



I C O P E

INTEGRATED CARE FOR OLDER PEOPLE

CASE STUDIES

Introduction to Case Study

Objective

Develop a personalised care plan for an older person to address intrinsic capacity loss, underlying conditions, and social support and care needs.

Key Questions

- **Goal:** Define the priorities and needs of the person.
- **Assessment and Care Plan:** Identify possible solutions for integrated care.
- **Collaboration:** Determine critical roles of sectors and care workers in the plan development and implementation.



MOHAMED

ABOUT ME

Hi, I am Mohamed. I am 67. I live with my wife in an apartment at the 3rd floor of a building without 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 was used to read a book and listen to the music, but today it is more difficult because of my impairments.



EVENING

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



CASE 1

MY INTRINSIC CAPACITY



When I worked, I walked faster and 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.



Sensory capacity

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



Cognitive capacity

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.



Psychological capacity

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

MY UNDERLYING CONDITIONS

My physician has prescribed me a medication for my blood pressure some years ago. I took it regularly. I have never had, however, major health problems in my life.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

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



Meeting basic needs

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



Building and maintaining relationships

I often see my friends and spend time together.



Contributing

I often volunteer in charity activities, in particular I do some cooking for homeless persons at a local association.



Learning, growing, making decisions

I went to school until high school. I should probably use glasses to see and read better.

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 HEALTH CARE CENTER

I see my primary care physician when I am sick, not on a regular basis.



HOSPITAL

I have been admitted to the hospital for the first time in my life two months ago because of a 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 physical therapist.



EVENING

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



CASE 2

MY INTRINSIC CAPACITY



Locomotor 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.



Vitality

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



Sensory capacity

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



Cognitive capacity

My daughter frequently tells me that I have memory problems. It occurs to me to forget things.



Psychological capacity

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

MY UNDERLYING CONDITIONS

After the hospitalisation, 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 canes. 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 abandoned all the charity activities. I do not do much.



Learning, growing, making decisions

I do not feel doing things... My health conditions (esp. vision impairment) 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 go to see physical therapist for some rehab after the hip fracture. Hard to recover.



PRIMARY HEALTH CARE CENTER

I see my primary care physician more often than before. He prescribes my medications.



HOSPITAL

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





MOHAMED

ABOUT ME

Hi, I am Mohamed. I am 79. I live with my daughter since last year when my wife died.

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 the 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 lunch time 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 pills and I go to bed.



CASE 3

MY INTRINSIC CAPACITY



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



I have been losing weight, especially after every hospitalisation.



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



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



My mood is generally ok, but it happens that I suddenly become sad and start crying. I am afraid of everything.

MY UNDERLYING CONDITIONS

A neurologist has 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.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a cane, but I prefer to stay sit. I have 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 comes sometimes at home to help my daughter in the management of the house



PRIMARY HEALTH CARE CENTER

My daughter brings me to see 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

This is Mohamed. He is 82 and lives with his daughter. He moved to live with her since his wife's death. His health status severely declined over the past 12 months, and he is dependent on basic needs. He is receiving assistive care at home.

INCOME



LITERACY



MY SUPPORTS

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

Daughter

He does 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

He spend the day in the bed or sit on the couch. His daughter prepares the breakfast and takes care of the house.



AFTERNOON

After lunch, he sits in front of the TV and is helped at moving few steps in the room.



EVENING

He dines early. After his daughter gives him the medications for the night, he goes to sleep. Sometimes, he wakes up in the night and cries.



CASE 4

MY INTRINSIC CAPACITY



He does not walk alone and have difficulties moving even with a cane. Sometimes she uses a walker, but spend most of the time sit or in bed.



He has lost weight and have problems feeding herself. Sometimes he coughs while eating.



He seems to have severe hearing and vision impairments.



His cognitive function is severely deteriorated. He has major memory difficulties. Sometimes, especially at night, he has behavioural disorders.



He often seems depressed. Many times, he starts crying without apparent reason.

