

Research on the Problems and Countermeasures of Community Home Care Service -- Take Community of Xuwen in Guangdong as an Example

Haijie Zhuang¹, Wanying Wu¹, Weikun Zhang^{1*}

¹School of Social and Public Administration, Lingnan Normal University, Zhanjiang 524088 China

DOI: <https://doi.org/10.36347/sjahss.2025.v13i03.002>

| Received: 02.02.2025 | Accepted: 07.03.2025 | Published: 11.03.2025

*Corresponding author: Weikun Zhang

School of Social and Public Administration, Lingnan Normal University, Zhanjiang 524088 China

Abstract

Review Article

This paper aims to study the development status and existing problems of community home care service and put forward the corresponding improvement countermeasures. This paper clarifies its definition, characteristics, and models by combining the development process and the current situation of community home care services at home and abroad. It provides a theoretical basis for studying the specific practice of Xuwen in Guangdong. This paper analyzes the current community home-based care services for older people from two aspects of service supply and demand, including service providers, service items, service quality, and the characteristics of the elderly population demand. The results show many deficiencies in the service network, content diversity, and supply and demand matching, manifesting in the imperfect service system, low service quality and efficiency, and insufficient policy support and capital investment. Therefore, this paper puts forward a series of improvement countermeasures such as building a diversified service network, enriching service content, improving the quality of service personnel, strengthening management and supervision, suggesting that the government should improve policies and increase financial investment to optimize the community home care services.

Keywords: Community-Based Home Care for Older People, Supply and Demand of Services, Countermeasures for Improvement.

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1. INTRODUCTION

With the aggravation of the Chinese population aging, community home care services have become one of the essential ways to deal with population aging. As a typical city in southern China, Xuwen, Guangdong, faces similar aging challenges to the rest of the country. With the continuous growth of the elderly population in Xuwen, the changes in family structure, and the limitations of traditional pension methods, the conventional family pension model is challenging to meet in terms of the growing demand for old-age care. Therefore, the development of community home care services can not only alleviate the pressure of family care but also improve the quality of life of older people and promote social harmony and stability.

However, Xuwen also faces a series of problems in community home care services. For example, the service supply is insufficient. The service content is unitary. The professionally talented person is lacking, the capital investment is limited, the policy

support is imperfect, and so on. These problems affect the quality and efficiency of old-age services and restrict the sustainable development of community home care services [2].

This paper studies the problems and countermeasures of community home care services in Xuwen, Guangdong, aiming to analyze the current issues and explore practical solutions to provide a reference for the community home care services in Xuwen and similar areas. Through the research, it can provide a scientific basis for the relevant government departments to formulate policies, provide direction for the elderly service providers to improve their services, and ultimately achieve the goal of improving the quality of life of older people, constructing a harmonious and sustainable community service system for older people.

The research status of domestic community home care service presents the characteristics of multi-angle and multi-level. Scholars have discussed the

operation mechanism, current situation, optimization path, and government functions of community home care services from different theoretical perspectives and practical cases. From the standpoint of embeddedness theory, Xiujun Lin(2024) studies the operation mechanism of medical care combined with community-based home care services in Shanghai and reveals the key elements in its practical exploration sample. Xuewan Guo and Jianzhi Cao (2024) focus on the current community home care service situation in X District of T City and put forward the optimization path. Bingyang Lu and Ning Chen (2024) used the quasi-natural experiment method to study the impact of home-based and community-based care services on the subjective well-being of older people, which provides an empirical basis for policy formulation. Xiaoguang Duan (2024) analyzed the problems in our community home care service mode and proposed the corresponding optimization strategy. Xiaofang Tang(2023) takes Nanchang as an example to study the current multi-subject supply of community home care services. Kehao Wei and Yulan Song(2023) focus on the willingness of rural residents in Xinjiang to choose community home care services and their influencing factors.

