



# Imparting Knowledge

OVER  
**1560**  
WEEKS  
**Shaping the palliative care scene  
and shifting mindsets in Singapore**

## Home Care

Most patients may prefer to be cared for in the comfort of their homes and in a familiar environment surrounded by their loved ones during their final moments. Started in 2011, Dover Park Home Care provides 24/7 home palliative care to patients with advanced illnesses at home including after hours on-call service.

In addition to medical and nursing care, our Home Care team also supports caregivers by equipping them with the knowledge and training so as to empower them to better care for their loved ones at home.

In line with the national focus on increasing overall community support in healthcare, Dover Park Home Care also taps on community services and resources for patients who require additional support such as physical and financial assistance. Our social work and psychosocial team also link up socially-isolated patients and their caregivers to

community partners to build a stronger network of care and support. This enables continuous social engagement and provision of much-needed respite care for full-time family caregivers.

In 2014, Programme Dignity was started to meet the needs of individuals with advanced dementia. It was a first-of-its-kind programme that specifically caters to this group of patients through its integrated home care programme.

Recognising the need of palliative care for non-cancer patients, Dover Park Hospice Home Care team collaborated with Tan Tock Seng Hospital in 2020 on Programme IMPACT (Integrated Management and Palliative Care for Terminally-ill – Non-cancer) to provide home palliative care to patients with end stage organ failure (kidney and heart) and lung diseases.

### WHO WE SERVE

- Patients diagnosed with an advanced illness prognosis of less than 1 year
- Diagnosis includes cancers and non-cancers

### WHAT WE PROVIDE

- A multidisciplinary team of nurses, doctors, medical social workers, Music Therapist and Art Therapist who provide physical, psychosocial and spiritual support.
- On-call service 24 hours a day, seven days a week
- Regular reviews by nurses scheduled according to patients' needs
- Visits by the doctors when medical attention is needed
- Advance Care Planning discussions
- Training of family members and caregivers to ensure patient's comfort at home
- Recommend and assist in equipment loans from vendors if needed

### REFERRAL

- Referral can be made from Tan Tock Seng Hospital within designated areas in the central part of Singapore.
- All referrals can be made by doctors caring for the patients via Agency for Integrated Care portal.
- Upon acceptance of referrals, calls will be made to patients and families to explain the service and to arrange for home visits.

### CHARGES

Home Care service is fully-funded excluding ad-hoc consumables which are MediSave claimable.

## Day Care

People with advanced illnesses may experience social isolation as they gradually start to lose their physical mobility and spend more time at home. Through a multidisciplinary team approach comprising doctors, nurses, medical social workers, music, art and rehabilitation therapists, Dover Park Day Care aims to provide both social as well as therapy-based care to clients diagnosed with life-limiting illnesses.

Our care team regularly monitor and manage our clients' symptoms with care plans tailored to meet the goals of care of each client.

In addition, we believe that caregivers play a significant role in providing care for their loved ones at home. We place special focus in catering to the needs of caregivers while providing respite from their caregiving duties.



### WHO WE SERVE

- Patients diagnosed with an advanced illness with prognosis of less than 1 year (diagnosis includes cancers and non-cancers)
- Patients with symptoms controlled and who are functionally able to tolerate transfer to Day Care
- Patients with care needs (physical, therapy or social-based) that can be met in hospice Day Care
- Patients who are able to give consent or have proxy decision makers to consent for Day Care (if patient is unable to give consent)
- R.I.S.E, a 12-week programme that empowers individuals with chronic non-cancer lung diseases to continue living meaningful lives alongside progression of their condition.