MY UNDERLYING CONDITIONS

Mohamed has severe dementia with behavioural disorders. He has been hospitalised several times over the past few months for recurrent urinary tract and respiratory infections. He probably has dysphagia.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

He is almost bed-bound and unable to autonomously stand up and/or walk.



Meeting basic needs

Finances: Some financial issues because of the need of paying a person to support his daughter in caring. Personal security: His daughter is worried about Mohamed's future.



Building and maintaining relationships

He does not have relationships with the "external" world given the isolation he lives because of her clinical conditions and impairments.



Contributing

No contribution to the community given the isolation given his clinical conditions.



Learning, growing, making decisions

He is unable to learn, grown and 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 the urinary catheter and takes care of a pressure sore. A care worker support his daughter in the caring of Mohamed.



PRIMARY HEALTH CARE CENTER

The primary care physician struggles to control his behavioural disorders and pain.



HOSPITAL

Mohamed has been repeatedly been admitted to the hospital over the past months for infections and pneumonia. He is considered terminally ill.





Darryl

ABOUT ME

Hi, I am Darryl. I am 64 and live in a rural area. I live with my wife in a small house. We have a daughter. I have worked at my cousin's grocery shop 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, I have a walk in the neighbourhood.



AFTERNOON

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



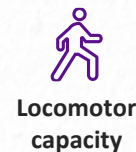
EVENING

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



CASE 5

MY INTRINSIC CAPACITY



When I worked, I walked faster and 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.



Since 4-5 years, I have started feeling a reduction in my hearing (especially my left ear) and vision. I think I am aging and 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 talk to, keeping my morale high.

MY UNDERLYING CONDITIONS

I try to regularly go to the close health post. I take a medication for my blood pressure. I have never had, however, major health problems in my life.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

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



Meeting basic needs

Finances: We are not concerned about our future. Personal security: it is safe to get around in our neighbourhood.



Building and maintaining relationships

I often see my friends and spend time together.



Contributing

I often volunteer in charity activities, in particular I do some cooking for homeless persons.



Learning, growing, making decisions

I went to school until high school. I should probably use glasses to see and read better.

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 HEALTH CARE CENTER

I see my primary care physician only when I am sick, not on a regular basis.



HOSPITAL

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





JOHN

ABOUT ME

Hi, I am John. I am 68 and live in a rural area. I live with my wife in a small house. 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 physical therapist.



EVENING

We dine at home, see some TV, and then go to bed early. I do not get 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 because I am afraid of accidentally falling.



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. It occurs to me to forget things.



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

MY UNDERLYING CONDITIONS

After the hospitalisation, my health has deteriorated. I take more medications today. The physician 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 abandoned all the charity activities. I do not do much.



Learning, growing, making decisions

I do not feel like doing things. My health conditions (esp. vision impairment) 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

It is hard to recover after hip fracture. I should do some rehab.



PRIMARY HEALTH CARE CENTER

I should see a clinician more often. I mainly go when I remember to renew my prescriptions.



HOSPITAL

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





KABELO

ABOUT ME

Hi, I am Kabelo. I am 71. I live with my daughter since last year when my wife died.

INCOME



LITERACY



MY SUPPORTS

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

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

My daughter prepares the 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 lunch time 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 pills and I go to bed.



MY INTRINSIC CAPACITY



Locomotor capacity

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



Vitality

I have been losing weight, especially after every hospitalisation.



Sensory capacity

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



Cognitive capacity

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



Psychological capacity

My mood is generally ok, but it happens that I suddenly become sad and start crying. I am afraid of everything.

MY UNDERLYING CONDITIONS

A neurologist has 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.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a cane, but I prefer to stay sit. I have 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 comes sometimes at home to help my daughter in the management of the house.



PRIMARY HEALTH CARE CENTER

My daughter brings me to see 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.





Mustafa

ABOUT ME

This is Mustafa. He is 75 and lives with his daughter. He moved to live with her after his wife's death. His health status severely declined over the past 12 months, and he depends on basic needs. He is receiving assistive care at home.