Foreign Research in community home care services mainly focuses on service utilization, the construction of evaluation index systems, service planning, and management. For example, Ozkan and SEVIM (2022) proposed a set of indicators for the planning and management of care services for older people in Turkey, and the study is based on the Delphi Consensus Approach and aims to provide decision support for policymakers. Hoedemakers (2022) explored a value-based, individual-centered integrated care model with a quasi-experimental evaluation for a group of vulnerable older adults living at home, using a multicriteria decision analysis approach. These studies reflect the in-depth exploration of foreign scholars in community home care services, especially regarding service quality and personalized nursing. In terms of constructing the evaluation index system, HU (2022) constructed an evaluation index system of essential elderly care services based on the accessibility perspective, which aims to improve the accessibility and quality of services. These studies show the efforts of foreign scholars in formulating evaluation criteria and improving service efficiency. Shen Yueping Zhou Yun (2024) optimized the path of social organizations participating in community home care services and emphasized the importance of social organizations in providing services.

Community home care services have been widely used at home and abroad as an essential measure to deal with the aging population. In foreign countries such as Europe and the United States, the community pension service started earlier, focusing on service diversification, personalization, and integration of

science and technology, and formed a more mature operation mode and service system. However, foreign community pension services face problems such as a lack of funds, a shortage of professionals, and inconsistent service standards. The domestic community home care service is still in the development stage, and there are problems such as insufficient service supply, single service content, lack of professional talents, and insufficient policy support.

This study aims to summarize the experience and shortcomings of community home care services at home and abroad, combined with our national conditions, and put forward innovative solutions. The innovation of the research lies in: first, constructing a community home care service model that conforms to the reality of our country, emphasizing the cooperation of the government, market, and society; Second, proposing the use of modern information technology, such as big data, Internet of things, artificial intelligence, etc., to improve service efficiency and quality; thirdly, to design a set of standardized and personalized service evaluation system to meet the diversified pension needs of older people; finally, explore the establishment of community pension service personnel training and incentive mechanism, improve the professional level of service personnel and work enthusiasm. Through these innovations, this study is expected to provide theoretical support and practical guidance for developing community home care services in our country.

2. Current Situation of Home Care Service in Xuwen, Guangdong

2.1 Elderly Population in Community, Xuwen, Guangdong

Through questionnaires, field interviews, and other ways, older people in the community were investigated. This research uses the questionnaire survey method, carries on the investigation of a community of older adults's general material and the appraisal of it. The subjects of the study were aged 60 and over. For older people who have difficulty in communication or writing, they can complete the questionnaire with the help of their family members. In addition, we conducted a field visit better to understand the home-based care services in Community A. A community has 2050 people, including 180 older adults.

In this study, 136 questionnaires were distributed, and 124 were returned, with an effective rate of 91.7%. One hundred twenty-one valid questionnaires were returned, and the effective rate was 88.9%.

2.1.1. Gender Composition

Men comprised 71 percent of the respondents, or 52 percent, while women comprised 65 percent or 48 percent. This means that in Xuwen, there are slightly more men than women in community-based home care services. This may be related to the fact that men are

more inclined to live independently after retirement age, or it may reflect that the social demand for male home care services has not been fully met.

2.1.2. Age Distribution

The age distribution in the sample was as follows: there were 67 elderly persons aged 60-69 years, representing 49 percent of the group; there were 53 elderly persons aged 70-79 years, representing 39 percent; and there were 16 elderly persons aged 80 years and over, representing 12 percent. In Figure 2, this age distribution feature indicates that the current home-based care services should focus on the elderly aged 60-69 and 70-79 to meet their needs for care services. However, we should also fully realize that older people are in the process of old-age care, and their requirements for old-age care services will also change accordingly, and appropriate adjustments should be made.

2.1.3. Physical Condition

According to the statistics, 34 older adults, or 26 percent, are in good health. There were 92 older adults, or 68%, who had an illness but could live independently. Meanwhile, 10 older adults, or 6 percent, cannot live independently and need care. This shows that the health status of older people in Xuwen, a community in Guangdong, is uneven, and more attention needs to be paid to the health management and nursing support of older people.

