



# 殘疾人士綜合服務

## Services for People with Disabilities



### 服務方向 Service Orientation

殘疾人士綜合服務的主要服務對象包括智障人士、其他殘障類別人士及照顧者，團隊成員皆持守著關愛的核心價值，採取跨專業協作和全人照顧之個案管理模式，致力回應不同的康復需要，包括訓練、輔導、社區共融和關懷照顧者等服務方向。

The main targets of the Services for People with Disabilities are people with intellectual disabilities, people with other disabilities, and their carers. Our team members are committed to the core values of caring and adopt inter-professional collaboration and holistic case management interventions to respond to their different rehabilitation needs, including training and counselling, community integration, and carer support as part of our core service direction.



## 服務摘要 Service Highlights

### 強化核心服務發展

除了智障人士老齡化外，殘疾人士因應類別之不同，其復康訓練和照顧需要亦各異，為了有效地回應日趨複雜的復康期望和要求更為專業化的介入模式，本核心服務更著重質素管理及跨專業臨床服務的發展。因此，我們的專業團隊持續提升專業水平及引入不同的治療手法，如修讀「紓緩照顧於末期病上之實踐」、「職業治療師K-TAPING證書」及「NEURO-IFRAH®治療證書」等。此外，我們亦在服務質素、流程管理上加以優化，以及促進跨專業的協作和服務發展，令服務定位和方向能適切地回應服務趨勢。



◀ 治療師與殘疾人士作實地訓練，強化他們使用公共交通工具的技巧及信心。  
Outreach training by therapists to increase the confidence of service users in using public transportation.



◀ 《關愛傳承·全城關愛》嘉年華暨關愛約章推廣日啟動禮。  
The kick-off ceremony of the 'Caring of Inheritance and Caring for the City' Fun Fair cum Caring Charter Promotion Day.

### 關愛在宿舍

為了配合服務「關愛」的核心價值，轄下之宿舍單位在年度服務策劃和活動推行上，皆以關愛為主題，全方位地推動互助互愛的文化；並於服務使用者的生活、健康及社區參與各方面予以個人化跟進，以配合每位舍友的發展需要，共同制訂全面照顧和關懷方案，令舍友的宿舍生活更為愜意。智障人士老齡化亦為住舍服務的考量，適逢迪智展能中心暨宿舍踏入 20 週年，該單位亦以「關愛同行·家在迪智」為服務重點，除了在服務層面作出調整以回應老齡化趨勢，亦積極聯繫社區人士共同開展關懷活動，令舍友與社區保持緊密接觸，亦教導社區人士關注舍友的需要和老齡化趨勢，同建關懷社會。

### Strengthening the Structure of our Core Service

Apart from the ageing of people with intellectual disabilities, the rehabilitation and care needs of people with disabilities are varied and complicated. In order to respond more effectively to the increasingly complex expectations of rehabilitation and more specialised intervention models, our core service also focuses on quality management and the development of interdisciplinary clinical services. As a result, our team continues to improve its professionalism and introduce different treatments, such as 'Palliative and End of Life Care in Practice', 'K-TAPING certificate training for Occupational Therapists', and the 'NEURO-IFRAH® Certificate Treatment & Management of Adults with Hemiplegia from Stroke or Brain Injury'. In addition, we optimise service quality and process management, and promote inter-professional collaboration and service development to enable service orientation and direction to respond appropriately to service trends.

### Caring in Hostels

Our residential units also adopt the theme of caring, which tied in with our service value. Through the theme of caring, we promoted a culture of mutual support and love in our hostels. The life, health, and community participation of the residents are personally followed up to meet their developmental needs and jointly developed a comprehensive care programme in order to help making their lives more comfortable. Ageing issue of people with disabilities is also our concern. It coincides with the 20th anniversary of the Dick Chi Day Activity Centre cum Hostel. The hostel focuses on the service of 'Care for Our House', in addition to making adjustments at the service level to respond to the ageing issue and actively making connections with community members to keep our residents in close contact with the community. It also advocates the community to build a caring society that keeps in mind the needs and ageing processes of people with disabilities.





