

長者照顧服務

Elderly Care Services



服務方向 Service Orientation

為照顧體弱長者多元需要，加強專門及專業服務，我們重新檢視照顧概念，引入長者自立支援照顧模式，讓長者更能過自己喜歡的生活；以全方位照顧體弱長者及照顧者的身心需要，並積極回應服務需求及因疫情帶來的挑戰。

To address the diversified needs of frail elders, we are dedicated to providing more specialised, professional and tailor-made services for our users. With a redefined concept of care, we introduced the “Empowerment-in-Care” model to help the elderly lead their lives in their own way. We strive to deliver holistic person-centred care to both the elderly and their carers, actively responding to their service needs and the new challenges brought about by the recent pandemic.

在體弱長者照顧服務中推行「自立支援」照顧模式

本會自 2017 年從台灣引入「自立支援」照顧模式，起初以院舍服務為試點，效果令人鼓舞。過去兩年，由院舍推展至家居照顧服務的 7 個單位及 5 間日間護理中心，透過多元化的活動及復康訓練，提升長者的日常活動能力，讓他們過自主的晚年生活。兩間院舍自參與以來，成功將使用約束物品的平均比率大減 20%；而其他日間中心及家居服務為了鼓勵長者積極參與，亦紛紛制定不同的獎勵計劃，初步檢討活動甚受長者歡迎，他們的自理能力及生活質素都有不同方面的提升。

養真苑於 2019 年 6 月獲余兆麒醫療基金撥款約港幣 \$110 萬元，購置全港首套六台帕維爾康復器械。計劃為期兩年，為院內體弱的長者提供低負重的運動訓練，提升院友的肌肉訓練及個人自信，減少約束物品的使用。直至 2020 年 3 月，院舍內共有 38 位院友參加此訓練，效果理想。

“Empowerment-in-Care Model” of Elderly Care Services

Originally from Taiwan's practice, “The Empowerment-in-Care Model” was first piloted in our elderly care homes in 2017. The trial results were highly encouraging. Over the past two years, the model had been extended to seven home care service units and five day care centres. A diverse array of activities and rehabilitation training were arranged to empower the elderly to perform daily activities and live out their later years independently. Since the adoption of the model, the two elderly homes have reduced the average prevalence of physical restraints drastically by 20%. A host of award schemes had also been developed by the day care centres and home care units to encourage the elderly's participation. The activities were well-received by the elderly, as evidenced by preliminary evaluation, and had improved their self-care ability and quality of life in various ways.

In June 2019, Yang Chen House received a donation of HK\$1.1 million from the S.Y.Yee Medical Foundation for purchasing Hong Kong's first six sets of Power Rehabilitation equipment. The two-year scheme intends to engage frail elders in low-load training, aiming to build up their muscles, boost their self-confidence and reduce the use of physical restraints. As of March 2020, 38 residents had joined the training scheme and demonstrated promising results.



◀ 樂力長者日間訓練中心的長者正在使用從「自立支援」訓練計劃「賺取」的代幣於「老馮士多」換領他們心儀的小食和飲品。

Elderlies at the Lively Elderly Day Training Centre used the tokens from the “Empowerment in Care” training scheme to redeem snacks and drinks at the “Lo Fung Store” .

▼ 「彩盈茶居」開幕，長者在日間中心也可以「嘆點心」。

The elderlies can now indulge in dim sum in our day care centre with the opening of the Choi Ying tea house.



▲ 養真苑院友也可一嘗做 Gym 滋味。

Our elderly residents in Yang Chen House got to experience the fun of gym workouts.





◀ 任白慈善基金景林安老院運動健將勇奪全場總冠軍。
The overall championship was claimed by athletes from the Yam Pak Charitable Foundation King Lam Home for the Elderly.

為鼓勵長者多運動，院舍及日間護理中心與香港教育大學健康與體育學系合作，於2019年12月14日舉辦「第一屆銀齡競技細運會2019」，特別設計了適合長者參與的椅上運動操及一連串比賽項目，挑戰他們的運動細胞。

有了實踐的經驗，我們希望將「自立支援」的照顧概念與業界分享，因此，我們與「台灣自立支援照顧專業發展協會」合辦「自立支援照顧模式專業培訓體驗課程」，並分別於2019年10月及2020年1月，邀請了台灣自立支援學院廖志峰秘書長，及財團法人高雄市私立宏仁老人長期照顧中心梁皓鈞主任出任主講導師，為超過80位業界同工提供訓練。超過80%的參加者表示體驗課程加深了他們對「自立支援照顧模式」的認識，及更能明白長者被照顧時的感受。

另外，我們獲維拉律敦治·荻茜慈善基金資助港幣 \$540 萬元，於2019年10月開展為期3年的「從零開始」自立支援計劃，為現正接受院舍及日間中心服務的長者提供治療性小組及復康運動訓練，計劃將訓練3,506名服務使用者，循序漸進改善他們的活動能力，以及為社福界同工、地區團體及學校舉辦教育講座及工作坊，讓社會大眾增加對「自立支援照顧模式」的認識，攜手締造一個尊重長者的關懷社區。



▲ 長者照顧服務業界同工參與「自立支援照顧模式」專業培訓體驗課程，體驗長者受約束的感受。
Practitioners in elderly care services experienced being physically restrained in the “Empowerment in Care Model” professional training course.

