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INTRODUCTION / BACKGROUND

SANH (Buangkok) is a 300-bed facility for residents with psychiatric and dementia-related conditions. While operating at full capacity, the NH observed that **many residents experience disengagement from their next of kin (NoKs)**, with some receiving infrequent or no visits at all.

A needs assessment (2022–2023) found that **‘Reconnection with Family’** ranked among their **top three unmet needs**, with many residents expressing a desire to reconnect with their loved ones.

This project was initiated to **address this need by creating structured opportunities for meaningful reconnection** between residents and their NoKs.

GOAL / OBJECTIVE

- ① **Increase NoK visitation from 0% to 30% by Q1 2025.**
- ② **At least 50% of participating residents and NoKs report, through qualitative interviews and feedback surveys, that their need for connection has been met.**

PROBLEM ANALYSIS

A review of visitation patterns among the 223 residents with NoKs revealed that 82 residents (37%) had disengaged NoKs:

- 20 residents (9%) had NoKs who had never visited since admission.
- 62 residents (28%) had NoKs who had not visited in over six months, despite previously doing so.

These findings **highlighted the need for structured interventions** to help restore and sustain resident-NoK connections.

IMPLEMENTATION PLAN

Preparation Phase (June – August 2024): Engaging NoKs & Reintroducing Family Visits

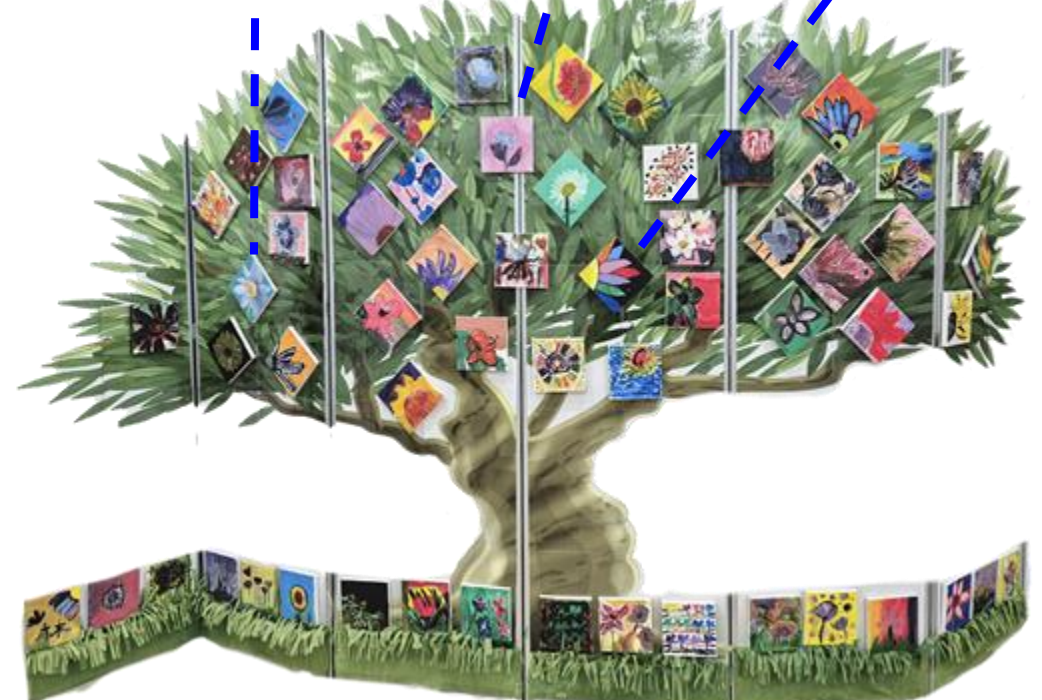
- Identified NoKs who had not visited in the past six months.
- Contacted and invited them to participate in **Family Day**.
- A Family Day Planning Committee designed meaningful activities to strengthen resident-NoK bonds.

Intervention Phase 1 (August 2024): Family Day

Objective: Restore family connections through engagement in meaningful activities.

Programme Highlights:

- **Resident & Staff Performances** created a warm and lively atmosphere.
- **Personal Sharings:** Staff and volunteers shared insights into residents' activities, helping NoKs better understand their loved ones' lives in the NH.
- **Resident Art Showcase:** Resident artworks give oKs a glimpse into their loved ones'



- **Shared Meal Experience:** Families bonded over a communal lunch.
- **Co-Creation Art Wellness Activity:** Residents and NoKs decorated notebooks together, fostering connection through shared creativity and support.
- **Family Photo Memento:** Professional photos were taken and gifted to Residents and NoKs as a cherished keepsake.



IMPLEMENTATION PLAN (CONTINUED)