2.2. Current Situation of Home Care Service in Community

2.2.1. Current Policy of Community-Based Home Care Services in Xuwen

With rapid economic and social progress, Xuwen's living standards have continued to rise, life expectancy has improved, and the number of older adults has increased rapidly. To meet the growing demand for elderly care services, Xuwen has formulated detailed plans and standards following relevant national laws and regulations to promote the orderly, professional, and standardized development of community-based home-based elderly care services. By 2021, the Xuwen government has issued several policy documents, for example, the opinions on strengthening the integration of medical care and old-age care, the views on deepening the integration of medical care and old-age care, the Xuwen National Pilot Implementation Plan for the reform of home-based and community old-age care services, and the 14th five-year plan for the development of old-age care services in Xuwen. These documents provide a blueprint for the future development of elderly care services in Xuwen, setting specific development goals, strengthening the infrastructure of elderly care services, and creating an enabling environment. It lays the foundation for the high-quality development of Community A's pension services. This enables older persons to enjoy high-quality old-age care services within their communities. Xuwen's home and community care policies are illustrated in Figure 1.

Table 1: Policies on community-based home care services in Xuwen, Guangdong

Year	Policy papers
2017	《Opinions on further strengthening the construction of the old-age service system》
2018	《Some opinions on strengthening the development of medical and nursing integration》
2019	《Guangdong Xuwen National Pilot Program for Reform of Home-based and Community-based Care Services for older people 》
2020	《Notice on further strengthening the training of the personnel of the city's old-age service》
2021	《Xuwen's 14th Five-year Plan for the development of elderly care services》

2.2.2. Survey on Satisfaction of Home Care Service for the Aged in Community

2.2.2.1. Understanding of Community Home Care Services for the Elderly

The study found that most older people have a low level of understanding of community home care. Of these, 27% had never heard of the activity, 59% knew about it, and only 14% knew. This reflects either a lack

of awareness or acceptance of the new business. To alleviate this situation, the relevant parties should increase the publicity of home-based elderly care services in the community, enhance their awareness, and provide more convenient and thoughtful services according to their specific needs to improve the quality of their lives.

Table 2: understanding of community home care service for the aged

Level of understanding	Number	Percentage
Relatively well-informed.	19	14%
Some understanding, but not comprehensive.	80	59%
I haven't heard of it	36	27%

2.2.2.2. Content of Community Home Care Services

According to the survey, the most popular community-based care services for older people are

family services, health care, and cultural entertainment, which are used by 73%, 51%, and 44% of respondents. In contrast, services such as psychological counseling,

emergency rescue, and cleaning and bathing assistance were used less frequently, at 32%, 16%, and 12%, respectively. See Figure 5 for more information. This shows that the majority of older people are more inclined to choose services such as family services, medical care, and cultural entertainment, while for some more special or professional services such as psychological counseling, emergency assistance, etc., relatively low frequency of use. This may be related to the actual needs of older people, service perception, service accessibility,

and other factors.

2.2.2.3. Satisfaction with Community-Based Home Care Services

The survey found that 25 percent of seniors in the community are very satisfied with home care services, 43 percent are relatively happy, 26 percent are somewhat dissatisfied, and 6 percent are very unhappy. This shows that most elderly have a positive attitude towards community-based home care services.

