

ICOPE

INTEGRATED CARE FOR OLDER PEOPLE

Case studies



Development of a personalized care plan

Objective

Collaborate to design a personalized care plan for an older person that addresses intrinsic capacity decline, manages underlying health conditions, and ensures adequate social support and care.

Key questions

1

What are the person's priorities, preferences and needs?

2

Which assessments and interventions can best support integrated and person-centered care?

3

What are the critical roles of different sectors and health and care workers in developing and implementing the plan?





MOHAMED

ABOUT ME

Hi, I am Mohamed. I am 67. I live with my wife in an apartment on the third floor of a building without an elevator. We have a daughter. I have worked at my cousin's restaurant for many years. We have what we need to live without major financial worries.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Wife and daughter

I have many friends



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast with my wife, then we go to the shopping mall in the neighbourhood.



AFTERNOON

After lunch, I take a nap. I used to read a book and listen to music, but today it is more difficult because of my impairments.



EVENING

We dine at home, watch some TV, and then go to bed early.



MY INTRINSIC CAPACITY



When I was working, I walked faster and my movements were "easier". However, my daily walk is OK to keep me in good shape and independent.



My weight has always been stable. Recently, I have been eating less than before because of a loss of appetite.



For the past 4-5 years, I have started feeling a reduction in my hearing (especially my left ear) and vision. I think I am ageing and I guess this is quite expected.



I do not have major cognitive issues. Of course, I may forget something from time to time (e.g., an item on my grocery list), but I am not particularly concerned.



My mood is relatively good. I usually feel happy and full of energy. I have many friends to talk to, keeping my morale high.

MY UNDERLYING CONDITIONS

My physician prescribed me medication for my blood pressure several years ago, and I took it regularly. However, I have never had any major health problems in my life.



High blood pressure

MY FUNCTIONAL ABILITY



I can get around without a cane or other support, although I am slower than before.



Finances: We have some savings and are not concerned about our future. Personal security: It is safe to get around in our neighbourhood.



I often see my friends and spend time with them.



I often volunteer in charity activities and do some cooking for homeless people. at a local association.



I would like to take cooking classes to better serve at the local association.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have no contacts with community health workers.



PRIMARY CARE CENTRE

I see my primary care physician when I am sick and for the control of my hypertension



HOSPITAL

I was admitted to the hospital for the first time in my life two months ago because of pneumonia. I fully recovered after it.





MOHAMED

ABOUT ME

Hi, I am Mohamed. I am 73. I live with my wife in an apartment on the 3rd floor of a building without an elevator. We have a daughter. Four months ago, I accidentally fell and broke my hip. I am still recovering, and it isn't easy.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Wife and daughter

I have many friends.



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast with my wife. I then spend the morning at home, doing some housework (but I get tired quite soon).



AFTERNOON

After lunch, I take a nap and watch some TV. Sometimes, I do some exercises with my physiotherapist.



EVENING

We dine at home, watch some TV and then go to bed early. I do not go out as before.



MY INTRINSIC CAPACITY



I walk with some difficulty at home, using a cane. I do not get out of my apartment anymore, also because of the stairs.



I have lost some weight, especially after the hip fracture. I do not eat as before and frequently feel fatigued.



My hearing (especially my left ear) and vision issues sometimes affect my capacity of interacting with others. This bothers me.



My daughter frequently tells me that I have memory problems. I find myself forgetting things.



My mood is not as good as before. After the hospitalization, I have found myself vulnerable and weak. I think I have some depression.

MY UNDERLYING CONDITIONS

After the hospitalization, my health has deteriorated. I take more medications today. The physician has said that I have hypertension, coronary artery disease, COPD and mild cognitive impairment.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a cane. I am worried about falling again. I do not get out because of the stairs.



Meeting basic needs

Finances: We have some savings, but medical expenses are increasing. We need to pay attention. Personal security: I have a constant fear of falling.



Building and maintaining relationships

I do not see many friends today because I do not get out. Only my daughter comes to visit me. I am with my wife most of the time.



Contributing

I have given up all the charity activities. I do not do much anymore.



Learning, growing, making decisions

I do not feel like doing things. My health conditions (esp. COPD) preclude me from doing what I like.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have no contacts with community health workers.



PRIMARY CARE CENTRE

I see my physician more often than before, mainly for my prescriptions. I also have some physical rehabilitation, but it is hard to recover.



