

長者照顧服務

Elderly Care Services



服務方向 SERVICE ORIENTATION

長者照顧服務旨在協助長者定立生活目標，提升生活能力，重拾動力和發掘生活趣味，自主生活。配合本會以全方位照顧長者及照顧者的身心需要，我們將進一步在服務實踐支援長者獨立在社區或院舍生活的照顧模式，讓更多長者參與，並在本地安老服務業界積極推展這種照顧模式。

Our Elderly Care Services have endeavoured to help the elderly regain a sense of purpose by improving their life skills and rekindling their motivation and passion for life, thus allowing them to live autonomously. In order to provide holistic physical and mental care to our users and their carers, the Agency aims to further implement our care model to support more elderly people living independently in the community or at home, while encouraging other local elderly care institutions to carry out this model in local practice.

服務摘要

SERVICE HIGHLIGHTS

智活十周年紀念書刊—「上門！」 留在家中 到戶認知障礙訓練

踏入2020年11月，智活記憶及認知訓練中心便成立十周年，我們特別結集過去上門服務的實務經驗，出版《「上門！」留在家中 到戶認知障礙訓練》紀念書刊，分享認知障礙症行為症狀的應對方法和服務中的點滴感受，為照顧者提供「照顧指南」，希望他們對病症能多一分諒解，照顧上少一分壓力。同時，我們希望與大家互相交流勉勵，展望在下一個十年，能夠與大眾攜手做得更多，讓每位患者均能得到尊重，有權利接受適當的照顧，開心地生活。



智活十周年紀念書刊
Mind-Delight 10th
Anniversary Commemorative
Booklet

觀塘改善家居及社區照顧服務位於彩
霞邨彩日樓地下的新辦公室。
Our Kwun Tong Enhanced Home and
Community Care Services relocated
to a new office on the ground floor of
Choi Yat House, Choi Ha Estate.



提升家居照顧服務

本會轄下的觀塘及黃大仙綜合家居照顧服務單位均獲批額外資源，於2020年10月及2021年4月分兩期於觀塘區及黃大仙區分別增加105個及60個體弱個案服務名額。每年獲額外撥款約港幣\$1,800萬，以滿足長者對服務持續增加的需求。

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」於2017年12月開始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。直至2020年11月底的三年間，我們的服務團隊成功支援454名有需要的長者於社區中的日常生活。由於服務成效良好，關愛基金在2020年12月將試驗計劃延長了25個月，直至2022年12月。

Mind-Delight 10th Anniversary Commemorative Booklet

November 2020 marked the 10th anniversary of the Mind Delight Memory and Cognitive Training Centre. In honour of this tremendous milestone, we compiled our own experiences in home-based services into a special commemorative publication. The booklet sheds light on how to manage some of the behavioural symptoms of dementia and features our staff's personal stories in caring for dementia patients, which can serve as a practical guide that empowers carers to treat patients with more empathy and less stress. We also seek to spark more conversations and inspire everyone to work together and do more in the next decade to ensure that every patient can enjoy the respect, proper care and happiness they deserve.

Upgrading Our Home Care Services

With the ever-growing demand for elderly services, our Integrated Home Care Services in Kwun Tong and Wong Tai Sin were allocated additional resources, which allowed the service capacities for frail elderly care to increase by 105 and 60 places respectively in two phases (October 2020 and April 2021). An additional subvention of around HK\$18 million is also earmarked annually to support the increasing needs of frail elders.

Funded by the Community Care Fund (CCF), a three-year pilot scheme was launched in December 2017 to provide home support services to mildly impaired elders in Kwun Tong and Wong Tai Sin districts, who were on the waiting list for Integrated Home Care Services. By the end of November 2020, our service team had served 454 cases in need and supported their daily needs in the community in three years. Seeing the promising results, in December 2020, CCF decided to extend the pilot scheme by 25 months to December 2022.

觀塘改善家居及社區照顧服務團隊承蒙社會福利署的協助，在2020年10月轉為一筆過撥款資助模式，並於2021年2月遷往牛頭角彩霞邨彩日樓2號地下的新服務會址。期望服務使用者在疫情紓緩下，能夠在較寬敞的地方，參與小組或接受復康訓練活動。

With support from the Social Welfare Department, our Kwun Tong Enhanced Home and Community Care Service Team switched to the Lump Sum Grant Subvention System in October 2020 and relocated to its new ground-level site at Choi Yat House, Choi Ha Estates in Ngau Tau Kok in February 2021. The relocation is expected to create a more spacious environment for service users to attend group activities and rehabilitation training once the pandemic subsides.



疫情下，單位職員透過視像活動，與長者及其家人一起做手工，慶祝農曆新年的來臨。

Amid the pandemic, our staff members stayed in touch with our service users and their carers and celebrated the Chinese New Year together through a virtual craft workshop.

