



服務方向

一直以來，本會綜合長者照顧服務的各個團隊，均秉承「以人為本」、「居家安老」、「老有所為」等信念和價值觀來促進服務的發展，讓長者們得到適當的照顧和支援，令他們能夠頤養天年。為此，我們在恆常的服務內，鼓勵長者積極參與多元化活動，加強他們的社交和社區連繫，增添生活的姿采，活出豐盛人生。

Service Orientation

All along, each of the service units under the continuum of Integrated Elderly Care Services has been upholding such values as 'people-oriented', 'ageing-in-place' and 'active ageing' to develop our services. Our aims are to provide the elderly with suitable service and support and enable them to healthy ageing. In this connection, we design a wide spectrum of activities for them. Through participation, they can enlarge their social circles and establish ties with the community.

綜合長者照顧服務

INTEGRATED ELDERLY CARE SERVICES

CFSC



本會去年的工作重點，主要聚焦在以下兩方面。第一，隨著香港人口老化，患腦退化症的人數也逐漸增加，問題受到社會廣泛關注。我們除了引入不同的治療及訓練模式以強化現時單位的服務外，亦獲得慈善基金的贊助開辦一所新中心，專為腦退化症長者及其家人提供訓練，並透過社區教育，增進公眾人士對該病的認識，及早識別懷疑個案，讓患者盡早接受訓練和輔導，減輕他們的退化速度。

第二，在拓展服務及推行創新計劃之餘，我們亦面對種種不同的挑戰，包括公眾期望漸高、前線職位空缺持續、資源競逐日趨激烈等。為了紓解有關問題，同時維持高質服務水平，我們採納了多項改革措施，例如簡化服務流程、引進資訊科技系統增進運作效益、強化內部合作、加強員工培訓等，務求更善用資源及提升服務效能。雖然問題不會在一夕間消失，但措施實行後，亦漸見成果。



園藝治療小組
Horticulture Therapeutic groups



生日會
Birthday Party

Last year, we centred our annual focus in two aspects. Firstly, with the ageing population, the number of people suffering from dementia has been increasing. The problem has aroused much public concern. Apart from strengthening our training and treatment for the existing service users, we have obtained donation from a charitable fund to set up a new centre which renders specialised services for dementia clients and their carers. Meanwhile, the centre carried a mission to enhance public awareness of the disease. Through early identification, the concerned persons could receive training and treatment at the initial stage, which helped reduce their rate of deterioration.

Secondly, besides expanding our services and implementing new programmes, we are facing numerous challenges, including getting high public expectations, difficulties in recruiting frontline staff, keen competition of external resources, etc. In order to ease the problems while maintaining the high level of service quality, we have adopted a series of reform measures, such as streamlining the service delivery process, introducing information technology to improve operation efficiency, strengthening units' collaboration as well as the staff's competence. Though the problems could not be resolved all at once, it was encouraging that some lights have been revealed.

服務摘要

開辦智存記憶及認知訓練中心

本會於2012年獲得凱瑟克基金資助港幣\$660萬作為全新的智存記憶及認知訓練中心裝修及3年的服務營運費用，服務對象為輕度認知障礙、腦退化症患者及其照顧者。中心於2013年1月起在九龍灣彩霞邨彩星樓地下開展新服務，並於2013年3月22日舉行開幕典禮暨嘉年華。直至2013年3月，合共有207位患者接受服務。

去年，中心進行了一個有關中心服務結合家居認知訓練的成效研究，結果顯示腦退化症患者的簡短智能測試、老年痴呆症衡量表（總分）及老年痴呆症衡量表（記憶部分）有顯著進步。研究結果獲國際阿爾茨海默病協會接納，並於2012年10月25至28日舉行的「第15屆亞太區域會議暨中國老年保健協會老年癡呆及相關疾病專業委員會2012年會」作展覽分享。



智存記憶及認知訓練中心於2013年1月開始在九龍灣彩霞邨彩星樓地下開展新服務。
Mind-Lock Memory and Cognitive Training Centre is located at the ground floor, Choi Sing House, Choi Ha Estate in Kowloon Bay since January of 2013.

Service Highlights

The Opening of Mind-Lock Memory and Cognitive Training Centre

The new centre had been granted HK\$6.6 million from The Keswick Foundation for fitting-out works and 3 years operation cost since October 2012, serving for senior people with dementia or mild cognitive impairment and their families. The Centre that is located at ground floor, Choi Sing House of Choi Ha Estate in Kowloon Bay commenced its services since January 2013. The opening ceremony cum carnival was conducted on 22nd March, 2013. Until March 2013, there were 207 patients benefited from the service.

The centre conducted a pilot study on the effectiveness of home-based plus centre-based cognitive training model for people with early dementia. The result showed that scores of the MMSE, the Dementia Rating Scale (total score) and Dementia Rating Scale (memory score) of participants were significantly improved. The study was presented as poster in the 15th Asia-Pacific Regional Conference of Alzheimer's Disease International (ADI) & 2012 Annual Conference of Alzheimer's Disease Chinese (ADC) on 25th-28th October, 2012.



