

SCOPE OF SERVICE FOR SPD COMMUNITY REHABILITATION & DAY CARE SERVICES

S/N	Parameters	Details
1	Population(s) served	a) Age: 18 years and onwards b) Singaporean, PR and foreigner- regardless of race, religion, language or gender
2	Cultural needs	a) Clients with specific cultural needs or accommodations are to highlight to the staff upon admission
3	Settings	a) Outpatient Rehabilitation Centre b) Maintenance / Dementia Day Care Centre c) Home setting
4	Hours of Services	a) Outpatient Rehabilitation Centre: 8.00am-5.30pm Duration of therapy session: Up to 1 hour/session b) Maintenance / Dementia Day Care Centre: 7.00am - 7.00pm
5	Days of Services	a) Monday – Friday
6	Frequency of Services	a) Frequency and type of services (Physiotherapy, Occupational Therapy, Speech Therapy or Day Care) depends upon assessment and recommendation from the therapists and/or care staff. b) Clients will be recommended for two to five sessions or days per week for Community Rehabilitation or Day Care respectively. c) Any exception will have to be discussed with rehab team with approval from the manager.
7	Payer sources	a) Eligible clients will be offered subsidies according to government schemes. b) If the client needs additional subsidy from SPD, they can contact social worker to appeal. Appeals and duration will be considered on a case-by-case basis.
8	Fees, before government subsidy and prevailing GST	a) Active rehabilitation session: \$130 b) Maintenance exercise session: \$89 c) Maintenance day care: \$79

		d) Dementia day care: \$97 e) Home therapy session: \$254 The same charges apply to an Assessment session.
9	Referral Sources	a) All cases are to be referred by the Agency for Integrated Care (AIC).
10	The specific services offered, including whether the services are provided directly or by referrals	a) Centre-based session on Physiotherapy, Occupational Therapy and Speech Therapy services b) Centre-based Maintenance Exercise services c) Centre-based Maintenance / Dementia Day Care services d) Outsourced transport facility in identified region e) Home Therapy service can be provided (based upon availability)
11	Intake Criteria	a) Adult (18 years of age and above) b) Stable medical or post- surgical condition that requires active rehabilitation. Clients with unstable medical conditions that require close medical monitoring will not be accepted. c) Stable behavioral or psychological status that requires active rehabilitation. Clients with unmanageable behavioural issues and/or uncontrolled mental illness despite treatment that causes harm to the person, others, or be disruptive will not be accepted. d) Free from any active contagious infectious diseases (e.g., chicken pox, scabies). An additional medical clearance from a doctor may be required to certify client safe for community rehabilitation. Client with untreated infectious diseases that require isolation will not be accepted. e) Participation restriction: Clients with restrictions that ranges from active in life role to total dependency will be accepted where active therapy goals to be identified and agreed by therapists and client and/or caregivers. Clients whose case needs cannot be adequately and safely provided for in the centre will not be accepted. f) Medical Stability: Clients with stable vital signs; and can be receiving other treatments such as dialysis, acupuncture etc. g) For Dementia Day Care services, client will need to have both an official diagnosis of dementia and FAST score of 4 and above.
12	Diagnostic Group for intake/ Broad Diagnosis groups	Clients with diagnosis that fall into following categories will be accepted: a) Stroke

		b) Orthopaedic conditions c) Other Neurological conditions d) Others: Deconditioning due to hospitalization for diagnoses such as • Spinal Cord Injury – ○ Etiology: Traumatic or Non traumatic ○ Level of SCI : C4 neurological level of injury and below (ASIA A), or any neurological level where respiratory assistance is not required (incomplete injuries) ○ Comorbidities : Pressure sores or any condition deemed unsuitable for rehabilitation by a Singapore Medical Council registered medical practitioner • Falls • Dementia • Cardiopulmonary conditions • Amputation (excluding prosthetic training & fitting) e) Above conditions with secondary sensory or intellectual impairments
13	Temporary Exclusion	a) Active contagious infection b) Hospitalization (1 day – 14 days) c) Unstable vital signs (includes blood pressure, pulse, heart rate, oxygen saturation, etc.) d) Condition which limits client's participation (i.e. change of caregiver, psychosocial factors, etc.) e) The maximum period of temporary exclusion is 1 month with valid reason. Approval from the Centre Manager will be required for absence of up to 2 months from the programme.
14	Discharge Criteria	a) Goals Achieved b) Offered services are no longer suitable or benefit the client c) Certified by a Singapore Medical Council registered medical practitioner that continuous rehabilitation will NOT lead to further significant functional improvement. d) Refusal or unable to comply with the prescribed programme. e) Behaviour that endangers safety of anyone- client or other clients or staff f) Poor attendance, if client is absent for more than 50% of scheduled

		sessions in a month without valid reason discharge will be proposed. g) Client is no longer suitable for active rehabilitation due to lack of progress (i.e. due to poor motivation, non-compliance, or plateauing.) h) Hospitalization/Institutional care for over one month. i) Absenteeism for more than 1 month will result in discharge. j) Family members/caregivers disregard our Centre's policies, rules and regulations.
15	Transition Criteria	Clients who need various service after discharge from SPD Community Rehabilitation will be offered various options according to their needs: a) Maintenance Exercise (short-term) b) Home with prescribed exercise program to continue exercises at home with caregiver training, if applicable. c) Maintenance or Dementia Day Care: Referral will be put to AIC. Medical referral will be required for Dementia Day Care services. d) Employment opportunity: Referral to employment related programmes in SPD. e) Assistive Technology services f) Other relevant services such as active ageing centre, home help, meals-on-wheels, wellness programmes, etc.