

Study on the Newly Settled Elder's Maladaptation in the Nursing Home—Taking an Example of the B Age Care Institution

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Abstract: *In the aging era, the decline of physical performance makes it more difficult for the elder to take care of themselves. Therefore, as the aged-caring service is sprouting out during the aging tendency of the population, there are more people now preferring to place the elder in nursing homes, where they can be cared for in their late years. But, according to the previous researches and interviews, the elder probably do not adapt to the change of the living circumstances, and the aged-caring service is still not matured. To assist the elder in adjusting to the nursing home, this study enquirers into the elderly's adaptive problems in the B age care institution. By means of interviews and the case method, the research finds out, due to the change of living condition, the elder start to have physiological and mental issues. Because of traditional thoughts and incorrect perspectives, the elder commonly have a negative attitude towards the nursing home. Also, the limited and monotonous lifestyle and the low quality and negligence of caregivers make the elder feel their needs can never be met in the nursing home. Moreover, the deficiency of transparency and the government inspection can lead to nonstandard running and management, which weakens the quality of caring service. Based on the issues above, the research conducts multi-faceted analysis and proposes suggestions in different angles. Hopefully, this study can provide reference and assistance for improving the adaptability of the elder that are new to the nursing home.*

Keywords: *nursing home; the elder; maladaptation*

1. Introduction

Since the 1990s, the aging process of China has been greatly accelerating, and China has been one of the developing countries that have an aging society earlier in the world (Liu, 2021^[1]). According to the seventh National Census, by the end of 2020, the population in the age of 60 or above is 260 million, accounting for over 18% of the total population, and 13.5% of the total population, approximately 190 million people, is over 65 years old (Chen, 2021^[2]). It is even estimated that China's population over 80 would increase 74 million by 2040 (Liu, 2021^[1]). During such an aging process of population, various elderly-care services are gradually developing and prospering, including home-based care service, traveling-based care service, nursing-home-based service, etc. The home-based care service ensures the elder are cared for by the family and sends social workers to nurse them at their home; however, on one hand, the service is mainly funded by national appropriations or private donation, which often leads to the lack of fund in such an aging society, and most of social workers are volunteers lacking the expertise of nursing (Wang, 2016^[3]). On the other hand, in the traveling-based care, the elderly travels to different locations in different seasons for relaxing, whereas the locations are usually underdeveloped villages where home suppliance and public service are relatively poor and inadequate, which will impact the old's quality of life. Even worse, if the elderly are ill, it can be troublesome to get treatment and reimbursement in villages far from home (Zheng, 2019^[4]). Another kind of elderly care, nursing-home service, accommodates the elderly in specific places, giving full services usually throughout the rest of their life, including their diet, rest, clinical care. However, there are many practical problems with this service. By 2020, there are about 38 thousand nursing homes and 8.24 million beds provided for the elder in China, which is far from filling the needs of 190 million old people (Li, 2021^[5]), and some elderly probably do not fit into the unified management of nursing homes or may feel lonely away from home, friends and family. Also, it is often deemed unfilial to settle the elderly at nursing homes due to Chinese conventional wisdom, causing

some elder's disapproval of nursing homes (Ding, 2021^[6]). What is worse, caregivers generally never accept any professional training and usually tend to neglect the elder's mental status and personal needs for ease of management, thereby undermining the standard of service and hindering the elder's adaption to the nursing homes (Yang, 2017^[7]).

Based on the circumstances and background mentioned above, it can be seen that there are a lot of difficulties for the newcomers to live into and adapt to the nursing home. To resolve the adaptive issues, there are a lot of issues that need to be solved. In what way do the elderly obstacles to adapting to nursing homes manifest, and what specific issues about adaptation do the elderly have as a newcomer to the nursing home? What are the influencing factors of their problems? Via the social work, what is the possible plan to intervene in and solve the issues from perspectives of different directions? Are the solution and the intervention really effective, and how is the outcome?

