



長者照顧服務

Elderly Care Services



服務方向 Service Orientation

為照顧體弱長者不同的需要，除了提供優質的津助照顧服務，讓他們活得有尊嚴、有選擇、有生活滿足感之餘，我們更為長者提供特別的服務項目，加強服務的面度及接觸點，並且加強對照顧者的關顧，令高齡化社區得到足夠的支援。

In addition to the mainstream quality service enriching their lives through respect, choices, and satisfaction, we provide special projects and care items catering the varied needs of frail elderly individuals to further enhance our service delivery and accessibility. Along with providing support to carers, we strive to build a caring community for an ageing society.

服務摘要 Service Highlights

伸延認知障礙症服務及 足頤專業足部護理服務

認知障礙訓練服務需求日增，因此，我們增設了兩個訓練中心。於 2017 年 12 月，我們於香港仔開設了訓練中心，開始提供訓練予業內同工，及為港島區認知障礙症患者提供社區照顧服務券涵蓋之訓練服務。而另一將軍澳辦事處 2018 年 2 月開始為將軍澳及東九龍區居民提供社區照顧相關之活動。



▲ 智活中心 (將軍澳) 為將軍澳區居民講解認知障礙症。
Mind Delight (Tseung Kwan O) held a talk on dementia for the Tseung Kwan O residents.



為填補現時社區進階足部評估及護理服務的不足，我們於 2017 年 5 月開設了全新的「足頤」專業足部護理服務，為有足患護理需要的長者使用先進儀器進行足部評估及提供灰甲護理、足部傷口護理、訂造矯形鞋墊、足部治療轉介服務等。

Extension of Dementia Service and Comfy Foot Quality Footcare Service

To address the increasing service demand of cognitive training for elderly people with dementia, we established two more centres for our dementia training service. One was established in December 2017 in Aberdeen and served the population with dementia in Hong Kong Island region. Another was established in February 2018 in Hang Hau, Tseung Kwan O to serve Tseung Kwan O and Kowloon East District. The Aberdeen office has been providing training for workers in the field and home-based service of Community Care Service Voucher since it was established. The Hang Hau office now conducts care-related community activities.



▲ 智活中心 (香港仔) 為業界同工舉辦「認知障礙刺激療法培訓證書課程 (技巧實習篇)」。
Mind Delight (HK Island) held the 'Cognitive Stimulation Therapy (CST) Staff Training Course' for workers in the field.

- ◀ 長者對註冊護士使用先進儀器進行足部評估及優質的足部護理服務表示讚賞。
Elderly client had a positive feedback towards our foot assessment by using advanced equipment and quality foot care services performed by our Registered Nurse.

Responding to the existing service gap of the quality foot care in the frontline community care services, we started a brand new, Comfy Foot Quality Footcare Service in May 2017 to provide foot assessment by using advanced equipment and pedicures, onychomycosis management, foot wound care, insole prescriptions, and referrals to podiatry services for elderly people who are in need.



▲「支援身體機能有輕度缺損的長者試驗計劃」長幼共聚樂同行—服務使用者及義工們大合照。
 'Pilot Scheme on Home Care and Support for Elderly Persons with Mild Impairment' - group photo of service users and volunteers.

為身體機能有輕度缺損長者提供支援的試驗計劃

東九龍區的服務需求一向十分殷切，因此我們承辦關愛基金於 2017 年 12 月推出一項為期三年的「支援身體機能有輕度缺損的長者試驗計劃」，為觀塘和黃大仙區的綜合家居照顧輪候名單人士提供服務。計劃開初本會獲配 519 個案作評估和跟進。

自立支援照顧模式學習及導入

來自長者日間護理中心及院舍的同工於 2017 年 8 月尾，到台灣考察從日本引入的「自立支援照顧模式」，了解其於日照中心及安老院舍的實踐情況。該模式強調透過照顧以協助長者提升自立能力，並提倡「零約束、零臥床，零尿片」。我們認同模式的概念，並嘗試於院舍及長者日間護理中心邀請個別長者參與計劃，短短數月內已成功為 5 名院友完全移除尿片及約束，其他院友亦減少約束時間及種類，而臥床院友每日離床時間亦增加 4 至 5 小時，整體成效令人鼓舞。未來亦會將此照顧概念及運作進一步實踐，強化體弱長者的自立能力，改善其生活滿足感。



▲ 長者日間護理中心及院舍同工到訪台灣，學習「自立支援照顧模式」的實踐。
 Taiwan study trip to learn how to implement the 'Empowerment in Care Programme' in elderly care service.

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

The service need of the Kowloon East Region is considerable. Funded by the Community Care Fund (CCF), a 3-year pilot scheme serving mildly impaired elderly people on the Integrated Home Care Service waiting-list was launched in December 2017 in Kwun Tong and Wong Tai Sin districts. More than 519 cases were assigned to our service team for assessment and providing service as follow up.

Empowerment in Care Programme - Zero Restraint, Zero Bed-Bound, and Zero Diapers

To learn a new model for elderly care, a Taiwan study trip for staff from our day care centres and elderly residential homes was conducted at the end of August 2017. The Empowerment in Care Programme originated in Japan and aimed to increase the individual functioning of elderly people through daily care. Thus, the programme advocated a 'zero restraint, zero bed-bound, and zero diaper' approach. We appreciated the concepts and tried to adopt them in our day care centres and elderly residential homes. A pilot programme was conducted with 5 residents in an elderly residential home to completely wean them off restraints and diapers. Some could sit out of bed for 4-5 hours per day under supervision. The outcome was encouraging. We are dedicated to further implementing the care concepts in our practice and enhance the self-care abilities and life satisfaction of our frail elderly residents.

