

# 殘疾人士綜合服務

## Services for People with Disabilities



### 服務方向

殘疾人士綜合服務主要是為智力及身體缺損的人士提供復康訓練、照顧及社區支援服務，提高他們社區生活的能力。同時，我們會透過家屬支援及社區人士的支持，鼓勵他們積極投入社區，從而提升他們的生活質素。

### Service Orientation

Services for People with Disabilities provide rehabilitation, care and community support services for people with intellectual and physical disabilities in order to strengthen their capacity in community living. Through the support for their carers and the engagement of the community stakeholders, we aim to encourage their active participation in the community and enhance their quality of life.

### 服務摘要

在服務發展方面，我們投入不少的力量在社區支援服務上。自2014年3月起，悅安心——嚴重殘疾人士家居照顧服務成為常規性服務，並因應社區的需要和期望，將服務對象擴展至居於社區及正就讀特殊學校的嚴重殘疾人士。我們亦積極與區內各持份者建立緊密溝通和合作，令更多殘疾人士獲得服務支援。

累積多年的經驗，我們以「能耐為本」理念發展各類服務模式。在關顧殘疾人士的路途上，家屬和照顧者扮演著重要的角色，因此，今年我們將重點放在照顧者支援工作上，並繼續加強與各持份者的協作。

### Service Highlights

For the service development, we have spent enormous efforts on the community support services. Starting from March 2014, Everjoy – Home Care Service for Persons with Severe Disabilities has been recognised as regularised service. In view of the rising community needs and expectations, the service target has been extended to persons with severe disabilities who were living in community and attending the special schools. In this regard, we have established a platform for communicating and collaborating with the related community stakeholders closely so that a greater number of people with disabilities could receive appropriate services.

After years of accumulating experiences, we have formulated different operational models from 'Strengths Perspective' to carry out the services. As family members and carers played an important role all along the recovery paths of the service users, we have centred our annual focus on carers' support and continued strengthening our collaboration with the stakeholders.



▲ 為輪椅服務使用者安排戶外活動。  
Outing activity for wheelchair service users.



▲ 服務使用者聚焦小組收集意見。  
Focus group for service users and carers.

如前所述，家屬及照顧者支援工作是重要的一環，所以每個服務單位均按此自行訂定適切的工作計劃，加強以照顧者為導向的活動和支援工作，從而建立和強化照顧者的互相支援網絡。同時，我們也致力加強地區協作，並與不同的教會團體和商業機構合辦義工活動，以回應照顧者的身、心、靈需要。

除了提供直接服務外，我們亦鼓勵服務使用者討論與他們有關的現行公共政策和事務，從而倡導服務使用者自主自決，並藉此提升他們自信和感言的能力。

As aforesaid, carers' support was an important domain in our service. Therefore, each of our service units has worked out its specific plans to enrich carer-oriented programmes and support activities. It is expected that the supportive network among the carers could be developed or strengthened. At the same time, we aimed to strengthen the community collaboration. We have organised joint functions with different churches and corporations in order to satisfy the physical, psychological and emotional needs of carers.

Apart from the provision of direct service, we have advocated the self-determination of service users by engaging them to discuss current public policies and affairs which relate to their lives. This attempt also helped increase their self-confidence and abilities to speak for themselves.

## 鼓勵家屬參與 促進家庭關係

迪智展能中心暨宿舍一直不斷鼓勵家屬參與中心的義工服務，其中一項是在活動中協助製作美食與其子女共享，讓家屬們從中加強溝通及交流生活之道。由於有了一定的基礎，本年度成立「迪智家屬小組—智友會」，期望來年家屬們更能發揮互助精神。



▲ 服務使用者參與「iRun 香港賽馬會特殊馬拉松」活動，跟義工陪跑員一同獲得獎項，興奮不已。  
Service user joined 'iRun' Hong Kong Jockey Club Special Marathon with volunteer and got an award.

此外，誠信兒童之家及誠望輔助宿舍亦十重視家屬參與，經常邀請他們參與宿舍活動及社區活動，促進良好的親子關係。宿舍亦安排服務使用者參與不同的社區活動，並聯繫友好的社區伙伴來訪，以建立友好社區伙伴關係。

## 悅晚晴殘疾人士照顧者手冊

「同行關顧現晚情—照顧者支援計劃」出版了《悅晚晴殘疾人士照顧者手冊》，加強照顧者對老齡化和智障人士需要的了解，同時提供了健康、法律、心理健康、和實用照顧技巧等資訊，幫助其更積極和更有能力處理殘疾人士雙老化所帶來的困擾。

## Enrichment of Family Relationship

Dick Chi Day Activity Centre cum Hostel has continued to encourage residents' families to join its volunteer work. One of the involvements was to help the centre prepare tasteful meals for sharing with their children during designated programmes. Through this attempt, family members had opportunities to develop communication with each other and share their wisdom on daily lives. As the groundwork was well established, the 'Dick Chi Carer Club' has been set up in this year. It was expected that the spirit of mutual support could further be cultivated in years ahead.



▲ 「迪智家屬小組—智友會」的會員研習製作DIY護膚品。  
Members of 'Dick Chi Carer Club' show their handmade skin care products.

Meanwhile, Shing Shun Small Group Home and Shing Mong Supported Hostel also valued much on family participation. To improve parent-child relationship, we have invited family members to join our activities and community programmes. In addition, we have organised mutual visits for both of our service users and community stakeholders in order to develop positive community relationship.

