



綜合長者照顧服務

Integrated Elderly Care Services



服務系統綜述

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。

社區支援服務包括兩間長者地區中心及一間耆性資源及輔導中心。長者地區中心之服務目的是幫助長者在社區過著健康、受尊重及具尊嚴的生活。長者地區中心亦聯繫地區上各服務單位，以便更有效地運用社區資源，共同建立一個關懷長者的社區。耆性資源及輔導中心為長者提供性教育及輔導服務，使長者過著健康及愉快的生活。

家居及社區照顧服務轄下包括八支半綜合家居照顧服務隊、一支改善家居及社區照顧服務隊，及三間長者日間護理中心，服務目的是為體弱而於日間缺乏家人照顧的長者，在熟悉的家居及社區環境內提供起居照顧、護理、復康訓練和社交活動，並為護老者提供支援，使長者能夠在熟悉的社區安老。

本會轄下兩所護理安老院為健康欠佳、身體殘疾、認知能力欠佳及在「安老服務統一評估機制」下被評為中度缺損而未能自我照顧起居，但在精神上適合群體生活的長者，提供住宿照顧、膳食、起居照顧，護理、復康服務和社交活動。由於兩所院舍已轉型為提供持續照顧服務的院舍，健康狀況達嚴重缺損的院友數目逐漸增加；截至二〇〇八年三月底，需要療養程度照顧的院友增加至十七位，約佔總人數的8%，預計未來療養個案會繼續上升。為配合照顧體弱院友的需要，院舍已進行設施改善及加強照顧員的訓練。

在本報告年度，我們的重點工作是建立一個關懷長者的社區，我們加強了外展工作，發展更多的鄰舍層面支援網絡，以支援有需要的長者。服務單位與不同界別的團體合作，包括學校、教會、社區團體、非政府機構、政府部門及商界等合作，為長者提供義工服務，並提倡跨代共融及關懷長者。

Service Scope

The Integrated Elderly Care Services comprise three divisions, namely the Community Support Service, the Home and Community Care Services, and the Residential Service.

The Community Support Service consists of two District Elderly Community Centres (DECCs) and the Sex Resource and Counselling Centre for the Elderly. The DECCs aim at enabling the elderly to remain in the community and to lead healthy and dignified lives. The DECCs also collaborate with other service units in the district to build a caring community that makes better use of community resources. The objective of the Sex Resource and Counselling Centre is to provide sex education and counselling services for the elderly, to enable them to lead healthy and happy lives.

Under the Home and Community Care Services, there are eight-and-a-half Integrated Home Care Services Teams (IHCST) for ordinary cases, one IHCST for frail cases, one team for Enhanced Home and Community Care Services and three Day Care Centres for the Elderly. The Home and Community Care Services aim to provide personal care, nursing care, rehabilitation training, and social activities in a familiar home and community environment to frail elders during the daytime, and to render support to their carers.

The Agency's two care-and-attention homes provide residential care, meals, personal care, nursing care, rehabilitation services and social activities for elderly people who suffer from poor health or physical or mental disabilities resulting in deficiency in activities of daily living, but who are mentally suitable for communal living and are assessed to be of a moderate impairment level under the Standardized Care Need Assessment Mechanism for Elderly Services. As the two homes have been converted to care-and-attention homes providing continuum of care, the total number of residents with a severe level of impairment is increasing gradually. As at the end of March 2008, there were altogether 17 infirmary cases (about 8% of all residents). We forecast that the infirmary cases will continue to increase. The homes have been improving the facilities and equipment to cater for the care needs of frail residents, as well as enhancing the caring skills of the care staff.

This year, we focused our work on building a caring community for the elderly. We strengthened our outreach service for vulnerable elderly and developed stronger support networks at the neighbourhood level. Service units also partnered with volunteers from different organizations, including schools, churches, community organizations, non-governmental organizations, government departments, the commercial sector, etc., to provide volunteer service to the elderly in need and to promote inter-generation solidarity and concern for the elderly.



