

Integrated Elderly Care Services

綜合長者照顧服務



服務綜述

Service Overview



綜合長者照顧服務是由三個服務部門組成，包括社區支援服務、家居及社區照顧服務和院舍服務。在二〇〇八至二〇〇九年度，本服務系統的單位由十二個增至十四個。由於體弱長者對社區照顧服務的需求不斷上升，社會福利署於本年度投放額外資源，於全港六個區內設立新的改善家居及社區照顧服務隊。本會獲得觀塘區新增隊伍的營運合約，合約期為二〇〇八年十月一日至二〇一一年九月三十日，服務個案的上限為一百四十三名。此外，本會亦成功獲得位於觀塘彩盈邨的長者日間護理中心的營運合約。兩個服務單位每年可為本會帶來約八百萬元新的資助額。

因應輔導服務需求與日俱增，本會的順安及真光苑長者地區中心於二零零八年六月開始，獲社會福利署增撥資源以加強輔導長者的工作。兩間長者地區中心除了增聘輔導社工以應付長者的需要外，亦發展不同的輔導方法如藝術治療等，加強輔導長者邁向健康的生活。

為響應二〇〇八年北京奧運會，政府組織了不同活動鼓勵市民多參與體育活動，亦鼓勵長者參與各類運動，保持身體健康。本年度，我們的重點工作是推動「康健樂頤年」，為長者帶來快樂及優質的生活。「健康」的定義不單指免除疾病，還須確保個人的身理、心理及社交狀況達至最佳狀態。本部促進長者康健頤年的策略主要是鼓勵長者培養健康的生活習慣；建立一個互助的社區環境，以促進健康生活；鼓勵長者參與社區活動及建立長者正面的形象。

The Integrated Elderly Care Services comprise of three divisions, namely the Community Support Service, the Home and Community Care Services, and the Residential Service. In the year 2008-2009, the total number of service units under the service continuum was increased from 12 to 14. In view of the escalating demand of the community care services for frail elderly, the Social Welfare Department injected extra resources for operating new team of Enhanced Home and Community Care Services in six districts. The Agency was awarded the service contract in Kwun Tong District. The new operation contract is valid from October 1, 2008 till September 30, 2011. The maximum caseload will be 143. The Agency also succeeded in obtaining the operation contract of a new Day Care Centre in Choi Ying Estate of Kwun Tong. It is projected that the two service units will bring to the Agency new funding support of \$8M per year.

The Government has allocated additional funding to the Agency to strengthen the counselling service of the True Light Villa and Shun On District Elderly Community Centres in June 2008. Other than employing additional social worker to cope with the counselling need of the elders, the two DECCs also developed different counselling approach such as Arts Therapy to enable the elders leading a healthy life.

To support the Beijing 2008 Olympic Games, the Government organized various activities to encourage the public to do exercise more regularly. Elderly were also encouraged to engage in different kinds of physical exercises to maintain physical health. In this year, we focused our work on Healthy Ageing to bring happiness and quality of life to the elderly. Being healthy is not merely the absence of diseases, but also the optimization of the individual's physical, mental and social well-being. The strategies of the Healthy Ageing initiatives of our service continuum are to promote the adoption of a healthy lifestyle; to build a supportive environment in the community that will facilitate healthy living; to encourage the elderly to participate in community activities to lead an active and interesting life; and to promote a positive image of ageing.

新計劃

New Projects



「左鄰右里」於油塘邨整裝待發，準備家訪長者，送上關懷。

All neighbours gathered at Yau Tong Estate and prepared to send warm concern to the elders through home visits.

