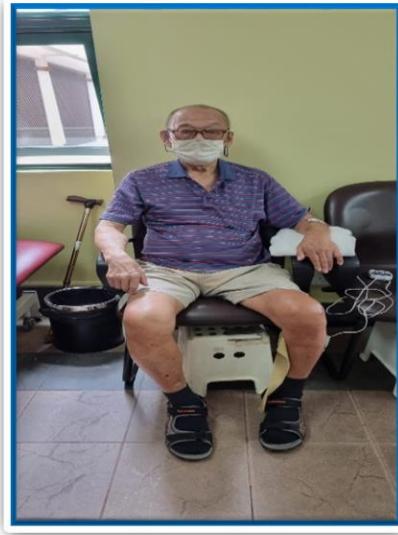
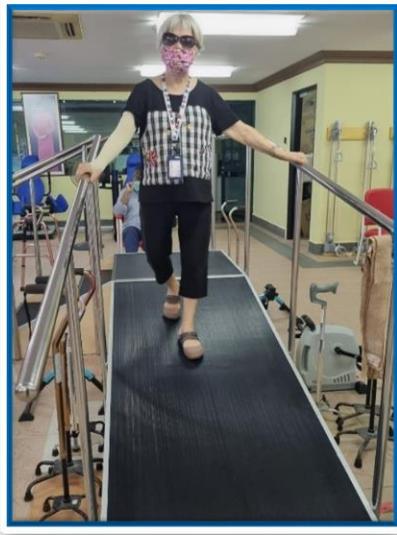


These elderly are working out their exercises in the Activity Area



Elderlies working out their exercises in PT Satellite station at Level 1.





Elderlies exercising in the PT Center



Elderlies exercising in Grace Building



Elderlies exercising at Sunshine building, Level 3

Stepping into the Future

In future, the PT team aims to eventually expand its network to the Community through Home Physiotherapy. In preparation for this programme, PT team is currently undergoing upskilling to raise more skilled physiotherapists within its team to serve the larger community.

The Physiotherapist Team

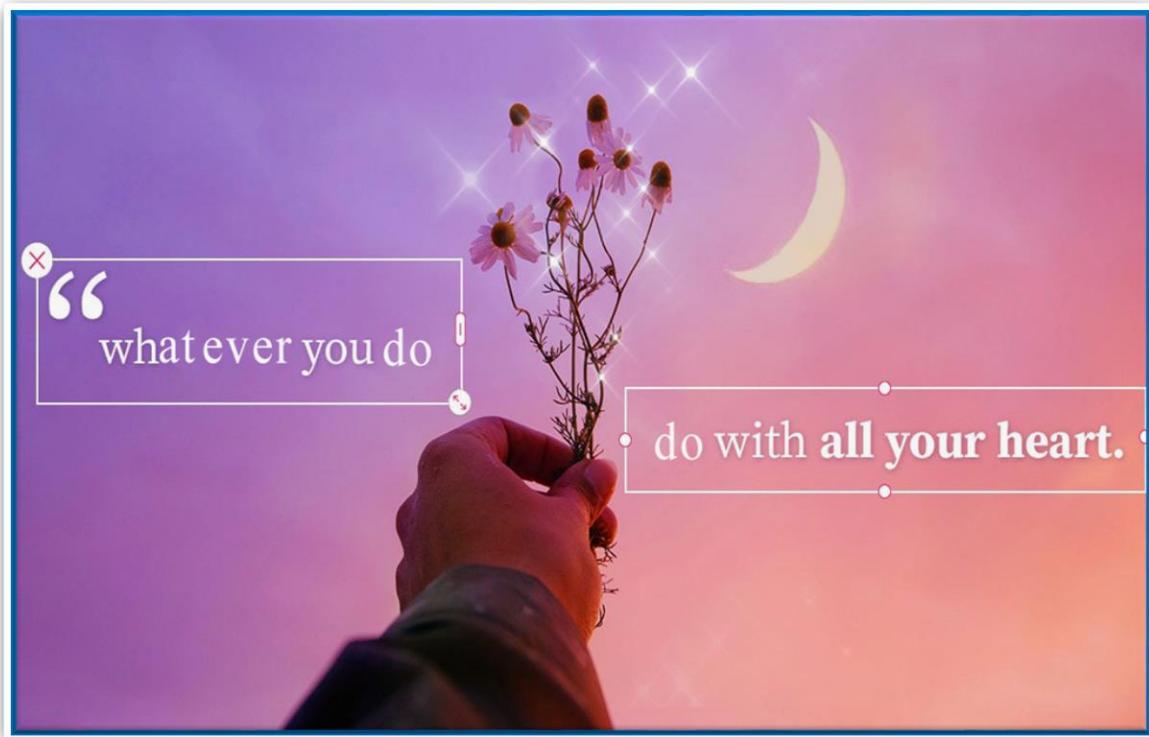


Front Row (From left to right) : Gladys Joy Guiab, Hazel Ramos, Christopher Vidal, Shahrizan Bin Osman and Tulasidharan