INCOME



LITERACY



MY SUPPORTS

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

Daughter

He does 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

He spend the day in the bed or sit on the couch. His daughter prepares the breakfast and takes care of the house.



AFTERNOON

After lunch, he sits in front of the TV and is helped at moving few steps in the room.



EVENING

He dines early. After his daughter gives him the medications for the night, he goes to sleep. Sometimes, he wakes up in the night and cries.



CASE 8

MY INTRINSIC CAPACITY



He does not walk alone and have difficulties moving even with a cane. Sometimes she uses a walker, but spend most of the time sit or in bed.



He has lost weight and have problems feeding herself. Sometimes he coughs while eating.



He seems to have severe hearing and vision impairments.



His cognitive function is severely deteriorated. He has major memory difficulties. Sometimes, especially at night, he has behavioural disorders.



He often seems depressed. Many times, he starts crying without apparent reason.

MY UNDERLYING CONDITIONS

Mustafa has severe dementia with behavioural disorders. He has been hospitalised several times over the past few months for recurrent urinary tract and respiratory infections. He probably has dysphagia.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

He is almost bed-bound and unable to autonomously stand up and/or walk.



Meeting basic needs

Finances: Some financial issues because of the need to pay a person to support his daughter in caring Personal security: His daughter is worried about Mustafa's future.



Building and maintaining relationships

He does not have relationships with the "external" world given the isolation he lives because of his clinical conditions and impairments.



Contributing

No contribution to the community given the isolation given his clinical conditions.



Learning, growing, making decisions

He is unable to learn, grown and 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 the urinary catheter and takes care of a pressure sore. A care worker supports his daughter in caring of Mustafa.



PRIMARY HEALTH CARE CENTER

The primary care physician struggles to control his behavioural disorders and pain.



HOSPITAL

Mustafa has been repeatedly admitted to the hospital over the past months for infections and pneumonia. He is 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 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 9pm.



CASE 9

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 off 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 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 utilise the physiotherapy services at the rehabilitation centre downstairs my house.



PRIMARY HEALTH CARE CENTER
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.





MARGARET

ABOUT ME

Hi, I am Margaret. I am 71 and live in a rural area. I was married for 21 years until my husband died. I have 4 children who live in a city 100 km from here. I have 3 grandchildren who live with me. I worked as a housekeeper for 28 years. After I retired, I have a lot of financial worries.

INCOME



LITERACY



MY SUPPORTS

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

4 children 3 grandchildren



I don't have any friends and visitors after I retired.

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

In the morning, I clean the house, buy food and prepare the meal for my grandchildren.



AFTERNOON

In the afternoon, I like to take a walk and visit a friend who live close by.



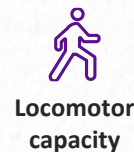
EVENING

In the evening, I like to go to sleep early. Sometimes I watch a little TV.



CASE 10

MY INTRINSIC CAPACITY



When I worked, I used to walk much more than today. I am not anymore walking for leisure as I did because I find life very difficult at the moment. I have never fallen.



Sometimes, I skip my meals so my grandchildren can go to school. I don't want to eat as much as I used to.



I don't have any issues hearing. My vision is a little low but I've never had my vision checked.



I started to forget things and my grandchildren are making fun of me.



I feel depressed, angry, and lonely. I don't have friends talk to, and my kids live far way and don't visit me often.

MY UNDERLYING CONDITIONS

I was on meds, but I stopped going to a doctor, because I'm saving money for my grandchildren.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I use glasses to read and see better. I can get around without canes or other support, but it's hard since I stopped exercising.



Meeting basic needs

Finances: I have very little savings. I am worried about money for electricity and food. Personal security: I feel safe getting around.



Building and maintaining relationships

I don't see my friends very often, I am too busy caring for my grandchildren.



Contributing

I take care of my grandchildren, but it is very tiring, let alone contributing to the bigger community.



Learning, growing, making decisions

I went to school until 2nd grade. I don't think I have the time or money to get involved in the community.

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 social workers.



PRIMARY HEALTH CARE CENTER
Every year I used to go to the local health post. But it is quite far for me, I am not going there.