■ 「左鄰右里積極樂頤年」試驗計劃

真光苑及順安長者地區中心分別獲勞工及福利局與安老事務委員會贊助，於油塘邨及秀茂坪邨推行為期兩年的鄰舍關愛長者活動，宣揚愛護長者、防止虐老及防止長者自殺的訊息，以強化長者的鄰舍支援網絡。兩間中心就屋邨內長者的需要，已成功聯繫地區內不同的團體如學校、教會、區議員及互助委員會等，共同策劃合作性的活動以加強長者與鄰舍的關係，及早識別有服務需要的長者，並提供適切的支援，發揮鄰舍守望相助的精神。



安老事務委員會主席梁智鴻醫生加入「左鄰右里」行列，家訪及勉勵獨居長者要生活樂觀積極。

Hon. Dr. Leong Che Hung, Chairman of the Elderly Commission, visited living-alone elder and encouraged her to live positively.

■ Pilot Neighbourhood Active Ageing Project (PNAAP)

Under the sponsorship of the Labour and Welfare Bureau as well as the Elderly Commission, True Light Villa and Shun On DECCs launched a two-years' "Pilot Neighbourhood Active Ageing Project" at Yau Tong Estate and Sau Mau Ping Estate respectively. This project aimed to strengthen the neighbourhood support network of the elders such that care to the elders could be secured while elderly suicide and abuse could well be prevented. According to the needs of the elders in these two estates, the two DECCs successfully connected with their respective local organizations such as schools, churches, District Councilors and Mutual Aid Committees to collaborate programmes or activities to enhance neighbourhood relationship, make early identification of elderly needs, meet their needs with appropriate support and promote a sense of mutual aid in the neighbourhood.



■ 關注長者性健康

就多宗壯陽藥奪命事件，耆性資源輔導中心於二零零八年八月舉行了「關注男性長者服食壯陽藥」調查結果分享暨座談會。根據早前的調查顯示，於三百名受訪男性長者中，約有百分之五曾因性功能問題而服食壯陽藥；而其中只有一名受訪者是經醫生處方購藥，其餘則是經朋友介紹或自行往藥房購買。出席是項活動的專科醫生即場向長者講解自行購買及服食壯陽藥的危險性，並建議政府堵塞藥物監管制度的漏洞。

此外，中心亦於二〇〇八年十二月舉辦了「為女性把把脈」互動交流會，以話劇及座談形式，鼓勵女性長者說出她們的性觀念及需要，以糾正社會人士對她們的誤解。

上述兩項活動均獲傳媒的廣泛的報導，藉此除教育長者有關性健康知識外，亦成功地引起社會人士關注長者的性健康。



「關注男性長者服食壯陽藥調查」發佈會。
 Press release of a survey on the intake of sexual dysfunction products by male elderly.

■ 長者家居環境改善計劃

本會兩間長者地區中心參與社會福利署為期五年的「長者家居環境改善計劃」，目的是協助缺乏經濟能力和家庭支援的長者，改善他們日久失修和設備欠佳的居所。經中心社工家訪及評估後，每名合資格的長者可由中心安排小型家居維修或代購傢俬和電器等，當中總支出金額於五年內不超過港幣五千元。過去一年，兩間長者地區中心共處理了約四百個申請個案。

■ Care for the Sexual Health of the Elderly

In response to a number of fatal cases after taking virility products of unknown and unclear sources, the Sex and Resource Counselling Centre for the Elderly conducted a forum to share and discuss the findings of a survey on this issue. The survey found out that 5% of the 300 male elderly interviewees had consumed products for treating sexual dysfunction. Among these users, only one had consulted medical practitioners while the others bought these products under recommendation of friends. The specialist attending this forum warned the elders against the dangers of taking virility products without seeking the advice of doctors and called for proper measures to remedy the shortcomings of the drug monitoring system.

In December 2008, the Centre also organized a "Feeling the Pulse of the Female" programme which aimed to voice out the sexual needs and values of female elders and to correct the myths on elderly sex.

■ Home Environment Improvement Scheme for the Elderly

The two DECCs of the Agency joined the 5-year Home Environment Improvement Scheme for the Elderly sponsored by the Social Welfare Department. The scheme aimed at assisting the elderly who lacked financial ability or family support to improve their undesirable home environment. After conducting the assessment by social worker through home visit, the DECCs would arrange small-scale home repairing works and purchase furniture and electrical goods for which the total amount in the project period would not exceed HK\$5,000 for every eligible elder. For the past year, our two DECCs handled 400 applications approximately.

