

Integrating Property Management and Elderly Services: Exploring the Innovative Path and Practical Efficacy of Community-based Home Care Model

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Abstract:

In the face of the growing trend of social aging, the demand for community-based home care services has surged. Against this backdrop, the “property + elderly care” service model, as an innovative practice, utilizes the unique advantages of property enterprises in terms of resource integration and geographic location and demonstrates its great potential in meeting the diversified needs of the elderly. This model not only opens up a new path for the transformation and upgrading of the property industry but also promotes the harmony of the community and the well-being of the elderly, demonstrating its far-reaching social value. This study explores the practical application and development prospects of the “property + elderly care” model in China’s community-based elderly care services, with the aim of proposing innovative ideas and strategies for solving elderly care problems by leveraging the resource integration capabilities of property service enterprises.

Keywords:

Integration of Property Management and Senior Care Services, Community Home Care, Service Model Innovation

1. Introduction

Our country is currently confronting the significant challenge of population aging, a trend projected to persist over the coming decades. According to data from the Seventh National Population Census, in 2020, the population aged 65 and over accounted for 13.5% of the total population, an increase of 4.63 percentage points compared to 2010, with the growth rate accelerating [1]. This demographic shift indicates China’s rapid transition into a moderately aged society. The intensifying pace of population aging poses substantial challenges across multiple domains, including social security systems, economic development, labor force composition, healthcare services, and elderly care provision. As the elderly population continues to expand, the demand for accessible, high-quality elderly care services is becoming increasingly urgent. It is therefore imperative that the government, civil society, and

market actors work collaboratively to proactively innovate and enhance service delivery models to effectively meet the evolving needs of an aging society [2].

Following the 18th National Congress of the Communist Party of China, the Chinese government has elevated the development of the elderly care service industry to the national strategic level, particularly in the field of home and community elderly care services. A series of policies have been introduced to promote the development of the “property + elderly care” service model. In 2013, the State Council promulgated the “Several Opinions on Accelerating the Development of the Elderly Care Service Industry,” marking a pivotal moment in the promotion of social participation in elderly care service projects. This initiative encouraged the involvement of social organizations and enterprises, fostering a collaborative approach to addressing the needs of the elderly population. In 2019, the General Office of the State Council provided further clarification on the significance of the “property services + elderly care” services model. In the “Opinions on Promoting the Development of Elderly Care Services,” it was proposed that property service enterprises be supported in providing diversified elderly care services. In 2020, the Ministry of Housing and Urban-Rural Development, in conjunction with five other departments, issued the “Opinions on Promoting the Development of Home and Community Elderly Care Services by Property Service Enterprises,” providing specific policy guidance and implementation paths for the “property + elderly care” model. This development marks the official recognition of this model as a significant component of the national elderly care service system. In 2021, the Central Committee of the Communist Party of China and the State Council once again emphasized the significance of the “property + elderly care” model in the “Opinions on Strengthening the Work of Aging in the New Era” and put forward specific support measures in the “14th Five-Year Plan for the Development of the National Aging Cause and the Elderly Care Service System.”

At the local level, cities such as Beijing, Shanghai, and Suzhou have proactively responded to national policies by introducing local policies designed to encourage property service enterprises to participate in elderly care services. These cities have also explored the development of “property + elderly care” service models that are suitable for their particular local conditions. Beijing has issued the “Notice on Carrying Out Pilot Work of 'Property Services + Elderly Care Services,’” Shanghai has formulated the “Implementation Plan for Promoting High-Quality Development of Elderly Care and Childcare Services in Shanghai,” and Suzhou has launched the “Community + Property Services + Elderly Care” action plan.

