

The Status Quo and Development of the Pension Agency

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Abstract. In recent years, with the accelerated development of aging, the issue of elderly care has become a social issue of concern to governments around the world, and the demand for old-age care institutions has been increasing. After 2015, China has entered a period of rapid development of population aging. However, at present, there are problems such as low professionalism and poor service quality in China's institutional pension, which leads to the lack of effective satisfaction of the needs of the institutional elderly. This study selected Baoding City Q Nursing Home as the research object, mainly using participatory observation and in-depth interviews to conduct on-the-spot investigation. The study found that China's social pension service system is changing mainly by building a basic framework for the integration of community home care and institutional pensions. The construction of the social old-age service system has gradually changed from basic to developmental and from selective to universal. However, as China's social pension service system is still at a preliminary stage, there are many problems in the system construction, hardware support, personnel training and other aspects.

1. Background

The aging of the global population has become the most important demographic trend in the 21st century. According to the 2015 World Population Ageing Report, by the end of 2015, there were 222 million people aged 60 or above in China, accounting for 16.1% of the total population, of which the population aged 65 and over was 143.86 million people, accounting for 10.5% of the total population, and the elderly population will continue to grow [1]. By 2050, the proportion of elderly population will reach 21.1%. With the accelerated development of aging, the problem of old-age care for the elderly has become a social issue of common concern to governments around the world. According to the UN's forecast, the proportion of China's elderly population over 60 years old will increase from 10% in 2000 to 30% in 2050 [2]. In recent years, under the influence of economic development, social transformation and the accelerated change of population system, the connotation and extension of Chinese families have undergone qualitative changes: the miniaturization of family size, the nucleus of family structure, and the weakening of the family pension function. The rapid changes in China's society have led to an increasing demand for institutional pensions for the elderly, and the country's positioning of the pension institutions in the pension service system is no longer merely "supplement" but "support" [3].

2. The Status Quo of the Pension Agency: Taking Q Nursing Home in Baoding as an Example

2.1 The basic situation of Q nursing home

The Q nursing home is a relatively large-scale, well-run pension institution in Baoding City that was formally established on August 1, 2014. It is a private enterprise with its own profits and losses. It is located in the north of Baoding City, in downtown, convenient transportation. With the Q nursing home as the center, there is a Qiaodong Hospital on the opposite side, and many small medical institutions nearby to facilitate the elderly.

The Q nursing home is a three-storey apartment building covering an area of 6 mu. It is a private non-profit pension institution officially approved by the Baoding Civil Affairs Bureau, which is a

comprehensive old-age care institution integrating quality, medical rehabilitation, nutritional diet, leisure and entertainment, and teaching. The courtyard has beautiful scenery. There are lush flowers and cloister paths, as well as fish, stone, insects and birds. The rooms of the elderly are clean, elegant, warm and comfortable, providing first-class quality accommodation for every old person. The funds for the Q nursing homes mainly come from self-investment construction, service fees, government subsidies and social donations. Specifically, the cost of self construction is about 4 million yuan. The service charge is based on the physical condition of the dependants and the standard of grading care fees, which is the main source of funds for nursing homes. With regard to government subsidies, the government has less support for its funds and it is temporary. In terms of social donations, each year, different socially caring enterprises and caring people give certain donations to the institution. Cash supplies are also available for daily necessities, bedding, clothing and food.

2.2 The main members of the Q nursing home

There are more than 60 elderly people in the Q nursing home in Baoding City. The proportion of male and female seniors is about 3:5. Most of the elderly people suffer from cardiovascular and cerebrovascular diseases, mostly hypertension, coronary heart disease, cerebral thrombosis sequelae, Alzheimer's disease and so on. Most of the elderly are widows, alone, with few relatives. Only a handful of elderly couples have been accommodated. The majority of the elderly are because their children are busy working outside and have no time to take care of frail elderly people. Therefore, the children choose to leave the elderly in the old-age care institutions. According to investigations, these elderly people are all from low- and middle-income families. Most children pay their accommodation fees, but some registration fees depend entirely on the monthly pension payments of the elderly.

