Exploration on the Voluntary Service Model of Home-Based Elderly Care for Empty Nest Elders under the Background of Internet Plus

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Abstract: In due accordance to recent population statistics the aging of the population in China is becoming more and more serious, and the elderly care services are facing severe difficulties and pressures.With the development of Internet technology, the Chinese State has also given more policy preference to the "Internet + elderly care service" model. In the context of "Internet +", this Wen Jiang Volunteer service is combined with "Internet +" home care service, and discussed from three aspects of volunteer service content, volunteer service management and volunteer service mode, to provide ideas for "Internet + home care" volunteer service for empty nesters.

Keywords: Internet + home-based care; Empty-nest elderly volunteer service model

1. "Internet + home care"Status of Volunteering

1.1 The pension resources are difficult to meet the needs of the elderly

The aging population, population mobility and insufficient social pension resources have exacerbated the pension problem of "empty nest elderly". The results of the seventh national census depict that the proportion of China's population aged 60 and above has exceeded 18%, and the degree of aging has further deepened. The emergence of this situation has brought a series of problems to the society, among which the phenomenon of "empty-nest elderly" has attracted people's attention.

1.2 The state promotes the development of "Internet + elderly care services"

On May 22, 2020, Premier Li Keqiang of the State Council proposed in the government work report of the State Council to comprehensively promote "Internet +" and create new advantages in the digital economy. With the development of the times, the concept of "Internet +" has gradually penetrated into all walks of life and combined with it.To enhance health care provision, safety and health, senior education and recreation activities, etc..[1] In the context of the gradual development of emerging technologies, the elderly can manage their day-to-day affairs while providing care at home without placing a heavy burden on caregivers.[2]

2. "Internet + home care"Volunteer service content

2.1 Medical services

"Internet + home care" Volunteers with professional medical backgrounds are mobilized to provide online health care services for the elderly at home via an internet platform or APP and other technical means. First of all, establish an online medical consultation service to understand the physical condition of the elderly, monitor and prevent the occurrence and development of chronic diseases, teach the elderly to use emergency calls, and make contact when necessary to quickly detect and take first aid measures.

2.2 Living care

For the elderly who are inconvenient to move and need life care, online appointments can be made, and the volunteer organization will allocate professional volunteers for the elderly in need of life care according to the demands of the elderly.

With the development of economy and society, the demand for spiritual culture of the elderly is increasing day by day. Volunteer organizations will arrange for volunteers with psychological foundations to regularly conduct online video chats with the elderly

to learn about the elderly health and living conditions, and to bring the elderly a sense of fulfillment through life sharing. Carry out individual or group activities for empty-nesters on special festivals, such as: organizing community (rural) empty-nesters to make dumplings during the Lantern Festival, so that the elderly can feel happy.

2.3 Popularization of knowledge

Due to the confrontation between the Internet age and the ageing age, the elderly in my country have encountered many obstacles in the process of integrating into the Internet society. However, telephones, fax machines, the Internet, and interactive audio-visual transmissions have made medical services more convenient and less expensive, with potential beneficiaries including large numbers of empty-nesters.[3]Therefore, volunteers can actively spread Internet knowledge to the empty-nesters, so that more elderly groups can obtain information through the Internet, and have entertainment and relaxation through the Internet. This not only facilitates the life of the empty-nest elderly living alone, but also provides them with more entertainment channels and spiritual enrichment.

3. "Internet + home care"Volunteer Service Management

3.1 Volunteer management

The survey results showed that the volunteers had relatively low anxiety, internal control and empathy skills before the training, and after the training, the volunteers were able to have a better understanding of the patients and their families, and were able to cope better with events.[4] In addition, an evaluation and return visit mechanism needs to be established. After the end of the volunteer service, a satisfaction survey questionnaire can be issued to the elderly, so as to effectively know the satisfaction level of the elderly with the volunteer service, so as to provide efficient feedback on the volunteer work. The questionnaire is simple and easy to understand, such as different facial expressions. Finally, it is necessary to establish a volunteer incentive mechanism. In 2022, the Beijing Municipal Government first put forward a report on the development of the "Time Bank" mutual aid pension model. Volunteers participate in the "Time Bank" pension volunteer service and receive 1 Time Coin every hour. After storing and reaching 10,000 Time Coins, they can When they are old, weak or disabled, they will be admitted to the public pension institutions within their jurisdiction according to the treatment of urban and rural poor people. This kind of incentive mechanism for volunteers can effectively improve the enthusiasm and initiative of volunteer service and expand the population of social volunteers. For student volunteer groups, volunteer service can be combined with moral education credits, credits, and scholarships.