Back Row (from Left to right) : Salma Bte Abdullah, Jasmin Lim, Lennie Flores, Shermin Ang and Rosli Ismail



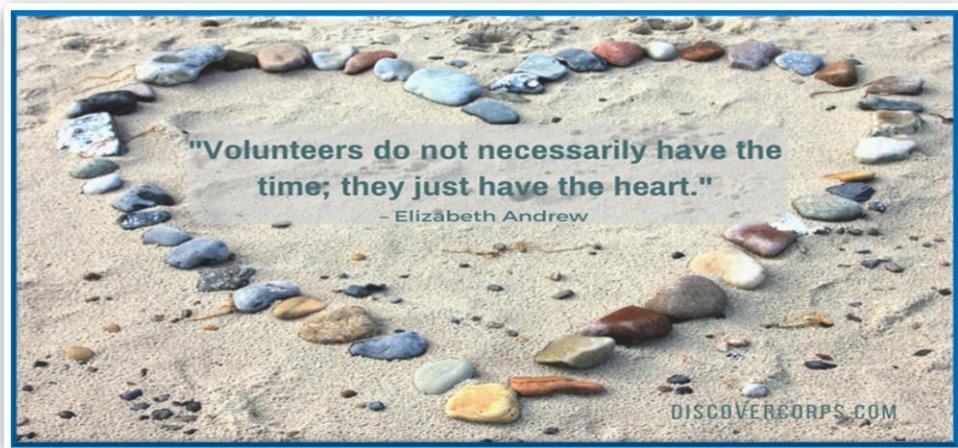
PUBLIC RELATIONS



Volunteers were able to resume their voluntary services to Charities as Singapore had reverted to DORSCON green on 13 February 2023.

PR Serena Tan encourage the volunteers to engage and cheer up our residents by entertaining them with songs, befriending and compassionate towards them.

Our residents are happy to see the regular volunteers return back to SWAMI Home after two years of COVID lockdown .



Le Shan Volunteers Group

Singapore Le Shan Volunteers spearheaded by Nancy Zheng Shuyun was set up 9 years ago. They started volunteering in 2020 and has been providing approximately 800 volunteers a month to assist with Meals-on- Wheels for Home Help Service in distributing food to our community clients on a daily basis.



Chinese New Year goodie bag distribution to community clients of Home Help Service.

Indian Women's Association (IWA)

IWA has been in partnership with SWAMI Home for more than a decade and contributed in the following ways:-

-Quarterly Birthday Celebrations of residents

-Purchase Birthday Cakes

-Customised Birthday gifts

-Annual donations



Showcasing the IWA Care team from 2023 to 2025 led by current President Ms. Gauri Savadi.



My First Skool

Children from K1 and K2 classes at My First Skool collaborated with SWAMI

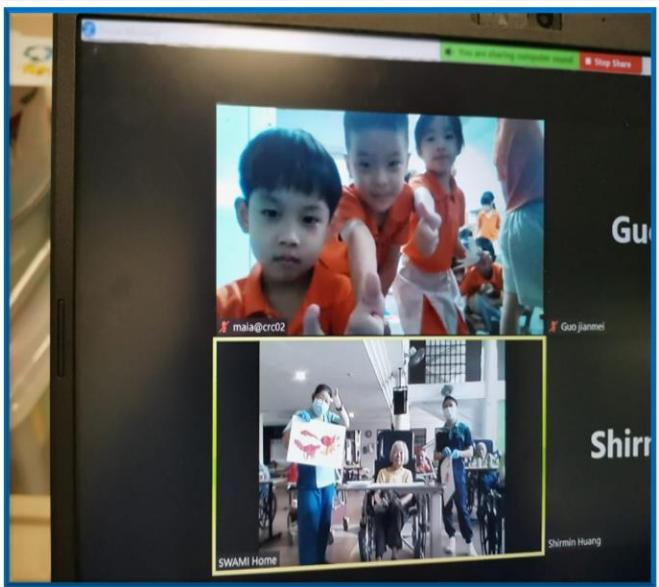
Home alternatively every other month throughout the year, with several objectives in mind. Firstly, it is aimed to create a platform for children to demonstrate care, respect, and empathy towards the elderly residents.

