A Review of Homed-Based Elderly Care Service Policies

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Abstract. The aging process of the Chinese population is accelerating. Improving the smart homed-based elderly care (HBEC) services is an inevitable path to perfecting the elderly care service system. This study, through literature analysis, conducts a systematic review of the HBEC service system. Starting from the definition of concepts, correct the confusion about the concepts of HBEC and HBEC service, as well as HBEC and family-based elderly care. Sort out the content and demands of HBEC services, and clarify that demands are influenced by multiple factors, while service content is demand-oriented. Clarify the boundaries of responsibilities among the government, non-governmental organizations (NGO) and communities, and emphasize the collaborative logic of government supervision, multi-party participation of NGO and the connection between the upper and lower levels of communities. Analyze the balance and development of supply, focus on integrated development and the construction of a smart elderly care (SSC) service platform. The core goal should be to enhance the content of HBEC services for the elderly. The construction of high-quality service content cannot rely on a single carrier or scattered measures, but must be based on institutional guarantees, resource integration and multi-party collaborative governance. It is suggested to promote the collaborative innovation of the policy system and service model, and strengthen the deep integration of technological empowerment and humanistic care, to achieve the transformation from "having elderly care" to "excellent elderly care".

Keywords: Smart HBEC, tripartite responsibility, non-governmental organization community social workers.

1. Introduction

According to international standards, China has already entered a deeply aging society. By the end of 2024, the number of people aged 60 and above in the country reached 310.31 million, accounting for 22.0% of the total population. The elderly population aged 65 and above is 220.23 million, accounting for 15.6% of the total population. The continuous deepening of the aging population has made the issue of elderly care a focus of social concern.

In terms of the choice of elderly care models, the traditional HBEC model is difficult to effectively shoulder the responsibility of elderly care. The residential care system for seniors faces challenges such as excessive expenses, resistance to modifying established beliefs, and a sense of insecurity experienced by older adults when removed from their familiar surroundings, which fails to completely satisfy the caregiving requirements of the elderly.

Against this backdrop, HBEC services have emerged, which clearly state that HBEC services cover service activities such as maintaining physical functions, providing mental health support, assisting in daily life, and improving the environment. Thorough guidelines on topics like the credentials of service organizations, the professional abilities and traits of service staff, and the nature and procedure of services.

The "embedded" HBEC service, as an innovative model, offers a brand-new approach to addressing elderly care issues. It accomplishes the objective of "having someone to rely on and care for in old age" by avoiding the drawbacks of conventional family-based and institutional elderly care.

However, in the actual operation process, problems such as the inadequate implementation of the main responsibility of supply and the poor coordination between supply and demand have gradually emerged. This article will focus on these key issues for literature analysis and summary. Firstly, it will analyze the current predicaments faced by supply entities in the implementation of their responsibilities, as well as the contradictions between supply and demand. Then, explore practical

and feasible responsibility implementation plans and supply-demand coordination methods from multiple perspectives.

2. Interpretation of HBEC Services

2.1. Correcting Misconceptions About Home Based Elder Care

2.1.1. Home-based elderly care and home-based elderly care services

The HBEC often mentioned in social reality essentially only refers to one form of the living place for the elderly. HBEC services, on the other hand, are a cross-combination form of "HBEC" and "social services", which are divided from two dimensions: "living places" and "elderly care service supply models". Specifically, "HBEC" emphasizes that the elderly receive care at home, while "HBEC services" refer to a form of elderly care where the elderly live at home but receive (partial) ECS from society. Moreover, HBEC services only refer to door-to-door services [1].

2.1.2. Home-based care and family-based care

HBEC differs fundamentally from family-based elderly care. In terms of responsibility allocation, the primary responsible entities and supporting units for home-based care encompass families, society, and government; whereas family-based care relies solely on families or extended relatives [2]. Home-based eldercare utilizes a range of service providers, including relatives (or other kin), specialized care agencies (including certain community organizations), and mixes of family members and care agencies [3]. Family-based eldercare, however, relies solely on family members (or other relatives).