Table 3: degree of satisfaction with community home care service

Satisfaction	percentage
Very satisfied	25%
Satisfied	43%
Not very satisfied	26%
dissatisfied	6%

2.2.2.4. The Most Unsatisfactory Items of Community Home Care Services and the Reasons

This paper discusses the most unsatisfactory aspects of community elderly care services and the reasons behind them to identify better and solve these problems. The areas of dissatisfaction are reflected in Figure 6. 51 percent of older persons are dissatisfied with the provision of services, 23 percent with the cost of services, 18 percent with the attitude towards services, and 8 percent with other categories. The reasons for dissatisfaction include 18 percent due to inadequate basic care facilities, 31 percent due to unprofessional care

services for older people, 26 percent due to incomplete service content, and 25 percent due to insufficient feedback on service quality. See Table 4 for details. This shows an obvious satisfaction problem in the community home care service for older people. The main reasons for the dissatisfaction of older people are the lack of basic pension facilities, the lack of professionalism of pension services, the incompleteness of service content, and the imperfect feedback mechanism of service quality. These problems must be addressed and improved to improve the overall quality of community home care services.

Table 4: Most unsatisfactory items and reasons

Project		Proportion
Least satisfied with the project	Service items	51%
	Fees	23%
	Service attitude	18%
	In the news	8%
The reason	Basic facilities for older people are not perfect	18%
	Unprofessional care for the aged	31%
	The service is not comprehensive enough	26%
	Quality of service can not be effective feedback	25%

2.3. Analysis of Field Interview Results

This study deepens the understanding of home care in this area. These services are funded by the government and provided to the public through a contract awarded to a pension service. The services provided include cultural entertainment, rehabilitation services, care and support, and assistance with activities of daily living. Seniors in the community can register for these services by telephone or in person at a community home care service center.

Family service, medical care, and cultural recreation were found to be the leading services needed by older people in District. However, after talking with the staff of community-based home-based care homes, we found that the services provided were unsatisfactory.

Some services can not be carried out on time due to the lack of specialized personnel, and some services are not comprehensive enough. For example, in the medical needs of older people, the traditional community-based home care institutions can often only provide some low-tech services.

Older people can go to a day-care center if they need to. However, in an interview with the family as a unit of the family pension agency staff, I learned that the operating costs are relatively high, so the charges are relatively high. The elderly community home care also causes this is not satisfied with an essential factor. In addition, due to financial constraints, it is difficult for nursing institutions to provide comprehensive care for patients due to a shortage of staff and facilities. So, for

those older adults in poor health, this problem is not well handled.

3. The Problems and Generating Logic of Home Care Service in the Community of Xuwen in Guangdong

3.1. Problems in Home Care Service in Community
3.1.1 Old-Age Service Facilities Supporting the Lack of Funds Supply Slightly Inadequate

To ensure the sustainable development of the community-based home care model, it is necessary to obtain policy support and financial support. Increasing population aging in the study area poses serious economic challenges to the community-based home care service model. To improve the quality of elderly care services, the key is providing adequate financial support. During the field visit to a community, it was found that many community facilities for the elderly were old and inadequate, while the existing centers for the elderly were poorly equipped. Although there are unique chess and card rooms and recreation rooms, the facilities for chess, cards, and billiards are incomplete. According to survey data, 18 percent of elderly residents in a community are dissatisfied with home care services, mainly due to the lack of basic care facilities. Municipal financial allocations mostly fund community home care services, and the annual allocations show an upward trend. However, these funds are still inadequate compared to the growing demand for elderly care, and the allocation of funds is inaccurate to the communities. Sustained and stable funding is essential for the maintenance of home care services. However, under the current conditions and due to insufficient funding, the facilities supporting home care services are still old and poorly maintained and can not meet the needs of the growing elderly population.

3.1.2. The Older Adults Lack Understanding of Community Home Care

Through the questionnaire survey of older people in community, it is found that they have a more comprehensive understanding. A total of 27 respondents, or 27 percent, indicated that they were unaware of the services provided by the community. At the same time, fifty-nine percent of older people had little knowledge, and 14 percent were fully aware of the services available. The lack of awareness among older persons about this type of community health care service is prominent in several areas: first, many older persons are hesitant to accept community-based care services because of the

traditional concept of family care. They often feel that caregiving is the responsibility of the child or a professional care institution and may hold certain prejudices about the community care option. In addition, in today's society, limited communication and interaction between people makes it difficult for older people to rely on community life and fully participate in it. Secondly, older people in the community lack an in-depth understanding of the specific content of community care services and are not clear about what services are provided. As older persons are the main participants in community care services, communities and governments must work together to promote and popularize knowledge of these services. However, poor communication and awareness-raising have made some older persons reluctant to accept community support.