▶ 運動會舉行前，長者運動員及嘉賓一同燃點聖火，寓意支持及融和。
Before the opening of the “Olympic Games for the Elderly”, elderly athletes and guests lit up a torch to signify a supportive and inclusive society.

On 14th December, 2019, our residential homes and day care centres co-hosted the “1st Silver Age Sports Day 2019” with the Department of Health and Physical Education of the Education University of Hong Kong to encourage active engagement in physical activities among the elderly. Chair-based exercises and a series of sports competitions were specially designed for the elderly to test their athletic skills.

Building on our practical experience, we set our sights on sharing with the industry the concept of care embedded in the “Empowerment-in-Care Model”. We collaborated with the Taiwan designated development association of the model in organising the “Empowerment-in-Care Training Course”. In October 2019 and January 2020, we invited the Taiwan pioneers of this model, Mr. Liao Chih-feng and Mr. Liang Hao-chun, to teach our Professional Certificate programmes, offering trainings to more than 80 practitioners in the sector. Over 80% of the participants indicated that the experiential programmes had deepened their understanding of the care model and allowed them to better empathise with the elderly care recipients.

With a HK\$5.4 million grant from the Vera Ruttonjee Desai Charitable Fund, a three-year project named “Start with Zero” was officially launched in October 2019 to organise therapeutic group training and rehabilitation training for elderlies in residential homes and day care centres. The project is pledged to benefit 3,506 service users and improve their mobilities progressively. Educational seminars and workshops are also arranged for elderly service practitioners / social welfare practitioners, local organisations and schools. The experiential project aims to educate the public on the “Empowerment-in-Care Model” and mobilise members of the public in building a respectful and caring society for the elderly.





- ▶ 「從零開始」計劃到其他院舍增強參加者的活動能力。
Project "Start with Zero" was extended to other elderly homes to improve residents' mobility.

認知刺激治療專業證書課程

面對社區內認知障礙症患者對服務的需求日漸增加，智活記憶及認知訓練中心聯同香港大學及國際認知刺激治療中心推出「認知刺激治療 (CST) 專業證書課程」，讓業界同工學習及應用這套有實證非藥物治療的訓練方法。首兩期的課程，來自 52 間長者服務單位共 60 位同工參與。同時，我們很榮幸獲得高錕慈善基金的大力支持，資助業界同工和義工進行訓練，我們亦設計了全港首套獲認證的「智活認知刺激治療教材」，以配合認知刺激治療學員在完成課程後，能馬上運用教材推行小組活動，希望有助進一步把這個模式在業界中推行。



維拉荻茜—智活記憶及認知訓練中心

承蒙維拉律敦治·荻茜慈善基金資助港幣 \$1,600 萬元，本會第二間專門提供認知障礙症服務的 center，於 2019 年在香港仔正式展開服務，並將中心命名為「維拉荻茜—智活記憶及認知訓練中心」。為 360 個認知障礙症患者家庭提供為期 3 年的一站式服務，連結社區鄰舍的網絡，讓患者能夠延緩認知退化和保持自理能力，繼續於社區生活，同時減輕照顧者壓力和負擔。



Certified CST Practitioner Course

In view of the ever-growing demand for cognitive training among dementia patients, Mind Delight Memory & Cognitive Training Centre collaborated with the University of Hong Kong and International Cognitive Stimulation Therapy (CST) Centre in launching the "Certified CST Practitioner Course" to upskill practitioners in applying the evidence-based, non-pharmacological CST treatment to practice. The first two sessions were attended by 60 practitioners from 52 elderly service units. It was grateful that the Charles K. Kao Foundation for Alzheimer's Disease agreed to sponsor in-fielders and volunteers to take this course. In addition, we designed a set of Mind delight CST Games for students, which was readily applicable to real-life group sessions after their completion of the course. It is the first set of teaching materials in Hong Kong that is accredited by the International Cognitive Stimulation Therapy (CST) Centre.

- ◀ 認知刺激治療專業證書課程
Certified CST Practitioner Course

Vera R. Desai - Mind Delight Memory & Cognitive Training Centre

Thanks to a generous grant of HK\$16 million from the Vera Ruttonjee Desai Charitable Fund, our second dementia-specific cognitive training centre, named "Vera R. Desai - Mind Delight Memory & Cognitive Training Centre", came into service in Aberdeen in 2019. A three-year project was launched to provide one-stop service for 360 families struggling with dementia. It serves to empower patients with a community support network to decelerate their cognitive decline and sustain their self-care abilities as they continue to live in the community, while reducing the stress and burden experienced by their carers.

