

CASE STUDY: BALANCING WORK, FAMILY, AND CAREGIVING RESPONSIBILITIES



OVERVIEW

Jenny, a 37-year-old working professional, lives apart from her elderly parents, Mr and Mrs Tan, who are in their 80s. Despite her busy schedule, she makes it a point to visit them after work—to buy them dinner and keep them company. While she has three older siblings, they are preoccupied with their own families and often expect Jenny, who is married without children, to shoulder the bulk of caregiving duties.

Jenny's father, though physically healthy, leads a sedentary lifestyle and lacks social connections. Her mother, on the other hand, shows signs of cognitive decline and struggles with chronic conditions like high blood pressure and diabetes—but is resistant to seeking medical follow-up or leaving the house. She also frequently expresses feelings of loneliness and despair.

Through a concerned neighbour, Jenny learned that her parents sometimes argue loudly, and her father has been seen drinking outside their flat. Jenny has tried to involve her siblings in caregiving, but they are often unresponsive or unavailable. As the sole caregiver, Jenny began to feel emotionally overwhelmed, frustrated, and even struggled with concentration at work.

Note: This case study is a fictional representation inspired by real-life scenarios. Any resemblance to actual persons is purely coincidental.

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KEY ISSUES IDENTIFIED

For Mr and Mrs Tan (Elderly Parents):

- Social isolation and lack of community engagement
- Strained spousal relationship
- Poor chronic disease management and possible cognitive decline (Mrs Tan)
- Suspected alcohol misuse (Mr Tan)

For Jenny (Caregiver):

- Caregiver burnout due to lack of family support
- Minimal opportunities for respite
- Struggles in balancing caregiving with work commitments

HOW CASE MANAGEMENT CAN HELP

For Mr and Mrs Tan (Elderly Parents):

- Linked them to community-based [active ageing programmes and social activities](#) to reduce isolation and foster engagement
- Explored [Home Personal Care](#) service to assist with medication adherence and daily support
- Reconnected them with appropriate healthcare services
- Provided counselling support to understand and address marital strain

For Jenny (Caregiver):

- Offered supportive counselling to help her manage emotional stress and build coping strategies
- Connected her to a [Caregiver Support Group](#) for peer support and respite
- Facilitated conversations to encourage sibling involvement and shared responsibility in caregiving
- Introduced relevant community resources for ongoing assistance

💡 Know someone who could benefit from support?

Explore our services to find the help you need.