The accelerating process of aging necessitates adaptation of the elderly service system, particularly the community-based home care model, to address the emerging challenges posed by the diversified needs of the elderly population. The needs of the elderly are expanding from a single basic living security to a multi-dimensional and personalized direction, such as health management, spiritual comfort, and social entertainment. Influenced by established values, the majority of senior citizens opt to experience their advanced years in a familiar domestic environment, within a community, thus rendering community-based home care a pivotal model for eldercare provision. The “property + elderly care” service model capitalizes on the intrinsic benefits of property service companies, namely their established presence within communities, proximity to residents, and swift responsiveness, to ensure the seamless integration of senior care services into the everyday lives of older adults. This approach not only delivers comprehensive services that blend the warmth of home

with the convenience of community, supporting seniors' daily living, health care, and social needs, but also helps them maintain independent living, alleviates family caregiving burdens, and promotes social engagement. Moreover, the “property + elderly care” service model presents novel opportunities for transformation and upgrading within the property management industry, promotes community harmony, and delivers significant social value.

The accelerating pace of population aging necessitates a transformation of the elderly service system, particularly the community-based home care model, to effectively address the emerging challenges associated with the increasingly diverse needs of older adults. The demands of the elderly are evolving from basic living security toward multidimensional and personalized services, including health management, psychological well-being, and social engagement. Influenced by deeply rooted cultural values, most senior citizens prefer to spend their later years in familiar home environments within established communities, making community-based home care a central component of eldercare provision. The “property + elderly care” service model leverages the inherent advantages of property management companies—such as their embedded presence in residential communities, close proximity to residents, and rapid response capabilities—to facilitate the seamless integration of care services into the daily lives of older adults. This approach not only delivers comprehensive support that combines the comfort of home with the accessibility of community resources, addressing seniors' needs in daily living, health monitoring, and social participation, but also supports independent living, reduces family caregiving burdens, and enhances social inclusion. Furthermore, the “property + elderly care” model offers new pathways for the transformation and upgrading of the property management sector, fosters community cohesion, and generates substantial social value.

2. Literature Review

2.1. The Present Status

Community-based home care is gaining increasing prominence due to rapid population aging, the declining capacity of families to provide eldercare, and the persistence of traditional caregiving norms. This model effectively complements institutional and family-based care by addressing diverse elderly needs in domains such as daily living assistance, health management, and social engagement. A review of the relevant literature indicates that research on community-based home care services in China has primarily focused on four key areas: the supply and demand for elderly care services, the development of service models and delivery pathways, legislative and policy support, and social security system integration.

Based on nationwide survey data of the urban elderly population, Wang Qiong [3] analyzed the demand for home-based elderly care services in urban communities and its influencing factors. The study revealed the heterogeneous nature of elderly needs for home-based care and the key determinants shaping such demand, thereby providing an empirical foundation for optimizing service delivery. Zhang Qilin and Zhao Qilin et al. [4] further explored the development of China's community-based home care model, emphasizing the necessity of addressing personalized elderly needs to enhance service relevance and effectiveness. Wang Zhen [5] examined policies related to the provision of home-based and community-based elderly care services and proposed recommendations for reforming governance frameworks to improve

coordination and accountability. Yang Yun and Peng Qianrui [6] conducted an empirical analysis using urban panel data to assess the impact of affordable housing supply on new-type urbanization, underscoring the critical role of affordable housing in facilitating the development of community-based home care services.

Yu Henan et al. [7] and colleagues conducted research on the future development of China's community-based home care model, proposing a diversified and professionalized service framework. Peng Qingyun [8] explored pathways for community-based home care services from a multi-stakeholder perspective, emphasizing the importance of collaborative participation by key actors including government agencies, communities, families, and social organizations. Su Dangchen and Peng Qingchao [9] proposed integrating "Internet Plus" into urban community-based home care services. By leveraging modern technologies such as the internet, big data, and cloud computing, they aim to consolidate home- and community-based eldercare resources, optimize service delivery models, establish smart elderly care systems, and enhance both the efficiency and quality of care services.