■ 「觀塘長者科技大使」計劃

香港的資訊科技發展迅速，大部份的市民都可享受科技帶來的便利。不過由於數碼隔膜的問題，弱勢社群，尤其是長者方面，在接觸資訊科技及利用互聯網進行各種不同活動的機會，與其他組別人士有著很大的差距。因此，為長者縮減數碼隔膜是一項重要的工作。觀塘綜合家居照顧服務獲「數碼共融基金」撥款十九萬零六百四十九元，推行一項名為「觀塘長者科技大使計劃」的活動。計劃為期兩年，期間會舉辦不同類型的數碼共融活動。希望透過不同的活動，增強長者對資訊科技的認識，並為長者充權，讓長者在分享過程中建立自信。

■ Kwun Tong Elderly IT Ambassadors

With the recent blooming in information technology in Hong Kong, most of the people can enjoy the benefits from it. However, in view of the digital barriers, some minority groups, like the elderly, are deprived from enjoying such benefits. Kwun Tong Integrated Home Care Services has successfully solicited a sum of \$190,640 from the Digital Solidarity Fund to organize a two years' project on Kwun Tong Elderly IT Ambassador. During these two years, various digital inclusion programmes will be organized to enhance the elderly's understanding on IT, empower the elderly, and in return, build up their confidence in utilizing latest advancement in IT.



觀塘長者科技大使計劃 - IT 大使訓練，參加者全神貫注聽取導師講解
Kwun Tong Elderly IT Ambassadors received training attentively.



數碼共融基金啟動禮 - 主辦單位頒發支票
Cheque presentation at the Digital Solidarity Fund Kick-off Ceremony

特別活動

Special Events



養生操示範
Exercise demonstration by the elderly at a TV programme

■ 體現「老有所為」的精神

順安長者地區中心持續深化長者參與社區事務的理念，鼓勵長者接觸和關注社區，向社區展示「老有所為」。中心的「關注社區事務組」的長者，竭力求就區內環境問題與區議員暢談改善方案，他們的真知卓見獲地方人士接納，有助社區的環境改善。此外，中心的多個才藝組織，亦經常前往不同社區場合表演，其中養生操班更獲無線電視「開心老友記」節目邀請表演示範，展現長者的積極健康的一面。

■ Actualizing "Positive Ageing"

Shun On DECC unfailingly continued to actualize "positive ageing" by enhancing the philosophy of elderly participation and encouraging the elders to concern the community. The elders of the "Community Concern Group" had met a number of local District Councilors who well accepted their recommendations for improving the community environment and facilities. In addition, a number of the Centre talent groups were invited to perform in community programmes, such as the Group of Healthy Exercises had been invited to demonstrate in TVB Happy Elders Show at which positive ageing was well reflected.





觀塘八個分區的長者於運動場館齊齊分享及練習整全運動。
The elders of the 8 sub-districts in Kwun Tong shared and practised the holistic exercises.

■ 整全運動提升健康

真光苑長者地區中心獲「老有所為活動計劃」資助，為觀塘區內長者舉辦大型運動會。當中將觀塘分為八個區域，訓練區域內長者有關改善記憶力、社交、精神健康、身體機能及鄰舍關係的方法，最後以奧運的模式進行比試和交流。

■ Holistic Exercises Enhancing Health

Under the sponsorship of “Opportunities for the Elderly Project”, True Light Villa DECC launched a large-scale exercise programme in Kwun Tong. In order to promote holistic health, Kwun Tong was divided into eight sub-districts where the elders would be trained on their memory, social skills, mental health, physical functioning and neighbouring relationship. Then they would exchange and compete their skills in a finale which was formatted like the Olympic Games.