Secondly, it sought to foster inter-generational relationships by providing both children and elderly individuals with opportunities to interact and connect. Maintaining a monthly engagement with the elderly was another key goal, ensuring consistent interaction and support. Additionally, the program aimed to instill the children with an appreciation for the elderly, both at home, school, and in the wider community, emphasizing the importance of respecting and honouring elders.

Practical actions, such as greeting and thanking the elderly, were encouraged as expressions of respect and gratitude. Furthermore, activities planned such as yoga, art, bingo etc were incorporated to encourage active participation and support for the elderly's overall health. In 2023, My First Skool collaborated with Early Childhood Development Agency (ECDA) on a donation drive for the "Start small, dream big" project whereby donations were given to SWAMI Home. Ultimately, the collaboration served to bridge the gap between generations, fostering understanding, empathy, and mutual appreciation between the younger and older members of the community.



Zoom session



My First Skool zoom on-line engagement with our residents

“Children Find Joy in the simplest of things, reminding us of life’s beauty”





Group photo of My First Skool



Pre-schoolers drawing and painting their art work at level 3, Sunshine building.

Collaboration with Little Footprints

Start Small Dream Big (SSDB)

SWAMI Home in partnership with Healthy Ageing Department (HAD) of Agency for Integrated Care and Little Footprints Preschool @ Admiralty embarked on a SSDB initiative by Early Childhood Development Agency (ECDA), to encourage preschools to create authentic platforms for children to innovate, problem-solve and tap on their unique strengths to help others.



Gardening Fun!

Little Footprints Preschool (Admiralty) x Sunshine Welfare Action Mission (SWAMI)

For the 3rd consecutive year, Little Footprints Preschool (Admiralty) partnered with Sunshine Welfare Action Mission (SWAMI) Home for intergenerational collaboration. The children and seniors were very excited to finally meet each other face-to-face for activities post-COVID for the first time! Together with parents and seniors from SWAMI, the little gardeners planted a variety of seeds in the Home's garden. The children and parents revisited SWAMI to donate essentials, check out the plants and performed to the seniors, featuring a special appearance by Sharity!

* This collaboration was facilitated by Agency for Integrated Care and supported by Community Chest.



16



PHOTOGRAPHY COMPETITION

On 21 June 2023, SWAMI Home held a Photography Competition at our Horticulture Therapy Garden jointly organized with donor Mr Peck Khee Song. This event seek to showcase the photography skills of our staff. There was a total of 193 entries from staff and Peck Brothers (donor's company).

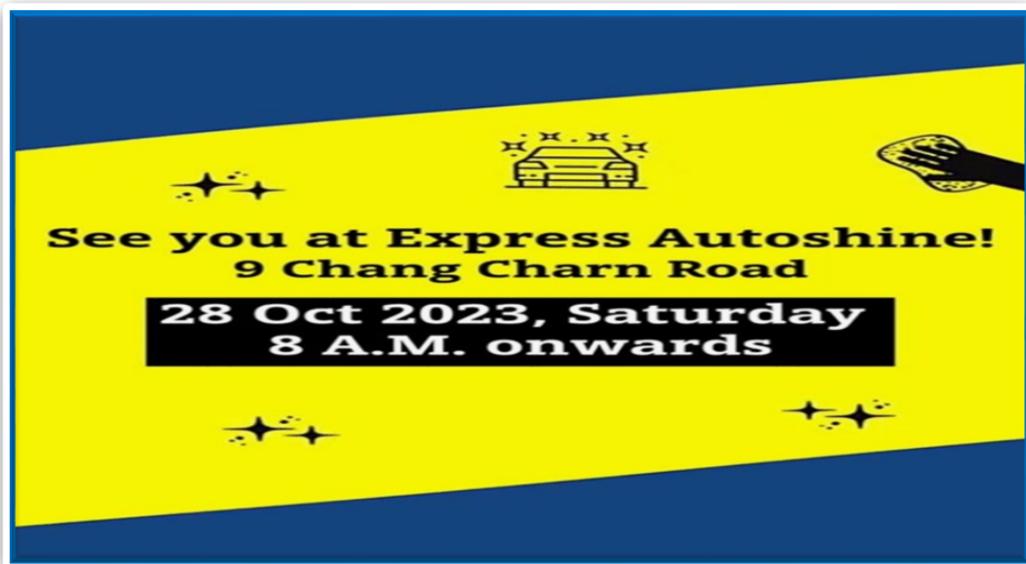
Below are the photos submitted by the top three winners



Charity Car Wash initiated by Express Group Enterprise Pte Ltd

Volunteer Mr Alson Toh organised a charity car wash at his car workshop on 27 Oct 2023 to raise funds for residents of SWAMI Home.