HOSPITAL
I have never been to the hospital.





ABDULLA

ABOUT ME

Hi, I am Abdullah. I am 65 years old. I live with my wife in a two-story house (without an elevator). We have no children. I retired from my job as a typewriter at the Ministry of Health nine years ago. I have a high school diploma. I have an intellectual learning disability. I smoke 'arjilah almost daily.

INCOME



LITERACY



MY SUPPORTS

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

Wife and 2 brothers

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

breakfast with my wife, then I go out to run some errands (doctor visits, grocery shopping, fish market etc.)



AFTERNOON

we have lunch, water some TV, then take a nap.



EVENING

Sometimes we dine at home, and sometimes I visit one of my brothers.



CASE 11

MY INTRINSIC CAPACITY



Independent, in good shape.



My weight is stable.



Sensory capacity

For the past few years I started having hearing problems my vision is ok.



Cognitive capacity

I'm quite forgetful and I have a hard time focusing, since childhood. Because of my disability.



Psychological capacity

My mood is very good. I usually feel happy and full of energy.

MY UNDERLYING CONDITIONS

I have been diagnosed with high cholesterol since the beginning of this year, I take my medications regularly.



High cholesterol

MY FUNCTIONAL ABILITY



Being mobile

I can get around without canes or other support.



Meeting basic needs

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



Building and maintaining relationships

I often see my friends and family and spend time together.



Contributing

I don't have access to any volunteer work.



Learning, growing, making decisions

I went to school until high school (Special needs).

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 HEALTH CARE CENTER

I see my primary care physician when I am sick, and regular once every 2 months to get my medications.



HOSPITAL

I was never admitted to hospital before.





KHALED

ABOUT ME

Hi, I am Khaled. I am 81y. I live with my wife and one of my grown sons and his family in my 2-story house. my room is in the ground floor. I have 5 children in total 2 boys 3 girls. Retired 16 years ago. I used to work at the ministry of health at an administrative position. I have no financial worries. I used to smoke cigarettes one pack/day for a total of 10 years during my youth before I quit in my thirties.

INCOME



LITERACY



MY SUPPORTS

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

Wife and children



I have many friends. Some of them passed away.

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

wake up very early for my prayer at dawn. Then I have breakfast with my wife, and I spend most mornings at home. Sometimes I visit my next-door neighbour. And sometimes I go to my appointments at the hospital



AFTERNOON

we have lunch, water some TV, then take a nap.



EVENING

After prayer time I go usually with my son to visit the "diwania" where the men in our family they gather almost every day.



CASE 12

MY INTRINSIC CAPACITY



I walk with some difficulty using a cane for the past year. I walk 5 times a day to and from mosque near our house to pray.



I gained some weight recently I eat more and move less than before.



My hearing is normal. Vision is gradually worsening over time.



My memory is ok, I forget things occasionally but not important things. My kids says I have a better memory than theirs.



My mood is good. I feel I have energy.

MY UNDERLYING CONDITIONS

Diabetes, hypertension and hypercholesterolemia. For more than 20 years, controlled on tablets which I take regularly.



High cholesterol

MY FUNCTIONAL ABILITY



Being mobile

I can get around, but I use a cane because I sometime loose my balance and I'm worried about falling.



Meeting basic needs

Finances: I have my retirement salary. I own a house. I have some savings. Personal security: I have a fear of falling.



Building and maintaining relationships

I have friends and close family ties.



Contributing

I can't help others. I feel like I'm the one who needs help these days.



Learning, growing, making decisions

I don't do much these days, my vision problem and slow pace mobility are holding me back.

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 HEALTH CARE CENTER

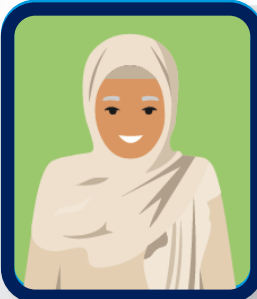
I see them regular for my appointment to get my medications. I also go whenever I sick.



