



長者照顧服務 Elderly Care Services

服務方向 SERVICE ORIENTATION

為了讓體弱長者於晚年得到專業照顧，繼續過自主及富尊嚴的生活，我們提供持續及適切的服務，動員不同的資源，積極回應社區及新的服務需要，尤其於艱難時期，以靈活方式支援長者及照顧者面對疫情，共同抗疫。

To help frail elderly people continue to live with dignity and autonomy through professional care, we are committed to mobilising different resources in order to provide continuous services that are closely aligned with and actively respond to the community needs and emerging service demands. In particular, we adapted flexibly to changes and spared no effort in supporting the elderly and their carers through these difficult times.



服務摘要

提升改善家居及社區照顧服務

改善家居及社區照顧服務在2021年開始成為整筆過撥款資助服務。因應服務的資源和服務名額有所增加，持續優化服務。服務隊每年為觀塘區及黃大仙區內900多名體弱長者和其照顧者提供支援，期望能繼續為社區內有需要的長者和護老者提供優質服務。

- ▶ 中心開放日間復康訓練區予使用服務的長者，對於能參與鍛鍊，長者都感到高興和珍惜。

The Day Rehabilitation Training Area was opened to our service users, who relish the training time.



SERVICE HIGHLIGHTS

Improving Our Enhanced Home and Community Care Service

Since 2021, our Enhanced Home and Community Care Service has been regularised through the Lump Sum Grant Subvention System. In light of the increased resources and service quota, we have continued to optimise our services. Every year, as part of an ongoing effort to provide high-quality services to those in need throughout the community, our team has been serving more than 900 frail elders and their carers in Kwun Tong and Wong Tai Sin.

Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment

Funded by the Community Care Fund, the “Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment” has been providing home support services to mildly impaired elders on the waiting list for Integrated Home Care Services in Kwun Tong and Wong Tai Sin Districts. Over the last four years, our team has supported the everyday needs of more than 500 elders in the community. The pilot scheme is set to be regularised in 2023 with a subvention from the government.

關愛基金支援身體機能有輕度缺損的長者試驗計劃

由關愛基金資助的「支援身體機能有輕度缺損的長者試驗計劃」在觀塘及黃大仙區為綜合家居照顧服務輪候名單中的輕度受損長者提供家居支援服務。在過去四年，團隊為500多名有需要的長者服務，成功支援他們在社區中的日常生活。此試驗計劃將於2023年得到政府資助轉為恆常化。



- ▶ 「老有所為」計劃之農莊體驗遊活動。

The “Opportunities for the Elderly Project” gave elders the opportunity to enjoy the facilities and environment at an organic farm.

「耆力無窮」計劃

為向社會大眾推廣「健康老齡化」的信息，長者照顧服務特別推出「耆力無窮」計劃。雖然在疫情下，計劃推行一度受阻，但感謝李國賢基金會資助港幣129萬元，讓我們於2021年9月至2023年8月兩年間，繼續推行這項有意義的服務，與多間機構合辦26個運動小組，服務地區包括香港島、油尖旺、深水埗及觀塘等，合共260位長者受惠。



▲「耆力」教練拳擊運動初體驗。
Service users first experienced the sport of boxing with a coach from “Project GrandMove”.

賽馬會「耆待破隔」長者計劃

賽馬會「耆待破隔」長者計劃旨在透過小組及活動，提升在觀塘區社交疏離長者的社區參與度，計劃由2020年9月開始，期望三年內可服務800名社交疏離的長者。我們的團隊善用社區資源，在長者家樓下的空地開設小組，教育長者防疫措施，以照顧長者的不同需要，改善其孤獨感和身心健康。



▲長者於家居樓下的空地參與小組活動。
The elderly activity took part in an open public space around the residential building where they lived.