新計劃



New or Pilot Projects

加強長者地區中心之服務

本會的順安及真光苑長者地區中心於二零零八年一月開始，獲政府增撥資源加強外展工作，以協助隱蔽及有支援服務需要的長者。為了避免對這類長者產生負面的社會標籤，兩間長者地區中心聯同屬區的長者鄰舍中心特為此項外展工作命名為『社區搜長計劃』，並攜手製作服務簡介單張和進行服務宣傳，以便外展更多較被動而有服務需要的長者，進而向他們提供適切的服務。

左鄰右里積極樂頤年試驗計劃 油塘邨友愛長者鄰舍網絡計劃

真光苑長者地區中心於二零零八年一月參與安老事務委員會及勞工福利局合辦的為期兩年「左鄰右里積極樂頤年試驗計劃」，目的是鼓勵油塘邨內長者睦鄰，建立鄰舍互相幫助的精神，並成立一個跨界別及跨代的策略小組，共同強化邨內長者的支援網絡。

開設自負盈虧住宿照顧服務

養真苑為了善用轉型後之剩餘空間，於2007年6月開展了自負盈虧住宿照顧服務。為籌辦這項服務，院舍裝修了幾間睡房，包括運用本身資源加設冷氣。直至2008年3月為止，養真苑共為社區內有需要之人士提供了5個自負盈虧宿位。

Strengthening the Services of District Elderly Community Centres

Since January 2008, the Government has allocated additional funding to the True Light Villa and Shun On District Elderly Community Centres to strengthen the outreach and support services for hidden and vulnerable elderly people. In order to avoid stigmatizing service recipients, the two DECCs of the Agency have named the project 'Project on Searching for the Elderly' with their NEC partners and introduced the project to community stakeholders for providing suitable services to needy prospective recipients.

Pilot Neighbourhood Active Ageing Project - Befriend the Elderly Neighbourhood Network in Yau Tong Estate

The True Light Villa DECC has participated in the two-year Pilot Neighbourhood Active Ageing Project launched by the Elderly Commission and the Labour and Welfare Bureau in January 2008. The project, which is directed towards elderly residents of Yau Tong Estate as its prospective recipients, aims to encourage the elderly to be neighbourhood volunteers and to form an intergenerational and cross-sector Strategic Group to bolster neighbourhood support.

Commencement of Self-financing Residential Care Places

For better utilization of the spare capacity left over after the conversion, Yang Chen House commenced operating self-financing residential care places in June 2007. To prepare for the commencement of operations, we utilized our own funds to renovate several bedrooms, including the installation of air-conditioning. As at the end of March 2008, Yang Chen House was operating five self-financing residential places for those who are in need in the community.





改善家居及社區照顧服務延續營運合約

本會於黃大仙營運了改善家居及社區服務兩年後，社會福利署於二〇〇七年十一月與本會簽訂新的營運合約，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212名，約可為本會帶來每年約八百萬的服務費收入。

Extension of Contract of Enhanced Home and Community Care Services

After providing services to frail elderly people in Wong Tai Sin District for two years, we have entered into another contract with the Social Welfare Department in November 2007 to operate the Wong Tai Sin Enhanced Home and Community Care Services. The new contract is valid from 1 October 2008 till 30 September 2011. The maximum caseload remains at 212, with the projected service fee at \$8M per year.