■ 「硬地滾球」健體計劃

任白慈善基金景林安老院及養真院向院友推介長者「硬地滾球」健體計劃，並組織他們參加區內一間福利機構所舉辦的比賽，目的是提升長者的自我形象和協助他們發掘潛能。院友在參與比賽的過程中學習團隊合作精神，同時增加了自信心和定期運動的意識。

■ Boccia and Wellness Scheme

The residents of Yam Pak Charitable Foundation King Lam Home for the Elderly and Yang Chen House had been engaged in the boccia competition which was organized by a local NGO. It aimed to promote the positive self-image of the participants and facilitate them to explore their potentials. Through participating in the competition, the residents were observed to increase in confidence and the awareness of doing exercise regularly.

■ 「全港長者大合唱比賽」廿周年 — 活化生命

二零零八年欣逢「全港長者大合唱比賽」二十周年，大會設定《活化生命》為當屆活動主題，目的是鼓勵長者發揮歌唱才華，培養合作精神外，並藉歌聲砥礪人生、使生命變得活潑和充滿力量。為此，大會特別出版《活化生命之歌》的紀念特刊，讓大家有一段美好的集體回憶外，亦邀請不同界別的社會賢達，推介可勉勵人生的歌曲。在決賽當天，主禮嘉賓勞工及福利局張建宗局長更即席唱出他推介的歌曲《憑著愛》，使每一位參與者精神抖擻，並深深感染音樂無窮的力量。



勞工及福利局張建宗局長唱出：「憑著愛，我信有出路……人生再沒苦惱……」活化長者的人生
Mr. Matthew Cheung Kin-chung, Secretary for Labour and Welfare, sang out "All Through Love" to revitalize the life of elders.

■ 「長幼數碼飛躍十載情」

任白慈善基金景林安老院獲「老有所為活動計劃」贊助，舉辦「長幼數碼飛躍十載情」活動。透過教導院友使用數碼相機，年青義工們掌握了與長者相處和溝通的技巧，並表達對他們的關懷。

此外，為促進院友在院舍內的心、身、靈的良好發展，本院社工組織了院友家屬、員工及外界人士組成的義工隊伍，為院友拍攝他們的日常起居和記錄往日的生活片段，作為一項積極緬懷的經歷。



青年義工為院友舉辦數碼拍攝工作坊
Digital Photographic Workshop for the Elderly

■ 20th Anniversary of the Hong Kong Singing Competition for the Elders – Revitalizing Life

In 2008, the Hong Kong Singing Competition for the Elders turned to its 20th anniversary and the theme was "Revitalizing Life". Other than encouraging the elders to develop their talents and cooperation, the aims were to promote mutual encouragement, empower and energize their life through singing. A commemorative issue with inspiring and encouraging lyrics recommended by different celebrities was specially edited and produced. During the final competition, the officiating guest, Mr. Matthew Cheung Kin-chung G.B.S. J.P., Secretary for Labour and Welfare, sang his recommended lyric "All Through Love" to empower every participant through music.

■ Inter-generation Digital Photographing Learning Project

With the funding support from the "Opportunities for the Elderly Project", Yam Pak Charitable Foundation King Lam Home for the Elderly organized an "Inter-generation Digital Photographing Learning Project". Through teaching the elderly using digital camera, the youth volunteers understood the skills in interacting, communicating and showing concern for the residents.

On the other hand, in promoting the well-being of the residents under long-term care, the social worker engaged a group of volunteers comprising of families, staff and youths to produce compact disc of individual "Life Story Book" for our residents. It helped create a positive psychological experience for the residents.

伙伴合作計劃

Partnership Projects

■ 預防長者受騙 — 「松柏減罪先鋒」計劃

承接往年與警方合作的減罪活動，真光苑長者地區中心再度獲「觀塘警區」及「觀塘區撲滅罪行委員會」邀請，並於「觀塘區議會」贊助下，合辦「松柏減罪先鋒」計劃，目的是透過六十多名受訓的長者『減罪大使』，以話劇、家訪及街頭宣傳等，與警方合力教導長者預防受騙的知識及技巧。

■ Preventing Elders from Deception – Evergreen Anti-crime Pioneers Project

Following last year collaborative project with Police on Crime Fighting, True Light Villa was continually invited by the Kwun Tong Police and Kwun Tong Anti-crime Committee under the auspice of Kwun Tong District Council to co-organize the “Evergreen Anti-crime Pioneers Project”. The project aimed to educate the elders the knowledge and skills in preventing from deception through drama play, on-street education and home visits by 60 well-trained elders and the police.



