

Probing into Seniors' Experiences of Community Care Centers –A Study on the Guandu Care Center Case

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Abstract

There is an increasing number of researches related to care centers. However, reviews on the planning and operation methods of service in these centers should not lay particular stress on service providers and policymakers. This study focused on feelings that senior citizens expressed, and it discussed factors that influenced the evaluation of senior citizens toward the service of a care center through information collected from in-depth interviews with elders in Guandu Care Center, Taipei City. The researcher participated in volunteer service at the center before conducting the research to lower the unfamiliarity of interviewees and clarified the opinions of the interviewees through the observation of the operation of the center and discussion with its secretary-general. The experiences of the senior citizens toward the center varied due to the nature of the community, the organizational features of the center and systems and structures that created the service of the center. The preliminary induction of the study included the orientation and abilities of the elders, their cognition of welfare and rights, their restricted mental states after weighing current situations and their interpretation of service providers, which influenced their experiences of using a center.

Keywords: Welfare service for seniors, Community care center, Users' experiences of [care] services