1



3



2



4

1-2

婦女義工於任白慈善基金景林安老院舉辦的「義工服務嘉年華」表演
Women volunteers performed at the Volunteer Service Carnival of Yam Pak Charitable Foundation King Lam Home for the Elderly

3-4

院友於任白慈善基金景林安老院舉辦的「義工服務嘉年華」中擔任義工
Elderly residents as volunteers in the Volunteer Service Carnival of Yam Pak Charitable Foundation King Lam Home for the Elderly



特別活動



Special Events

全港長者大合唱比賽以外的「老有所為」

順安長者地區中心榮獲2007年「全港長者大合唱比賽」冠軍獎項，獲邀於無線電視「開心老友記」節目中表演及分享成果。為了進一步彰顯「老有所為」，本會兩間長者地區中心的合唱團開始走入社區，於聖誕節報佳音及為婚禮中的新人唱祝福歌曲。

社區關注組

為推動長者積極參與社區，順安長者地區中心成立了社區關注組，鼓勵長者就社區需要而向適當部門發聲及反映改善建議。小組於本年度曾就區內兩個環境問題，向政府提出改善建議，並獲有關部門即時跟進。

中風長者生命定向計劃

順安長者地區中心獲博愛醫院基金的贊助，開展為期一年的「中風長者生命定向計劃」，以多元化的活動如話劇、音樂及言語治療等，訓練中風長者及其照顧者積極地面對困境，重訂日後的生活計劃。



Opportunities for the elderly other than Hong Kong Elderly Singing Competition

The Shun On DECC Choir won the Championship of the 2007 Hong Kong Elderly Singing Competition. They were then invited to perform in a TVB programme. In order to promote 'Opportunities for the Elderly', the choir of the two DECCs has started to perform in wedding ceremonies and sing Christmas carols.

Community Concern Group

The Shun On DECC formed a Community Concern Group among the elderly, who were encouraged to identify environmental problems in the community and suggest improvement measures to the relevant governmental departments. This year, the Group successfully located two environmental problems affecting the elderly and enabled the concerned departments to take prompt action for improvement.

Life Orientation for the Post-stroke Elders

With the sponsorship of the charity fund from Pok Oi Hospital, the Shun On DECC launched a one-year project for post-stroke elderly and their carers, who were trained to cope with life obstacles and redesign their life orientation through various means such as drama, music and speech therapy.

- 1 2007年「全港長者大合唱比賽」冠軍
The Shun On DECC won the championship of the 2007 Hong Kong Elderly Singing Competition
- 2 參加『鄰舍長者守護天使』計劃的長者義工，發揮『老有所為』的精神，積極關心身邊每一個人。
The elderly volunteers participated in the Elderly Be-friender programme promoting a sense of worthiness among the elders



共慶回歸顯關懷

為了讓獨居長者及有需要的長者家庭能夠與廣大市民一般，共同慶祝香港特別行政區成立十周年，本會兩間長者地區中心獲觀塘民政事務處邀請，承辦贈送一萬份回歸禮物包給觀塘的長者。活動有賴區內二十多個團體及1,200名義工的協助，得以圓滿地使萬多名長者感受社會人士的關懷。

鄰舍長者守護天使計劃

本會觀塘綜合家居照顧服務得到老有所為活動的撥款贊助，在二〇〇七年五月至九月期間，舉行了一項名為「鄰舍長者守護天使計劃」。此項計劃的目的是希望加強鄰舍對有需要的長者之支援，計劃共招募了35名青少年及長者義工，為652名長者提供了761次的探訪及電話慰問。雖然此計劃已於二〇〇七年九月完結，但當中部份義工仍然與被探訪的長者保持聯絡，延續互相關顧的精神。

健康家庭歡樂日

為建立和諧的社區關係及促進區內人士對基層健康的關注，養真苑於二〇〇七年十一月在厚德邨之戶外空地舉行社區健康活動，活動內容包括基本健康檢查，健康教育展覽及運動示範等。當日共吸引了超過300位居民，包括長者，中年人士及其家人參加，而院友及職員亦藉此活動與社區有較緊密之接觸。

10th Anniversary of the HKSAR-Gift Bags for the Elders

Our two DECCs were invited by the Kwun Tong Office of the Home Affairs Bureau to design and distribute gift bags to 10,000 elderly people in Kwun Tong to celebrate the 10th Anniversary of the HKSAR. In total, 20 community organizations with around 1,200 volunteers rendered their assistance in this activity.