Intervention Phase 2 (October 2024 – March 2025): Follow-Up Outreach Initiative

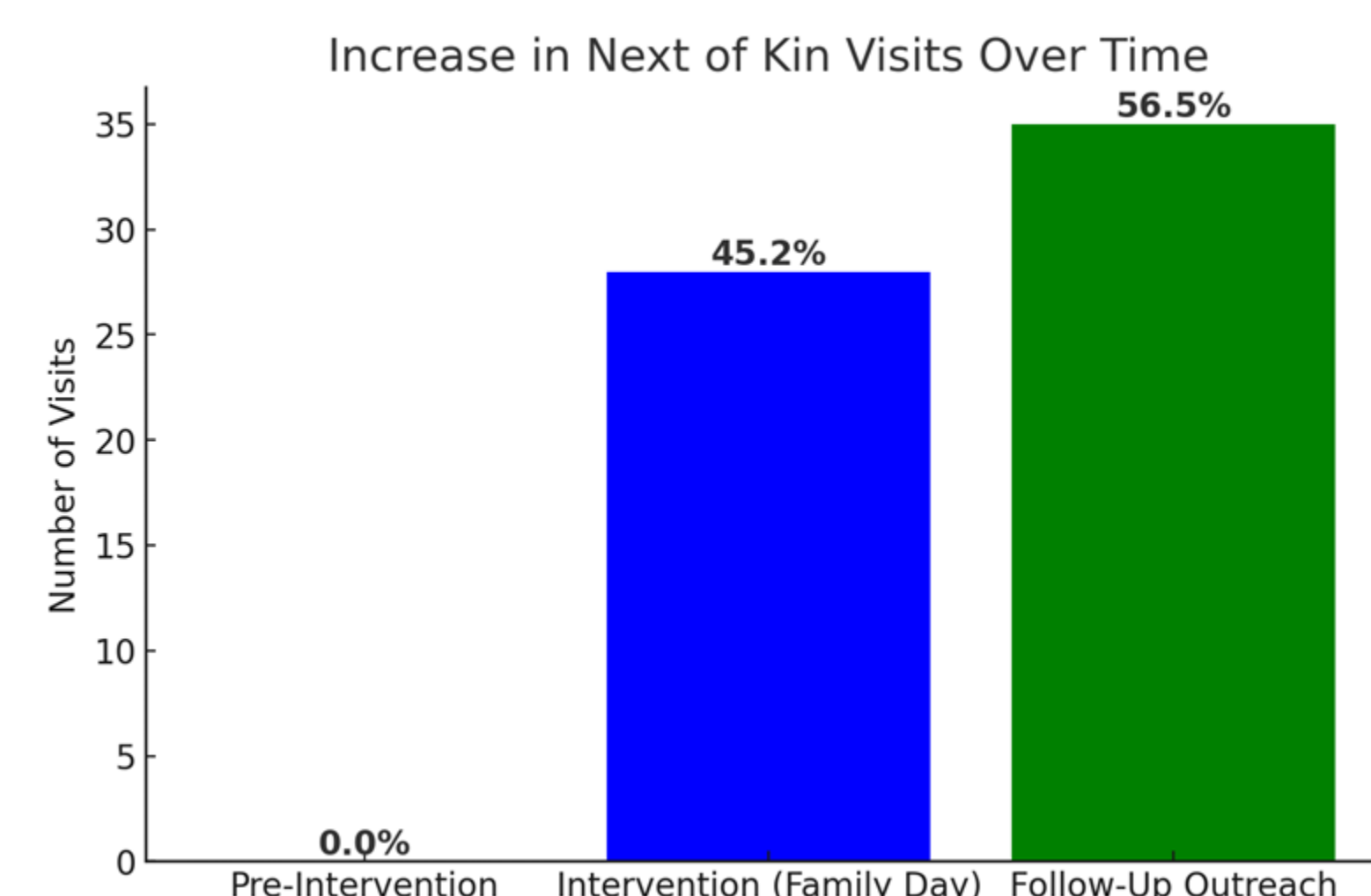
Building on renewed connections from Family Day, staff conducted follow-ups to sustain and strengthen relationships.

- Identified NoKs who had not visited in the past three months.
- Contacted 14 caregivers via phone calls to understand challenges and encourage visits.
- Explored ways to address barriers preventing visits (e.g. mobility issues, work schedules).

BENEFITS / RESULTS

① Increase in NoK Visits

- 📌 **Family Day:**
 - 28 families attended (45.2% of disengaged NoKs).
 - 📌 **Follow-Up Outreach:**
 - 7 out of 14 contacted NoKs either visited or scheduled to visit (bringing the total to 56.5% of disengaged NoKs).
 - NoKs who were unable to visit spoke with their loved ones over the phone, maintaining engagement.
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- | Group | Number of Visits | Percentage of Disengaged NoKs |
|---------------------------|------------------|-------------------------------|
| Pre-Intervention | 0 | 0.0% |
| Intervention (Family Day) | 28 | 45.2% |
| Follow-Up | 28.5 | 56.5% |



② Residents Need for Reconnection Met

- **More than 75%** of participating residents and NoKs reported feeling ‘closer’ after the programme.
- A **word cloud** created from the collected feedback revealed recurring themes of connection, joy, reunion, engagement, and appreciation. Residents and their NoKs repeatedly used words like **“good”, “family”, “together”, “meaningful”, and “loved”** when reflecting on their experiences.



- **Resident Feedback:**

- ... “It felt so good to have my sister here to hear me sing.”
 ... “下次 Family Day, 我要唱一首‘海鸥’献给大家。”
 (Next Family Day, I wish to sing this song ‘Seagull’ for everyone.)
 ... “Lama tak jumpa ibu, bagus dapat jumpa lagi. Bagus bagus!”
 (Long time never meet my mother, good to meet up. Good good!)
 ... “My younger brother came and we took photo together. He had not visited me for very long time. He is very busy.”

- **NoK Feedback:**

- “I had no idea my loved one was so involved in the NH.”
 “It was heartwarming to see my loved one so engaged.”
 “Thank you for organising, it’s very meaningful to us.”

SUSTAINABILITY & REFLECTIONS

To ensure long-term impact, SANH (Buangkok) will:

- Organise regular Family Day sessions to sustain and strengthen connections.
- Facilitate home visits for residents whose NoKs face mobility constraints, enabling continued engagement beyond the NH.
- Expand efforts to re-engage NoKs who have never visited their loved ones since admission, addressing deeper barriers to reconnection.

These ongoing initiatives reaffirm SANH (Buangkok)'s commitment to holistic resident care, emotional well-being, and meaningful relationships.