## Manual for Carers

With the effort of the 'Walk Together for Brightening Life – Carer Support Project', a 'Manual for Carers' has been published to strengthen carers' understanding about the ageing problems and needs of persons with intellectual disabilities. Besides outlining health, legal, mental health related information, it also captured practical caring and communication skills in helping carers to tackle the difficulties resulted from the double ageing of persons with disabilities.



▲ 「結伴行」計劃之照顧者享受種植之樂。  
Carers of 'Be Good Company – Carer Support Project'.  
▶ 「結伴行」計劃之糕點作小組。  
Cake Class in 'Be Good Company – Carer Support Project'.

## 「結伴行」支援殘障人士照顧者服務計劃（「結伴行」計劃）

欣悅坊—地區支援中心（觀塘東）獲得社會福利署觀塘區福利辦事處的資助，推行為期一年之「結伴行」計劃，計劃採取社區照顧概念為主線，連繫及結合正式、非正式資源令照顧者在社區生活得到全面性支援，以紓緩身心之壓力和重擔。

本年，日間社區康復中心聯同「同行關顧現晚晴—照顧者支援計劃」及欣悅坊—地區支援中心（觀塘東）合辦一系列的義工訓練，讓服務使用者及照顧者發揮所長，服務其他社群，包括為長者舉辦活動及探訪區內的獨居長者，以表達愛心與關懷。

## Be Good Company – Carer Support Project

With the funding support from the Kwun Tong District Social Welfare Office of Social Welfare Department, Cheerful Place – District Support Centre (Kwun Tong East) launched 'Be Good Company – Carer Support Project'. It was an 1-year project which adopted the concept of Social Network. By lining up the formal and informal resources, we expected to provide an all-round support for carers to relieve their caring pressure and burden.

This year, Community Rehabilitation Day Centre, 'Walk Together for Brightening Life' – Carer Support Project and Cheerful Place – District Support Centre (Kwun Tong East) have jointly organised a series of volunteer training for their respective service users and their carers with purpose to make use of their talents to serve other needy groups. Subsequently, these volunteers were arranged to carry out a programme for elders and paid visits to elderly singletons living in the community to show their love and concern.



▲ 醒獅隊於中心春茗活動中表演助慶。  
Lion Dance Performance in Spring Banquet 2015.



▲ 由日間社區康復中心的服務使用者組成的義工團。  
Disabled volunteers from our Community Rehabilitation Day Centre.

## 展望

服務使用者參與模式將會成為服務新趨勢，故我們在策劃服務發展和推行過程中，必須從使用者的角度為服務依據和考量。因此，以服務使用者主導和照顧者參與是本服務未來的工作重點之一。

良好的服務基礎亦須要講求與不同持份者的配合和合作，才能提升服務之質素。在未來的日子，我們將會開拓伙伴聯繫，攜手推行適切和創新的服務，令更多殘疾人士和其照顧者受惠。

## Outlook

The trend of users participation has become increasingly important. As a result, there has been a growing concerns on the perspectives from service users and their carers on the process of service planning and service delivery. One of our orientations is users-focused and carers' participation.

A good foundation of service requires the participation of stakeholders in order to enhance the service quality. We will establish and strengthen our network with community partners in joint hands to develop new initiatives so as to serve more beneficiaries in the coming days.

# 2014-2015 服務統計 (截至 2015 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2015)

	誠信兒童之家 Shing Shun Small Group Home	誠望輔助宿舍 Shing Mong Supported Hostel	迪智展能中心暨宿舍 Dick Chi Day Activity Centre cum Hostel
名額 Capacity	8	20	50
平均入住率 Average enrolment rate	100%	100%	99.3%
個人發展計劃完成率 Rate of completion of Individual Development Plan	100%	100%	100%

### 欣悅坊—地區支援中心 (觀塘東) Cheerful Place – District Support Centre (Kwun Tong East)

訓練、照顧及支援服務總時數 Total no. of service hours for training, care and support	79,026.9
社區教育活動總節數 Total no. of sessions / programmes on community education	11
職業 / 物理治療總節數 Total no. of occupational / physiotherapy services sessions	1,307
臨床心理服務總節數 Total no. of clinical psychology services sessions	163
日間護理名額 No. of capacity of day care service for persons with severe disabilities	7
日間護理每月平均使用率 Average monthly occupancy rate of day care service for persons with severe disabilities	82.42%

### 同行關顧現晚情—照顧者支援計劃 Walk Together for Brightening Life – Carer Support Project

會員數目 No. of members	202
家訪次數 No. of home visits	35
治療小組 No. of therapeutic groups	5
興趣班及互助小組 No. of interest classes / supportive groups	33
講座 No. of talks	11
講座參加人數 No. of participants in talks	211
聯繫活動及社區活動 No. of linkage activities / programmes	24
聯繫活動及社區活動的參加者人數 No. of participants in linkage activities / programmes	976

### 悅安心—嚴重殘疾人士家居照顧服務 Everjoy – Home Care Service for Persons with Severe Disabilities

接受服務個案 No. of admitted cases	381
個人照顧服務總時數 Total no. of service hours of personal care service	5,332
陪護服務總時數 Total no. of service hours of escort service	9,998
復康運動總時數 Total no. of service hours of maintenance exercise	25,862.5
基本護理服務總時數 Total no. of service hours of basic nursing care service	1,346.95
職業 / 物理治療總時數 Total no. of occupational / physiotherapy services hours	1,765
專業護理服務總節數 Total no. of nursing care service to be provided by nurse	4,094

### 日間社區康復中心 Community Rehabilitation Day Centre

日間復康節數 No. of attendance (Day Rehabilitation)	25,198
日間護理名額 Capacity (Day Care)	10
日間護理平均出席率 Average enrolment rate (Day Care)	106%