3.2 Allocation of volunteer service resources

Improve the allocation of volunteer service resources. Through the establishment of electronic files for the elderly, you can learn about the age, gender, personality, disease development process, etc. of the elderly. The volunteer team can combine the expertise and personal advantages of volunteers to provide accurate information for special elderly objects. Online senior care services.In addition, volunteers can also choose whether to pair with the elderly according to their own time allocation and development needs, and the elderly can also choose professional volunteers through the online platform. This mode of mutual selection of volunteer services can give full play to the independent selection needs of volunteers and the elderly, and achieve precise services.

3.3 "Smart Healthcare", an online volunteer service platform

"Smart medical care" refers to upgrading and transforming traditional medical care on the basis of the Internet of Things, enabling good interaction between patients and medical staff by means of information technology, and establishing a relatively complete health record management database. At present, "smart medical care" has been applied to the outpatient management of some hospitals, and has achieved certain results, and related online applications are also being further optimized.

4. "Internet + home care"Volunteering Model

4.1 Helping-style "helping the old with youth"

Volunteer pension services can make full use of the strength of surrounding colleges and universities, absorb the strength of young students, and carry out voluntary services. College students have rich network knowledge, solid professional foundation, abundant energy, sufficient spare time and altruistic spirit. It is necessary to fully protect, guide and give full play to the enthusiasm and vitality of student volunteers, so that more young volunteer groups can join the school. The elders of the nest are here to provide volunteer services for the elderly at home.[5]

4.2 Mutual-aid "care for the elderly"

With the rapid increase of the elderly population, the phenomenon of "holding together for warmth" among the elderly has become one of the breakthrough points of the volunteer service model. Especially with the continuous improvement of medical level, the average life expectancy of the population increases, the physical quality of the elderly improves, and the young healthy elderly

can become the backbone of the volunteer team. Mutual-aid pension emphasizes mutual support and help among the elderly through the method of "elderly pension", so as to achieve the purpose of caring and caring for the empty-nest elderly. Young healthy elderly volunteers participate in the "Internet + Elderly Care" volunteer service activities. They have more spare time, and the volunteers are of the same age as the care recipients, so they can better understand the needs of the elderly, so that the elderly can find comfort and resonance in their hearts. Watching and helping each other is helpful for the development of the service.

4.3 Group-style "Care for the Elderly"

The volunteer team also needs to recruit from the society, fully mobilize the power of the public such as medical institutions, governments, enterprises, etc., and play the vanguard and exemplary role of party members to establish a "medical care + party member + mass" volunteer combination. Social volunteers can use their spare time to carry out online + offline voluntary elderly care services to provide professional help to the elderly. Giving full play to the power of social volunteers, on the one hand, provides an additional source of social services for the elderly; on the other hand, it can further explore social backbones, especially party members who play an exemplary and leading role, and cultivate elite social volunteer groups.

5. Conclusion

Integrate volunteers into the "Internet +" home-based elderly care service, and explore a new volunteer elderly care model. The advancement of science and technology, national policy support and a large volunteer team have all provided a solid foundation for the "Internet + home care" volunteer service. Retrospectively with the introduction of the volunteer service system into the elderly service is not sufficient enough to reduce the shortage of elderly service personnel.and also meet the diversified and multi-level pension needs of the elderly living alone. In addition, the paper (this paper or another paper) explores models of volunteer service management, advocating the establishment of volunteer team recruitment, training, return visit, reward mechanism, volunteer service mutual selection model and "smart medical" online volunteer service platform, proposed the assistance type "helping the old with the youth", the mutual aid type "giving the old to the aged" and the group type "with the help of the elderly".

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