To solve the questions of the research, this paper takes the object of study the elderly who just lived into the nursing home called the B age care institution and makes in-depth inquiries into to what extent do they have accepted and adjusted themselves to the life in this nursing home and why. The study mainly uses case study method and conducts the structured interviews with the elderly newly settled in the B age care institution for first hand information, and finally refers to both of the primary information and secondary information (such as references to the academic papers and websites, governmental reports and so on). By applying these methods, this paper describes the current situation and the universality of the new-come elderly adapting to the nursing home , then analyzes the deep-seated contributing factors from multiple and diversified dimensions through the structural interviews with the elderly, administrative staffs, caregivers in the B age care institution and so on, finally, this research makes constructive proposals for the improvement of the care service of the elderly based on the discovery and the analysis..

2. Literature Review

Currently, there are a great number of academic researches on the service of nursing homes in China. In spite of the number, the average quality of the study, however, it is still relatively poor. Even though some of the papers feature an insightful research and are published on high-quality journals, such as Chinese Social Science Citation Index(CSSCI), most of them do not show any signs of good quality and commonly have a extremely low cited number. But there are still something remarkable about those researches: some of the study are not only focused on the quality of the service and the demand of the elderly, but also take interdisciplinary approach by combining the topic of nursing home, which belongs to the sociology category, with economics such as market supplies and government subsidies to discuss the marketization of nursing homes in China. In general, these researches can be divided into three categories of research perspectives. The first category mainly inquires the quality of the service of nursing homes in China. Most of scholars, such as, Yang (2017)^[7] consider that the specialization level of the care servers and administrative staff are relatively low. He believed only a small number of caregivers actually accept trainings, yet the outflow of staff is severe. Another scholar, Wang(2017)^[8], uses the servqual model to find out contributing factors to the service quality and concludes that spiritual comfort service is the primary factor of the quality. The second category focus more on the supply and demand. Scholar Pan(2010)^[9] argues that the number of bed is much less than the population of the elderly in China, yet that many of beds are actually in idle due to the price or the low- grade service or environment, especially in the private nursing homes lack of sufficient governmental financial support, causing the imbalance between the supply and balance in this market. Also, Wu(2011)^[10] finds out the problems of low efficiency of the service and underutilization and surplus of resources, especially inherent assets, by investigating the condition of demand and supply of the nursing homes. The third category pays attention to the market (as well as the governmental subsidies and supervision for nursing homes). For example, Zhu(2017)^[11] mentions that the inappropriate governmental regulation leads to the chaos of the aged service (such as the irrational pricing and unfair competition), while Guo and Wang(2020)^[12] looking into the supply of government-owned and private service and impacts of different kinds of subsidies, reach the conclusion that governmental fiscal aid to the private nursing home can improve the market supply of elderly-care service and stimulate the input of social capital. Overall, from the overlap and the generality among these researches, it is obvious that most of nursing homes in China have comparatively inferior quality of service, mainly due to the inability of filling the elder's demands and the lack of professionalism among caregivers, but that the governmental involvement can effectively resolve the problems of difficulties in operations and improve the quality of aged-care service in this business.

As one of the important topics of the service of nursing home, the elders' adaptation to the nursing homes is also an essential part for improvement of the service quality. But, in terms of this topic, not many researches are focus on it, and the quality of the papers are also mostly poor—almost no relevant researches are published on authoritative journals at all, which probably means that the topic has not been taken seriously enough in academia. Despite the number and quality that need to be perfected, some of these researches do have a commendable feature, the same as the paper about the service of nursing homes, which is to use angles of different disciplines. They commonly use both the sociological theory (social support systems, strength perspective) and psychological method (cognitive behavioral therapy, rational-emotive therapy) to determine the cause of and to create solutions for the elderly's adaptive difficulty. Based on multiple angles of the paper, there are mainly three types of perspectives—social support, psychological problems and the elderly's personal need. The first type puts more researches on the impact of social supports. Dong(2021)^[13] contends that people cannot live without the social environment and need to utilize social resources (such as family or peer supports) to maintain their live condition, while Li(2022) supports it by holding group activities among the elder and concluding that the peer support group can the most effectively improve their adaptive condition in the nursing home. The second type of the paper emphasizes more the mental status and psychological treatments. Zhang(2018)^[14] thinks that the elder's negative inner cognition can affect their emotion and behavior, thereby impacting negatively their adaption and acceptance to the nursing home. Li(2022)^[15] deems the cognitive behavioral therapy to be an efficacious intervention in the issue after using this therapy in a specific case. The third type of paper angles the elderly's personal need. Chen and Wei(2017)^[16] believe that there are differences among the elder's adaptations, and that social work and service should take them into consideration when evaluating the elder's adaptive level. Wang(2016)^[17] uses Client—centered mode intervention, which is to learn about the elder's personal need, be aware of their feelings and generate solutions accordingly, in a case study and draws a conclusion that this therapy helps the elder alter their negative cognition, construct their social support and finally adapt to the life in nursing home. In general, besides suggesting the improvement of speciality, these researches advocate for the spiritual care of the elderly and the fulfillment of their personal needs. The study commonly suggests that the elder may have negative thoughts of being useless or abandoned, sometimes due to conventional wisdoms, and thus behave abnormally after living into the nursing home, so that the cognitive behavioral therapy, strength perspective other psychological treatments need to be carried out to correct their deviant cognition. Also, the social support is proven to be practical. A social network system can really the elderly get mental supports from friends and family and thus make them regain the confidence to go on living.