HOSPITAL

I was admitted to the hospital four months ago because of a fall-related hip fracture. The stay has been complicated by a respiratory infection.





MOHAMED

ABOUT ME

Hi, I am Mohamed. I am 79. I have been living with my daughter since last year, when my wife passed away.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Daughter



I do not have many friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

My daughter prepares breakfast, and I eat it. She then leaves to go to work, and I walk a little around the house and watch TV.



AFTERNOON

My daughter comes back from work at lunchtime to prepare my meal. She then leaves again, and I take a nap.



EVENING

After dinner, I chat with my daughter, but she is always tired. Then she gives me my medicines, and I go to bed.



MY INTRINSIC CAPACITY



I walk with some difficulty at home, using a cane. I prefer to sit and watch TV. I have some balance issues and have fallen several times.



I have been losing weight, especially after every hospitalization.



My hearing (especially my left ear) and vision issues are real problems for me. I hear and see almost nothing!



I realize I have memory problems. Sometimes I am completely lost.



My mood is generally okay, but I sometimes suddenly become sad and start crying. I am afraid of everything.

MY UNDERLYING CONDITIONS

A neurologist diagnosed dementia five years ago. My daughter has brought me to the emergency room sometimes because of confusion and agitation. Every time I am discharged from there, I feel weaker than before.



Dementia

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a cane, but I prefer to stay seated. I have a fear of falling (it happens!) because of my balance and sensory issues.



Meeting basic needs

Finances: I almost completely rely on my daughter's salary
Personal security: I have a constant fear of falling.



Building and maintaining relationships

I have no friends. I only have my daughter.



Contributing

I can't help others. I have too many health problems.



Learning, growing, making decisions

I have quit most of my leisure time activities. My health conditions have worsened.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

A care worker sometimes comes to my home to assist my daughter with household management.



PRIMARY CARE CENTRE

My daughter brings me to see a primary care physician regularly.



HOSPITAL

I have been admitted to the hospital a couple of times this year, mainly because I felt agitated and confused. Last time, it seems I had a pneumonia.





MOHAMED

ABOUT ME

I am Mohamed. I am 82 and live with my daughter. I moved in with her after my wife's death. My health has severely declined over the past 12 months, and I am dependent on others for my basic needs. I am receiving assisted care at home.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Daughter



I do not have many friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I spend the day in bed or sitting on the couch. My daughter prepares breakfast and takes care of the house.



AFTERNOON

After lunch, I sit in front of the TV and get help moving a few steps around the room.



EVENING

I dine early. After my daughter gives me my night-time medication, I go to sleep. Sometimes, I wake up during the night and cry.



MY INTRINSIC CAPACITY



I do not walk alone and have difficulty moving even with a cane. Sometimes, I use a walker, but I spend most of my time sitting or in bed.



I have lost weight and have difficulty feeding myself. Sometimes, I cough while eating.



I seem to have severe hearing and vision impairments.



My cognitive function has severely deteriorated. I have major memory difficulties. Sometimes, especially at night, I experience behavioural disturbances.



I often feel depressed. Many times, I start crying for no apparent reason.

MY UNDERLYING CONDITIONS

I have severe dementia with behavioural disturbances. I have been hospitalized several times over the past few months for recurrent urinary tract and respiratory infections. I probably have dysphagia.



Dementia

MY FUNCTIONAL ABILITY



Being mobile

I am almost bed-bound and unable to stand up or walk independently.



Meeting basic needs

Finances: There are some financial challenges due to the need to pay someone to assist my daughter with my care. Personal security: My daughter is concerned about my future.



Building and maintaining relationships

I do not have relationships with the outside world because of the isolation caused by my clinical conditions and impairments.



Contributing

I am unable to contribute to the community due to my clinical conditions.



Learning, growing, making decisions

I don't have any motivation to learn or make decisions.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

A nurse regularly changes my urinary catheter and takes care of a pressure sore. A care worker supports my daughter in looking after me.



PRIMARY CARE CENTRE

My primary care physician struggles to manage my behavioural disturbances and pain.



HOSPITAL

I have been repeatedly admitted to hospital over the past few months for infections and pneumonia. I am considered terminally ill.





MUSTAFA

ABOUT ME

I am Mustafa. I am 75 and live with my daughter. I moved in with her after my wife passed away. My health has severely declined over the past 12 months, and I am dependent on others for my basic needs. I am receiving assisted care at home.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Daughter



I do not have many friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I spend the day in bed or sitting on the couch. My daughter prepares breakfast and takes care of the house.