威爾斯親王醫院老人科顧問醫生戴樂群醫生（中）、本會長者照顧服務總監唐彩瑩女士（左）及中心經理陳汝威先生（右）於「腦退化症患者與照顧者日常生活記憶問卷調查發佈會」上作出分享。
Dr. David Dai, Consultant Geriatrician of Prince of Wales Hospital, Ms. Tong Choi-ying, Programme Director (Elderly Care) and Mr. Chan Yu Wai, Centre Manager of the Agency shared in the press conference.

「最佳老有所為活動計劃」

順安長者地區中心獲社會福利署「老有所為活動計劃」贊助推行「柔綉相傳顯愛家」計劃，凝聚一批昔日的車衣女工，讓她們將車衣故事背後那份「勤儉愛家、刻苦耐勞」的傳統美德，向年青一代呈現出來，再透過兩代交流，鼓勵年青人將這份愛家精神傳承下去。計劃榮獲 2012-2013 年度「地區最佳老有所為活動計劃」和「凸顯長者貢獻」兩大獎項。



車衣女工向公眾展示年青一輩糅合了創意和愛家元素的縫紉作品，別具意義。
The sewing female workers showed the sewing product which reflected their creativities and spirit of family love to the youngsters.

‘Outstanding Opportunities for the Elderly Project’

With the support from the Opportunities for the Elderly Project (OEP), Shun On District Elderly Community Centre (DECC) has initiated an intergenerational learning project named ‘Sewing Shows Love for Families’. It aimed to instill the spirit of industriousness and thriftiness among the sewing workers to the younger generation through interactive activities. The Project was selected to be the ‘Outstanding District Project of Kwun Tong District’ and ‘Prize of Standing Out the Contributions of Elderly’.



上一代車衣女工的背後故事，讓年青一輩體會到箇中的愛家情操和傳統美德。
Youngsters learnt virtues of traditions from the stories of traditional sewing female workers.

「『足』動·親情家庭融和計劃」

順安長者地區中心獲勞工及福利局及安老事務委員會贊助，推行為期兩年的「『足』動·親情家庭融和計劃」，期間進行的「照顧中風長者的壓力與支援」調查，在 87 位受訪的主要照顧者中，發現 48% 在照顧工作的壓力指數偏高，而 33% 在與中風長者溝通方面感到困難，另約六成照顧者表示家人對他們的支援不足，以及 47% 表示不會主動向家人求助。計劃透過發佈會喚醒社會人士和家人對照顧者壓力的關注，再透過一連串活動，鼓勵家人和鄰舍對照顧者作出更多支援，使他們在照顧路上不再感到單足走路。

‘Leap towards Love’ Family Support Scheme for Stroke Elderly

Shun On DECC has conducted a survey on ‘Stress and Support of Carers of Elderly with Stroke’. It aimed to arouse public concern on the needs of carers. Amongst the 87 respondents, it was found that 48% were stressed on caring duties while 33% felt difficult to communicate with the elderly with stroke. Meanwhile, about 60% carers did not get enough family support and 47% would not request for family support by themselves. The Project was supported by the Labour and Welfare Bureau and aimed to encourage family members and neighbours to give more support to the carers, so as to prevent isolation in the caring journey.



中風長者及其家人一同郊遊，彼此關係更見緊密。
The bond between the stroked elders and their family members became closer through a day out to the rural area.

提升工作效率

鑒於送飯服務的需求隨人口老化而不斷增加，而廚房備飯的資源卻有限，本會五個家居照顧服務及兩個長者日間護理中心在 2011 年 11 月展開了「膳食服務流程改善計劃」，並於 2013 年 3 月完成第一部分的改善工作。計劃目的是精簡送飯服務的煮飯工作流程，減輕人手壓力，照顧更多有需要的長者。我們利用了統一餐單、集體訂購蔬菜及由供應商預切瓜菜等方法，精簡訂餐和備鑊煮鑊的工作流程，減少工作時間和人手。結果在購買蔬菜上，以上 7 個單位每年共節省約港幣 \$26 萬；在工作人手上，3 個家居照顧隊的廚房每日合共省回 6.5 小時的工作時間，在提高工作效率及增加送飯餐數之餘，家居照顧隊更可接納更多需要膳食服務的申請者。

Improved work efficiency

Demand of meal delivery service was increasing in parallel with the ageing population in recent years. With limited resources in the kitchen operation, our 5 home care service units and 2 Day Care Centres for the Elderly initiated ‘Business Process Re-engineering Project on Meal Service Operation’ since November 2011. The first phase has been finished in March 2013. The Project aimed to simplify the process of preparation of meal, reduce stress on manpower and serve more elderly in need.

By adopting measures of unified menu, collective order and pre-cut vegetable service by suppliers, we simplified the menu and food preparation process, as well as reducing the working time and manpower. As a result, the 7 participated units had saved around HK\$260,000 per annum on purchasing vegetables. The 3 involved kitchens of the Integrated Home Care Service had saved 6.5 working hours per day in total. Not only did we improve work efficiency and the number of meals prepared, but also we could accept more applicants for meal delivery service.