Although the relevant researches are relatively abundant, however, overall, there are still some defects in research theories, methods and so on. First of all, in terms of research methods, most of the studies adopt empirical analysis, that is, the integration of secondary data, and lack of empirical research in a real sense. Second, most of the study focus on the common problems of nursing home, and few scholars have paid attention to and studied the elderly's adaptive problems at the initial stage of nursing-home life. Focusing on the elderly new to the nursing home, this paper intends to make up for the inadequacy of the current researches by using a combination of primary and second-hand sources, or the case method, interview managers and the new-coming elderly in the B age care institution, find out the problems of the elderly's adaptability and the cause, and devise solutions accordingly.

3. The Characteristics and Manifestations of the new-coming elderly's adaptive problem—in B Age Care Institution

3.1 The Overview of B Age Care Institution

Established in 2001, the B age care institution is a privately-operated organization providing age-care service for the elder. It locates in a suburb area and covers 13,000 square meters along with around 6,000 square meters of virescence. Initially as a part of the non-profit organization owned by the government, the nursing home was purchased by a large private enterprise, and, since then, has kept developing its scope of services. So far, the nursing home occupancy has reached 71.53%, slightly above the average of nation occupancy, which is only around 65% (Qing et al, 2017^[18]), and the annual profit has been merely about 135,000 RMB. This means nearly 30% of beds are idle, and that the total profit is minimal.

Despite occupancy and profit, the B age care institution is relatively well-equipped. The total

number of beds is 130, around 26 beds on each floor, and every floor is equipped with the bathroom, the laundry room and the kitchen. The facilities also include the library, the calligraphy room, and the recreation hall to provide leisure entertainments. Moreover, there are about 40 staffs in the B age care institution, including 31 caregivers, 2 managers, 4 chefs and 1 doctor. The caregivers are mainly responsible for the elder's daily life, such as, shower, medicine, etc. Staffs need to wash the elder's clothes and clean the rooms as well as the bathroom and kitchen three to four times a week. Most of the elder go to the dining hall by themselves, but for the disabled, the caregivers need to take the food to their rooms and feed them. The managers are mainly in charge of managing the funding and helping the elderly check in or leave. The doctor examines the elderly's physical condition periodically, checking their blood pressure, heartbeat and so on. If the condition is abnormal, the doctor will send the elderly to the hospital and inform their family.

There are around 93 elderly in B age care institution, 7 of which are disabled. The number of the elderly checking in per year is from 4 to 10, occasionally over 15, but not very often. From the interviews with different elder, it can be seen that their opinions towards this place are particularly polarized. Some elderly felt comfortable with its environment. They enjoyed living in the environment of fresh air and serenity or chatting with friends or the caregivers they like. However, they also complained about the food and the service. They said the food was difficult to swallow, and that several caregivers were sometimes petulant and impatient—especially when feeding or doing the cleaning for them. Some of them also felt lonely there because no family and friends were around them. Occasionally they had problems over food, sleep, or disagreements with their roommates, but some staffs seldom took the problems seriously.