組織「社區抗疫守護隊」

第五波新冠疫情嚴峻，觀塘區很多體弱的獨居長者或長者夫婦染疫後，只能留在家中隔離，缺乏物資和精神上的支援。為避免確診長者因缺乏照顧而失救，本會召集接近40位曾患新冠肺炎的已康復同事擔任志願者，組成「社區抗疫守護隊」，提供上門入屋的家居支援服務，包括量度生命表徵、送飯、遞送抗疫物資、清潔家居等。

Project GrandMove

To spread the message of “Healthy Ageing” across the society, our Elderly Care Services launched a special two-year programme between September 2021 and August 2023, called “Project GrandMove”. Although it was brought to a halt during the pandemic, this meaningful project was resumed with a grant of HK\$1.29 million from the Simon K.Y. Lee Foundation. Since then, we have cooperated with various organisations and organised 26 sports groups in areas including Hong Kong Island, Yau Tsim Mong, Sham Shui Po and Kwun Tong, benefitting 260 elders in total.

Jockey Club EngAGED Elderly Project

The “Jockey Club EngAGED Elderly Project” is aimed at fostering community engagement among the socially isolated elders living in Kwun Tong district through group activities. The project started in September 2020 and was expected to serve 800 socially isolated elders in three years. We had effectively used the community resources and organised group activities in the open public spaces around the residential buildings where the elderly lived, teaching them ways to protect themselves from the pandemic while caring for their needs, in order to ensure their physical and mental wellbeing as well as reducing the likelihood of loneliness.

Forming the “Community Anti-Coronavirus Team”

In view of the fifth wave of COVID-19, many singletons elderly and families of elderly couples in Kwun Tong district who were infected with COVID-19 had to self-isolate at home, where material and care support was scarce. To prevent unattended deaths of those infected elders, the Agency recruited nearly 40 volunteer staff members who had recovered from COVID-19 and formed a “Community Anti-Coronavirus Team”. They provided home-based support services to infected elders including checking vital signs, deliveries of meals and health and hygiene supplies, and cleaning homes.



▲「社區抗疫守護隊」提供上門家居支援服務。
Our “Community Anti-Coronavirus Team” offered door-to-door home support services.



抗疫物資派送計劃

在疫情最嚴峻之時，本會有多位同事染疫，安老照顧人手面對前所未有的短缺和挑戰；幸好獲各基金伸出援手，支持單位聘請社區關顧員、購買抗疫物資及食物，使服務使用者的生活質素得以維持，並及時派送抗疫物資支援留家的長者們。在3至5月期間，我們得到利希慎基金、嘉道理慈善基金會、凱瑟克基金捐助合共港幣965,200元，協助3,737個家居照顧服務及日間中心的長者家庭。期間派發的抗疫後備飯盒11,604個、快速驗測包7,172套、血氧機800個、溫度計1,010支、抗疫物資包4,200袋、食物包800袋及口罩37,600個等。



▲ 長者家居照顧服務設立「社區關顧員」及提供車費津貼，以紓緩送遞物資人手不足的情況。

Community care assistants were recruited and given transport allowances to help distribute essential supplies to elders in need.



▲ 感謝賽馬會社區持續抗逆基金「融入新常態計劃」的支持，為中心及上門服務添置多元化運動訓練。

With the support of the Jockey Club Community Sustainability Fund "Community Inclusion Project in the New Normal", we purchased a wide range of training equipment to make our rehabilitation services more enjoyable.



▲ 本會得到無國界醫生資助及協助，上門及於日間中心為104位長者接種疫苗，加強防疫。

With the support of Médecins Sans Frontières, our door-to-door vaccination services and day care centres had inoculated 104 elderly people with the doses of vaccine.



▲ 為了讓院友生活增添樂趣及與外間保持聯繫，院舍引入機械人與院友互動。

To increase the fun in hostel life under the pandemic, our elderly homes used Robot Temi for interaction.