AFTERNOON

After lunch, I sit in front of the TV and am helped to take a few steps around the room.



EVENING

I dine early. After my daughter gives me my night-time medication, I go to sleep. Sometimes, I wake up during the night and cry.



MY INTRINSIC CAPACITY



I do not walk alone and have difficulty moving, even with a cane. Sometimes I use a walker, but I spend most of my time sitting or in bed.



I have lost weight and have difficulty feeding myself. Sometimes I cough while eating.



I seem to have severe hearing and vision impairments.



My cognitive function has severely deteriorated. I have major memory difficulties. Sometimes, especially at night, I experience behavioural disturbances.



I often feel depressed and, many times, I start crying for no apparent reason.

MY UNDERLYING CONDITIONS

I have severe dementia with behavioural disturbances. I have been hospitalized several times over the past few months for recurrent urinary tract and respiratory infections. I probably have dysphagia.



Dementia

MY FUNCTIONAL ABILITY



Being mobile

I am almost bed-bound and unable to stand up or walk independently.



Meeting basic needs

Finances: There are some financial challenges due to the need to pay someone to assist my daughter with my care. Personal security: My daughter is worried about my future.



Building and maintaining relationships

I do not have relationships with the outside world because of the isolation caused by my clinical conditions and impairments.



Contributing

I am unable to contribute to the community due to this isolation.



Learning, growing, making decisions

I am unable to learn, grow, or make decisions.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

A nurse regularly changes my urinary catheter and takes care of a pressure sore. A care worker supports my daughter in looking after me.



PRIMARY CARE CENTRE

My primary care physician struggles to manage my behavioural disturbances and pain.



HOSPITAL

I have been repeatedly admitted to hospital over the past few months for infections and pneumonia. I am considered terminally ill.





MDM YEO

ABOUT ME

Hi, I am Mdm Yeo. I am 82. I am widowed and live alone. I completed secondary school education and have retired. I have never consumed alcohol and never smoked.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

I have neighbours.



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast at home before going to the senior day care cum rehabilitation centre just downstairs from my house for physiotherapy.



AFTERNOON

I usually dine out for lunch at the coffee shop in my neighbourhood before heading to the supermarket to get some groceries to cook for dinner.



EVENING

I dine at home, watch some TV, and then go to bed by 9 pm.



MY INTRINSIC CAPACITY



I walk with a walking stick. I had a fall six months ago and fractured my hip.



I have lost some weight, especially after the hip fracture. I do not eat as before.



I can hear well, but in recent months, I feel that my vision is slightly blurred.



I do not have major cognitive issues.



I sometimes feel down, worthless and helpless.

MY UNDERLYING CONDITIONS

My blood pressure readings are in the pre-hypertensive range. I am not on any medications for this.



High blood pressure

MY FUNCTIONAL ABILITY



I can get around at home with a walking stick. I try not to venture too far from my home.



Finances: I have some savings and am not concerned about my future. Personal security: I used to fear that I may fall again, but the physiotherapy sessions have been helpful.



I have good relationships with my neighbours. I can turn to them when I need instrumental help, but I do not confide in them when I am faced with problems.



I used to volunteer as a befriender but stopped after I sustained a hip fracture.



I like to read for leisure and to remain informed on the news.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I utilize the physiotherapy services at the rehabilitation centre downstairs from my house.



PRIMARY CARE CENTRE

Sometimes, I go to the polyclinic to see a doctor when I am sick.



HOSPITAL

My last hospital admission was six months ago after I fell.





MARYAM

ABOUT ME

Hi, I am Maryam. I'm 71years old, live in a two-storey house with my housemaid and driver. I have four children, and they live away with their families and barely visit me. I used to work at a school, but I retired almost 16 years ago. I'm divorced; my husband and I only stayed together for seven years, then we got a divorce right after my fourth child was born.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

My children and I fight often. They only visit me on occasion. They rarely call.

I'm not in touch with my friends.



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I have tea with milk in the morning. I'm not into a big breakfast. I don't usually go out except for the clinic sometimes.



AFTERNOON

I have lunch, then take a nap. When I wake up, I usually watch TV or social media on my phone.



EVENING

I skip dinner most nights because I don't feel like eating. I got to bed early, but it takes me a while to fall asleep. I wake up multiple times during the night. In the morning, I wake up feeling tired.