### THERAPIST-LED ACTIVITIES

- Art therapy
- Music therapy
- Occupational therapy
- Physiotherapy

### VOLUNTEER-LED ACTIVITIES

- Karaoke
- Board games
- Card games
- Gardening
- Art & Crafts
- Mahjong
- Weekly "Project Lim Kopi" where patients can enjoy local Kopitiam delights such as coffee, tea and toasts
- Meals and/ or tea breaks
- 2-way transport (including 1 caregiver)

### REFERRAL

- Referral can be initiated by any medical doctor caring for the patient. The referring doctor has to determine if patient meets the admission criteria and designated areas in the central part of Singapore.
- Referral from restructured hospitals, community hospitals and some home care services can be made through the Agency for Integrated Care (AIC) portal.
- Referral can also be made by filling in referral form that can be downloaded from the Singapore Hospice Council website with instructions in sending us the form.
- Upon acceptance of referrals, calls will be made to patients and families to explain the service provided and transport arrangement.

### CHARGES

Day Care service is fully-funded (including transport), excluding ad-hoc consumables which are MediSave claimable.



## Volunteer Programme

At Dover Park Hospice, our end-of-life care goes beyond the wards. Our volunteers are a key pillar in creating a sustainable community of care to provide holistic support and comfort to our patients.

With 18 different patient and non-patient facing volunteer groups, our volunteers devote their time and talents in a variety of ways:

- Befriending
- Crafts-making and Sale of Craft
- Hairdressing
- Special Events and Celebrations
- Music Performances
- Weekly Outings
- Medical Escorts
- Massages
- Pet-Assisted Activity
- Soups, Coffee/Tea and Toasts
- Gardening
- Administrative Work
- Public Education/ Outreach

Our dedicated volunteers make it possible for Dover Park Hospice to grow in our patient-engagement efforts and initiatives. Through these activities, our volunteers play an integral part in increasing the awareness and advocate the importance of palliative care.

We welcome all who wish to volunteer and make a difference in the lives of our patients.

For more information, visit our website at <https://www.doverpark.org.sg/our-volunteers/>

## Directions to Dover Park Hospice

    
@doverparkhospice

**Address**  
10 Jalan Tan Tock Seng  
Singapore 308436  
(Behind National Skin Centre)

**Contact details**  
Tel: (65) 6500 7272  
Fax: (65) 6258 9007/ (65) 6254 9813  
(Patient Services)  
Email: [info@doverpark.org.sg](mailto:info@doverpark.org.sg)

**Dover Park Day Care**  
Tel: (65) 6500 6599

**Main Office:**  
6500 7272 (during office hours)

**Nurses' Station (Level 1)**  
6500 7250 / 251

**Nurses' Station (Level 2)**  
6500 7252 / 253

**Nurses Station Bed 201 – 214**  
6500 0645

**Security Counter**  
6500 7274 / 8764 3704

**Operating Hours**  
**Dover Park Hospice Inpatient Service (Visiting Hours)**  
Monday – Sunday: 11am to 8pm  
(In light of COVID-19, our visiting hours are subject to change following MOH guidelines)

**Dover Park Day Care**  
Monday – Friday: 8.30am – 5.30pm



**Getting Here – By Bus**  
**Stop along Moulmein Road**  
Bus Service 21 and 124

**Stop along Moulmein Road, opposite National Skin Centre**  
Bus Service 21, 124, 518, 518A and 518B

**Stop along Thomson Road, beside Novena Square**  
Bus Service 21, 56, 57, 131 and 166

**Getting Here – By MRT**  
**From Novena MRT Station**  
Bus Service 21

**Getting Here – By Taxi or Car**  
**From CTE towards TPE/SLE**  
Take Exit 7A towards Moulmein Road

**From CTE towards City/AYE**  
Take Exit 7C towards Moulmein Road  
Then turn left at Moulmein Road  
Make a U-turn at Jalan Tan Tock Seng  
Turn left at Mandalay Road

**From PIE towards Changi**  
Take Exit 17 towards Thomson Road  
Turn left into Moulmein Road after Novena MRT Station  
Turn left at Mandalay Road

**From PIE towards Jurong**  
Take Exit 15A; merge onto CTE towards City  
Take Exit 7C towards Moulmein Road  
Turn left at Moulmein Road  
Make a U-turn at Jalan Tan Tock Seng  
Turn left at Mandalay Road

