

# Research on Community Home Care Service Mode from the Perspective of Social Work

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**Abstract:** As a new old-age care mode, community home-based care can effectively solve the problem of old-age care, but in the current implementation, this mode is facing development difficulties in terms of service content and level, operation mechanism and so on. Through analyzing the present situation of Chinese community care service, this article finds out the problems of low recognition, lack of professionals, lack of capital investment and lack of evaluation system. On the basis of learning from foreign experience, this paper proposes measures such as improving recognition, cultivating compound professionals, and raising funds from various sources, so as to provide some inspiration for the country to formulate community-based pension policies.

**Keywords:** Aging Population; Platform Economy; Internet + Pension

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## Introduction

As the aging of the global society continues to intensify, the pension problem caused by the aging of the society is particularly prominent in our country. As some young and middle-aged laborers in rural areas go out to work, do business, and study all year round, the number of "empty-nest, left-behind, and single-living" elderly people in rural areas has increased sharply, and the advantages of traditional family care are gradually weakening. The old-age care model produced by the combination of old-age care and old-age care is more suitable for the old-age care needs of the elderly in rural areas in our country.

### 1. Development status of elderly care services

#### 1.1 The trend of aging is severe, expanding the contradiction between supply and demand

On May 11, 2021, the seventh national census results show that China's population over 60 years old is about 264.02 million, accounting for 18.70%, among which, the population aged 65 and above is 190.64 million, accounting for 13.50%. The degree of population aging is further deepened, showing the characteristics of a large population base and fast growth rate. Therefore, the 14th Five-Year Plan period is a key window period to accelerate the establishment of a sound policy system and institutional framework to actively cope with population aging. The increase of aging population has undoubtedly promoted the pension pressure in our country to a great extent, which brings double problems of "quantity" and "quality" of pension. In order to further optimize the birth policy and alleviate the aging population, China opens the "three child" policy to improve the population structure and solve the difficult problems from the relative quantity of pension. However, how to establish an effective policy to improve the quality of pension also becomes a problem urgently to be solved.

#### 1.2 The contradiction between the mainstream mode of home care and the weakening of family care functions

Due to the modern family concept (children live separately from the elderly) and the increase in the number of children who go out to work and study, the number of empty nesters directly increases sharply. The change of family structure weakens the function of traditional family pension, and the original structure imbalance has made it unable to play an effective role in pension. In addition, the Confucian traditional family concept makes some elderly people rely on the traditional family support mode, and they are not willing to go to the nursing home. As a result, the home-based care model has become the choice of most of the elderly. Therefore, it has become a key link to improve the home-based care model to play the role of other subjects under the dilemma of the weakening function of family care.

### **1.3 The imbalance between supply and demand urgently needs the expansion of the supply side**

China's elderly population increase sharply at the same time, disabled and mentally ill old man has been as high as about 40 million people. There were about 120 million empty nesters in 2020, but to a limited number of pension institution of China, the bed is hard to find, old-age nursing staff faced with the current situation of the shortage of huge gap, and many other resources makes platform endowment service plays a more important role. The platform elderly care service is based on home care. Relying on the Internet technology, it can liberate a lot of human and material resources to solve the dilemma of "no one for the elderly". However, most of the existing "Internet + pension" platforms show the trend of "domination by each company", which is fragmented to a certain extent, and has not achieved intensive and integrated development. Scholar Wu Junchen pointed out that the existing platform has poor ability to integrate resources and products are difficult to really sink. Therefore, it is necessary to promote the intensive development of the pension platform, improve the supply efficiency and accuracy of the supply side, and establish an integrated resource platform.

## **2. Community home-based care service practice and experience for reference**

The development of community-based home-based care services has naturally different directions due to different initial stages and research focuses. The practice and experience of community-based home-based care services at home and abroad are now reviewed to provide a basis for the subsequent theoretical development.

### **2.1 Community home care abroad: a case study in the UK**

The nursing theory developed in the 1950s, based on the shortcomings of "inpatient care", was accepted by most people in Britain around the 1970s. Not long after, in 1987, the British government published part of its white paper on "inpatient care". Public Care defines the scope of community care: providing support and assistance to older people with physical disabilities, intellectual disabilities and mental illnesses. It also mentioned that basic services for the elderly are mainly daily care, material support and care. With government support, these services are low-cost or even free, and the model is widely supported by the public. In the early 1990s, the Community Care Act was passed in the United Kingdom, and the public awareness of the Act was an important policy. Looking at the characteristics of the pension community model in Britain, firstly, the government plays a very important role, which not only ensures the operation of the model in terms of funds, but also meets the needs of the community in terms of policies. Secondly, the enthusiasm of community participation is closely related to the government's inclusive reform policy and the professionalism of community workers and volunteers.