The adaptation is mainly divided to two types—physical adjustments and psychological adjustments. Since the elder has a poorer physical condition, they may not adapt to the environment physically that well. This can be reflected by sleep loss, emotional disturbance, and so on (Zhang, 2018^[19]). For example, the elder generally has a poorer sleep already, and the noise and light around the nursing home can definitely cause their sleeplessness and thus affect their adaptability. Fortunately, the suburb area does not have too much light and noise. But the elder generally do have a poorer petite than at home, since they are yet not get used to a new diet different from “the-home-flavor”. Also, the elderly may not adapt to different lifestyles to their roommates, or the way caregivers take care of them, which might cause conflicts. This adapting process takes time due to their poor physical adaptability and requires patience from caregivers. Psychological adjustments can also be a problem. Every elder has different levels of adaptability. Some newcomers can quickly fit into the nursing home, but most of them may not. Those newcomers having mental issues and even becoming emotionally devastated, according to some caregivers working there for years, especially those forced to move in, they may think the nursing home is where the useless old people are putted away, and they strongly feel being abandoned by family and thus get into a great depression. After a few months, some elders have probably made some friends through daily interactions or had their own recreation, which may distract their attention from their negative thoughts and alleviate the depression. However, according to the interviews, depression still exists and reaches its peak during and after the family visits. Besides the inner feelings, the complaint about the service is also frequently repeated in interviews with different elderly and reflected the old people's great dissatisfaction and antipathy. Probably, the elder never fully accept the nursing home, yet it seems that nothing has been done to improve the service or solve the elder's mental issues for their adaptation.

3.2 The New-coming Elder's Adaptive Condition

3.2.1 Physical and Mental Issues

From the interviews with the elderly, it is known that most of the elderly had troubles in integrating into the nursing home. As a newcomer in the nursing home, the elderly may feel isolated and depressed in a completely new environment, especially when meeting the challenge of accommodating and reestablishing the bonding. These negative emotions impede their adaptation to the nursing home. The lifestyle can also be an issue. Some elders have difficulty to fall asleep due to the change of their living environment, because they are not get used to most of things in their rooms, such as the bed, the air conditioner, light, which are different from the one at home. The lack of sleep may lead to the decline of the cognition, memory and the immune system (Liu, Hu, 2021^[20]). Since the elder generally have poorer physical quality, these detriments can be more hazardous to them. In addition, some elders have problems in getting along with their roommates, and sometimes the conflict outbursts over differences of lifestyle. Some elders like to stay up late, others may not; some like to keep the room cool, others may not; some like to open the window, others may not et al. These elders are unable to accept different

lifestyles and thus reach a debating point, but too much anger has been proven to correlate with cardiovascular disease, which is definitely harmful to the aging population (Yu, Liu, 2011^[21]). Besides depression, sleep and conflicts, there are still a variety of aspects that affect the elderly's adaption, which are elaborated and analyzed in the following.

3.2.2 The Unified Management is Incapable to Meet Elder's Needs

Many elders cannot accommodate to the unified arrangement in the nursing home. Although the chefs make various dishes every day, they are all Cantonese. Some elders from other provinces do not like Cantonese food have to force themselves to eat them. Sometimes, the food is too chewy for the elders to eat. Not only that, but most of elders' requests seem never completely fulfilled. In this nursing home, all the devices and services are highly unified, not only Cantonese food, but also bed, air condition, electricity, and so on. Despite the convenience the unity brings, some elders still want some adjustments based on their needs, such as changing the mattress with a harder one or increasing temperature of water. Several caregivers does what they promise, but those "dreadful" one, according to the elder, do not always keep their promises and may already leave them behind. The neglect of elders' demands only keeps the elderly off fully adapting to the nursing home and even results in more dissatisfaction and hatred.