- ◀ 維拉荻茜 — 智活記憶及認知訓練中心
Vera R. Desai - Mind Delight Memory & Cognitive Training Centre

護老者緊急支援計劃

為減輕護老者的照顧壓力，並改善護老者自身的健康狀況，我們合共獲資助港幣\$1,280萬元，推出3個為護老者而設的緊急支援計劃，包括：由滙豐150週年慈善計劃透過香港公益金資助，為期兩年的「有得抖有得學」護老者支援計劃；The Ronald and Rita McAulay Foundation資助，為期三年的「想你有支援」緊急護老服務；以及由香港賽馬會慈善信託基金資助，為期三年的賽馬會「『耆』實有幫手」緊急護老支援服務（按計劃開始日期排序），共為1,080個九龍東地區的護老者家庭提供服務。計劃除提供緊急的支援服務及基本家居支援外，更會提供護老者照顧技巧工作坊和護士專業指導，以提升護老者的照顧技巧。



Emergency Carer Support

To ease the stress on elderly carers and ensure their own well-being, we launched three emergency support projects serving carers from 1,080 families in the Kowloon East district. Funded by a grant totalling HK\$12.8 million, the projects included the two-year “Caring and Coaching to the Carers of Elders” supported by the HSBC 150th Anniversary Charity programme through the Community Chest of Hong Kong, the three-year “Emergency Assistance and Comprehensive Bridging Services to Elderly Carers to Support Frail Elderly at Home” funded by The Ronald and Rita McAulay Foundation and the three-year “Jockey Club - Give Them A Hand Emergency Support Service” for elders sponsored by The Hong Kong Jockey Club Charities Trust (arranged in chronological order). In addition to emergency support and basic home support, the projects also arranged workshops and professional nurse-led coaching for carers to improve their care skills.



- ◀ 定期邀請註冊物理治療師為長者及護老者舉辦不同的復康運動講座，如痛症舒緩運動，以提升護老者的照顧技巧。
Registered physiotherapists were invited regularly to host rehabilitation training seminars for seniors and their carers, with topics such as pain relief exercises and stretches.

長者改善家居及社區照顧服務 (觀塘服務隊及黃大仙服務隊)

由於服務成效得到肯定，觀塘及黃大仙改善家居及社區照顧服務單位之合約獲延長至2020年8月31日；期間除原有服務外，更增加言語治療及認知障礙症護理，並加強護老者支援服務。而為回應社區需求，政府更在2019年10月開始於兩服務隊共增加了193名額，期望能為更多有需要的長者及護老者提供優質服務。

Kwun Tong and Wong Tai Sin Enhanced Home and Community Care Service

Having achieved definitive results, the Kwun Tong and Wong Tai Sin Enhanced Home and Community Care Service teams had their service contracts extended to 31st August, 2020. On top of pre-existing services, they had also incorporated speech therapy, dementia care and advanced support services for elderly carers. In response to community needs, the HKSAR government expanded the service quota of the two teams by 193 altogether in October 2019, hoping to support more vulnerable seniors and their carers with high-quality services.

時間銀行 · 生活助手

為紓緩前線人手的不足及增加社區的人力資源，我們推出「時間銀行·生活助手」計劃，招募義工成為生活助手，促進人與人之間互助。本年度共培訓了125位生活助手，為服務使用者提供超過3,000小時的服務，包括陪診、代購、陪伴外出、探訪等，他們將來能以此服務時數換取相應的服務。另外亦舉辦超過20個活動，讓體弱長者與社區及他人重新建立連繫。

Time Bank · Life Assistance

To alleviate the shortage of frontline manpower and bring more human resources to the community, the "Timebank · Life Assistance" project was launched. Volunteers were recruited as life assistants to promote the spirit of reciprocal help. A total of 125 life assistants had completed training throughout the year. They provided more than 3,000 hours of services to our service users, including escort service, necessity shopping, accompanied outings, home visits and so forth. The hours they had spent on providing services would be redeemable for equivalent services. More than 20 events were also organised to reconnect the debilitated elderly with the community and members of the society.

未來發展 Outlook

我們繼續以新思維提供多元化及到位的優質服務，協助長者能過有尊嚴、有選擇的晚年生活；並且會積極回應社區的新挑戰及支援護老者的需要，讓家庭及社區都更有力量去面對老齡化帶來的挑戰。

Unceasing efforts will be made to provide the elderly with diversified, well-targeted and professional services with an adapted mindset, enabling them to live out their later years with dignity and autonomy. We will also respond proactively to emerging challenges in the community and the needs of carers, thus empowering families and communities to overcome the obstacles arising from the ageing society.

2019-2020 服務統計 (截至2020年3月31日) Service Statistics (as at 31st March, 2020)

256

安老住宿照顧個案數目
No. of cases of residential services for elderlies

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229,415

全年送遞到戶膳食之數目
No. of home delivery meals

⋮



4,156

長者社區照顧個案數目
No. of cases of community care services for elderlies

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264

長者社區聯繫活動數目
No. of community connection programmes for elderlies

⋮



34,910

提供照顧、護理服務時數
No. of hours of care and nursing services

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65,229

提供復康訓練節數
No. of rehabilitation training sessions

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