MY INTRINSIC CAPACITY



I walk with difficulty, so I use a cane at home, and when I leave the house, I prefer to use my wheelchair. The driver's car is wheelchair accessible.



I feel like I'm losing weight, but I'm not sure. My appetite is not like what it used to be.



I can hear normally. I have worn reading glasses since I was young. I get my eyes checked yearly.



I don't have memory problems. Yes, I forget some things, like where I put my keys, but it happens rarely.



My mood is not ok. I'm angry all the time. I'm not interested in going out or socializing.

MY UNDERLYING CONDITIONS

- Osteoarthritis in both knees
- Hypertension on medication



High cholesterol

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a cane. I worry about falling.



Meeting basic needs

Finances: I own a house that I inherited from my family. I also have cash inherited, besides my retirement salary. Personal security: Falling or dying alone.



Building and maintaining relationships

I don't go out or socialize. My kids visit me once a month.



Contributing

I give donations to the needy.



Learning, growing, making decisions

I don't feel like doing things.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have no contacts with the community health workers.



PRIMARY CARE CENTRE

I visit to take my regular medication, and whenever I feel sick



HOSPITAL

I was referred to the emergency department a few times but never admitted





SAKINA

ABOUT ME

Hi, I am Sakina. I am 67. I live alone in a rented apartment on the 4th floor of a building with an elevator. I have five children, all married. I have osteoarthritis in both knees and went to physiotherapy. Six months ago, I fell, and there was no fracture, just a contusion.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

My Family calls me daily and visits me, and I have a few friends.



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast alone, sometimes I go shopping, or meet friends, sometimes I stay at home.



AFTERNOON

After lunch, I sometimes take a nap, meet friends, or go to physiotherapy.



EVENING

I dine at home, watch some TV, pray and then go to bed early.



MY INTRINSIC CAPACITY



Locomotor capacity

When I walk at home, I feel tired and can't continue. My daily walk is challenging, but I try to be independent.



Vitality

I have obesity and have tried several times to reduce my weight. I went to a dietary clinic to control my weight.



Sensory capacity

My vision is good. My hearing is acceptable for my age.



Cognitive capacity

I believe that I have a great memory, but sometimes I forget things.



Psychological capacity

My mood is not really good as I live alone and I fell several times.

MY UNDERLYING CONDITIONS

I am a diabetic and hypertensive patient, and I also have osteoarthritis.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can walk at home without canes, but I use them outside. I am worried that I will fall again.



Meeting basic needs

I have a regular income, but I need more for physiotherapy.



Building and maintaining relationships

Sometimes my friend visits me and my children, but most of the time I am alone.



Contributing

I used to do charity work, but now I can't.



Learning, growing, making decisions

I like to read the Quran before sleeping

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have a good relationship with community health workers.



PRIMARY CARE CENTRE

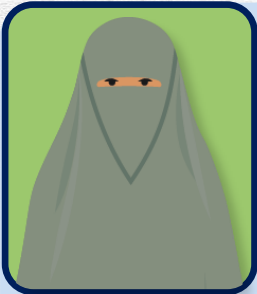
I see my primary care physician regularly for a regular check-up and advice.



HOSPITAL

I have not been admitted to the hospital in my life.





MAGDA

ABOUT ME

Hi, I am Magda. I am 72. I live with my children on the first floor of our house. All my family members take care of me, and I also have a domestic helper. I am retired and receive a monthly pension from the government. We have what we need to live without major financial worries.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

I have many friends.



My family and a domestic helper

DAY IN MY LIFE

I usually wake up early before fajir to read the Quran and pray.

MORNING

I usually have breakfast with my children, then I prepare food and do household chores. And sometimes I go to the shopping mall in the neighbourhood.



AFTERNOON

After lunch, I take a nap. I read a book and listen to the news on television.



EVENING

We dine at home, watch some TV, and some nights I go to diwanis and then go to bed early.



MY INTRINSIC CAPACITY



When I was working, I walked faster and movements were "easier", but I noticed a loss in my muscle strength. However, my daily walk is OK to keep me in good shape and independent.



My weight has always been stable. I maintain a healthy eating pattern.



For the past 10–12 years, I have started feeling a reduction in my vision. And I was diagnosed with macular degeneration, and I underwent treatment, and now my vision is good. As for hearing, it is good.



I do not have major cognitive issues. Of course, I may forget something from time to time (e.g., an item on my grocery list), but I am not particularly concerned.