Geng Jinmei [10] examined the moderating effect of China's social security expenditure policies on income disparities among residents, offering valuable insights for the formulation of community-based home care service policies. Furthermore, Ding Zhihong and Qu Jiayao [11] investigated the issue of equitable provision of community-based home care services for elderly individuals in need of care, proposing policy recommendations to enhance service equity.

The examination of the theoretical foundations of community-based home care for the elderly constituted the initial step in the research approaches of international experts.

From the perspective of service models, community-based home care for the elderly is widely recognized as a client-centered and cost-effective approach to addressing population aging. Research by Chapman et al. [12] indicates that, compared to institutional care, community-based models, particularly those targeting frail older adults, place greater emphasis on personalized services and offer significant cost advantages. This model effectively addresses the physiological, psychological, and social needs of older individuals, thereby fostering a more supportive and age-friendly environment for aging in place.

Regarding elderly preferences for community-based home care services, various scholars have investigated this topic using empirical analysis methods. Yamada et al. [13], based on an analysis of care choices among formal community home care, informal home care, and nursing home care made by older adults in Japan, identified key decision-making factors that influence their selection of different care options. This research contributes to the development of more customized services that better meet the diverse needs of older individuals. Mah et al. [14] emphasized that social factors—such as family structure, economic status, and social support—significantly affect older adults' decisions regarding the use of community-based home care services. They further stressed that effective promotion of such services requires careful consideration of these social determinants and the implementation of targeted policies and interventions to address their impact.

In addition, some scholars have focused on the perspectives of different stakeholders. The study by Carroll et al. [15] examines the needs and challenges faced by marginalized elderly populations, such as homeless individuals and members of

specific cultural communities, in accessing community-based home care services. It highlights the importance of delivering equitable and effective services to these vulnerable groups.

In summary, international scholars have made significant contributions to research on community-based home care for older adults, encompassing key areas such as service models, preference formation, social determinants, and the perspectives of diverse stakeholders. Their work provides valuable theoretical foundations and practical insights, serving as an important reference for further advancing and enhancing community-based home care services.

2.2. Comparative Review of Domestic and International Research

Currently, research on community-based home care services for older adults has produced substantial findings both domestically and internationally. Despite cultural differences and varying social contexts, scholarly studies and practical initiatives have consistently focused on elderly needs, cost-effectiveness, social determinants, and innovations in service models. Drawing on international experiences can help refine domestic approaches. Through comparative analysis of domestic and international research, valuable insights can be identified to inform the development and implementation of effective community-based home care practices.

In terms of research focus, scholars both domestically and internationally have addressed the needs and satisfaction levels of older adults, albeit with notable differences. Specifically, international research tends to emphasize theoretical framework development and model validation, delving more deeply into individual-level factors and conducting nuanced analyses of older adults' specific needs. This approach enables a more precise understanding of service demands and supports the advocacy of targeted service delivery. In contrast, domestic research generally focuses on the macro level, prioritizing practical implementation and policy formulation, often at the expense of detailed examination of individual needs. This gap contributes to mismatches between service supply and demand, leading to service provision that diverges from the actual needs of older adults.

Regarding research methodology, international scholars predominantly employ quantitative analysis and modeling techniques, whereas domestic studies rely more heavily on case studies and field investigations.

In terms of research methodology, international scholars predominantly employ quantitative analyses and model construction techniques, whereas domestic studies tend to rely more on case studies and field investigations.

With regard to service model orientations, international researchers frequently conduct comparative analyses across regions and cultural contexts to evaluate the strengths and limitations of various care models. These comparative frameworks facilitate the development of context-sensitive recommendations that are tailored to local eldercare systems. In contrast, domestic research currently lacks systematic comparisons among different models and remains in an exploratory and iterative stage, aiming to gradually refine and optimize community-based home care services.