HOSPITAL

I only go there for appointment to get some x-rays and investigations that are not available at the local PHC clinic





MARYAM

ABOUT ME

Hi, I am Maryam. I'm 71yo live in a 2-story house with my housemaid and driver. I have 4 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 7 years then we got a divorce right after my 4th 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 occasions. They rarely call.

I'm not in touch with my friends.



children

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



CASE 13

MY INTRINSIC CAPACITY



Locomotor capacity

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



Vitality

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



Sensory capacity

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



Cognitive capacity

I don't have memory problems. Yes I forget somethings, Like when I put my keys but it happens rarely.



Psychological capacity

My mood is not ok. I'm angry all the time. I'm not interested to go out or socialise.

MY UNDERLYING CONDITIONS

- Osteoarthritis 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 socialise. 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 community health workers.



PRIMARY HEALTH CARE CENTER

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



HOSPITAL

I was referred to emergency department few times but never admitted





GAZWA

ABOUT ME

Hi, I am Gazwa. I am 69. I live with my family in a house on the ground floor of a building of 3 floors with an elevator. I am a housewife, I cannot read or write, and without a salary, I depend on my family's support. 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?

My Family, 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 family, some times we go to the shopping, most of the time at home.



AFTERNOON

After lunch with few of the family members, I pray and take a nap, or listen to the Quran.



EVENING

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



MY INTRINSIC CAPACITY



Locomotor capacity

When I help at home activities I feeling tired and couldn't continue, I walked slowly, my daily walk is OK to keep me in good shape and independent



Vitality

My weight has always been stable (65 Kg). Recently, I have been eating less than before because of a loss of appetite



Sensory capacity

Since 4-5 years, I have started feeling a reduction in my vision from two years ago, I had operation for Cataract. My hearing is acceptable for my age.



Cognitive capacity

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



Psychological capacity

My mood is relatively depressed. I usually feel sad and prefer to stay alone. I have little friends to call.

MY UNDERLYING CONDITIONS

My physician has prescribed me a medication for my blood pressure some years ago. I took it regularly.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around without canes or other support, although I am slower than before. And feeling tired for little efforts.



Meeting basic needs

Finances: as a family we support each other and are not concerned about our future. Personal security: it is safe to get around in our neighbourhood.



Building and maintaining relationships

In occasions members of my family visiting us and spend time together



Contributing

When I take care of my grandchildren at home, I suffering from their noise.



Learning, growing, making decisions

I had a very little learning , and I couldn't read.

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 relation with community health workers



PRIMARY HEALTH CARE CENTER

I see my primary care physician on a regular basis. For a regular check up, and advices



HOSPITAL

I have not been admitted to the hospital in my life, only one day operation for cataract





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 5 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, call me daily and visited 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, some times I go to the shopping, or meet friends, some time stay at home.



AFTERNOON

After lunch, some times take a nap, meet friends or go to physiotherapy.



EVENING

I dine at home, see some TV, Pray and then go to bed early.



CASE 15

MY INTRINSIC CAPACITY



When I walking at home I feeling tired and couldn't continue, my daily walk is difficult but I try to be independent



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



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



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



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

MY UNDERLYING CONDITIONS

I am 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 it outside I am worried that I will fall again



Meeting basic needs

I have regular income but I need more for physiotherapy.



Building and maintaining relationships

Sometimes my friend come and visit me and my children but most of the time am alone



Contributing

I used to do charity work but now I cant.



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 relation with community health workers



PRIMARY HEALTH CARE CENTER
I see my primary care physician on a regular basis. For a regular check up, and advices



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





JAZEM

ABOUT ME

Hi, I am Jazem. I am 70. I live with my wife in a private house on the ground floor. I retired from the Ministry of Education and take a regular salary.

INCOME



LITERACY



MY SUPPORTS

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

Wife and son.



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 wake up early before fajr to read the Quran and pray. I take my breakfast with my wife and go for a walk for an hour daily in my life.



AFTERNOON

After lunch, I take a nap. Then I go to spend my time with my friends I diwaniya.



