

# Investigation and Analysis of the Difficulty of Home-Based Care in Community in L District of Jinan City

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**Abstract:** In order to explore the status quo of community-based home care services in Jinan, identify problems and put forward targeted suggestions, this paper takes social embeddedness theory as the starting point of logic analysis, uses community care theory as the framework of service framework, and uses qualitative research methods such as field observation and face-to-face interviews, partially investigated and explored the layout and operation of community home care services in Jinan City. The survey shows that the community home care service system in Jinan is not perfect, the supply and demand of services do not match, the participation of social entities is insufficient, and the community home care professionals are lacking.

## 1. Presentation of the question

### 1.1 Research background

According to the fifth census in 2000, China has met the aging standards recognized by the United Nations and the Vienna Conference on Aging at the same time, which proves that China has officially entered an aging society since the end of 1999. According to the seventh national census data of the State Council, the proportion of the population aged 60 and over in China reached 18.7%, with a total of 260 million people, of which the population aged 65 and over accounted for 13.5%, a total of 190 million people. <sup>[1]</sup> China has become the country with the largest elderly population in the world, and it is imminent to respond to the problems and challenges brought about by the aging society. It combines the advantages of family care and institutional care. It can realize the old-age care without leaving home, adapt to the psychology of the elderly who are attached to their families, and also conform to the Chinese tradition of home-based care. However, there are also disadvantages such as a mismatch between supply and demand, insufficient trust, and the inability to truly replace the family. How to balance the advantages and disadvantages will be the focus of future research.

### 1.2 Literature review

There is currently a lot of literature on this issue. First, national and local perspectives: Mu Guangzong, Zhu Hongfei and others analyzed China's overall community-based home-based care services from a macro perspective. Linking is the basic way to break the dilemma of pension in our country. <sup>[2]</sup> Wang Zhenbo, Wu Xiangling and others took Wuhan as an example to explore the construction of a local community home care model, and collaboratively build a community home care model from the perspective of multiple subject participation, "Internet +" and mutual aid public welfare networks. <sup>[3]</sup>

The second is from the current problems and optimization perspectives of community home care services: Wang Qiong, Wang Yang, Wang Xige and others explore the current service status and imbalance between supply and demand based on the data obtained from the questionnaire survey from the perspective of service supply and demand influencing factors. <sup>[4,5]</sup> Wang Zhenbo studied how to optimize home care services from the perspective of "Internet +". <sup>[6]</sup> Wang Zhen and others analyzed the mismatch between supply and demand of community home care services from the perspective of policy and governance, and proposed a solution to change administrative governance to social governance. <sup>[7]</sup>

Literature review: In short, the mismatch between service supply and demand, the construction and improvement of the community home care service system, and the use of Internet technology to optimize services are the key issues in the current literature. There are a lot of macro-review literatures. The literature on local studies has been investigated and studied on the status quo of Changchun, Wuhan, Beijing and other cities. However, there are very few studies on the analysis and research on the status quo of community-based home care in Jinan.

In recent years, Jinan City has established a number of community home care service centers in response to the policy, but it is not known about the actual matching of service supply and demand, the establishment and improvement of the operating model system, etc. L district of Jinan City is the leader of community home care services, so it is the most representative to explore the development status and existing problems of community home care services in Jinan City.

### **1.3 Research purpose and significance**

The community-based home-based care service model will be the mainstream of the development of elderly care services in the future. Under the trend of advocating community-based home-based care throughout the country, the status quo and problems presented in different regions are not the same. District L is the pioneer in the reform of community-based elderly care services in Jinan City. What is its current development status? What are the problems? How to improve and improve? This is the question the author wants to answer through field observations and interviews. This study is expected to understand the current living conditions, service types and operating mechanisms of community home care service centers in L district of Jinan City, find problems in them, and put forward some suggestions for future development.

## **2. Related concepts**

Community home care for the elderly is a way for the elderly to enjoy professional care services in the family and community. The core subject of this type of elderly care is the family, relying on community resources, professional institutions and personnel, to provide professional and socialized elderly care services such as life care for the elderly at home and in the community.

## **3. Research design**

### **3.1 Research purpose and method selection**

This article focuses on the overall understanding of the development status of community home care services in L District of Jinan City, the organizational structure, operating mechanism, service types and other information of social service agencies, and summarizes the characteristics and problems. Therefore, the author chooses field observation and personal interviews as the main means of field data collection in order to gain an understanding of the behavior and meaning of actors. In the early stage of the field investigation, I found out that most of the institutions here are private enterprises. In order to deeply explore their service status and problems, the author used the form of observation and semi-structured interviews, and conducted personal interviews with the heads and staff of the institutions.

### **3.2 Research objects**

Considering the main factors such as service development level and organization type, according to the principle of typicality and convenience, we visited four community home care service centers in L District of Jinan City, including the two largest community home care service centers in Jinan City. It involves day care and comprehensive elderly care services, and its functions include the provision of dining tables for the elderly, cultural activities, day care, daily food and trusteeship.

### **3.3 Data collection**

Author conducted on-the-spot observation and interviews with four institutions in the summer of 2022, and used a semi-structured question outline in the personal interviews. The interviews lasted

between 40-60 minutes, and all interviews were transcribed after the conclusion.