Elderly Befriender Programme

With the funding support from the 'Opportunities for the Elderly', Kwun Tong Integrated Home Care Services organized an elderly befriender programme in 2007-08. The aim of this volunteer programme was to promote neighbourhood support to the elderly in need. A group of 35 volunteers, including youth and elderly, were recruited to provide friendly visits and telephone concern to a total of 652 elderly people. Altogether, they were visited and contacted 761 times.

Although this programme was officially closed in September 2007, some of the volunteers continued to maintain contact with elderly people in need.

Community Family Health Day

To build a harmonious relationship with the community and to promote concern for primary health, Yang Chen House organized a Community Family Health Day at the open area of Hau Tak Estate in November 2007. The programme included basic health checks, a health education exhibition, and a physical exercise demonstration. It attracted more than 300 people, from the elderly, the middle aged, and their family members.



快樂 1 + 1

任白慈善基金景林安老院獲「黃大仙及西貢區快樂人生社區健康推廣計劃2007」的撥款，舉辦「快樂1+1」活動，目的是推廣快樂人生的訊息，營造一間和諧的院舍，讓院友生活在一個健康、受尊重及積極與愉快的環境中。此外，院友組織了「開心大使」，與義工及院友分享「快樂招式」。社工亦為不同界別的義工團體提供訓練，包括制服團體、教會人士、青少年中心、學校、自務會社和商界義工等，並鼓勵他們定期探訪本院和組織活動予院友，於日常生活中實踐「快樂人生」。

生死教育

為推廣積極面對死亡和學習如何適應喪親後的生活，院舍為院友和員工舉辦生命教育系列的分享小組和講座，其後亦為院友舉辦了一次參觀殯儀服務公司，讓參加者學習預備面對死亡和如何走過哀傷。透過這些活動，較多院友願意在日常生活中談論與死亡有關的問題。

- 1 長者參與共慶回歸關懷活動，遊覽灣仔金紫荊廣場笑逐顏開。
Service users enjoyed the visit to the Golden Bauhinia Square for celebrating the 10th Anniversary of HKSAR.
- 2 長者重遊山頂，一同見證香港的發展與繁榮。
Service users participated in a day trip to the Peak witnessing the prosperous development of Hong Kong
- 3 「快樂1+1」社區健康推廣計劃
Happy Living Project Training for the Volunteers
- 4 「生死教育」分享小組
End-of-life Education Sharing Group
- 5 養真苑提倡生死教育，部份院友參觀一間殯儀服務公司
Yang Chen House promoted life education for the residents.
Some elderly residents were arranged to visit a funeral service company

Happy Living Project

With funding support from 'The Wong Tai Sin and Sai Kung District Happy Living Project 2007, Yam Pak Charitable Foundation King Lam Home for the Elderly launched its "Happy 1+1 Project" to promote the concept of happy living and enable residents to live in a healthy and caring Home. Some residents were organized as 'Ambassadors of Happy Living' to promote positive living to volunteers and other residents. The social worker also provided training to volunteers from different organizations including uniformed groups, churches, youth centres, schools, self-supporting groups and the commercial sector. They were encouraged to implement happy living by arranging regular friendly visits and activities for our residents.

End-of-Life Education

To promote a positive attitude towards end-of-life and to teach adjustment to bereavement, the Homes launched a series of end-of-life educational activities, including sharing groups and talks, for both residents and home staff. A visit to a funeral service company was also arranged for some residents. The participants learnt how to prepare for death and how to adjust to bereavement. Through these activities, more residents were ready to talk about death and dying in their daily lives.