EVENING

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



CASE 16

MY INTRINSIC CAPACITY



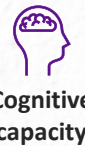
I think I am fit to perform my daily activities rather than some pain in my knees that I think is because of my aging process.



My weight has always been stable. Recently, I have been eating small meals.



My hearing and vision is good.



I have good memory.



My mood is relatively good. I usually feel happy and full of energy. I have many friends to talk to.

MY UNDERLYING CONDITIONS

I take medicine for asthma and I have been regularly visiting my physician for check up.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I walk freely without any aid but am sure it is a little slower than before.



Meeting basic needs

Finances: I am not worried about financial issues as I have my salary and some savings.



Building and maintaining relationships

I often see my friends and spend time together



Contributing

I often volunteer in charity activities.



Learning, growing, making decisions

I am graduated from faculty

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 HEALTH CARE CENTER

I have regular check in a primary care facility.



HOSPITAL

I have not been admitted for the hospital before.





KHALID

ABOUT ME

Hi, I am Khalid. I am 84. I live with my wife in an apartment on the first floor of a building. We are alone, but my wife is in good health and is 55 years old. I am retired and receive a monthly salary 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?

My family and 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 was used to read a book and I go to the club for sports.



EVENING

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



CASE 17

MY INTRINSIC CAPACITY



When I worked, I walked faster and movements were "easier". I am a former athlete, and I still maintain my sport. Therefore, my daily routine is normal and I am feeling good and independent



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



I have good sight and hearing, although I suffer from chronic tinnitus, but it does not affect my life or my sleep.



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 talk to, keeping my morale high.

MY UNDERLYING CONDITIONS

Dyslipidaemia and prediabetes: My physician has prescribed me a medication for my high cholesterol and prediabetes some years ago. I took it regularly. I have never had, however, major health problems in my life.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

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



Meeting basic needs

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



Building and maintaining relationships

I often see my friends and spend time together.



Contributing

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 should probably use glasses to see and read better.

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 HEALTH CARE CENTER

I see my primary care physician when I am sick, not on a regular basis. But regarding chronic diseases, I review it regularly.



HOSPITAL

My health is good, and I have not admitted into the hospital in last years.





ALI

ABOUT ME

Hi, I am Ali. I am 71. I live with my family on the 1st floor of our house. I am well cared for by all my family members. I am retired and have a monthly salary 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?

Wife and I have many friend.



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 wake up early before fajr to read the Quran and pray. 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 was used to read a book and sometimes I visit friends.



EVENING

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



CASE 18

MY INTRINSIC CAPACITY



When I worked, 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.



Six months ago, I noticed a loss in my weight and was diagnosed with a hyperthyroidism. I am still undergoing treatment and follow-up. I maintain a healthy eating pattern.



I have good sight and hearing. I don't use glasses or hearing aids.



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 talk to, keeping my morale high.

MY UNDERLYING CONDITIONS

Dyslipidaemia, Hypertension and prediabetes: My physician has prescribed me a medication for my high BP, high cholesterol and prediabetes some years ago. I took it regularly. I have never had, however, major health problems in my life.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around without canes or other support, I'm fit.



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.



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

Learning, growing, making decisions: I went to school until high school as well, completed my university education, and worked in the Ministry of Education until retirement, in addition to my sports activity.

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 HEALTH CARE CENTER

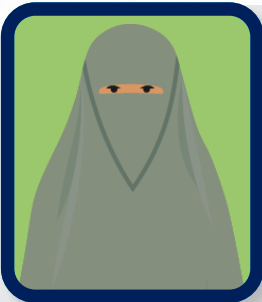
I see my primary care physician when I am sick, not on a regular basis. But regarding chronic diseases, I review it regularly.



HOSPITAL

My health is good, and I have not admitted into the hospital in last years.





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 salary 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 was used to read a book and listen to the news on television.



EVENING

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



CASE 19

MY INTRINSIC CAPACITY



When I worked, 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.