My mood is relatively good. I usually feel happy and full of energy. I have many friends to talk to, keeping my morale high.

MY UNDERLYING CONDITIONS

High blood pressure and diabetes: My physician has prescribed me a medication for my blood pressure and DM several years ago. I took it regularly. I have never had, however, major health problems in my life. And about hyperthyroidism, I followed up in the endocrinology clinic.



High blood pressure and diabetes

MY FUNCTIONAL ABILITY



Being mobile

I can get around without canes or other support, although I am slower than before.



Meeting basic needs

Finances: I have some savings, and I'm not concerned about my future. Personal security: It is safe to get around in my neighbourhood.



Building and maintaining relationships

I often see my friends and spend time together. I have good relationships with many friends.



Contributing

Building and maintaining relationships: I often see my friends and spend time together. And I have good relationships with many friends.



Learning, growing, making decisions

I went to school until high school. I love reading and learning.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have contacts with community health workers.



PRIMARY CARE CENTRE

I see my primary care physician when I am sick, not regularly. But regarding chronic diseases, I review them regularly.



HOSPITAL

My health is good, and I have not been admitted to the hospital in recent years. I only follow the endocrinology outpatient clinic.





MR LIM

ABOUT ME

Hi, I am Mr Lim. I am 74. I am married and live with my wife. We have a daughter. I completed primary school education and have retired. I have never consumed alcohol and never smoked.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Wife and daughter



I have few friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast with my wife at the coffee shop in our neighbourhood, then we do some light exercises at the senior fitness corner downstairs at my house.



AFTERNOON

After lunch, I take a nap. I enjoy doing Sudoku and word search puzzles but am less interested in these activities of late.



EVENING

My wife and I dine at home, watch some TV, and then go to bed by 9 pm.



MY INTRINSIC CAPACITY



I have no difficulty walking and do not require a walking aid.



My weight has been stable, and I am not experiencing any appetite loss.



I started feeling a reduction in my hearing in my left ear a year ago. I think I am ageing, and I guess this is quite expected. I had my cataract surgery done on both eyes three years ago and can see well.



I have started feeling that my memory is becoming poor. I am no longer able to keep track of dates and can't recall the three words when the assessor asked.



I have dropped out of activities that I used to be interested in.

MY UNDERLYING CONDITIONS

I do not have any known pre-existing medical conditions. However, I was told by my TCM physician to receive an assessment at a memory clinic due to "memory problems".



MY FUNCTIONAL ABILITY



Being mobile

I can get around without a walking aid, although I am slightly slower than before.



Meeting basic needs

Finances: My wife and I have some savings and are not concerned about our future. My daughter gives us a monthly allowance. Personal security: It is safe to get around in our neighbourhood.



Building and maintaining relationships

My closest friends have either passed on or moved out of this neighbourhood to live with their children. My daughter visits us once a week.



Contributing

I do not volunteer. I used to take care of my grandson but stopped after my daughter hired a helper.



Learning, growing, making decisions

I should probably heed my TCM physician's advice to receive assessment at a memory clinic, but I am not sure how to go about doing it.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I have no contacts with community health workers. I am not aware of any older people's care services in the community.



PRIMARY CARE CENTRE

I can go to the TCM clinic in my neighbourhood to access health services. Sometimes, I go to the polyclinic to see a doctor when I am sick.



HOSPITAL

I was admitted to the hospital for the first time in my life a year ago because of COVID. I fully recovered after it.





MS LEE

ABOUT ME

Hi, I am Ms Lee. I am 82. I am single and live alone. I completed primary school education and have retired. I have never consumed alcohol and never smoked.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

Sister



I have few friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast at home, then do some gardening and watering of my plants along the corridor.



AFTERNOON

I usually dine out for lunch at the coffee shop in my neighbourhood before heading to the supermarket to get some groceries to cook for dinner. I do housework as well.



EVENING

I dine at home, watch some TV, and then go to bed by 9 pm.



MY INTRINSIC CAPACITY



I have no difficulty walking and do not require a walking aid.



I probably gained some weight over these three months (my pants feel a bit tighter) as my sister and I travel to Malaysia fortnightly for leisure, and we tend to eat a lot there.



I am wearing hearing aids (both ears). I do not encounter difficulties in seeing far but have some difficulties when I read.



I have started feeling that I am becoming more forgetful. I sometimes get confused with the dates and I cannot recall the 3 words when the assessor asks.