3.1.3. The Quality Evaluation Mechanism of Community Home Care Service for Older People Is a Lack of Standardization

From the data in Table 5, the elderly in group a are either satisfied or very satisfied with the pension assessment institution; 25% are not concerned, and 29% are dissatisfied or very dissatisfied. In addition, 25% of the respondents on the Type a home care most dissatisfied with the place is A-type. It shows that some older adults have high expectations for the service evaluation feedback of the elderly, which highlights that the current evaluation system of community A-type pension institutions needs to be improved. This evaluation system focuses on the standard application of funds. In many documents, such as the guidance on accelerating the development of the Pension Service Industry in Jiangsu province and the implementation plan of the management measures for the assessment of the Pension Service Industry in Guangdong, the evaluation of the use of the fund is emphasized, the office of the People's Government of Jiangsu province has issued a notice on the implementation plan for accelerating the development of the pension service industry. However, at present, our country's home-based care model still lacks reasonable cost assessment and lack of scientific and standardized evaluation methods and methods. Through on-site visits to a community home care service center for the elderly and staff research on the cost of daycare institutions, we have seen the phenomenon of high fees. It shows that the quality evaluation system of home-based care for older people in community is not standardized.

Table 5: Satisfaction with Evaluation Mechanism of home-based Care Services in Community

Project options	Percentage	Number of people
Very satisfied	20	27
I'm satisfied	26	35
General	25	46
Very much so	13	24

3.1.4. Community Home-Based Care for the Elderly Lack of Professional Personnel

According to the 14th five-year plan for developing elderly care services in Xuwen, 5,000 retired senior citizens, and 2,000 full-time or part-time senior citizens will be trained during the 14th five-year plan period. However, there are still more than 10,000 full-time nurse vacancies in Xuwen County, indicating that more efforts should be made to train nurses in the future. Through field investigations of the staff of a community home care service institution, it is known that the overall quality of its full-time nurses is not high and that they have not been systematically trained. The number of full-time nurses in our country is small, and the turnover rate is high because of the high salary. Therefore, the existing "Home care" model in the city is difficult to adapt to the diverse needs of residents, and it is difficult to upgrade quickly.

3.2. The Generation Logic of the Problem of Home Care Service for Older People in the Community

3.2.1. The Government's Investment in Community Home Care Services Is Insufficient

Social support for older people is the primary responsibility of the state. Failure to continue and invest more in initiatives to support social care will make the overall care of the community more difficult. A questionnaire survey of residents in the district shows that Xuwen, Guangdong, have invested heavily in social security for older people in their communities, especially at the financial input and service supply levels.

The first administration didn't have enough money to distribute. In recent years, the Xuwen County government of Guangdong province has introduced a series of measures to support the healthy growth of older people. The government has introduced a series of measures indicating that the government's investment in community-based home care is increasing. But that is a drop in the bucket, given the growing number of older adults. Therefore, the lack of adequate funds often makes the work of older people difficult. In addition, the survey results show that the living conditions of elderly communities still need to be improved. However, the infrastructure, types, quantity, and space can not be fully implemented due to the shortage of funds. Due to the lack of urban public services, it is difficult to achieve high-quality community pensions, which has become the main bottleneck restricting the development of urban home-based pensions in our country.

Second, the development of community-based home care services in Xuwen is hindered by insufficient support from social organizations. Government assistance alone is not sufficient to provide these services adequately. According to welfare pluralism, social welfare can be managed by the public sector in conjunction with for-profit and nonprofit organization sectors. By coordinating the efforts of these entities,

support can be provided for the development of community-based home-based care services. Therefore, to make further progress in elderly care services, it is necessary to promote the development of social organizations to provide strong support. Currently, the development of social organizations in Xuwen County is slow, and the understanding of community pension is limited, making the effective implementation of community pension services difficult.