松柏減罪先鋒與警方及減罪委員，合力透過街頭教育及家訪等打擊罪案及預防長者受騙。
The Evergreen Anti-crime Pioneers partnered with police and Anti-crime Committee members to prevent elders from deception and fight against crime through on-street education and home visits.



■ 「健體助延年」計劃

兩間長者地區中心與十七間社會服務機構及康樂及文化事務署合辦的為期兩年「健體助延年」計劃，終於透過二零零八年一月的閉幕禮暨「長者樂滿fun」圓滿結束。此計劃合共吸引了六萬名參加七項運動項目包括門球、草地滾球、乒乓球、簡易網球、社交舞、爵士樂及普及體操，成功地推廣定時做運動可保持健康的消息。

■ 「全人健康均衡儲蓄」計劃

任白慈善基金景林安老院參與由西貢區議會和西貢健康安全城市舉辦的「全人健康均衡儲蓄」計劃，目的是向院友推廣身、心、社、靈整全的健康概念，讓他們實踐健康生活模式。期間曾舉辦員工培訓、「健康八式及健力帶」小組及分享會等，此外亦鼓勵他們彼此關懷和實踐「健康招式」。

■ "Healthy Exercise for Longevity" Project

The two-year "Healthy Exercise for Longevity" project at which the two DECCs of the Agency partnered with 17 social service agencies and the Leisure and Cultural Services Department satisfactorily came to an end in the "Elders Happy with full fun" in January 2008. The project had totally attracted 60,000 elders to participate in the seven exercise games including gate ball, lawn bowl, table-tennis, simplified tennis, social dance, jazz dance and general gymnastics. It also successfully promoted the message of sustaining regular exercise for good health.

■ Healthy and Wellness Scheme

To promote physical and psycho-social health and wellness of the residents, Yam Pak Charitable Foundation King Lam Home for the Elderly joined the "Healthy and Wellness Scheme" which was organized by the Sai Kung District Council and the Sai Kung Healthy and Safety City. A series of programs including training for home staff, exercise group for the residents, sharing sessions on health and wellness were organized. Staff and residents were encouraged to foster positive thinking by doing exercise regularly and to concern each other actively.



院友積極與「全人健康均衡儲蓄計劃

Elderly residents actively participated in the Health and Wellness Scheme.

■ 「快樂人生 — 跨代共融」計劃

養真苑獲得黃大仙及西貢區快樂人生社區健康推廣計劃委員會贊助，與天主教鳴遠中學及香港青年協會黃寬洋青年空間合辦「快樂人生 — 跨代共融」計劃。計劃目的是促進參加者及青年義工建立正面及積極的人生觀，內容包括一連串針對身體健康、心理衛生，以及社交關係之活動，當中以在厚德邨舉行的「歡樂家庭健康日」為重點項目，吸引了四百位居民參加。透過這些活動，不但可推廣正面及積極的人生觀，更促進不同年紀人士的互相認識及瞭解。



不少區內居住的家庭參加「快樂人生計劃」之「歡樂家庭健康日」。

Many families in the community participating in the "Happy and Healthy Family Day" of the "Happy Living Project"

■ 「囑福生命行動」

觀塘綜合家居照顧服務獲香港大學行為健康教研中心「美善生命」計劃資助及提供活動教材，為長者及義工推行一系列生命教育活動。是次計劃邀請了秀茂坪基督教聖約教會恩臨堂合作，共有30多名教友參與推行生命教育的訓練，然後定期探訪長者，一同探討圓滿人生的規劃，經過數個月的相處，義工與長者共同經歷了生命的點滴，亦建立了不受年齡阻隔的友誼。



清水灣鄉村俱樂部員工定期探訪院友，並為他們舉辦各項活動。

Staff of Clear Water Bay Country Club visited the elderly residents regularly and organized activities for them.