3.2.3 The Life is restricted by Rules

In their home, the elder can sleep and eat whenever they want to eat and go wherever they want. They can freely schedule their plans on their own. However, in the nursing home, the schedule is fixed by caregivers and administrative staffs. The elderly need to wake up around 6:30 a.m. The breakfast is served at 7:00 a.m., lunch served at 11:50 a.m., and dinner at 6:00 p.m. The elder have to take a nap around 1:45 p.m. and go to sleep before 9:00 p.m. The caregivers supervise them and urge them to follow the schedule. Even at 1:00 a.m., the supervisors still need to check whether the elder are in their rooms. The elder also have to get permission from the staffs before they leave the nursing home. The elder had to tell their staffs in detail where they were going and when they would be back. After that, the staffs would ask the elder's family, if the family consented, the elder could go out with the accompany of a caregiver. But now, influenced by the epidemic-preventing policy, they cannot leave at all. This kind of closed and limited lifestyle may be quite unacceptable to the newcomers and cause great resentment. Some even think that they are abandoned in a prison, or a closed coffin.

4. Analysis of the Causes for the Difficulty of the Elderly to Adapt to the Nursing Home

4.1 Environmental and Socio-cultural Impacts

Staying with family or friends can improve people's happiness and even their mental and physical health (Schnittker, 2008^[22]). Nevertheless, in the nursing home, with no support from family and friends, the elder are likely to become insecure and lack the sense of belonging in the nursing home. They may feel powerless to deal with the problems on their own, make close friends or pour out their feelings to others (maybe due to differences over culture or family background, or just lack the motivation resulted in by the emotional problems) in such an unfamiliar environment, thereby getting into great pessimism and even giving up adapting to the nursing home. Even if they are gradually adapting to it, some events can also disrupt the whole adaptive process. For example, the death of their spouse or their friends leaving the nursing home may render them depressed again and even take the adaptation way back to its starting point. The location of the nursing home also makes an impact. Even though the elder can go out if having permission, they will have nowhere to go, since there is basically no transportation or entertainment in such a remote suburb area, and it takes more than 50 minutes to get to the downtown by car. Worse, as it is mentioned above, the elders are not able to leave the nursing home now because of the anti-COVID-19 policy. This kind of closed environment nearly cuts off their connection to the outside world and leads to even more maladaptive feelings. In addition, the prevailing attitude towards the nursing home is actually negative. Influenced by traditional Chinese culture, many people, especially the aging one, have the notion of "raising children for old time", which means that the children should take responsibility for taking care of those elders by themselves, so it is considered morally wrong to send the old to the nursing home (Wu, Nie, 2018^[23]). Moreover, although the demands for age-care service are increasing, as the aging population rising, the whole industry is merely at its "infant" stage and not matured yet. A lot of service is actually inadequate and still needs to be improved to deal with such amount of needs (Mu, 2012^[24]), which issues in even more mistrust of the business.

4.2 The False Cognition and Lack of Understanding in the Family

There are mainly two extremes among the elders' negative attitudes towards the nursing home. The first groups of elderly insist that they can take care of themselves. Most of them are educated, and they used to have a good job and thus have more independence. They often talk about their jobs to show how strong and competent they have always been, and how absurd it is for them to stay at this place. This opinion renders them unable to accept the nursing home and brings out many quarrels and the decline of relationship with their children. Some old people consider themselves completely useless. Some elders say the reason why they are sent here is that they are an encumbrance to their family and deserve to be "discarded". Particularly the disabled, the elder have a strong feeling of inferiority when they always need help due to their limited mobility. The sense of diffidence and even self-loathing is often heard during interviews with this group of elders. Some even start fearing the death when they or their friends are aging or suffering from diseases, or when seeing the peers pass away. They have been strongly convinced that the nursing home is a coffin by such fear and anxiety of death. However, supposed to be supportive, the family generally do not know about the elders inner feelings that much. Because of work, they seldom talk to the elder or the staffs to learn more about the elder's lives and how they feel in the nursing home. They seemingly think that it is already enough to simply give them food and bed, but, without enough caring and mutual understanding, the elder will always think they are abandoned and get depressed and resentful. Even if some families are amenable to visit, it has already become difficult now because of the anti-epidemic policy of the nursing home. Lack of communication not only cuts off mental caring and support for the elders, but also makes the family relationships more indifferent.