3.2.2. The Older Adults Fall Behind in the Concept of Providing for the Aged

Through questionnaires and on-site interviews, it is found that the residents of the community, especially older people, have an insufficient understanding of home-based care. Many old people still hold the traditional ideas of "Taking care of the elderly," "Taking care of the elderly," and "Taking care of the elderly" and regard taking care of older people as an obligation rather than a society. In addition, part of older people is "Community care," in which the role of insufficient understanding and unable to get the support they deserve. In addition, due to inadequate publicity of community-based home-based care policies, some older persons do not attach enough importance to such initiatives. Therefore, some services and projects can not be effectively implemented and, to a certain extent, hinder the development of community home care services.

3.2.3. Government Policy Norms are Not in Place

Without a scientific evaluation and measurement system, developing community-based home care services for older people is unlikely to be achieved [12]. Xuwen has not yet established a set of scientific pension evaluation systems, which makes the existing pension evaluation system divorced from reality and can not truly reflect the current situation of community pension insurance. This study found that the evaluation of care for older people in the area focused on the long-term goal and did not specifically plan and design for the care of older people. The index and process of evaluation are neither scientific nor standard. The A-type family care quality evaluation system focuses on standardizing the use of funds but lacks relevant normative laws and regulations. In addition, community pension services lack adequate supervision and supervision systems, and the quality of pension service needs to be improved. Through the standardized supervision and management system, the social public resources can be maximized, and the family pension service in the community can be better developed.

3.2.4. The Lack of Systematic Personnel Training, Incentive System

Currently, there is a lack of professional pension service personnel in community pension institutions in our country, and its current situation is analyzed and discussed. First, in our country's home care institutions, the quality of full-time nurses generally differs. Many of

these healthcare workers are not formally trained and do not have the necessary medical skills and knowledge. Therefore, they can only provide simple daily care for older people. Second, the industry is not well known. Most of the home care industry community members understand that it is not deep enough. Some people think that nurses' work skills are poor. They do some simple manual work, resulting in a lack of social identity. Moreover, the failure of the state to offer competitive wages to professional nurses has contributed to some of the brain drain from the industry.

3. Countermeasures to Improve Community Home Care Services in Xuwen, Guangdong

Older people should be protected by increasing investment in community-based home care services. From the public management perspective, when the Xuwen government of Guangdong provides more funds, its positive role can not be ignored. Under the new concept of public service, the state should transform from regulation to service-oriented, give its corresponding rights, and make it develop to the greatest extent [13]. The state is primarily responsible for creating older people in the community. It can take comprehensive measures to increase support for older people, such as loan subsidies, special funding subsidies, and subsidies for introducing older people. It also involves using policies aimed at improving the population's well-being to promote the infrastructure of community-based old-age services. At the same time, integrating various social organizations can help reduce the financial burden on the government. In formulating and implementing fiscal policy, we should provide preferential policies and support measures for social organizations that invest in community old-age service institutions. The Xuwen government should improve the coordination of financial resources by getting to the heart of public administration theory and integrating dispersed resources and funds. The government should actively integrate funds from the Health Commission, the Bureau of Civil Affairs, the Bureau of Human Resources and Social Security, the Bureau of Commerce, the Development and Reform Commission, and other departments at all levels to promote the development of community old-age service industry. This approach can effectively maximize the impact of financial funds and improve the utilization efficiency of community pension service resources.