■ Happy Living - Inclusion Amongst Different Generations

Under the sponsorship of the "Happy Living Community Project Promotional Committee" of Wong Tai Sin and Sai Kung District, Yang Chen House co-organized the "Happy Living – Inclusion Amongst Different Generations" Project with the Catholic Ming Yuen Secondary School and Hong Kong Federation of Youth Groups Felix Wong Youth S.P.O.T. to promote a positive living perspective to the participants and the youth volunteers. A series of educational activities on physical health, psychological health and social well-being of people were organized. The main program of the project was the "Happy and Healthy Family Day" at Hau Tak Estate, which attracted 400 participants. Through these activities, not only the concept of happy and healthy living could be fostered, but also the communication and understanding among different generations was enhanced.

■ Life and Death Education for the Elderly

With the input of the "Project Enable" of the Centre on Behavioral Health of the University of Hong Kong, Kwun Tong Integrated Home Care Services organized a series of life and death educational programmes in collaboration with the Mission Covenant Church Yam Lam Church. There were 30 Christians providing volunteer services to the elderly. Having provided the services for a few months, the volunteers established good relationship with the elderly.

■ 與外界伙伴合作提升失智症長者的健康

日間護理中心與理工大學康復治療科學系協辦「康體健智樂頤年」——老年痴呆症長者運動培訓計劃，透過有關計劃培訓員工把復康治療運動推廣給長者，從而改善長者的健康。

■ Enhancement of Health of Demented Elders with External Partners

Together with the Department of Rehabilitation Sciences, the Hong Kong Polytechnic University, the Day Care Centres organized an exercise programme to enhance the health condition of demented elders. The programme emphasized the empowerment of staff's expertise in providing rehabilitative exercises to the demented elders.



青年義工探訪獨居長者，為他們送上真摯的慰問
Young volunteers paid concern visit to the living-alone elderly.



香港中文大學迎新營義工探訪，充分展現跨代共融的精神
Students from the Orientation Camp of the Chinese University of Hong Kong visited the elderly and enhanced inter-generation solidarity.



長者日間護理中心會員及家屬一同參加濕地公園秋季大旅行
Day Care Centre members and their families joined the picnic at the Wetland Park.



會員及家屬一同參與長者日間護理中心之顧客服務日
Members and their families joined the Customers Day of the Day Care Centre for the Elderly.

■ 服務統計 (截至2009年3月31日)
Service Statistics as at March 31, 2009

院舍服務	Residential Service	
安老院宿位	Home-for-the-Aged places	52
提供持續照顧的護理安老院宿位	Care-and-attention places providing continuum of care	157
自負盈虧宿位	Self-financing places	4
院友總人數	Total no. of residents	213

■ 家居及社區照顧服務
Home and Community Care Services

綜合家居照顧服務	Integrated Home Care Services	
個案總數(普通個案)	No. of cases handled (Ordinary cases)	1481
新個案	No. of new cases	377
終結個案	No. of closed cases	448
個案總數(體弱個案)	No. of cases handled (Frail cases)	84
新個案	No. of new cases	18
終結個案	No. of closed cases	24

改善家居及社區照顧服務	Enhanced Home and Community Care Services	
個案總數	No. of cases handled	369
新個案	No. of new cases	160
終結個案	No. of closed cases	98

長者日間護理中心	Day Care Centre for the Elderly	
會員人數	Membership	189

■ 社區支援服務 Community Support Services

長者地區中心	Elderly Community Centre	
會員人數	Membership	2950
男女會員人數比例	Membership ratio by sex M:F	32:68
會員年齡分佈	Age distribution of members	
60-64		173
65-69		352
70-74		696
75-79		776
80-84		578
85-89		277
90 or above		98
輔導個案	No. of Counselling cases handled	630
義工	No. of Volunteers	497
護老者	No. of Carers	670

耆性資源輔導中心	Sex Resource and Counselling Centre for the Elderly	
電話熱線來電	Total Number of Hotline Calls	160