



Friends of Community Care Awards 2024
Winner - Corporate (Small & Medium Enterprise) Category

Goshen Consultancy Services Pte Ltd
Nominated by Yong-en Care Centre

“Community care goes beyond creating programmes and providing services. It is about how the programmes and services can touch and transform lives, amplify the voices of those who can't speak for themselves, and the future we shape together.”

- Lee Mei Ping, Director

Goshen Consultancy Services offers consultancy and training services for Community Care, healthcare, and social service organisations, promoting collaboration to drive positive change. Guided by their G.R.A.C.E. framework (Guided by hope; Results that matter; Adaptive expertise; Client empowerment; Evidence-based solutions), Goshen seeks to bring hope to care users by elevating care standards, resources and solutions. Their work includes advancing Person-Centred Care practices, implementing Enhanced Nursing Home Standards, and leveraging technology for resource augmentation.

Part of its social impact initiative, Goshen volunteered their expertise to support the Community Care sector through initiatives such as:

1. Evaluating Impact of Active Ageing

- **Measuring Engagement**

As Singapore establishes 220 AACs by 2025, a key challenge is effectively measuring programme impact among seniors.

- **Evidence-based Evaluation Tool**

Goshen introduced a digitised evaluation tool at Yong-en Active Hub (YEAH!), enabling seniors to track their active ageing journeys while giving YEAH! actionable insights. Engaging staff and 22 seniors in focus groups, the tool empowered seniors to becoming active owners of their health, while allowing a small team to efficiently administer and analyse results.

2. Sustaining Care for the Future

- **Addressing Needs of "Missing Middle" Seniors**

Goshen identified the "Missing Middle" seniors who struggle with one to three activities of daily living but are not severely disabled. A growing challenge in Singapore, these seniors find themselves unable to age in place and placed in nursing homes, where traditional care models may not adequately support their autonomy.

- **Active Living Unit - Goshen's LIFE© Model**

To tackle this, Goshen collaborated with Republic Polytechnic and Bright Hill Evergreen Home to explore the feasibility of implementing its Active Living Unit - LIFE model© within a nursing home. This pioneering model promotes independence, physical fitness, and social engagement, enhancing seniors' quality of life, reducing reliance on intensive care, and optimising resource use.

3. Community Care Organisations (CCOs)

Goshen hosted complimentary seminars on Humanising Technology: PCC in the Digital Age, Operationalising Person-Centred Care, and Humanoid-Assisted Therapy Programs to empower CCOs to embrace technology, implement person-centred practices, and explore cutting-edge therapeutic solutions.



Introducing an evidence-based tool for measuring active ageing to the staff and seniors at Yong-en Active Hub (YEAH!)



Complimentary seminar on 'Humanising Technology: Fostering Person-Centered Care in the Digital Age' with over 80 attendees from 34 CCOs



Complimentary seminars on 'Operationalising Person-Centred Care and Effective Tech Adoption' with over 100 attendees from various CCOs



Pilot and sector education on Humanoid-Assisted Therapy Programmes in care settings