2.3 Status of pension service in the daily life provided by Q nursing home

The meals and food provided by the pension institutions are mostly low-fat, high-carbohydrate and high-protein balanced diets. Breakfast is a digestive health-care porridge, noodles; lunch is two dishes and one soup, with vegetarian ingredients; dinner is some seasonal vegetables, coarse grains (corn, buckwheat cake, etc.), and the dishes are changed every week. There are snacks in the morning and afternoon, mostly fruits and snacks. In the elderly with poor self-care ability, the trade unions are responsible for delivering meals and fruits to the elderly room on time and in accordance with the old habits and conditions of the elderly. For-nursing grade elderly people, in addition to the above services, the nursing workers are also responsible for assisting the elderly to make beds, changing quilts, bed sheets, pillows, washbasins, and toilets every half a month and regularly disinfecting them. In addition to the above services, nurse are also responsible for timely administration and feeding, giving medicine, observing the physical changes of the elderly and making records to report to the doctor with visiting once every 30 minutes. For special care elderly people, in addition to the above services, nursing workers need to visit every 15 minutes. Generally, the pension services provided by nursing homes mainly include the following four aspects:

2.3.1 Health services

Personal hygiene: supervise the elderly to pay attention to personal hygiene, bathing and washing clothes. The care worker needs to assist the elderly who cannot take care of themselves to wash, bathe, change clothes and build nails on time. **Strengthen basic care to prevent complications.** **Home health:** clean the room once a day, timely regular fly killing, rodent control, extermination, etc.; regularly open doors and windows, keep the indoor air fresh, no odor; every half a house cleaning. Care workers need to help those elderly people who cannot take care of themselves to conduct regular indoor disinfection.

2.3.2 Medical rehabilitation service

The doctor will check the room once a day, and will be on call in case of emergency cases; urge the residents to get up, rest, and activities on time, participate in various mass health rehabilitation activities organized by the hospital; urge the hospital to conduct a physical examination once a year,

and do guidance work at ordinary times. The caregiver needs to help elderly people who cannot take care of themselves to turn over every two hours, change their position, check the pressure on the skin, and prevent the occurrence of hemorrhoids.

2.3.3 Entertainment culture

With the increasing demand for cultural life of the elderly, the old-age care institutions actively set up old-age activity centers and senior citizens' committees. Older people can enjoy a variety of recreational activities such as watching, playing cards, singing, dancing, and fitness in the activity center. Under the leadership of the old committee, they also established calligraphy, go chess, poetry associations, so that their own life in their old age happy, substantial, and full of vigor and vitality.

2.3.4 Security services

Each room is equipped with professional pagers, fire-fighting facilities, etc., 24 hours a day, to ensure that on-call is available to avoid unexpected incidents.

3. Research Methods

This study used participatory observational research methods and in-depth interviews to conduct research, mainly to observe the hardware facilities of the old-age care institutions, the service personnel, the basic situation of the elderly in the nursing home, the main service contents provided by the nursing home, the source of funds, etc., so as to have a deeper understanding of the Q nursing home. In the aspect of in-depth interviews, the author mainly understood the evaluation of the satisfaction of the elderly in the nursing home, the current mental health status of the elderly, made up for the lack of participatory observation, and further understood what role social workers should play in institutional pensions and how social workers are involved in institutional pensions.