顧客服務訓練系列

「顧客服務」是本會的一項關注點，養真苑獲揀選參加本會「顧客服務計劃」的實地培訓，管理及專業同工學習以簡討會、鼓勵式回應及教育式回應去提高員工的顧客服務技巧。院舍亦進行了內部培訓，訓練員工有關接聽電話、接待及溝通等技巧；院舍並舉辦了兩項員工選舉，分別是「最殷切關懷」及「最熱心服務」獎，以鼓勵服務態度優良的員工。透過這些行動，「顧客服務」得以持續及成為員工日常的工作方式。

Customer Service Training Series

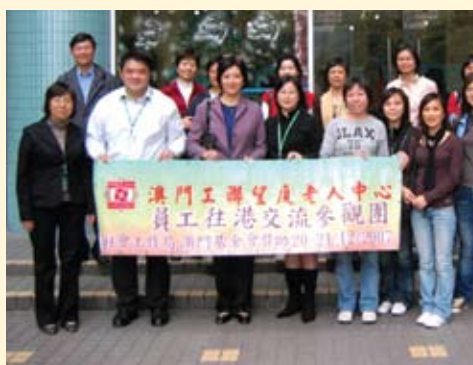
Customer service is a main focus of the Agency. Yang Chen House was chosen to participate in 'field coaching, an intensive training sessions that are part of the Agency's Customer Service Project. Managerial and professional staff learned skills in briefing, and motivational and educational feedback. They were required to enhance the customer service skills of other staff by applying what they had learned. The Home also conducted internal training sessions for staff on telephone answering skills, face-to-face attendance skills and communication skills. Two awards, " The Most Committed Member of Staff " and " The Most Supportive Member of Staff ", were launched to reinforce a good service attitude amongst staff. Through these training programmes, good customer service has been sustained and has become part of the daily practice of all staff.

澳門工會聯合會望廈老人中心交流訪問

二〇〇七年十二月二十日，澳門工會聯合會望廈老人中心的同工，包括社工及家居照顧員，到訪本會觀塘綜合家居照顧服務。在過程中雙方分享了兩地的家居為本照顧服務的運作模式，促進了兩地的經驗交流。

Exchange Visit from Macau Federation of Trade Unions Mong Ha Elderly Centre

On 20 December 2007, the social workers and home care workers of the Macau Federation of Trade Unions Mong Ha Elderly Centre visited Kwun Tong Integrated Home Care Services to understand more about the operational mode of our services. During the visit, an exchange of experience in operating home-based services in Hong Kong and Macau was achieved.



澳門工會聯合會望廈老人中心同工，探訪本會觀塘綜合家居照顧服務，交流兩地的服務經驗。

Macau Federation of Trade Unions Mong Ha Elderly Centre visited Kwun Tong Integrated Home Care Services for sharing experience in operating home-based services for the elderly



長者日間護理中心舉辦秋季大旅行，義工及同事帶領中心會員及家屬暢遊濕地公園，舒展身心。
Members and family members of the Day Care Centre enjoyed a day of visit to the Wetland Park for celebrating the Mid-Autumn Festival



伙伴合作計劃

Partnership Project

預防長者電話受騙—塘新風暴

真光苑長者地區中心獲觀塘及秀茂坪警區邀請，於觀塘區撲滅罪行委員會贊助下，創作了一齣話劇名為『塘新風暴』，在觀塘區巡迴演出，目的是教育長者預防電話受騙，並組成滅罪大使，與警方合力撲滅罪行。

「『加深家心行動』跨代敬老共譜和諧人生計劃」

本會兩間長者地區中心參加由社會福利署主辦、觀塘十多間安老服務單位合辦的聯合敬老活動，透過一連串的學生義工訓練及探訪行動，鼓勵社區人士尊敬愛護長者，並關注長者受虐問題。



Anti-crime Campaign - Prevention of Telephone Deception

Under the sponsorship of the Kwun Tong Anti-crime Committee, the True Light Villa DECC joined the Kwun Tong & Sau Mau Ping Police Force to educate elderly people about crimes of deception. This was done via a drama performance and other educational activities conducted by a group of elderly anti-crime ambassadors in Kwun Tong.

Project on Concern for the Elderly and Prevention of Elder Abuse

Our two DECCs participated in a series of educational programmes co-organized by the Social Welfare Department and more than 10 elderly units in Kwun Tong. These programmes were aimed at student volunteers who, after training, were arranged to visit the elderly and engaged in raising public concern about the issue of elderly abuse.