2.2. HBEC Service Needs and Service Content

2.2.1. Factors restricting HBEC services content

HBEC services originate from seniors' demand for such services, which itself is constrained and influenced by multiple factors. The mechanism of demand generation is multidimensional, affected by various variables including personal characteristics, economic conditions, attitudes, and cognitive levels. Research indicates that the level of development in the residential area, the level of understanding about HBEC, and total household income have a positive correlation with the demand for HBEC services, while age has a negative correlation with this demand. These factors collectively determine the degree of demand for HBEC services among the elderly and influence home-based a system for Developing and Evaluating ECS. Subsequent research may further expand its scope to focus on the urban, societal, or even national levels, while also delving deeper into factors such as the maturity of the senior care market and the implementation of policies.

2.2.2. Demand-oriented HBEC service content

The service content of HBEC should be demand-oriented and reflect the demands of the elderly at the practical level. HBEC services should comprehensively address all the needs of the elderly, focusing primarily on their material living needs, medical and healthcare requirements, as well as their spiritual and cultural well-being [1]. The release of the "Basic Norms for HBEC Services" has established a normative framework for HBEC services and provided a standardized path for service appraisal. Service evaluation from the standpoint of service organizations, it is required to possess the corresponding qualifications and capabilities, and establish and improve administrative systems, safety management systems, contract management systems, financial management systems, and archive management systems. From the perspective of service personnel requirements, professional skills should be commensurate with the service content. From the perspective of information disclosure, the service hotline, service content, service methods, charging standards, payment methods and service supervision methods should be made public, and the disclosed information should be true, complete and valid. From the perspective of the requirements for service evaluation and improvement, first, the evaluation content includes the signing of service agreements and service plans, service satisfaction, service fulfillment, service records. Second, improvement measures.

Service organizations should analyze the evaluation results and problems in the services, propose rectification measures, promptly improve and feed back to the service recipients or third parties, and continuously enhance the quality of services.

2.3. Implementation of Responsibilities among the Three Parties in HBEC Misconceptions about HBEC

2.3.1. Historical evolution of the government's role in HBEC

In the initial stage of the elderly care service system, the public sector plays a leading role, but this does not mean that the government should bear all the responsibilities for HBEC services. In the middle stage of the construction of elderly care services (ECS), the government's responsibility gradually transitions from overall leadership to a combination of supervision and guidance. Its main duties include formulating policies and regulations for HBEC services, establishing an overall development plan and phased implementation plan for HBEC services, and doing a good job in comprehensive coordination and related supervision work [1]. In summary, the government should start from policy-making, four aspects, namely supervision and management, financial support and policy implementation, play significant roles. In terms of policy-making, first, a national policy for HBEC should be formulated; second, based on the national policy, local regulations and rules should be further detailed. In terms of supervision, first, it is necessary to establish a supervision institution for HBEC; second, the supervision and management mechanism for HBEC should be improved; third, supervision institution and management level of government management personnel should be enhanced. In terms of financial support, there are three options: first, direct fiscal expenditure for the construction of public facilities; second, tax incentives for market entities entering; and third, other aspects such as government donations and lottery revenue allocations. In terms of policy implementation, first, it is necessary to establish a daily management institution for HBEC. Second, efforts should be made to enhance the publicity of HBEC. Third, efforts to reinforce traditional Chinese values of filial piety and fraternal responsibility should be intensified [4]. With the continuous optimization and adjustment of policies, the government itself has withdrawn from the role of a service producer and shifted to the role of a guarantor and supervisor [5]. The transformation process of government responsibility from a leading role to a regulatory role has optimized government functions, reflected the development context of China's elderly care service policies, and improved the quality of services for the elderly and the level of social welfare.