4.3 Defects of the Management

The management of the nursing home also poses challenges on the quality of service and thus affects the elders' adaptation. In the nursing home, most of caregivers came from rural areas and are commonly over 50. They are generally uneducated and lack of professional training for taking care of the old people, so the quality of the service may be difficult to guarantee. For the ease of unified management, these caregivers tend to neglect the elder's personalized and various needs—the elder cannot choose their roommates, their food, and even just the temperature level of air conditioning based on their own needs, which causing a lot of unnecessary conflict and discontentment. Additionally, the nursing home does not provide adequate recreational activities for the elder. Although nursing homes are equipped with recreational facilities, such as calligraphy room, and library, the tables and the pen are already broken, the books are timeworn and only a few, and the devices in the recreational hall do not work at all. Since the caregivers are only in charge of their basic necessities, the administrative staffs recruit some volunteers to perform for or just chat with the elder, but they only come to the nursing home once a month. During the periods of COVID-19, the number of volunteers become lesser than before., which is not enough for the elder need of the daily entertainment. Before the COVID, the staffs could solve this issue by taking them to the downtown and find some entertainment, but it doesn't working since the elder cannot leave nursing homes. More than that, the operation of the nursing home is partly relying on the government subsidy and the donation, but it is likely for the nursing home to encounter the shortage of fund when it depends on these external aids more than the profit. Many of nursing homes cannot even get the constructional or operational subsidies due to local finance strain or excessively high threshold (Qing, 2017^[25]). The "in-publicity" of the financial and administrative information may also breed low-quality service and even corruption, such as misappropriation of funds, harming the interest of the elder as well as their family. The nursing home can only provide low-quality service for the elder, which it can afford, if there is not a decent income, negatively impacting on the old people's adaptation.

5. Suggestions to Alleviate the Elderly's Adaptive Problems in the Nursing Home

5.1 Evaluation of Adapting Problems

The staffs should take actions to find out and assess what problem is the elder encountering. They can make a survey or a periodical interview to figure out what are the most common problems that the elders have. Then, they should look for the causes regarding to the flaws of daily schedule, food, policies or other aspects of the service. After finding out the causes, they ought to suit the remedy to the case, and to make proposals to the caregivers and other staffs. Sometimes, they even need to modify the

rules to rectify the situation directly. For example, by learning that the elder dislike the food, the staffs should find out the reason behind it, via some basic chatting or questionnaires. In this case, as it is already mentioned above, the food is too chewy or too “Cantonese” for some elderly to eat; therefore, the staffs should ask chefs to make the dishes more various, maybe adding some Zhejiang or Beijing cuisine, or just to make the meat softer so that the elder can swallow it.

5.2 Correct the Elder’s Misconception

As can be seen in the previous discussion, it is obvious that the misconceptions towards the nursing home or the elder themselves can also be a major stumbling stone of the adaptation. For the group distrusting the nursing home, it is important to let them understand their kids’ difficulties that make them unable to take care of the elder by themselves and make them believe that the nursing home can provide them with a safe and reliable environment through repeated exhortations and enough caring. It may be tricky to change their mindsets, but it matters for their adaptation to the nursing home. To deal with another extreme—being self-contemptuous, the staffs should change the elder’s belief of them being useless and abandoned by family, and then gradually strengthen their confidence and self-esteem. It is practical to refocus the elder’s attention on their past experience or achievement, or their strengths in some aspects, whereby the staffs can enhance their sense of self-worth and self-respect (Dong, 2021^[26]).

5.3 The Mental Care for the Elderly

The spiritual comfort is part and parcel of the age-care service and the elders’ accommodation. Besides necessities, when the elder often ignored by the caregivers. The staffs should try to communicate more with the elder and give them opportunities to speak out their feelings as well as their problems, not only building trusting relationships, but also strengthening their sense of belonging in the nursing home. The B age care institution can also establish a department responsible for psychological counseling with professional counselors. In this way, the elder’s mental issues are more likely to be discovered in time and can be resolved in a more professional method (Chen, Wei, 2017^[27]).