- 1 真光苑長者地區中心透過話劇教育長者預防電話受騙
The True Light Villa DECC educated the elders to prevent from telephone deception through drama performance
- 2 真光苑長者地區中心的「長者滅罪大使」
The Elderly Anti-crime Ambassadors of True Light Villa DECC
- 3 4 本會的長者地區中心與區內團體攜手宣揚關愛長者及防止長者受虐
Our DECCs joined hands with other organizations to promote concern for the elderly and zero tolerance to elder abuse



香港電台「性本善」

本會「耆性資源輔導中心」獲香港電台邀請，擔任新一輯之「性本善」其中一集的資料顧問，並於「性本善」網頁為長者解答有關性疑難，以消滅社會對長者性需要的歧視及推動大眾以積極健康的態度處理長者的性問題。

Partner in RTHK Sex Education Programme

The social worker of our Sex Resource and Counselling Centre for the Elderly was invited to be a resource advisor for one of the programmes of the RTHK 2007 sex education series. She was also invited to answer sex enquiries from the elderly posted on the webpage of the RTHK "Kind Sex" column. Her involvement aimed to promote public acceptance of sexuality in older people.

與外界伙伴合作提升職業安全及健康

本會一向致力為員工提供安全及健康的工作場地。本年度觀塘長者日間護理中心聯同藍田綜合家居照顧服務，與香港工人健康中心及香港中文大學社區及家庭醫學系合作改善單位的職業安全與健康。在合作伙伴的協助下，單位成立了由各級員工參與職業安全及健康委員會，共同改善單位之職業安全與健康。此外，合作伙伴亦提供了參與式職業安全及健康培訓，讓員工加強有關方面的知識及技巧。

Enhancement of Occupational Safety and Health with External Partners

The Agency is committed to providing a safe and healthy workplace. To improve occupational safety and health (OSH) for our staff, the Kwun Tong Day Care Centre for the Elderly and Lam Tin Integrated Home Care Services collaborated with the Hong Kong Workers' Health Centre (an NGO working to enhance OSH) and the Department of Community and Family Medicine of the Chinese University of Hong Kong. With the participation of colleagues, an OSH committee was formed to oversee related issues. A participatory training workshop on OSH was also organized to heighten staff awareness of the issue.



- 1 耆性資源輔導中心的社工獲香港電台邀請擔任「性本善」的資料顧問
Social worker of Sex Resource and Counselling Centre for the Elderly was invited by RTHK as a resource advisor of a sex education programme
- 2 服務使用者參觀黃大仙消防局，認識家居防火知識。
Service users visited the Wong Tai Sin Fire Station to enhance their knowledge in fire safety at home

服務統計 Service Statistics

院舍服務 Residential Service	
安老院宿位 Home-for-the-Aged places	61
提供持續照顧的護理安老院宿位 Care-and-attention places providing continuum of care	148
院友總人數 Total no. of residents	209

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)	1,515
新個案 No. of new cases	378
終結個案 No. of closed cases	309
個案總數(體弱個案) No. of cases handled (Frail cases)	94
新個案 No. of new cases	24
終結個案 No. of closed cases	25
黃大仙改善家居照顧服務 Wong Tai Enhanced Home and Community Care Services	
個案總數 No. of cases handled	318
新個案 No. of new cases	90
終結個案 No. of closed cases	110
長者日間護理中心 Day Care Centre for the Elderly	
會員人數 Membership	169





社區支援服務 Community Support Services

長者地區中心 District Elderly Community Centre

會員人數 Membership	2,970
輔導個案 No. of Counselling cases handled	597
義工 No. of Volunteers	525
護老者 No. of Carers	799
耆性資源輔導中心 Sex Resources and Counselling Centre for the Elderly	
電話熱線來電 Total Number of Hotline Calls	103