### **2.2 Domestic community home care**

Community care in Hong Kong generally includes the following three aspects: Basic life care and psychological comfort; Second, Hong Kong Medical requires hospitals to give priority to the diagnosis and treatment of patients over the age of 65; they also provide space for parents to self-consult. If some elderly people do not need to be treated at home, reasonable rehabilitation days should also be arranged. We must solve the problem of the elderly having no place to live, because many elderly people cannot afford the expensive rent. Various social forces should play the role of the government as the main body but decentralized. Hong Kong attaches great importance to professional personnel to inject fresh and appropriate services for the elderly.

Community home care in the Mainland. Community care is similar to home care, but it should be defined as a new model with dual characteristics of family care and social care. In this model, pension costs are borne by the government or community, while human resources come from the family or community. Scholar Shi Bainian believes that there is a significant difference with community pension and family pension, institutional pension. It is a social security system composed of the government, society, family and other elements. In view of the changing retirement situation, the Ministry of Affairs requires sub-district offices and community environment committees to play a leading role under the guidance of policies, and all sectors of society should actively participate in community public welfare undertakings to serve more professional elderly people. Several big cities piloted this model in the 1990s, and Shenzhen, Shanghai, Beijing and other places implemented this practice model one after another. And other places have issued, such as the 2001 call for "star light plan" put forward by the response to the government, with the support of the municipal government in 2001 launched the census bureau, held on July 11, titled *Starlight Plan and Benefits at the Start of the Second Year in Urgent Press Conference*, and "home of "star" is put forward to expand to 100 plans, the official launch of "star light plan". As the main goal to be achieved, the total number of completed projects far exceeds the target, but the home-based care model has only achieved good social benefits in some communities in Beijing, Shenzhen, Dalian and other economically developed areas.

### **3.Strategies to solve the problem of community home care**

#### **3.1 Enhance the mode -- improve the precision and demand of digitization for the elderly**

Considering the accuracy of the service, based on the status quo of the elderly's increasing smartphone level and proficiency, platform buyers should mainly look for the location of the elderly themselves. The elderly directly purchases services, making the purchase behavior more targeted and improving the efficiency of service supply. They can spend some parents who are willing to spend money, which is easier for parents who can use smart devices. In addition, the role of the community in elderly care cannot be ignored. The community package can purchase related services for the elderly in the community, thereby encouraging the development of community care, promoting the establishment of a pension information database, opening up data exchange and sharing, using network technology to rationally utilize medical resources, and improving product applications and making full use of the technical means of the information-based community. They should make research on the basic construction and practical application of comprehensive service management information management mode for our country's current community smart family pension, community-based and home-based pension. In the field of retirement information, colleges and universities are eager to carry out relevant scientific research, help cultivate relevant technical talents, and provide retirement and development motivation for improving platform services. They should also create electronic files for parents. Local governments, relying on community environmental committees and village committees, verify the actual situation of the elderly based on resident information, establish electronic files for the elderly, and use big data technology to build a local information network. For the elderly with special circumstances, it is necessary to focus on observation, which is also conducive to the establishment of relevant platforms and work.

#### **3.2 Build a professional compound**

The first is to recruit outstanding social work talents, and take this position as the first step in developing community home-based care services. Only with the addition of professional talents can the shortage of community home-based care services be quickly reduced in a short period of time. Recruitment may not meet talent needs, so it is necessary to attract college social work students to the community. In terms of practical aspects, it is also important to train existing staff in the community so that they can more accurately understand future policies to accurately define the different needs of older adults and thus connect them to appropriate resources. The future policy is to retire according to one's own needs; the pension policy has not yet been covered, but some problems in the actual situation should be reported in time, and the relevant departments should be urged to correct the policy in a timely manner.

### **Conclusion**

According to the development of our country, the enlightenment formula of the community pension model in my country has entered the exploratory stage. Compared with the more mature pension systems in foreign countries, there is still a certain degree of low recognition. There is a lack of professional talents, insufficient capital investment, and inconsistent regulations and policies. However, the government and society have fully recognized that society plays an important role in elderly care services, and attach importance to the development of elderly care services. In the process of business development, support to the community needs to continuously improve the publicity of elderly services, which can increase public recognition of elderly care services. Political government, society and universities should work together to cultivate diverse professional talents, and at the same time. It is necessary to raise funds from various sources to optimize the relevant environment. We should obtain support from relevant government departments and finally rationally improve community pension policies and institutional systems.

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