

Discussion on the impact of the epidemic in Taiwan's long-term care C-class of Elder Care base services

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The government launched the 10-year long-term care 2.0 plan, followed by a new subsidy schedule in 2018 to support the contract-based service provider system. The service coverage expanded from eight items to 17 items. Considerably, the most suitable service is the long-term care stations in alleys and lanes (hereafter using Tier C). Tier C is including the community participation, health improvement, food sharing, dementia prevention and the courses to delay dementia symptoms, etc. The elderly who receives the above services almost pays nothing. There are three thousand Tier-C stations. At least 10 to 30 elderlies are being served. How the epidemic affects Tier-C station is the focus of this research. These qualitative interviews of the long-term care participants have conducted. The data is collected by thorough observations and analyses. The interviewees are composed with seven elderlies from the anonymous district, Taichung city, three staff members from long-term care stations in alleys and lanes (Tier C)., and a staff member from another agency.

Three findings from this research are as follows. Tier C received the government subsidies to plan and execute the long-term care services. The execution and the services provided by Tier C have expected to respect to the government policies for the mutual benefits. However, the relationships between both parties have appeared standing at unequal position to negotiate the cost allocations. Secondly, the costs of necessity incurred during the epidemic lockdowns has solely paid by Tier C rather than shared by both parties under the negotiation fairness. Consequentially, this has defeated the initiative of what Tier C tries so hard to continue maintaining the full capacity to serve the community. The increasing burden on the elderlies' family members has derived from the unfair cost allocations between two parties. During the lockdowns, the elderlies are forced to stay home led the demand on delivery of home care skyrocketed. Tier C has tied to fulfil the assorted service requests from the family members under the pressure of its operating costs drastically inclined.

Key words: Long-term care stations in alleys and lanes (Tier C)., the government, and long-term care agencies.