Total collection of \$ 6,327.76 was pledged to SWAMI Home.



Golf Outing to Sentosa Golf Club

BMW Car Club through Mr Auobind Yap collaborated with SWAMI Home to raise funds for our residents by organizing a golf tournament at Sentosa Golf Club on 11 January 2024.

The BMW Car Club's committee worked on a volunteer basis without expectations of any financial reward for their immense efforts. It is the passion and dedication of this group to contribute to Charities that brought them success today.



SWAMI Home CNY Dinner @ Sentosa Golf Club

To usher in the year of the dragon, BMW Car Club invited our elderly residents to a Chinese New Year Lo Hei dinner event at Sentosa on 11 January 2024.





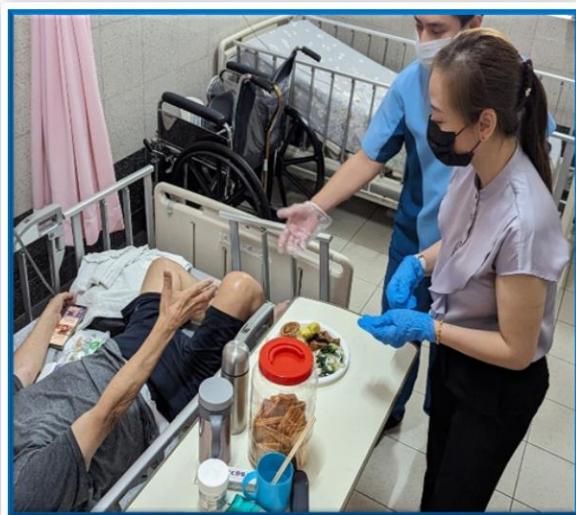
Celebrating festive occasions

Staff from Amara Singapore Hotel visited SWAMI Home and entertained our residents with songs and buffet lunch on 29 January 2024 to usher in the year of Dragon.





Entertaining residents with songs performances



Serving food to residents

Visitors from Religious Groups

Whilst SWAMI Home provided the nursing care of the elderly residents, we are blessed that various religious groups visit the elderly on a monthly basis to offer comfort, hope and peace of mind to them.



Pastoral Care from Church Our Lady Star of the Sea



Visitors from Darul Makmur Mosque brought gifts for our Malay residents on 16 March 2023.

Couples for Christ (CFC)

CFC Singapore is a Catholic Organization consisting of married couples and its Family Ministries composed of the following:

[i] Kids For Christ (KFC), [ii] Youth For Christ (YFC), [iii] Singles For Christ (SFC), [iv] Brothers from Servants Of the Lord (SOLD), and [v] Sisters from Handmaids Of the Lord (HOLD).

CFC's two-fold Mission is to build the Church of the Home, which is the Family and to build the Church of the Poor, which is service to the least, the last and the lost.

CFC is a vibrant group of adults who come once a month on Saturday mornings to spend time with our residents by providing entertainment, fun and friendship through their singing, games and activities for our residents.



Defence Science and Technology Agency (DSTA)

DSTA organized a Charity campaign “Walk for Rice” in October last year which is a distance clocking event whereby every 100m clocked by staff, would be translated into a bowl of rice donated to the needy. With active participation of the staff, DSTA surpassed the goal of 30,000km for the total distance clocked and this translated into 18,000kg of rice. DSTA worked with NCSS for the rice to be donated to SWAMI Home.