2.3.2. NGO and multiple parties jointly participate and integrate into HBEC services

NGOs ought to adopt a socialized governance model to form multi-party participation and be integrated into HBEC services. Ostrom’s research indicates that social governance is one of the governance models for public goods. The socialized governance model emphasizes the joint participation of all parties involved and the long-term relationships formed by them [6]. Most scholars believe that NGO are departments with characteristics such as organizational (formal), community welfare, non-governmental, nonprofit, independent, and voluntary [7]. In HBEC services, HBEC funds can be closely integrated with NGO (such as charitable causes), and social public welfare organizations are encouraged to carry out social crowdfunding, charitable donations and other activities. Volunteers can also engage in HBEC services, providing daily care and spiritual comfort to the elderly through their personal efforts. They can regularly visit the elderly to clean their rooms and chat to relieve their boredom. Non-governmental organizations can fully mobilize the enthusiasm of social forces to participate. By comprehensively applying support policies such as the renovation planning of old residential areas, land policies for converting idle houses into elderly care facilities, fiscal policies of providing elderly care subsidies, guiding investment institutions to offer medium- and long-term low-cost credit services, and establishing talent evaluation and incentive mechanisms, they can form a "policy" combination punch, expand coverage, and achieve quality-assured universal ECS. NGO can also make up for "government failure" and enhance the effectiveness of public services. Regularly reflect "public opinion" to the government and safeguard public interests; Relieve

government pressure and supervise government actions; Involving the diversification of interests and promoting sustainable economic development.

2.3.3. Community social workers join home-based elder care services

Firstly, the neighborhood itself has an integrated function and can provide activity Spaces and service platforms for the older adults, including daily assistance, nursing services, cultural entertainment and other contents [4]. Secondly, the community should also play a positive role in information exchange and publicity guidance, promote the formation of a model of spatial sharing and situational integration, and build a dual integration form of "daily + characteristic" and "material + spiritual" [8,9]. As the main body and communication bridge for elderly care, the community mainly plays a role in connecting the upper and lower levels. It not only needs to implement the government's policies on ECS, but also play a role in resource integration, information exchange, publicity and guidance, and facility co-construction. Moreover, it should feedback the needs and problems encountered by the elderly to relevant departments [10]. In terms of venue setup, the community provides the venue facilities for the elderly to use, ensuring that the elderly group enjoys services. In terms of personnel training, the community collaborates with professional institutions for learning, enhancing the professional capabilities of community workers and volunteers. After the training, the improved service quality and effectiveness are applied to the elderly. In terms of publicity and guidance, the community can convey the government's policies and information to residents and encourage them to actively participate in publicity and activities. The relevant meeting made clear the necessity of social workers' participation in social governance. Social workers, social services and conflict resolution should jointly build a policy support system to aid with social governance innovation. Xiong Zheng proposed that the goal of social workers in the community context is to participate in public policy. The aim is to cultivate positive civic consciousness [11]. In the practice of HBEC services, this objective is especially clear. The participation of social workers in the elderly care industry plays a crucial role in creating a harmonious and supportive environment for seniors. Additionally, their involvement improves the efficient use of elderly care resources and actively ensures that government policies related to elderly care are effectively implemented and followed [12]. At present, the operation mechanism of social work has not been fully established. It is essential to create a team for HBEC services and provide fair compensation and benefits to encourage social workers to join the ECS construction team. Second, it is necessary to integrate social work with China's national conditions and promote the localization of HBEC services. Third, efforts should be made to enhance social publicity to enable more residents to accept and recognize it.

2.4. Balancing Supply and Development in HBEC

2.4.1. Enhancing coordinated progress

Enhancing coordinated progress is a crucial measure in establishing an equilibrium between supply and demand. At present, there is a contradictory phenomenon in HBEC where the availability of services cannot meet the needs of the elderly population, while the utilization of services is far lower than the supply of services. That is, the coexistence of unmet demands and utilized services [8]. The imbalance in the supply and demand structure of HBEC is caused by the deviation in supply and demand due to reasons such as the supply mode, supply content and supply links of ECS. Under the administration's guidance, there is a lack of effective coordination among multiple supply entities. The cost utilization rate of HBEC services is low. From one perspective the demand side believes that the price is too high and exceeds the payment capacity of the elderly. On the other hand, the supply side considers it "unprofitable" and it is difficult to achieve a balance between income and expenditure.