According to the survey, the Q nursing home is a nursing home in Baoding, Hebei province, which has developed rapidly, has relatively complete services, and is highly professional. Since its establishment, the Q nursing home has received more than 90 banners from all walks of life and senior citizens. It is a typical representative of the nursing home in Baoding city. According to the rules and regulations of nursing homes, the Q nursing home is similar to other nursing homes in that it has a complete set of rules and regulations that clearly stipulates the service content and requirements of nursing homes and signs nursing agreements with the elderly and nursing workers respectively. From the sources of funding, its funding sources are similar to those of other nursing homes, and they are funded by pension fund owners and the fees paid by the elderly. The Q nursing home has also received funds and material supports from the government and some social organizations. In general, the Q nursing home not only represents the old-age care institutions in Baoding, but also has some unique features, such as the establishment of the Management Committee for the Elderly, the adoption of a family management model and the construction of an air event venue. Therefore, the Q nursing home was eventually selected as the research object.

4. Survey Results and Problems of the Pension Agency

4.1 The government's support for private pension institutions is limited and development is slow

Most of the old-age care institutions in China have fewer beds and their own capital turnover is difficult. The government has little support for it, and the funding for the nursing home is limited. Occasionally, social organizations or caring organizations will make some donations, but the amount is small. Even with government support, it is temporary. The nursing home only received a subsidy of 150 yuan from each local government for each bed in early 2015. Moreover, with the passage of time, the number of elderly people has increased, and it has reached full capacity, but the infrastructure and service forces have not increased correspondingly, which seriously restricts the development of old-age institutions.

4.2 Low quality of service and limited specialization

The vast majority of employees in nursing homes who care for the elderly are only able to recruit from rural areas. About 90% of the nurses are rural migrant workers who lack professional knowledge and low professional standards. The cultural levels of nursing workers are basically in the second and third grades of primary schools. At the same time, there is no professional nursing knowledge, and the only professional knowledge that has been learned is to read the CDs of the relevant elderly caregivers and the teachings of experienced employees. It is not natural for illiterate workers without any professional knowledge to care for the elderly, and some accidents are easy to happen. The team level determines the degree of specialization.

4.3 Further service needs of the elderly for nursing homes

The demand for further services for the elderly in nursing homes is mainly reflected in the aspects of nursing care, spiritual and cultural life, communication between the elderly and children, and the mediation of contradictions between nursing workers.

4.3.1 Nursing Care Conclusion

With the increase of age, the health of the old people has also deteriorated. Due to physical and psychological damage, the ability of self-care is getting worse and worse. Therefore, in a relatively long period of time, people need help in daily life. The reason why the old people stay in this institution is mainly because the family members have no time to take care of them. In the interviews, the old people were most concerned about their life problem.

4.3.2 Nursing Care Conclusion

When the elderly live in a relatively closed environment such as a pension institution, it is inevitable that they will feel lonely. Therefore, how to enrich the cultural life of the elderly and mobilize the participation of the elderly is also one of the problems faced by pension institutions.

For elderly people who are in good health, they can arrange their own cultural activities and achieve self-regulation. For those elderly people whose lives cannot be completely self-reliant, what they do every day is "Still sitting in the morning and waiting for a while, waiting for 11 o'clock, going to bed after breakfast, sleeping till 3 o'clock, washing feet, watching TV, having dinner at 6 o'clock, the day has passed."

4.3.3 Communication between the elderly and their children

Most of the elderly people who stayed in the institution were busy working outside the home. The relationship between the elderly and their children was not greatly affected. The regular visits by the children also made the elderly happy. However, during the investigation, the investigators found that the relationship between the elderly and their children has gradually deteriorated.

4.3.4 Resolve conflicts with care workers

With the loss of bodily functions, the elderly can also experience dementia, and it is not always good for older people to be bedridden. However, the number of nursing workers in the institutions for the elderly is relatively small, and the work of the care workers is heavy. The requirements for the old people cannot be fully satisfied in time. This often causes contradictions and disputes among the elderly and care workers.

5. Conclusion

It is undeniable that the establishment and development of the old-age care institution have played a major role in solving China's pension problem. However, it also has imperfections. The further development of the old-age care institution requires the joint efforts of the government and society. Increasing government financial input, giving full play to the role of social workers, and improving the level of care worker services will inevitably inject new vitality into the pension institutions.

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