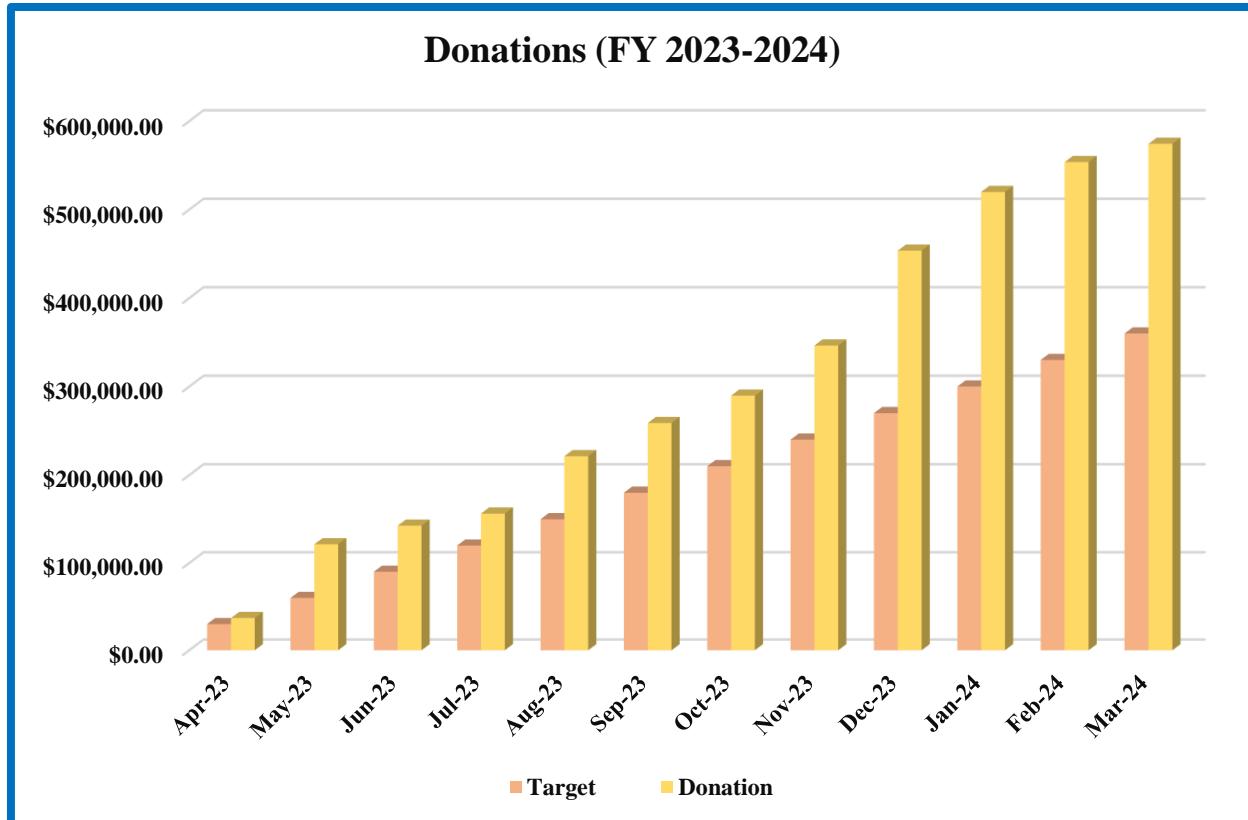


Ms. Gayle Chan Wei Ee, Deputy Chief Executive (Information) DSTA, standing on the left of our Executive Director, Mr Chian Phiang Nam.



Monetary Donations

FY2023–2024: \$537,879.79
(Target set: \$360,000.00)