Furthermore, the current management of community ECS in China is still administratively "fragmented", meaning that elderly people living at home cannot obtain the services they need through a single "window". Take community medical services and ECS as examples. In China, medical services are managed by the health department, ECS fall under the civil affairs department,

and the administration of medical insurance is handled by the human resources and social security department. To address the existing problems, first, it is necessary to actively promote the collaborative cooperation between government-led and multiple participating supply entities; Second, the existing public institutions providing HBEC services, care services and medical services should be separated from the subordinate relationship with administrative management departments. Third, integrate family care services for the elderly into the public support network. Wang Lili put forward three countermeasures and suggestions from three aspects: service supply, service delivery and service utilization, namely, the service supply concept oriented by service demand, the formation of the service utilization concept of "equality, flexibility and diversity", and the popularization of "purchasing services".

2.4.2. Intelligent elderly care platform for system development

The SSC platform serves as a means or medium. In the Internet of Things, it acts as a "sensory system", responsible for perceiving the environment and collecting data. In big data, it acts as a "memory" and "analysis" system, responsible for storing information and analyzing behavioral habits. In artificial intelligence, it acts as a "decision-making" and "interaction" system, responsible for learning predictions and natural interactions [13]. Promoting the use of the Internet for elderly care and increasing Internet adoption among seniors are key strategies for advancing digital health solutions. In traditional Chinese culture [14]. The rise of the idea of "only good at health preservation" and the emphasis on the spiritual lives of the elderly have prompted businesses to focus more on the social interaction and emotional needs of the elderly. The inheritance of "family culture" provides a broad development market for smart HBEC services [15].

Improving the quality and advancement of ECS relies on effective alignment between providers and consumers, which is essential for an SSC platform forming a dynamic balance of supply and demand coordination and effective integration. Enterprises, governments, communities and families should clarify their relevant responsibilities, combine the three components of technology, elderly cognition, and service frameworks, and promote the effective connection of the main responsibility links [14]. The advanced development of the intelligent elderly care platform supports better fulfillment of the elderly population’s complex, varied, customized, and specialized care requirements. It helps optimize the allocation of human resources and relieve the pressure on labor supply [16]. It is conducive to giving full play to multiple effects and fostering new growth drivers. Effectively meet the multi-level and personalized needs of the elderly in terms of daily care, medical rehabilitation, spiritual comfort, cultural entertainment and other aspects, and achieve a coordinated improvement of social benefits and industrial development [17]. Based on previous research, measures for the stable development of the SSC platform have been summarized. First, the government should stimulate market vitality and formulate a special fund investment and subsidy mechanism. Second, it is essential to enhance the development of skilled professionals and establish a collaborative framework involving multiple disciplines Third, enhance the collaboration among enterprises in the upstream and downstream of the industrial chain, optimize operation and resource integration. Fourth, the government must strengthen the publicity of the concept of SSC and promote the steady and long-term development of SSC platforms.

3. Conclusion

Through literature analysis, sorts out and summarizes from four aspects: concept definition, tripartite responsibility boundaries, content of HBEC services, and supply balance and development. In the future, the core goal should be to enhance the content of HBEC services for the elderly, promote the collaborative innovation of the policy system and service models, and strengthen the deep integration of technological empowerment and humanistic care, to achieve the transformation from "having elderly care" to "excellent elderly care". This research is of great significance both in theory and practice. At the theoretical level, it has broken the single-dimensional analysis framework of ECS and enriched the theoretical connotation of the elderly care service system with Chinese

characteristics. At the practical level, it provides a scientific basis for sustainable elderly care service policies, offers references for improving a scientific elderly care service system, and helps accurately identify existing problems and explore optimization paths. At the level of research methods, due to the lack of empirical research, the accuracy and reliability of the research results may be affected to a certain extent. In terms of data and materials, the literature referred to has problems such as limited coverage and insufficient timeliness of some data, which may restrict the comprehensiveness of the research conclusion. In the future, the research scope can be expanded, more samples can be added, or in-depth discussions can be conducted from different disciplinary perspectives, such as sociology, economics, and psychology, to comprehensively analyze the ECS system. In addition, keeping pace with the times, the future study should explore the application of new elderly care models and cutting-edge technologies in the elderly care field, and constantly improve this system.

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