昏享人生 承傳智愛

陪伴長者積極面對人生最後階段，為日後離開作好準備亦是長者照顧服務重要的一環。於2017年9月，本會獲華人永遠墳場管理委員會撥款贊助為期一年，以「生命教育」為主題的「您最珍貴一珍『昔』•珍愛•珍重」計劃。計劃透過以「生命週」為主題活動、生命教育小組、製作人生回顧冊、拍攝溫馨家庭照及參觀殯葬場地等，為安老院舍及長者日間護理中心的長者回顧人生及肯定過去的付出，亦讓長者與家屬一起預備面對死亡。計劃同時為同工加強臨終關顧知識及技巧的培訓。



▲ 香港老年學會會長梁萬福醫生為院友家屬講解臨終照顧服務。
Dr. Leung Man-fuk, President of Hong Kong Association of Gerontology, gave a talk to the carers of our residents regarding end-of-life care.

除了教育活動，本會兩所安老院舍亦參與賽馬會安寧頌的「安寧在院舍」計劃，為已進入生命末期的院友提供紓緩及臨終照顧服務，讓院友及家屬可選擇院友期望的臨終照顧計劃。計劃除有培訓及醫護團隊的臨床實務支援外，更資助設立安寧房間，加添相關設備等，使院友在人生最後旅程能與家人有更多相聚空間。



◀ 「安寧在院舍」計劃設同工培訓，提升同工臨終照顧的知識和技巧。
'End-of-life Care in Residential Care Homes for the Elderly Programme' provided training to equip our staff with the knowledge and skills for end-of-life care.

End-of-Life Care for Sharing Love and Wisdom

End-of-life care that properly prepares elderly people for the last stage of their lives is crucial in the elderly care service. The 1-year Life Education Project funded by The Board of Management of The Chinese Permanent Cemeteries commenced in September 2017. It aimed to recognise the elderly users of our day care centres and residential homes through life reviews and prepare them for facing death through different programmes with their carers, such as organising a thematic week of educational programmes and life-education groups, making life review books, taking family photos, and conducting visits regarding green burials. The project also provided staff training to enhance their knowledge and skills in end-of-life care.



◀ 「生命週」活動之一：嚐盡人生五味
One of the activities in our 'Life Education Week': tasting your life.

In addition to the educational project, our two elderly homes also became part of the end-of-life care in Residential Care Homes for the Elderly under Jockey Club 'End-of-Life Community Care Project' and provided palliative care and end-of-life care to residents in the end stages of their lives. These residents and their families could choose to spend more time in their homes formulating their own advanced care plans beforehand. In addition to staff training and the medical backup for the clinical cases, the project supported the construction and furnishing of a palliative room for the residents and the creation of more space for the gathering of residents and their family members at this critical stage.



▲ 聊聊天、喝喝茶，義工和護老者家庭都渡過了愉快的一刻時光。
Elderly people, their carers, and volunteers enjoy a shared moment and appreciate the time spent together drinking tea and sharing the carers' stories.

照顧者支援

近年發生多宗有關病患者家庭的不幸事件，均疑因照顧者壓力「爆煲」及服務資源支援不足所致。為了推動未來社會增加資源支援照顧者，我們於觀塘及黃大仙區進行恆常義工探訪計劃「一刻・飲茶」，當中有157名義工參與，共探訪了近100戶護老者家庭。為了加強推廣效益及方便照顧者及社會大眾掌握資訊，我們製作了21條短片並放上社交媒體，內容包括服務介紹、復康運動教學、照顧者心聲、服務設備示範等，總觀看次數已超過一萬次。

Carer Service, Community Education Services and Advocacy

Because a series of tragedies occurred in society due to the stress of carers, we started a regular volunteer visit programme named 'One moment - Volunteer Visit to Carers' for Carers in Kwun Tong and Wong Tai Sin districts. With 157 volunteers participating in this programme, nearly 100 pairs of elderly patients and their carers were visited. To convey positive and educational messages regarding caring for the elderly in the community, we made use of short movies on social media, which is a means that is popular in society. 21 short movies were produced, with the contents including service introduction, rehabilitation exercises, sharing of carers, and service demonstration. These videos received more than 10,000 hits.



◀ 義工在出發前填寫心意咭，為護老者打氣，簡單的字句蘊含滿滿的關懷。
Our volunteers prepared greeting cards with heartfelt messages for the carers before the visit.

未來發展 Outlook

面對人口老化，長者人口數字上升、年齡層拉闊及知識水平提高均令長者服務走向多元及個別化；未來我們將繼續提供不同形式、種類的照顧服務，並且引進科技的配合，提升長者的能力，務求進一步協助長者過他們喜歡的生活，安享晚年。



The upsurge in the ageing population, a wider age spectrum, and improvement of elderly people's knowledge level demand more diversified and individualised elderly services in an ageing society. In the future, we will continually provide care services in different formats tailor-made for the needs of the elderly with incorporation of more information and communications technology. Supported by our quality care service to enhance the elderly people's individual abilities, we hope that they can lead peaceful lives and feel satisfied.

◀ 老少共聚，有說有笑，服務使用者與學生共度歡樂的一個下午。
Service users and students were talking and laughing and had a fun afternoon.

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