3. Innovative Practices in the “Property + Elderly Care” Service Model

3.1. “Property + Elderly care” service model

The “property + elderly care” service model represents an innovative approach in which property management companies serve as key providers of in-home elderly care services within residential communities. This model has emerged from proactive initiatives by forward-thinking property management firms that leverage their unique advantages, including geographic proximity to residents, established trust-based relationships, and rapid response capabilities. Drawing on available resources and the specific needs of older adults, these companies deliver personalized and differentiated eldercare services. In urban communities, property management companies are deeply embedded in residents’ daily lives. By utilizing their geographical, resource, and operational strengths, some firms provide basic elderly care services—such as housekeeping, meal delivery, and cultural engagement activities—primarily targeting vulnerable populations, including low-income individuals, persons with disabilities, those with cognitive impairments, childless elders, severely frail seniors, and older adults living alone. The range of “property + elderly care” services includes regular wellness check-ins, cleaning assistance, mobility support, medical coordination, emergency response, appliance repairs, and grocery shopping support, aiming to deliver convenient, responsive, and person-centered home-based care solutions.

The development of the “property + elderly care” service model has not only improved the accessibility and quality of elderly care services but also generated new business growth opportunities for property management companies. At the same time, it enables older adults to age in place within a more comfortable and secure home environment. Given the growing societal demand for elderly care services and sustained government support for the eldercare sector, the “property + elderly care” model is expected to see broader application and further development in the future.

3.2. Innovative Practice Cases of the “property + elderly care” Service Model

Innovative implementations of the “property + elderly care” service model have been piloted in several Chinese cities.

In Nanjing’s Gulou District, a pioneering “property management + elderly care” model has been introduced. Guided by principles of government leadership, enterprise-led service delivery, social participation, and market-oriented operations, this initiative integrates service teams, innovates service platforms, directly addresses the practical needs of older adults, and enhances overall service quality. Property management companies not only provide daily living assistance but also establish specialized roles—such as Senior Care Managers and Senior Care Ambassadors—to deliver personalized support. Furthermore, Gulou District promotes collaboration between property management firms and professional elderly care providers through policy incentives, enabling the integration of more specialized health and wellness services into community-based care systems.

The “elderly care liaison” model implemented in Jinsong North Community, Chaoyang District, Beijing represents another innovative practice. Property management staff serve as “elderly care liaisons” on a concurrent basis, conducting regular home visits or telephone check-ins with senior households, with special attention directed toward older adults living alone or of advanced age. By compiling individualized needs assessments, property management companies coordinate with third-party service providers to deliver meal assistance, bathing support, and domestic help services, ensuring timely and effective service delivery.

Shanghai's Changning District has prioritized age-friendly renovations by supporting property management companies in repurposing idle community facilities into small-scale elderly care service centers. These centers have helped establish "5-minute community elderly care service zones," offering services including elderly care counseling, meal assistance for older adults, and elevator retrofitting consultations. Such renovations not only enhance the community's age-friendliness but also provide seniors with more accessible and convenient elderly care services.

In cities such as Changde and Xiangtan in Hunan Province, pilot programs for "service personnalise" convenient elderly care services have been launched. Property management companies provide customized services tailored to older adults' needs, including meal assistance, bathing support, and housekeeping, to address their diverse care requirements. The flexibility and personalization of this service model have been widely embraced by the elderly population.

Practical cases have demonstrated that the "property + elderly care" service model can effectively integrate community resources to provide personalized, professional elderly care services that meet seniors' needs for home-based care. Similarly, government policy support and guidance, combined with the active participation of property management companies, have jointly driven the successful implementation of this model. As this model continues to be explored and refined, it is anticipated that more communities will be able to offer higher-quality home-based elderly care services.