### **3.4 Data analysis**

Author coded the original interview text layer by layer following the method of applied thematic analysis or basic induction. The basic operation process includes: (a) Data screening (b) Sorting out and summarizing (c) Interpretation and analysis.

## **4. Current situation and difficulties**

### **4.1 Current status**

#### **4.1.1 Status quo of population in Jinan**

Jinan City has a very high degree of aging, and the pension situation is not optimistic. The first is the large elderly population. According to the data of the Municipal Public Security Bureau, by the end of 2019, the registered population of Jinan City was 7,978,045, of which 1,732,136 were elderly people aged 60 and over, of which 1,201,897 were elderly people over 65 years old. [8] Followed by rapid aging. According to the seventh census data, the total population of Jinan City aged 60 and over is about 1.837 million, accounting for 19.96 % of the population, of which the population aged 65 and over is about 129,000, accounting for 14.07%.

#### **4.1.2 Situation of the four community home care institutions in district**

Case A: A public-owned and privately-operated day care center just established this year, the site belongs to the community and is supervised by it. It is a public welfare institution, open to the elderly and residents in the jurisdiction. The introduction of the center listed four modules of services including life care, meal supply, university for the elderly, and culture and entertainment. The investigation found that the institution actually only provided cultural and entertainment services (including a reading room, a gymnasium, and a dance room. ). Usually, the elderly mainly organize groups to come to this event spontaneously, and the organization will also hold regular activities to invite the elderly in the community to participate. The rest beds of the institution are all shelved in a corner and have not been put into use.

Case B: An urban community day care center established in 2011 is also a public-owned and privately-run institution, a profit-making elderly care enterprise. The organization's brief introduction includes three types of services: day care, long-term and short-term care, and home-based services, but actual investigations found that there is only a "day care" module, and it is basically limited to catering and event venues. The institution was in the field of nursing in its early years, so it still retains its resources and characteristics of nursing. The agency has contracted doctors from surrounding hospitals to provide medical services and counseling guidance. There are nursing rest beds, but few elderly people use them.

Case C: There is only one day care center under this brand in Jinan City, which is also public and privately run, and the venue is provided by the community. It includes catering services and several common TCM physiotherapy items (foot massage, acupuncture, etc.), and its catering services are public welfare and basically non-profit. The old man ordered a meal one day in advance and picked it up at the institution at noon the next day. The institution does not have a fixed doctor, but only a few kinds of massage and physical therapy equipment, some of which can be enjoyed only by operating on the mobile phone.

### **4.2 Difficulties in the development of community home care services**

#### **4.2.1 Mismatch between supply and demand of community home care services**

Case A The day care center only provides venues for cultural activities and plans some cultural activities. These functions can also be realized in general elderly activity centers. It is still necessary to set up a day care center with special personnel responsible for planning and management. In case B, the utilization rate of nursing beds in the day care center was low, resulting in a waste of resources. Case D The comprehensive elderly care service center does not operate day care, which

greatly reduces its function.

Without economies of scale, there is no market without a customer base. The customer group positioning of the community home care service center is biased. Under the premise that there are not so many customer needs, some services appear to be oversupplied, and the real service needs of the elderly have not been met. Among them, there are problems of unbalanced supply and demand and low operational efficiency of the institution.

#### **4.2.2 Insufficient participation of social subjects**

Nowadays, the pension needs of the elderly group are becoming more and more individualized and professional, and it seems insufficient to rely solely on the support of the government and pension service personnel. Although the L District of Jinan City has also introduced social workers for the elderly, many social work project teams have been established to provide services for the elderly. However, the field survey found that social forces such as social workers and volunteers are not enough to participate in the elderly care, and these professional forces have not been fully utilized to organize rich social activities, add color to the daily life of the elderly, and effectively help the elderly in difficulties.

At the same time, the participation of community forces is insufficient. According to the theory of community care, "community care" puts more emphasis on mobilizing resources and forces in the community to provide services, so that the elderly can live in an environment they are familiar with and enjoy elderly care services. Community care can be divided into the following modes, one is care within the community, and the other is community-based care. <sup>[9]</sup>Community is both a regional community and an emotional community. All kinds of resources are concentrated in the community. It is a small society that can give people a sense of identity and belonging. The living, medical, cultural, and cleaning facilities in the community are basically. It can meet the needs of the elderly in many aspects of daily life. However, at present, the community in District L of Jinan City only cooperates with organizations in cultural activities such as paper-cutting, movies, and reading during certain festivals. It does not use community resources to fully mobilize the day care center to play a role for the elderly. People provide a variety of services.

#### **4.2.3 Lack of professional talents for community home care**

From the perspective of the stability of the workforce, promotion space, and quality level. The workforce of community home care institutions in L district is not stable, and the number of employees in each institution is very small (5 or 6 at most, 1 or 2 at most), and the threshold for applying for caregivers is low, all of which reflect the behind-the-scenes. The predicament of low income remuneration, professional prestige, and promotion space. The person in charge of the organization has a college degree, the level of service management is uneven, and there are few high-quality management and operation talents.

From the perspective of the gender of the workforce, the heads and staff of the four surveyed organizations are all women, and the gender ratio is seriously unbalanced. From the perspective of the long-term talent training mechanism, some institutions have begun to cooperate with other institutions or universities to jointly cultivate talents for the elderly, but the level of the involved research institutions is relatively low, which needs to be paid attention to.

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