◀ 兒童之家和輔助宿舍舍友將心意咭展示在壁報上，藉以表達對舍友和職員關愛的心意。

Service users from Small Group Home and Supported Hostel displayed their greeting cards on a wall.



▲ 誠信兒童之家的小朋友及家屬一起到酒店享用自助下午茶，共渡聖誕佳節。  
We had a tea buffet with residents and relatives of our Small Group Home to celebrate Christmas.



▲ 迪智展能中心暨宿舍20週年午餐聚會。  
Dick Chi Day Activity Centre cum Hostel 20th Anniversary Lunch Party.

## 多元化社區支援

悅安心的服務對象的復康和照顧需要日趨複雜，為了提升同事的勝任能力和工作信心，服務單位在架構和流程上亦作出調整，並加強個案管理、質素監控和職業安全的支援。

日間社區康復中心亦與不同的社區伙伴合作，定期舉辦主題講座及工作坊，並編印《如何預防及護理常見關節炎病症》小冊子免費派發給區內居民及單位，該中心在一系列的社區協作活動上接觸超過1,000名社區人士，藉以於社區推廣及宣傳健康預防和護理等正面訊息。中心亦與香港理工大學中文及雙語學系言語治療所合作提供言語治療服務，讓會員獲得更全面的復康支援，提升治療效果。

## Diversity for Community Support Services

Service needs of Everjoy's service users have become increasingly complex. In order to enhance the competence of staff and their job confidence, the service units are modified in structure, procedures are in place to enhance case management, quality control, and occupational safety.

The Community Rehabilitation Day Centre collaborates with various community partners to organise regular thematic talks and workshops, and published the 'How to Prevent and Care for Common Arthritis Disorders' booklet to promote community health education. These activities reach approximately 1,000 citizens. The centre also provides speech therapy service collaborating with the Speech Therapy Unit, Department of Chinese and Bilingual Studies of The Hong Kong Polytechnic University to offer more comprehensive rehabilitation support and improve the effectiveness of treatment.





▲ 日間社區康復中心會員於講座期間體驗以蠟機放鬆手部肌肉。  
Service users from the Community Rehabilitation Day Centre experienced the benefits of muscle relaxation by receiving wax therapy.

欣悅坊—地區支援中心(觀塘東)於本年度致力發展殘疾人士體藝潛能，透過「體展身姿•藝怡情」計劃，鼓勵參加者參與藝術及體藝活動，陶冶性情及鍛鍊體魄。該計劃由伊利沙伯女皇弱智人士基金贊助，活動包括各項球類活動、武術、龍舟、陶瓷及其他手工藝班等，讓會員發展不同才華及優勢，建立健康生活概念，提升生活質素。計劃獲84位社區人士於不同系列的活動中擔任教練、導師或義工的崗位；368位殘疾人士參與體會體藝的樂趣。



▲ 欣悅醒獅隊於屯門區展能運動會(2017-2018)榮獲獅藝組銀獎。  
Lion Dance Team won the prize in the sports competition organised by the Tuen Mun Sport Association.



▲ 會員與家屬參加杯麵工作坊，自行製作獨一無二的杯麵。  
Service users and carers participated in a noodle-making workshop to create their own unique cup noodle.

Cheerful Place - District Support Centre (Kwun Tong East) launched a thematic project for promoting sports and arts development in 2017-2018. This aims to develop the artistic and sporting talents of persons with disabilities. With the support of the Queen Elizabeth Foundation for the Mentally Handicapped, various activities were available, such as sports, Kung Fu, dragon boating, pottery, and other handcraft work interest groups. These help persons with disabilities to express their artistic strengths and talents, develop healthy habits, and enhance their quality of life. A total of 84 community members served as coaches, mentors, or volunteers in different activities, and 368 people with disabilities were able to participate in the programme and enjoy the experience of sports and artistic development.