The implementation of the "property + elderly care" service model has generated valuable insights and practical approaches for advancing community-based home care services. By integrating community resources—such as public facilities, medical services, and catering—into a coordinated system, one-stop service delivery can be achieved to meet the diverse needs of older adults. Personalized services, including customized meal assistance and individualized bathing support, enhance service effectiveness by addressing specific personal circumstances. Establishing professional elderly care teams and strengthening staff expertise through systematic training ensures consistent service quality. Leveraging modern technologies such as the Internet of Things (IoT) and artificial intelligence (AI) to develop smart elderly care platforms improves service intelligence and response efficiency. At the same time, promoting community participation through volunteer programs strengthens social cohesion within neighborhoods. Ensuring transparent pricing structures and implementing robust oversight mechanisms help safeguard the rights and interests of older adults. Finally, as societal conditions and technological capabilities continue to evolve, elderly care services must undergo continuous innovation to remain responsive to changing demands.

4. Challenges and Countermeasures in the "Property + Elderly Care" Service Model

4.1. Development Trends

The "property + elderly care" service model, as an innovative approach in community-based home care services, demonstrates significant development potential and is expected to offer the following advantages in the future. (1) Policy support and guidance are expected to be further strengthened. In response to the challenges of an ageing population, the government is enhancing its support for this model and is

likely to introduce additional incentive measures, such as financial subsidies and tax reductions, to encourage property management companies to invest in and expand elderly care services. These policies are anticipated to help property management companies overcome challenges related to funding, technology, and talent development. Innovation in Service Content and Models as a Driving Force: Property management companies are expected to place greater emphasis on developing personalized services, such as health monitoring and rehabilitative care, to better address the diverse needs of the elderly population. At the same time, by leveraging advanced technologies—including the internet, big data, and artificial intelligence—these companies will develop integrated “smart eldercare” solutions that combine online and offline service delivery, thereby improving both accessibility and personalization of elderly care. (3) Professionalization and standardization are essential to enhancing service quality. Property management companies will strengthen specialized training for elderly care personnel and establish standardized service protocols to ensure consistency, reliability, and accountability in service delivery, thereby improving satisfaction among older adult residents. (4) Cross-Sector Collaboration and Resource Integration to Inject New Vitality: The “property + elderly care” service model will be invigorated through strategic partnerships. Property management companies will collaborate with medical institutions, social organizations, and insurance companies to achieve resource complementarity and sharing, enabling the provision of more comprehensive and holistic services for the elderly. (5) Community Participation and Social Support as the Foundation for Success: The successful implementation of this model will depend on sustained and inclusive community engagement. Encouraging active participation from residents can help foster mutual support networks and strengthen social cohesion. Furthermore, the involvement of social forces, such as volunteer services and charitable contributions, will provide essential supplementary support for the long-term sustainability of the model.

In summary, driven by policy incentives, service innovations, enhanced professionalization, deeper cross-sector collaboration, and broader community and social participation, the “property + elderly care” service model is expected to undergo more mature and refined development. This evolution will enable the delivery of higher-quality, more convenient, and personalized elderly care services. Simultaneously, the exploration of sustainable development pathways and viable business models is essential to ensuring the long-term viability of this approach. Property management companies must identify and establish effective revenue streams, such as government service procurement and social capital investment, while maintaining high-quality care delivery, in order to achieve stable and sustainable growth.

4.2. Development Challenges

The “property + elderly care” service model, as an innovative approach to senior services, has demonstrated distinct advantages and significant development potential in practical implementation. However, its promotion and adoption face a series of challenges, including reconciling initial economic investment with long-term returns, enhancing older adults’ acceptance of the model while respecting their cultural habits, ensuring service quality and effective risk management, and mobilizing broad societal participation to facilitate resource integration for sustainable development. Addressing these challenges demands comprehensive strategies and innovative solutions.

Balancing substantial initial investments—involving facility upgrades, staff training, and service network development—against long-term returns remains a primary challenge in implementing the “property + elderly care” service model. Given that elderly care services typically entail extended payback periods and are subject to market constraints and policy regulations on service pricing, investment returns may be limited. To address this challenge, governments can provide financial support, tax incentives, and preferential loans to alleviate enterprises’ financial pressures. At the same time, property management companies should explore innovative revenue models, such as offering value-added services, establishing membership programs, or forming strategic partnerships with insurance providers, to enhance service profitability.