Distribution of Health and Hygiene Supplies for Elderly People

With many of our staff falling ill at the height of the pandemic, our elderly care services were faced with unprecedented challenges and staff shortages. Fortunately, with the support of various foundations, the Agency was able to hire community care assistants, as well as to purchase health and hygiene supplies and food. This allowed us to provide urgent material support to the elderly staying in their homes and maintaining their quality of life. Between March and May 2022, we received a total of HK\$965,200 in donations from Lee Hysan Foundation, the Kadoorie Charitable Foundation, and the Keswick Foundation, and helped 3,737 elderly families from our home care services and day care centres. In total, we distributed 11,604 spare meal boxes, 7,172 rapid antigen test kits, 800 oximeters, 1,010 thermometers, 4,200 health and hygiene packs, 800 food packs and 37,600 face masks to the elderly in need.



▲ 在疫情中，日間中心加強了清潔消毒措施，同時在社會福利署資助下噴灑防病毒塗層，為服務使用者提供安全環境。

Our day care centres stepped up their efforts to clean and spray surfaces with an antiviral coating solution sponsored by the Social Welfare Department.



▲ 翠林長者日間護理中心舉行十周年慶祝活動，讓家屬體驗長者在中心接受的日常復康訓練。

As Tsui Lam Day Care Centre for the Elderly celebrated its 10th Anniversary, family members were given a first-hand experience of some of the rehabilitation training.

拓展「自立支援」照顧模式培訓

本會自2017年引入「自立支援」照顧模式後，我們致力透過培訓推動此照顧模式，至今已於內部培訓271名同工，於業界培訓451名前線及專業同工，包括去年11月獲社會福利署邀請培訓業內36名專業同工。由2022年開始，我們受Generation Hong Kong委託，聯同台灣自立支援照顧專業發展協會，與他們轄下的銀齡守護者計劃合作，設計自立支援認證課程，並協助培訓前線及管理層同工，分享實踐經驗，攜手建立一個能真正對長者關懷及尊重的照顧模式。



Extending Training in the “Empowerment in Care” Model

Since we incorporated the “Empowerment in Care” model into our elderly care services in 2017, the Agency has been committed to promoting this care model through the provision of training. As of the present, we have trained 271 internal staff members and 451 frontline workers and professionals in the industry. In November 2021, for instance, we held a two-day workshop for 36 industry professionals at the invitation of the Social Welfare Department. Since 2022, we have been working with the “Guardians of the Silver Age – Eldercare Talent Training Programme”, alongside the Taiwan Self-Supporting Care Professional Development Association, at the request of Generation Hong Kong. Our role is to develop accredited courses and industry training on the “Empowerment in Care” model for frontline care workers and managerial staffs, as well as sharing our practical experiences to support the concerted effort to establish a truly caring and respectful model of elderly care.



▲ 社會福利署邀請我們為業界提供自立支援體驗培訓。

We were invited by the Social Welfare Department to offer experiential training on re-enablement care for other professionals in the industry.

未來發展

面對人口老齡化及新常態的生活，我們仍然希望秉持人本及尊重的精神，以創新的方式，善用不同社區資源及科技，為長者居家安老及緩減照顧者壓力為依歸，提供專業及到位的照顧服務。

OUTLOOK

In the face of population ageing and the new normal in everyday life, we look forward to upholding the spirits of people-centric and respectful services, and to utilising different community resources and technologies in innovative ways. By doing so, we will continue to deliver professional and well-targeted care services dedicated to promoting “ageing in place” and easing the stress of carers.

2021 - 2022 服務統計 (截至 2022 年 3 月 31 日)

Service Statistics (as at 31st March, 2022)

240

安老住宿照顧個案數目
No. of elderly people receiving residential care services



59,256

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



4,971

長者社區照顧個案數目
No. of elderly people receiving community care services



267,341

全年送遞到戶膳餐之數目
No. of home-delivered meals



64,795

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



684

長者社區聯繫活動數目
No. of community connection events for the elderly