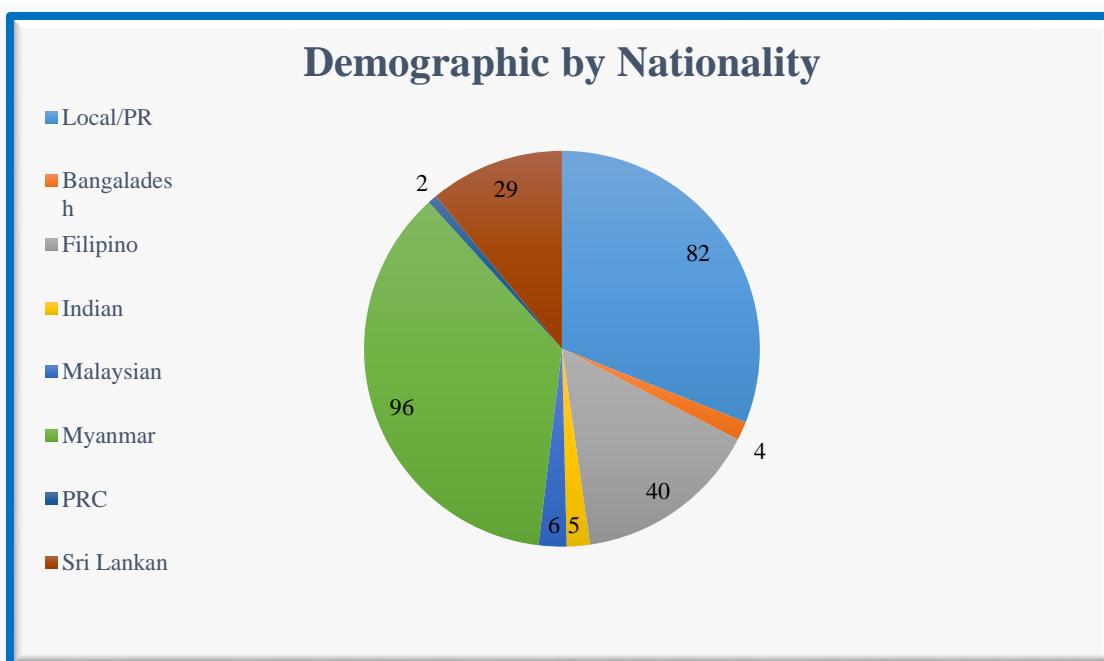
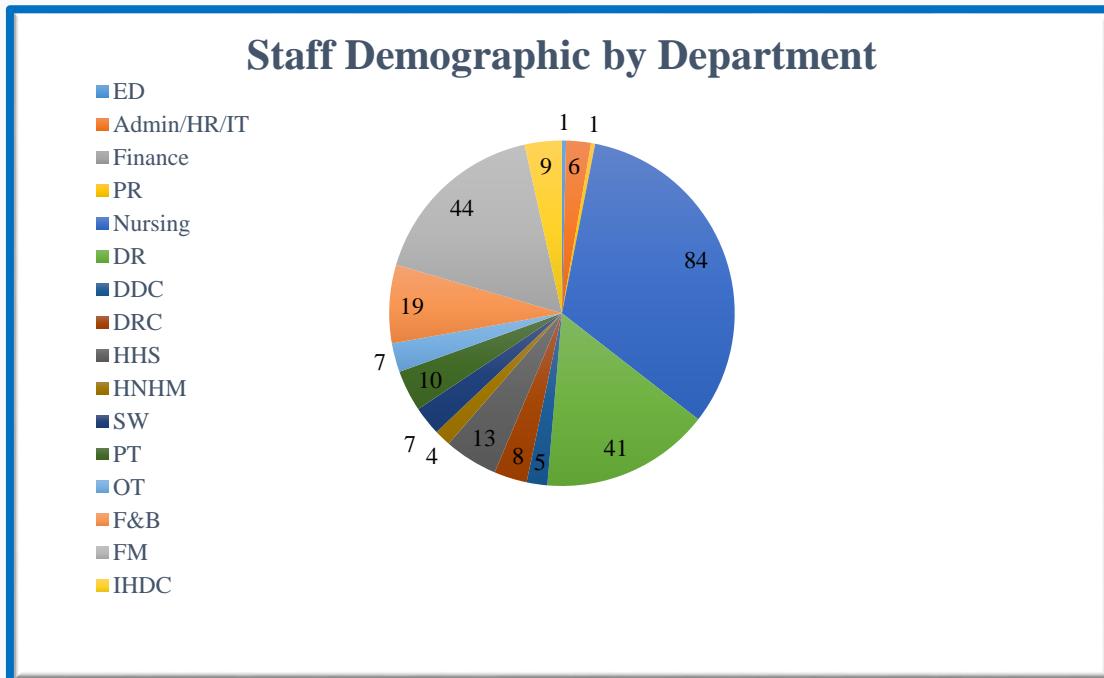


Human Resource

HR staff encounter many challenges which differs daily. To remain competitive in the healthcare industries, HR has to focus on improving employee well-being, upskilling workforce, attract and retain talent and compensation of the workforce.

Staff Strength

The staff strength of Swami Home as at 31st March 2023 is 264 catering to Residential Nursing Care, Day Care, and Home Help services



Training

Employee training is vital as it can heighten individual's level of awareness, increase the workforce skill and improve employee motivation.