Vitality

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



Sensory capacity

Since 10-12 years, I have started feeling a reduction in my vision. And I was diagnosed as ARMD and I underwent treatment, and now my vision is good. As for hearing, it is good.



Cognitive capacity

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.



Psychological capacity

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

MY UNDERLYING CONDITIONS

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



High blood pressure

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. And 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 HEALTH CARE CENTER

I see my primary care physician when I am sick, not on a regular basis. But regarding chronic diseases, I review it regularly.



HOSPITAL

My health is good, and I have not admitted into the hospital in last 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 will do some light exercises at the senior fitness corner downstairs my house.



AFTERNOON

After lunch, I take a nap. I used to 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 9pm.



CASE 20

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 have started feeling a reduction in my hearing on my left ear since a year ago. I think I am ageing and guess this is quite expected. I had my cataract surgery done on both eyes 3 years ago and am able to see well.



I have started feeling that my memory is becoming poor. I am no longer able to keep track of dates and was not able to recall the 3 words when the assessor asked.



I feel that I have dropped out of activities which 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 assessment at a memory clinic due to "memory problems".



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: My wife and I have some savings and are not concerned about our future. My daughter gives us 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 eldercare services in the community.



PRIMARY HEALTH CARE CENTER

I know 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 have been admitted to the hospital for the first time in my life a year ago because of a 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 9pm.



CASE 21

MY INTRINSIC CAPACITY



Locomotor capacity

I have no difficulty walking and do not require a walking aid. However, I tend to need to stop and rest for a short while before I resume walking as I sometimes feel breathless.



Vitality

I probably gained some weight these 3 months (my pants feels a bit tighter) as my sister and I travel to Malaysia fortnightly for leisure and we tend to eat a lot there.



Sensory capacity

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



Cognitive capacity

I have started feeling that I am becoming more forgetful. I sometimes get confused with the dates and was not able to recall the 3 words when the assessor asked.



Psychological capacity

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 eldercare services in the community.



PRIMARY HEALTH CARE CENTER

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.





MDM LEE

ABOUT ME

Hi, I am Mdm Lee. I am 82. I am married and live with my husband and son. 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?

Husband and son

I do not 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 at the coffee shop in my neighbourhood before heading to the supermarket to get groceries.



AFTERNOON

My husband and I dine at home and do some light housework like sweeping the floor and laundry, but I get tired quite soon.



EVENING

My husband and I will do some light exercises at the senior fitness corner downstairs our house. We dine at home and watch some TV as a family. I go to bed by 9pm.



CASE 22

MY INTRINSIC CAPACITY



Locomotor capacity

I walk with a walking stick when I go out, following hip replacement surgery some years back.



Vitality

I think I have lost some weight as my clothes feel loose of late. I do not eat as before and feel fatigued easily.



Sensory capacity

I am wearing hearing aids (both ears). Recently, I feel that my vision is slightly blurred.



Cognitive capacity

I do not have major cognitive issues. I may forget to buy an item or two when I go grocery shopping but I am not particularly concerned.



Psychological capacity

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

MY UNDERLYING CONDITIONS

I have hypertension and high cholesterol and am on medications for both.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I try to avoid climbing stairs because I have difficulty in doing so. I try not to venture too far off my home.



Meeting basic needs

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



Building and maintaining relationships

I do not have friends. I am with my husband and son most of the time.



Contributing

I do not volunteer.



Learning, growing, making decisions

I think some appetite loss is expected as we get older. I am planning to get my eyes checked as I am concerned about my safety when I walk about, especially when I am outside.

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 eldercare services in the community.



PRIMARY HEALTH CARE CENTER

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



HOSPITAL

My last hospital admission was some years back for hip replacement surgery after I fell outside.





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 the home. I participate in exercise activities / programmes offered by the home.



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



Locomotor capacity

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



Vitality

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



Sensory capacity

I can hear and see well.



Cognitive capacity

I do not have major cognitive issues.



Psychological capacity

I do not feel as energetic as before and feel 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 not a 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 eldercare services in the community.



