

# **Research on the Factors of Involving in Long-term Care Services and the Ways of Problem Solving of Independent Advocates**

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## **Abstract**

The social work professional has recently been emphasizing on the independent advocacy service for the elderly in Taiwan. The kind of service is so new that the public and the service-providers in the elder care know less about it. Even so, it can be found that more and more people, called as “independent advocates”, are willing to participate in this project. Thus, this paper aims to research the reasons why advocates wanted to be involved in the independent advocacy service; additionally, their difficulties and coping methods when involving in the independent advocacy are explored. For the purposes, the research analyzed qualitative data, which were implementation experiences, collected from 11 independent advocates. It was found that the factors of involving in the independent advocacy service for the elderly included: Promoting the awareness of the elder rights and interests, preparing for the self when getting old, urging the government’s attention to the advocacy, learning new knowledge, helping the elderly, and meeting what had learned in social work. In terms of the difficulties that the independent advocates would face, the ways of

establishing relationship with the elderly, the timing of closing cases, as well as the elderly's emotional needs, disabilities, and diet adaptation were mentioned. However, the independent advocates could cope with these difficulties by seeking supports from the peers, supervisors, social workers and other staff in the long-term care institutions. The research also found that the independent advocacy could give meaning to the protection of the rights and interests of the elderly in three dimensions: 1) the caring resources and information could be provided; 2) the resource linkage in the community were promoted; and 3) fighting for rights and getting respected for the elderly were urged. Finally, this research concluded by proposing some recommendations for further enhancing the independent advocacy service for the elderly.

**Keywords: Social work, Independent advocacy, Advocates, Long-term Care Service Act**