Due to traditional cultural beliefs, older adults may exhibit reservations toward the “property management + elderly care” model and continue to prefer family-based care arrangements. To better accommodate this demographic, property management companies should conduct in-depth research into seniors’ specific needs and develop tailored service plans that align with their daily routines and lifestyle preferences. At the same time, through targeted educational outreach and organized community engagement activities, they should enhance older adults’ understanding of and acceptance toward this emerging elderly care model.

Service quality oversight and risk management pose significant challenges in the implementation of the “property + elderly care” service model. Given that elderly care services directly affect older adults’ health and safety, they require exceptionally high standards. Property management companies may face issues such as inconsistent service delivery and variable staff competence, necessitating robust mechanisms to address potential risks. To mitigate these challenges, enterprises should establish comprehensive quality monitoring systems, including the development of standardized service protocols, enhanced staff training programs, and routine service evaluations. Furthermore, purchasing appropriate insurance coverage is an essential strategy for effective risk mitigation.

In the “property + elderly care” service model, property management companies face significant challenges in resource integration, particularly in delivering comprehensive medical, rehabilitation, and psychological counseling services. To overcome these limitations, enterprises should establish strategic partnerships with government agencies, non-profit organizations, and medical institutions to facilitate resource sharing and leverage complementary strengths. At the same time, they should encourage active participation from community residents to foster a collaborative community support system, thereby improving the accessibility and efficiency of elderly care services.

As an innovative advancement in community-based home care, the “property + elderly care” service model offers significant opportunities while simultaneously confronting substantial challenges. Addressing these challenges requires coordinated efforts from governments, property management companies, communities, and all sectors of society. Through policy guidance, financial support, talent development, and service innovation, stakeholders can collectively promote the sustainable and healthy development of the “property + elderly care” service model.

4.3. Discussion and Recommendations

As a valuable complement to community-based home care services, the “property + elderly care” model exhibits considerable development potential and social significance. Nevertheless, its sustainable advancement confronts challenges across several domains, including policy support, regulatory mechanisms, and the availability of professional personnel.

Top-level design and policy incentives are pivotal in driving the establishment and growth of the “property + elderly care” service model. Governments should introduce targeted fiscal subsidy policies, leveraging financial instruments such as direct subsidies, tax incentives, and preferential loans to reduce entry barriers for enterprises entering the elderly care services sector. Simultaneously, implementing tax reduction measures—such as exempting or reducing value-added tax and corporate income tax on revenues from elderly care services—can effectively lower initial investment and operational costs, thereby enhancing business viability and stimulating broader market engagement.

Accelerating standardization efforts and establishing robust regulatory mechanisms are essential for ensuring the consistency and operation of elderly care services while protecting the legitimate rights and interests of older adults. It is imperative to expedite industry-wide standardization through leadership by competent authorities in formulating comprehensive service standards that clearly specify service content, operational procedures, personnel qualifications, and pricing mechanisms, thereby promoting standardized service delivery. A multidimensional regulatory framework should be established, integrating government oversight, industry self-regulation, and public supervision. This framework should include routine service quality assessments and credit evaluation systems, as well as accessible and efficient feedback channels, to ensure both service quality and the protection of elderly individuals' rights.

Talent constitutes the cornerstone of elderly care services, and a professional service workforce is essential for enhancing older adults' sense of fulfillment and security. To strengthen talent development, systematic professional training programs should be implemented. Through industry-academia collaboration, comprehensive and standardized training curricula should be developed to enhance staff expertise and service competence. Simultaneously, talent incentive mechanisms must be improved by establishing clear compensation structures and career advancement pathways linked to professional skills and service quality. These measures will increase the profession's attractiveness and support the sustainable growth of the elderly care sector.