PRIMARY HEALTH CARE CENTER

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



HOSPITAL

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





MS TEO

ABOUT ME

Hi, I am Ms Teo. I am 68. I am single and live with my brother. 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?

Brother

I have some 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 the coffee shop in my neighbourhood before heading to the supermarket to get groceries.



AFTERNOON

I dine at home and watch some TV. I also watch YouTube workout videos and do the exercises (e.g. resistance bands, stretching).



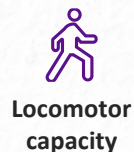
EVENING

I go on an evening stroll with my dog and dine at home. I go to bed by 10pm.



CASE 24

MY INTRINSIC CAPACITY



Locomotor capacity

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



Vitality

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



Sensory capacity

I have started feeling a reduction in my hearing on my right ear in the recent months. I think I am ageing and guess this is quite expected. I wear reading glasses to help me read better but it is not as clear of late.



Cognitive capacity

I have started feeling that I am becoming more forgetful. I sometimes get confused with the dates.



Psychological capacity

My mood is relatively good. I confide in my brother and friends whenever I am faced with problems.

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.



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.



Building and maintaining relationships

I meet my friends once every two weeks to catch-up over a meal.



Contributing

I do not volunteer.



Learning, growing, making decisions

I should probably get a new pair of reading glasses. I am somewhat concerned about my forgetfulness and may want to bring this up to my GP the next time I attend my medical check-up.

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



PRIMARY HEALTH CARE CENTER

I attend medical check-ups annually at my GP's.



HOSPITAL

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





MDM YUEN

ABOUT ME

Hi, I am Mdm Yuen. I am 93. I am widowed and live with my siblings. I have no formal education and am a homemaker. 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 no 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 sister at home before she goes to work. I then spend the morning at home, doing some light housework like sweeping the floor and laundry, but I get tired quite soon.



AFTERNOON

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



EVENING

My sister will buy dinner home. We will watch some TV and go to bed by 9pm.



CASE 25

MY INTRINSIC CAPACITY



Locomotor capacity

I walk with a walking stick. I have some balance issues and fell once at home.



Vitality

I think my weight has been stable but I experience some loss of appetite of late.



Sensory capacity

I experience some ringing in my left ear and have to rely on my right ear during conversations. I wear glasses to help me see far better but it is not as clear of late.



Cognitive capacity

I sometimes get confused with the dates. Recently, I forgot the route home from the polyclinic and have to call my sister.



Psychological capacity

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

MY UNDERLYING CONDITIONS

I have hypertension and high cholesterol and am on medications for both.



High blood pressure

MY FUNCTIONAL ABILITY



Being mobile

I can get around at home with a walking stick. I am worried about falling again.



Meeting basic needs

Finances: I have some savings and am not concerned about my future. Personal security: I have a fear of falling.



Building and maintaining relationships

My closest friends have passed on. I rarely go out and am with my sister most of the time.



Contributing

I do not volunteer.



Learning, growing, making decisions

I have gotten used to the ringing in my left ear; I do not like the idea of a hearing aid. Since I am home most of the time, I think there is not a need for me to get a new pair of glasses. I am somewhat concerned about my forgetfulness.

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 exactly sure where it is located.



PRIMARY HEALTH CARE CENTER

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



HOSPITAL

My last hospital admission was a year ago after I fell at home.





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 5 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 will do some light exercises at the senior fitness corner downstairs 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 10pm.



CASE 26

MY INTRINSIC CAPACITY



Locomotor capacity

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



Vitality

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



Sensory capacity

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



Cognitive capacity

I do not have major cognitive issues.



Psychological capacity

I sometimes feel worthless and helpless.

MY UNDERLYING CONDITIONS

I have diabetes (without chronic complication) 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 HEALTH CARE CENTER

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.



Personalised Care Plan

Develop a personalised care plan for an older person to address intrinsic capacity loss, underlying conditions, and social care needs.

1

What would be the goal for this older person?

2

What kind of assessment and care intervention would be included in the plan to meet the needs of this older person?

3

Who and/or which sectors/disciplines should be involved in the development of the care plan?