Our staff attend training courses which are conducted by the following Institutions/ Organisations :-

No	Courses	Name of institution/Organizer	Quantity
1	COMMUNICATION	ESPLANADE ACADEMY	3
		EREVNA LEADERSHIP ASIA PTE LTD	1
2	ENVIRONMENT, HEALTH AND SAFETY	TECS FIRE AND SAFETY TRAINING PTE LTD	11
		ISLAMIC RELIGIOUS COUNCIL OF SINGAPORE (MUIS)	5
		HMI	25
		XPRIENZE	1
		GOSHEN CONSULTANCY PPTE LTD	4
		XPRIENZE	5
		WAREES HALAL LIMITED	2
3	NURSING	AIC	1
		KTPH	48
		SINGHEALTH ACADEMY	1
		KWONG WAI SHIU HOSPITAL	6
		SLEC	10
		REN CI LEARNING ACADEMY	6
		NURSES LEARNING HUB	1
		ST LUKE HOSPITAL	1

Social Work Department

The key mission of the Social Work Department is to cultivate a dignified care environment whereby we uphold respect for equality, worth, rights, and privacy of all individuals under our care. Our approach involves delivering holistic and person-centred care to residents of SWAMI Home, through conducting individualised profiles for each resident upon their admission to the Home. This profiling process enables us to gather comprehensive information on residents' preferences and needs which aids in the planning and implementation of tailored programs and activities to cater to the needs of residents across various age groups.

In our commitment to enhancing the value of personhood for our residents and clients, we engage not only the residents themselves but also their families, our colleagues, and various external partners. These collaborative efforts extend beyond providing quality care; they aim to create an environment that respects and supports the individuality and dignity of each person we serve.



From left:

Tok Yanshuang (Manager of Social Work Department), Doris Teo (Senior Social Work Assistant), Ang Chong Leong (Care and Programme Manager), Jutlandia Tan (Senior Social Work Assistant), Tan Shuhui (Social Worker)

Despite being a small team, we are highly committed individuals who are dedicated to serving and providing exceptional services to our residents.

Initiatives, Programmes and Activities for Residents

Purchase of Food and Daily Necessities

On designated days of the week, Social Work staff will assist nursing home residents to purchase outside food and daily necessities to satisfy their cravings and desires for specific foods from outside sources. This flexibility aims to strike a balance between meeting their nutritional needs from having in-house food and empowering residents to enjoy the variety of hawker foods that they desire. Some of the common non-food items purchased by our residents include toiletries such as shampoo, shower gels and personal care products. At SWAMI Home, residents are allowed to have their own personal products.



Mama Stall

Every month, Social Work Department will coordinate with our colleagues from other departments to conduct the Mama Stall activity for our residents. Social Work staff will purchase the food items and sell them at affordable lower rates for our nursing home residents. This activity serves to empower residents to make decisions on their food purchases. It is also a simulated shopping experience for many of our residents especially when some of them are limited by their mobility and are not able to go out frequently on outings. Hence, our focus is inclusivity and bringing this activity to our residents. We also regularly gather feedback from our residents after the activity regarding the food quality and taste. This feedback allows us to evaluate and change or introduce new food suppliers, ensuring that we consistently meet the preferences and expectations of our residents. Hence,



this is also another form of empowerment for our residents as they can participate in making decisions for the type of the food items to be sold.



Monthly Birthday Celebrations

Social Work Department will coordinate and facilitate the monthly birthday celebrations for our residents with assistance from our Occupational Therapy colleagues. Social Work staff will first gather the individualised birthday wish list from our residents. Subsequently, we will then proceed with the purchases. Receiving gifts that closely align with their wishes brings immense joy to our residents and this in turn gives satisfaction to Social Work staff, especially when they witness the smiles on residents' faces. Such acts of giving enhance the birthday celebrations and overall well-being of our residents.



Tai Chi

Having attended the Introduction to Tai Chi course organised by Agency for Integrated Care, our Senior Social Work Assistant, Mdm Doris, has effectively put her skills to actual practice. She is currently the instructor of our weekly Tai Chi programme with our residents. Since its inception years ago, this programme continues to be well-received by our residents who look forward to the programme and actively participates in it. Over time, some of the residents who are more experienced and seasoned participants are empowered with the role to co-lead the class alongside Mdm Doris. This further fosters a sense of leadership in our residents.