▲ 天主教佑華小學學生與本單位學員一同製作膠花盆栽，為慶祝新年作好準備。  
Our Lady of China Catholic Primary School students collaborated with our members to make artificial potted plants.





▲ 家屬義工聚首一堂，合力製作壽司，滿滿的食材包含了他們對家人的「愛」。  
Carers made sushi rolls during their monthly gathering. The wide selection of ingredients represented their love for their families.



▲ 「A+精英組」以活動、遊戲、角色扮演等互動形式，為自閉症會員提供平台，提升彼此社交技巧。  
The 'A+ Group' was designed to provide training activities and role playing to members with ASD in order to enhance their interpersonal skills.

## 照顧者關懷

心悅社一照顧者支援服務除了以個案輔導介入，亦邀請專業人士為照顧者提供照顧技巧培訓，和舉辦多元化的照顧者活動、生命教育及公眾教育，讓社區人士理解殘疾人士照顧者的處境。而欣悅坊一地區支援中心(觀塘東)更獲社會福利署的贊助，舉辦「攜手伴晚晴」計劃，照顧者以「同路人」身份定期探望雙老家庭，為家庭送上心意及祝福，從中建立互助網絡，支援雙老家庭需要，宣揚關愛精神。



▲ 照顧者享受參與紮染減壓小組。  
Carers enjoyed joining a tie-dry art relaxation group.

## Carer Support

LINKS Caregiver Support Service invites professionals to provide caring skills training for carers, life education programmes, and public education to deepen the community's understanding of people with disabilities and their carers. With funding support from the Social Welfare Department, Cheerful Place - District Support Centre (Kwun Tong East) launched the 'Together for a better future' programme. Carers of people with disabilities were recruited to visit double-ageing families. Carers acted as 'fellow travellers' and shared their care and love in the community to establish a mutual support network.



▲ 照顧者與香港專業教育學院沙田分校合作向就讀社會工作系的學生分享照顧經驗。  
Carer sharing workshop for social work students from the Hong Kong Institute of Vocational Education (Sha Tin).

## 未來發展 Outlook

資訊科技應用是大勢所趨，除可促進服務使用者的康復進度和日常生活外，亦有利於整體的復康訓練和服務管理。故此，我們將引進復康科技產品以提升康復訓練的效益。

因此，我們編寫相關的電腦管理系統，包括家居照顧服務、個人照顧計劃及院舍健康管理，望能有助服務的策劃及資源善用，對於跨專業評估和介入亦更為精準，令服務使用者受惠更多。

The application of information technology has become a trend in the rehabilitation setting. Apart from promoting the rehabilitation progress and daily life of service users, it is conducive to overall rehabilitation training and service management. Therefore, we plan to introduce technological products and rehab aids to enhance the quality of service and the benefits of rehabilitation training for people with disabilities.

Hence, the home care services, personal care plans, and residential health information technology will be developed to optimise service data for service planning and resource allocation. This provides further accuracy for interprofessional assessment and intervention, enabling additional benefits for our service users.

### 2017-2018服務統計 (截至2018年3月31日) Service Statistics (as at 31<sup>st</sup> March, 2018)

殘疾人士融入社區的個案數目  
No. of cases of integration of People with Disabilities into the community

1,316

78  
殘疾人士住宿個案數目  
No. of cases of residential services for People with Disabilities

78

1,394  
照顧者會員數目  
No. of carer members

1,394

潛能發展及豐富生活體驗的活動時數  
Programme hours of potential development & life enrichment

52,019

92,809  
提供照顧、護理及關懷健康的服務時數  
Service hours of nursing care and health concern

92,809

促進家屬自助互助的活動時數  
Programme hours of self-help and mutual-help encouragement among families of service users

4,288