

## Development Path of Daytime Eldercare Center

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**Abstract:** In order to solve the increasingly serious problem of providing for the aged in China, the daytime eldercare center were born and developed continuously. However, most of the existing daytime eldercare center in China have problems such as single source of funds, incomplete service items and low service quality. This paper takes the communities' daytime eldercare center as the research object, analyzes its present situation, and puts forward some measures such as introducing social capital, improving the quality of social workers and establishing small procedures, so as to promote the establishment of comfortable daytime eldercare center and improve the comfort of the elderly in day care centers in their later years.

### 1. Introduction

With the deepening of China's aging, in order to solve the increasingly severe problem of providing for the aged in China, the country has continuously implemented the old-age model of "taking family as the foundation, community service as the support, and institutional pension as the supplement", which has led to the birth and continuous development of daytime eldercare center. However, most of the existing daytime eldercare center in China have problems such as incomplete service items and low service quality. In order to improve the service quality of daytime eldercare center, this paper studies the development path of daytime eldercare center in order to improve the service level of daytime eldercare center and promote their development.

### 2. Summary of the Present Situation of Daytime eldercare center and the Elderly

Daytime eldercare center refers to a day care service facility that provides day care services for the elderly, the elderly who need partial care in their daily life or who cannot take care of themselves completely. Its service content includes food supply, living assistance, health examination, health care, rehabilitation and entertainment, etc. It is a new model that meets the needs of the elderly to receive care, recreation and entertainment in the facilities during the day and return home to share happiness with their families at night.

At present, most daytime eldercare center in China only accept the elderly who need partial care in their daily life or cannot take care of themselves completely, and the service content is single, mainly to meet the basic needs of the elderly, ignoring other physiological and psychological needs of the elderly. At the same time, because the fund source of day care center basically depends on the government supply, under the limited resources, the day care center can only recruit a limited number of elderly people, which is difficult to meet the needs of most people, resulting in some elderly people in need being unable to enter the relevant day care center.

In addition, most of the staff is non-professional social workers. They do not have the knowledge of professional assistance and care for the elderly, but only complete their tasks according to their own ideas. Therefore, their help to the elderly is limited, and some elderly people are not satisfied with their care. Under these many problems, this paper analyzes the elderly day care center and puts forward the corresponding countermeasures to solve the problems, so as to promote the continuous

improvement and development of the elderly day care center. At the same time, it is also one of the important ways to improve the model of "institutional pension as supplement" in China.

### **3. Realistic Dilemma of Daytime Eldercare Center**

#### **3.1. Single Source of Funds, Unable to Support Development**

Most of the daytime eldercare center are public welfare, so most of the daytime eldercare center come from the government and rely heavily on government funding. As government grants are generally used, the daytime eldercare center has not considered other sources of funds, so the daytime eldercare center has a single source of funds, all of which are government grants. At the same time, under the increasingly severe background of aging, the number of elderly people entering the daytime eldercare center is rising, and the number of people entering the daytime eldercare center is rising, which leads to the rising operating costs of the day care center. At this time, it is difficult for the government to allocate fixed funds to meet the high and rising operating costs of the elderly day care center, and it is difficult for the elderly day care center to survive and operate with fixed funds. Maintaining the operation and development of daytime eldercare center requires more financial and material support. Therefore, how to obtain more financial support has become the primary task of daytime eldercare center.

#### **3.2. Personnel Quality is Limited, Service is a Mere Formality**

With limited operating funds, it is difficult to introduce social workers into the elderly day care center, and most of them have limited quality and do not have corresponding professional knowledge to provide corresponding professional services. The service level of the elderly day care center depends on the service staff to a great extent. Therefore, under the service of non-professionals, the service level of the elderly day care center is very low. In addition, because they are not professionals, their service attitude and service standards for the elderly are difficult to reach professional level. The design of daily services for the elderly, including necessary activities and daily recreational activities, is rather casual, and they do not treat the elderly professionally. As a result, many day care centers only meet the basic needs of the elderly, while other services are only a mere formality. The daytime eldercare center, as a daily place for the elderly, should maintain good service, so that the elderly can have a comfortable and happy old life. Therefore, improving the quality of relevant personnel and professional service ability has become the top priority of the daytime eldercare center.