5.4 Improvement of the Management

When arranging the elder’s living, such as accommodation or food, the staffs need to take into consideration the differences over elders’ living habits, personalities and demands maybe by making questionnaires or directly asking the elder and their family; the staffs can arrange two elderly that have a similar lifestyle and character to live together, plan the menu based on the most elder’s eating habits, set different levels of air-conditioning temperature based on what the elder request. Furthermore, the nursing home should improve their recreational facilities and hold activities to encourage elders to entertain and socialize. The recreation and a supportive network can alleviate loneliness and insecurities, enrich their everyday life, establish positive feelings and thus help them integrate into the nursing home (Li, 2018^[28]). Taking part in the activities held by the staffs, the elder can enjoy themselves more in the nursing home instead of going out. Not only that, but the nursing home should conduct training for caregivers to ensure more high-quality care service and carry out a more transparent policy to make sure the funding is used properly. In addition, the nursing home should modify the policy to allow more family to visit the elder when the epidemic is not severe, making them get in touch with each other. The family support is a significant factor of the elder’s adaptability and mental health, so the staffs should encourage family to visit the elder at least more than twice a month to increase the elder’s happiness in the nursing home (Ding, 2021^[29]).

5.5 The Involvement of the Government

What is more, the government should help promote the training of age caring across the society to reinforce the quality of the service by enacting mandatory policies and provide more financial supports and tax reduction for the business to avoid the shortage of fund and ensure a better service for the elder (Zhou, 2019^[30]). The government also needs to supervise the operation of nursing homes (Zhou, 2019^[30]). Not only the use of official funds. Besides, the government should check if the necessities are accessible, and if the elder’s needs for the recreation are well-fulfilled. It is possible that, with the involvement of the government, the nursing home do better to serve the elder and boost their adaptability to the nursing home.

6. Summary

In the era of aging society, people are having increasing demands for elderly-caring service. As a part of the service, the nursing home can provide comprehensive care and reduce the burden of caring for the elder, which makes it become a popular choice for settlement. Nevertheless, living in the nursing home can breed the elder's adapting issue, and it is crucial to help them adapt to insure the quality of their lives. Therefore, to investigate difficulties of elderly in adapting to the nursing home, this paper takes the B age care institution as the research object and inquires into the elder's adaptive problems and resolutions through the case study method and the interviewing method.

Through interviews and observation, it can be seen that most of the elderly have the problems in accommodating to the nursing home. They commonly have some troubles in confronting the change of living environment. They may have emotional problems and start to have health issues such as loss sleep and inappetence. The discrepancy of living habit also leads to the fight between them, putting them in anger and ruining relationships. This kind of environmental change and negative emotions have the risk of undermining their health. Also, the unified and limited living arrangement does not meet the elders' individualized needs and thus becomes their frequent complaints. With case study method and more in-depth interviews, as well as references to other researches, it can be concluded that the elder generally lacked sense of belonging and are incapable of seeking for and maintaining peer supports and spiritual solace in an unfamiliar condition, especially when their family are not very often around them, which can lead to their negative emotions. Meanwhile, the elderly can neither enjoy many recreations in the nursing home nor go out to relax due to the policy, and the staffs do not take regard of their personal needs for their own convenience when providing service. In terms of cognitive aspect, the elderly either consider that they can take care of themselves, or that they are abandoned in this place, which also can issue in negative feelings such as resentment or self-loathing. Not only that, but the cultural perspective gives people the belief that sending them there is unfilial. These incorrect thoughts fundamentally hinder the elder from accepting the nursing home. What was worse, the potential shortage of fund and the lack of governmental supervision make a risk for the operation and the quality of service.

Based on the problems, this research provide some solutions to help the elderly better adapt to the nursing home. First of all, the staffs need to evaluate the elder's adaptive problems and find out the reasons to correct them, ensuring the elder's living experience. Second, the caregivers should give, not only some basic daily care, but also more spiritual comfort, maybe just through chatting, to reduce their loneliness, and correct their false cognition, making them understand what benefits the nursing home can give them and their family and accept this place wholeheartedly. Fourth, besides accept training to improve the service, the staffs ought to take consideration of the elder's personal demands and make some adjustments accordingly. The recreation facilities should also be repaired for the eldes's daily entertainment and socialization. Finally, the training of caregivers also needs the support of policy and actions from government, and the service and the funds should be monitored for the sake of the service quality.

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