My mood is relatively good. I confide in my sister whenever I am faced with problems.

MY UNDERLYING CONDITIONS

I have hypertension and am on medications. I have a history of breast cancer.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around without a walking aid, although I tend to need to stop and rest for a short while.



Meeting basic needs

Finances: I have some savings and am not concerned about my future. Personal security: It is safe to get around in my neighbourhood. It has sufficient benches and pavilions for me to stop and rest for a short while before I resume walking.



Building and maintaining relationships

I often see my sister, and we spend time together.



Contributing

I do not volunteer.



Learning, growing, making decisions

I should probably get reading glasses. I am somewhat concerned about my forgetfulness, but I am not sure where I can go to seek help.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I am not aware of any older people's care services in the community.



PRIMARY CARE CENTRE

I go for routine follow-ups at the polyclinic for management of hypertension.



HOSPITAL

My sister once accompanied me to the A&E as my blood pressure was very high.





MR BOK

ABOUT ME

Hi, I am Mr Bok. I am 64. I am single and live in an assisted living facility. I completed my secondary school education and have retired. I have quit consuming alcohol and smoking.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?

I do not have anyone.



DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast at home. I participate in exercise activities/programmes offered by the house.



AFTERNOON

After lunch, I take a nap and watch some TV. I also read newspapers.



EVENING

I eat a little for dinner. I listen to the radio and go to bed early.



MY INTRINSIC CAPACITY



When I worked, I walked faster, and my movements were "easier". However, my daily walk is OK to keep me in good shape and independent.



I think I have lost some weight as my clothes feel loose of late. I do not eat as much as before due to COVID.



I can hear and see well.



I do not have major cognitive issues.



I do not feel as energetic as before and think that my life is somewhat empty.

MY UNDERLYING CONDITIONS

I do not have any known pre-existing medical conditions.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around without a walking aid, although I am slightly slower than before.



Meeting basic needs

Finances: I have some savings and am not concerned about my future. Personal security: It is safe to get around in the home and neighbourhood.



Building and maintaining relationships

I do not have anyone except the staff at the home.



Contributing

I do not volunteer.



Learning, growing, making decisions

I think some appetite loss after a COVID infection is expected, and there is no need for me to see a dietitian.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I am not aware of any older people's care services in the community.



PRIMARY CARE CENTRE

There is an in-house medical team here, and I can access health services through them whenever I am sick.



HOSPITAL

To the best of my knowledge, I have never been admitted to the hospital.





MR ONG

ABOUT ME

Hi, I am Mr Ong. I am 65. I am single and live alone. I completed secondary school education and have retired. I consume alcohol and smoke five cigarettes a day.

INCOME



LITERACY



MY SUPPORTS

Who are the people I refer to and trust the most?



I have friends.

DAY IN MY LIFE

What my usual day looks like, places where I go, how I commute, activities I do (interaction with healthcare system, leisure, etc.), people I meet.

MORNING

I usually have breakfast with my friends at the coffee shop in my neighbourhood, then we do some light exercises at the senior fitness corner downstairs at my house.



AFTERNOON

After lunch, I take a nap and watch some TV or listen to the radio.



EVENING

I go on an evening stroll and dine outside. I go to bed by 10 pm.



MY INTRINSIC CAPACITY



I have no difficulty walking and do not require a walking aid.



My weight has been stable, and I am not experiencing any appetite loss.



I can hear well, but in recent months, I feel that my vision is slightly blurred.



I do not have major cognitive issues.



I sometimes feel worthless and helpless.

MY UNDERLYING CONDITIONS

I have diabetes (without chronic complications) and am on medications.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around without a walking aid.



Meeting basic needs

Finances: I have some savings and am not concerned about my future. Personal security: It is safe to get around in the home and neighbourhood.



Building and maintaining relationships

I often see my friends, and we spend time together, but I rarely confide in them when I am faced with problems.



Contributing

I used to volunteer at the church but stopped after COVID.



Learning, growing, making decisions

I should probably get my eyes checked.

ME & THE HEALTHCARE SYSTEM

Where do I go for medical treatment? Who do I interact with, and at what frequency?

COMMUNITY HEALTH WORKER

I am aware that there is an AAC near where I live, but I am not taking part in any of the activities/programmes offered there.



PRIMARY CARE CENTRE

I go for routine follow-ups at the polyclinic for management of diabetes.



HOSPITAL

To the best of my knowledge, I have never been admitted to the hospital.