The future development of the “property + elderly care” service model depends on the effective integration and efficient coordination of resources both within and beyond the community. Property management companies should be encouraged to act as “resource integrators,” revitalizing underutilized community spaces and proactively linking with external healthcare, cultural, and educational services to establish a comprehensive “one-stop” service network. Meanwhile, collaborative mechanisms among governments, institutions, and property management enterprises must be established to address key areas such as the integration of medical and elderly care services and their alignment with long-term care insurance systems. Such collaboration will facilitate coordinated policy support and the creation of a closed-loop service system.

Modern information technology serves as a key enabler in enhancing the quality of elderly care services and achieving refined management. Efforts should be intensified to promote technological innovation and application, leveraging modern information systems to elevate the delivery standards of elderly care services. Property management enterprises should be encouraged to adopt technologies such as the Internet of Things, big data, and artificial intelligence to develop smart elderly care solutions. Intelligent devices can be utilized for real-time safety monitoring, while community-based digital platforms can support convenient services including health management and online meal ordering. At the same time, support should be provided for exploring innovative models such as “Internet Plus Elderly Care” and integrated community-based medical and elderly care services, enabling professional care to be extended into older adults’ homes through telemedicine and smart wearable devices.

Broad social recognition and participation constitute the enduring foundation for the sustainable development of the “property + elderly care” service model. Public awareness campaigns should be strengthened through diverse communication channels to enhance societal understanding and trust in this approach. At the same time, active encouragement should be extended to all sectors of society to participate in elderly care services, promoting the establishment and improvement of volunteer service systems. Community platforms should be established, and foundational training provided, to foster a supportive environment characterized by “neighborly watch and mutual assistance in elderly care,” thereby facilitating the formation of a comprehensive elderly care service framework driven by whole-society participation.

5. Conclusions

The “property + elderly care” service model, as an emerging approach to community-based home care, is increasingly becoming a prominent trend in China’s home care sector, demonstrating inherent advantages in geographical accessibility, personalized service delivery, resource integration, and community engagement.

Geographically, property management companies maintain fixed service points within residential communities, enabling them to deliver proximity-based, convenient services to older adults and reduce the burden associated with traveling for medical care or daily activities. In terms of service provision, these companies can customize offerings to meet the personalized needs of seniors, such as meal assistance and bathing support, thereby addressing diverse individual requirements. With regard to optimal resource allocation and utilization, property management firms leverage their integrative capabilities to connect elderly residents with both community-based and external resources, including healthcare, rehabilitation, and recreational programs, facilitating one-stop, coordinated services that improve overall efficiency. Moreover, by promoting active community participation, this model fosters a mutual-aid culture in eldercare, enhancing social cohesion among neighbors.

Future community-based home care services will incorporate advanced technologies such as the Internet of Things, big data, and artificial intelligence to enable intelligent service delivery, thereby improving health management and enhancing daily living convenience for older adults. Personalized services are expected to become the norm, offering customized health monitoring and daily support tailored to individual needs. Communities will integrate a wide range of services, including healthcare, rehabilitation, social engagement, and cultural activities, to foster age-friendly environments. Participation from diverse sectors,

including non-governmental organizations and volunteers, will strengthen elderly care systems through the development of comprehensive social support networks. Government policy support, such as financial subsidies and tax incentives, will help reduce service costs while promoting higher service quality. Cross-sector collaborations between property management companies and partners in healthcare, insurance, and technology will facilitate service innovation and efficient resource sharing. Service providers will continue to innovate in response to evolving market demands and technological advancements, ensuring continuous improvement and adaptation of care models. Together, these developments will contribute to a more human-centered, accessible, and intelligent elderly care system, significantly enhancing the quality of life for older populations.

Conflicts of Interest

The author declares that there is no conflict of interest regarding the publication of this article.

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