Festive Celebrations



Mid-Autumn Festivaln 2023 Celebration



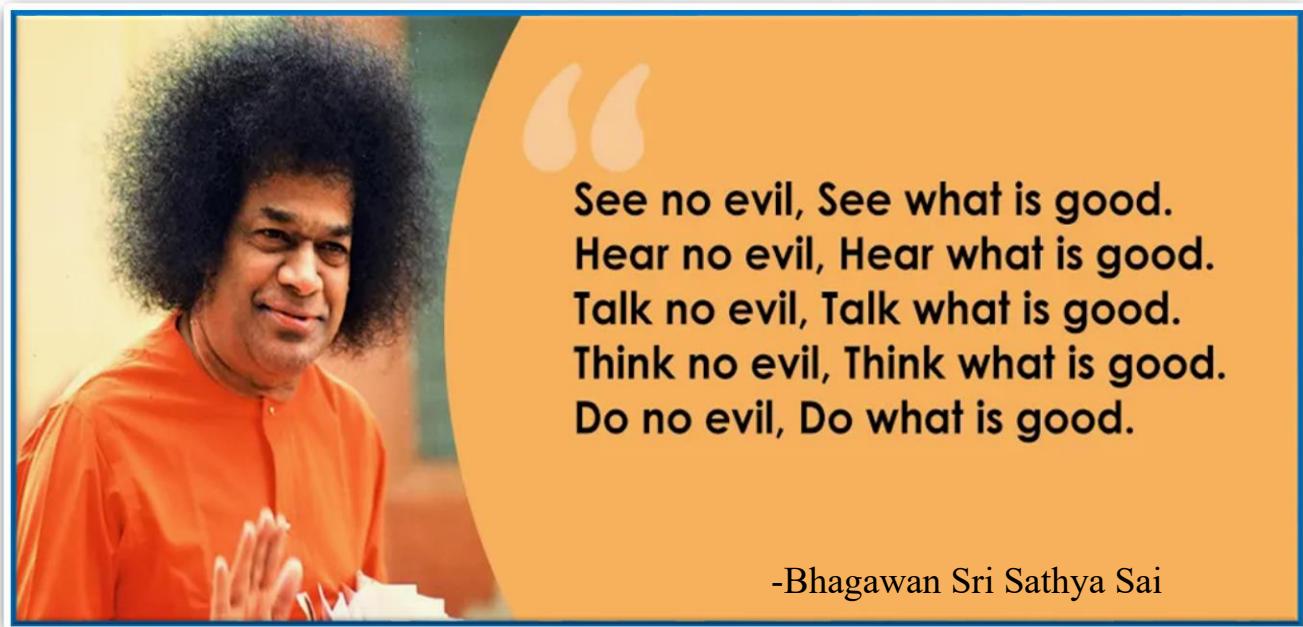
Vesak Day 2023 Celebration 2023

Collaborations with External Partners

Befriending Sessions with Interns of Executive Counselling Training Academy



Social Work Department will continue to improve the living environment for the residents and staff of SWAMI Home by making it more conducive and interactive by abiding to the following principles of our founder Sri Sathya Sai Baba:



**SUNSHINE WELFARE ACTION MISSION
(SWAMI), AUSTRALIA**
**19, SANDRINGHAM PROMENADE, CANNING
VALE, 6155**

Introduction

This report covers the following activities of SWAMI (WA) for the period from April 2023 to March 2024.

Divine Kitchen Program (formerly known as Food Bank)

In the early years, Sunshine (SWAMI Australia) organisation has been conducting a monthly Food Bank service program in Minnawarra House for over 30 poor and needy families. The service includes donations of basic relief food hamper such as rice, pasta, milk and various types of canned foods and also preparing about 60-70 packs of soup-meal for the needy families on monthly basis. Since year 2020, the volunteers have doubled-up the meal packs contribution under the new Divine Kitchen service program. This new initiative is carried out every fortnightly and provides about 140 packs per month for weekly distribution to all the needy families especially during these challenging times.

There are about 15 volunteers and members who carry out the vegetarian meal cooking preparations in Minnawarra House kitchen on every alternate Sundays. There were also some generous donors who have donated fruits, vegetables and rice packets for the Divine Kitchen service program. SWAMI Australia will always continue serving the community in the Minnawarra House area in the Armadale suburb for the poor and less fortunate people.

Christmas Hampers

In addition to the ongoing regular services, SWAMI Australia have also contributed some Christmas hampers for distribution to the kids in the community around Armadale suburb area in Nov 2023. The hampers were handed to the kids during the annual Christmas function by Minnwarra House in Dec 2023.

Meditation Retreat

Sister Sahaya from Divine You, Narrogin has kindly conducted a meditation retreat at Uncle Ramon & Aunty Aileen's residence on 24th March. Everyone who attended the 1-day retreat enjoyed and had a wonderful experience and time.



Figure 1: Divine Kitchen Vegetable Cutting (Photo 1)





Divine Kitchen Vegetarian Meal Packing



Divine Kitchen Relief Food Hamper Distribution



Christmas Hamper Contributions (Preparation)



Christmas Hamper Contributions



Meditation Retreat (Group Photo)



Meditation Retreat (Workshop)