#### **3.3. Single Service Content and Lack of Feedback Channels**

Under the restriction of financial factors and personnel factors, the service content of most daytime eldercare center is only to meet the basic needs of the elderly, and there is no other service content, which leads to many elderly people in day care centers being dissatisfied with the service. At the same time, most of the services in daytime eldercare center are not transparent, and the living families of the elderly in daytime eldercare center have no channels to know. In addition, most daytime eldercare center have not established corresponding feedback channels, and even if the elderly and their families are not satisfied with the relevant facilities of the day care center, they have no feedback channels. Therefore, enriching the service content, promoting the transparency of the whole service process and establishing feedback channels are the contents that the elderly day care center must perfect at present.

### **4. Countermeasures for the Development of Daytime Eldercare Center**

#### **4.1. Introduce Social Capital and Carry out Multi-Party Cooperation**

Most daytime eldercare center rely too much on the government, which leads to a shortage of funds and is difficult to support their operation and development. First of all, as one of the government's public affairs, the government needs to increase its support. In terms of finance, the

government should introduce corresponding financial support regulations and slightly tilt the finances according to the actual situation, so as to promote the normal operation of the daytime eldercare center. At the same time, daytime eldercare center need to reduce their dependence on the government, improve their social financing ability, introduce social capital and increase the amount of social investment, so as to provide certain financial support for their development. According to the survey conducted by the national network of middle aged and aged people, 45% of the aged in Chinese cities have savings deposits. In 2016, the balance of aged deposits exceeded 17 trillion yuan, and the per capita deposit was nearly 80000 yuan. By 2020, the total amount of pension for the aged is expected to exceed 7 trillion yuan, and by 2030, the market consumption demand of China's aged health care industry will reach about 20 trillion yuan. Therefore, the daytime eldercare center can increase the enrollment of the elderly and charge a reasonable fee for the elderly, which is conducive to meeting the demand and obtaining more benefits to support their development. In addition, social cooperation, such as health bracelets, can be introduced into the daytime eldercare center, which can achieve the dual goals of monitoring the elderly and obtaining income, and provide certain material and financial support for its development.

#### **4.2. Improve the Quality of Social Workers and Strengthen Professional Training**

In many daytime eldercare centers, professional social workers are very limited, which makes it difficult to promote the professional operation of the whole day care center. First of all, daytime eldercare center need to strengthen the training of existing employees, including social work and rehabilitation care. At the same time, the daytime eldercare center should encourage and support everyone to study and hold certificates, so as to promote the existing employees to increase their professional knowledge and improve their professional ability, so as to better serve the elderly. At the same time, the elderly day care center can cooperate with relevant professional colleges, train the aged care professionals, let professional students practice in the elderly day care center, and invite relevant professional scholars to guide the elderly day care center, so as to improve the service capacity of the elderly day care center and promote its development to a more specialized road. In addition, the daytime eldercare center can recruit volunteers from the community and the Internet, including professionals such as medical care and psychological counseling, so that they can use their professional knowledge to provide professional services in the day care center, thereby improving the service capacity of the day care center and improving the quality of life of the elderly.

#### **4.3. Establish a Small Program to Introduce Family Members and the Elderly to Make Decisions Together**

The WeChat applet of the daytime eldercare center should be established, so that the elderly can be promoted to participate in the voting of the usual activities in the WeChat applet, calling on their families and the elderly to vote together, publicizing the activities with higher demand votes according to the results of the votes, and carrying out corresponding activities under the arrangement of the staff, so that the elderly can truly participate in their favorite programs and make them happy. At the same time, the daytime eldercare center should set up a networked monitoring system in public areas, and family members can watch the monitoring at any time on WeChat applet, so as to make the whole service transparent and reassure family members. In addition, in other services that meet basic needs, day care centers should establish feedback channels in small procedures, and family members and the elderly can reflect dissatisfaction or corresponding problems worthy of correction in small procedures. At the same time, the person in charge of WeChat applet in the daytime eldercare center should watch it in time and answer relevant questions in time. In addition, the elderly day care center solves the related problems and adjusts the problems in time in actual operation, thus promoting the improvement of service quality and creating a comfortable day living area for the elderly.

### **5. Conclusion**

Under the background of deepening aging, this paper studies the development path of daytime eldercare center from the perspective of "institutional pension as supplement". Firstly, this paper summarizes the present situation of the daytime eldercare center, and clarifies the situation that the daytime eldercare center needs to be constantly improved. At the same time, this paper analyzes the problems of daytime eldercare center, such as single source of funds, incomplete service items, low service quality and so on. In addition, this paper puts forward the corresponding countermeasures to solve the above problems, that is, introducing social capital, improving the quality of social workers and establishing small programs. This paper studies the development path of daytime eldercare center, with a view to improving the service attitude and service quality of daytime eldercare center, promoting the development of daytime eldercare center, and providing reference for future research.

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