The older adults's understanding of home-based care in the community can be changed. The traditional idea of "Providing for the elderly" has taken hold, and many seniors are hesitant about community-based "Family" care. Maslow's hierarchy of needs includes physiological needs, security needs, social needs, respect needs, and self-satisfaction needs. As the needs of older persons are diverse, community-based home care can better accommodate the diverse needs of older persons. To this end, the government and social

workers should adopt various ways to enhance older people's awareness and awareness of older people. First, the Xuwen government in Guangdong has reformed how it works by working with local social forces. Through community bulletin boards, news broadcasts, and home visits, older people can understand the significance and benefits of home care in the community and experience the care of community staff. Secondly, the "Community as a unit" will carry out several successful community family service projects for older people to provide a free service platform so that they feel the convenience of this service. In addition, the government has introduced the "Old age consultant" system and set it up in the local elderly counseling stations. In addition, the center provides policy guidance on elderly care, information on facilities, protection of personal rights and interests, legal advice and assistance, etc., to eliminate the elderly for the care of the elderly concerns and prejudice.

The evaluation system of community home care services should be improved. The standardized development of community-based home care services for older people depends on a scientific and realistic evaluation and assessment system. Effective monitoring, management, and improvement of these services can not be achieved without such an approach. The assessment and appraisal system involves the assessment of long-term and short-term service objectives [15]. In 2023, Xuwen, Guangdong province, will build a "Home care" model with "Home as the core," based on home care and supported by nursing institutions, to ensure the overall function and coverage of "Medical and nursing integration." Among them, the investment ratio of family pension institutions is not less than 60%, and 80% of urban areas should provide professional services for older people. Logistics support in colleges and universities should be carried out according to the principles of evaluation, evaluation, combination of scientific research and practice, and comprehensive evaluation of quality and quantity. Based on Maslow's Maslow's hierarchy of needs, Xuwen uses a set of universal evaluation indexes to evaluate the needs of older people comprehensively. The individual evaluation criteria should be formulated according to the general index system to consider input and process.

The talent team for community home care services should be strengthened in its construction. The high-quality development of community home care services depends on the availability of skilled professionals. In Xuwen, Guangdong province, efforts have been made to build a team of experienced workers for community-based home care services. The 14th five-year plan for the development of elderly services in Xuwen, Guangdong Province, suggests supporting vocational colleges and training institutions to set up relevant majors and training programs, such as elderly service management, to expand the talent pool in this field. These policies have played a positive role in the

training of technical personnel. In addition, we also pay attention to the establishment of incentive mechanisms for the elderly service personnel and continue to improve the salary and welfare of community elderly service personnel. A primary goal is to increase the recognition of community caregivers among older adults, to help them establish a positive image of "Quiet living" in society, and to enhance their social reputation in community work. Recognition can be further enhanced by organizing skills competitions, rewarding winners, and promoting them to appropriate levels of professional qualification as required. The "Best Care for the Elderly competition" aims to recognize and highlight the contributions and efforts of community caregivers. In addition, it is also essential to raise the salary of professional community nursing staff to match the level of other related industries. Regular training should be provided to ensure that the skills and knowledge of experienced care workers for older people are continuously updated and improved.

4. CONCLUSION

In today's aging population background of our country, the traditional way of old-age care has become somewhat outdated and unable to meet the current needs fully. By contrast, the advantages of the community-based approach to old-age care are increasingly evident. Community home care for older people provides a more advanced and suitable solution for most families than the traditional practice, which makes it an ideal choice for extensive promotion and in-depth research. This approach in the traditional pension model is based on integrating the concept of community and family. It takes the community as the unit and the family as the method and effectively meets the diverse needs of different families. Through the analysis of Community A, this paper discusses the available old-age services, investigates the needs of residents and the current service level, and strives to put forward specific suggestions for improvement. It is believed that by strengthening and continuously developing the community-based home care system, the problem can be gradually solved, and a comfortable social environment can be created for all older persons. This will enable them to lead an everyday life, participate in activities, enjoy entertainment, and learn, thus significantly improving their quality of life and making an essential contribution to building a civilized socialist mode of production.

Funding:

This work was supported by Guangdong Provincial Ordinary University Characteristic Innovation Project (Grant No. 2023WCSCX060), and General Programs of Humanities and Social Sciences in Lingnan Normal University (Grant No. WT2212).

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