強化護老者支援服務

「一耆一會 Silver Live Episodes」 照顧頻道啟播

專為長者和照顧者而設的Youtube頻道「一耆一會Silver Live Episodes」於本年1月6日正式啟播，內容包括養生保健、防跌運動、輔助工具開箱、認知障礙症照顧技巧等。「一耆一會」取其「一期一會」的諧音，意思是重視人與人之間每次相知相遇的時刻，盡其誠意去好好細味過程。同樣的，我們希望珍惜每次與長者和照顧者在頻道相遇的機會，傳遞正向訊息及鼓勵公眾珍惜和體諒身邊的長者，一起在逆境下享受當下生活。

Enhancing Our Carer Support Services

The debut of our YouTube channel “Silver Live Episodes”

Our YouTube channel “Silver Live Episodes”, which provides tailor-made content for elders and their carers, was launched on 6th January, 2021. The videos cover a range of topics from health and wellness, fall prevention exercises, introduction of assistive tools and dementia care skills. The channel name draws inspiration from the famous Japanese saying “ichigo ichie”, meaning every encounters with another person is a once-in-a-lifetime moment that should be treasured. Similarly, we hope to cherish every moment of interaction with elders and their carers on this channel and seize every opportunity to spread messages of positivity. We also encourage the public to appreciate and empathise with their elders and overcome adversity through togetherness.



以長者和照顧者為對象，設立「一耆一會Silver Live Episodes」頻道。

We set up a new channel called “Silver Live Episodes” for elders and their carers.



護老者緊急支援服務延伸至黃大仙區及東九龍區

護老者緊急支援服務於2020年10月再獲 The Ronald and Rita McAulay Foundation 資助港幣\$500萬元擴展服務，除了現有服務地區觀塘外，另增設服務黃大仙區—「想你有支援」（黃大仙），計劃為500個家庭提供為期三年之護老者緊急支援服務及基本家居支援。另外2021年2月我們開展了由香港賽馬會慈善信託基金資助，為期兩年的「賽馬會友『伴』同盟護老者支援計劃」，計劃獲資助港幣\$407萬元，為東九龍300個有不同程度需要的護老者家庭提供以「護老者為本」的支援服務；透過網上平台、個案、身心靈小組活動及訓練，為照顧者提供情緒支援及協助，紓緩照顧者之壓力；同時亦提升「前」護老者之輔導及照顧技巧，協助他們參與義工活動，以自身經驗協助有需要之護老者家庭。



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1. 由物理治療師計劃的「樂·同行」照顧者工作坊於疫情中為照顧者提供網上照顧資訊。

The "Walking with You" caregiver online workshop organised by our physiotherapist provided carers with essential online information during the pandemic.

2. 「痛症管理及家居運動小貼士」講座，物理治療師正在帶領參加者做舒緩肩膊痛的伸展運動。

Our physiotherapist demonstrated stretching exercises for shoulder pain relief during the "Educational Talk on Pain Management and Introduction of Home Exercise".



Extending Our Emergency Carer Support Services to Wong Tai Sin and Kowloon East

In October 2020, the Agency was granted an additional HK\$5 million from the Ronald and Rita McAulay Foundation to extend our emergency carer support services from the Kwun Tong district to the Wong Tai Sin district with a three-year programme named "Emergency Assistance and Comprehensive Bridging Services to Elderly Carers to Support Frail Elderly at Home", designed to serve 500 families with emergency carer support services and basic home support. In February 2021, we launched the two-year "Stand-by U" Caregivers Community Support Project with a generous grant of HK\$4.07 million from the Hong Kong Jockey Club Charities Trust to provide "carer-oriented" support services to 300 families with various needs across Kowloon East. Carers are also given emotional support and assistance through online platforms, case management, group activities on physical, mental and spiritual well-being, as well as training to relieve them of the stress from their daily duties. Meanwhile, former carers are provided with counselling and care skills training, which would allow them to serve as volunteer

counsellors to share their experience and expertise with other carers in need.

3. 「健康侍腹」腹膜透析（洗肚）服務舉辦健康講座，護士透過生動的講解，向參加者介紹腎病的成因、治療及預防方法。

During a health talk of "Blessing Belly" – Renal Care service a registered nurse gave an engaging introduction to the causes, treatments and prevention of kidney disease.

推動「自立支援」照顧模式

我們自2017年開始由台灣引入「自立支援」照顧模式並在本會長者照顧服務中推行。計劃大受長者歡迎，提升了他們的自理能力和生活質素，於服務檢討調查中更顯示超過90%計劃參加者支持計劃實行，接近80%參加者的活動能力有所改善；受訪家屬中更有98%支持計劃實行，90%受訪家屬表示照顧壓力得以減輕，而絕大部分受訪家屬認同讓長者參加「自立支援」計劃是個正確的決定。而為了推動「自立支援」照顧模式在港的發展，我們內部培訓了212名各職級同工，並自2019年10月開始為業界提供「自立支援」的體驗培訓課程，數年來共訓練100名外間前線照顧及專業同工相關的應用技巧，希望能夠推動業界及社會大眾增加對「自立支援」照顧模式的認識，攜手建立一個尊重長者的關懷社區。



「擁抱生命」計劃

由華人永遠墳場管理委員會（2019）「生命教育」計劃撥款贊助，五間長者日間護理中心推出「擁抱生命」計劃，向長者會員、其家屬及公眾，宣揚「擁抱生命、欣賞生命」的訊息。透過舉行「擁抱生命表達藝術治療小組」，以不同的藝術媒介，與長者一同回顧人生，細味生活故事。此外，計劃亦關顧護老者的心靈需要，讓他們暫時放下日常護老工作，參與不同的活動，尋回自己，享受人生。計劃已於2020年12月完結，共410人次參與，而精彩的活動過程亦輯錄成片段，上載於CFSC Channel與公眾分享。

1. 加強院友復健運動，令他們更享自主。
Having more rehabilitation exercises, our residents enjoy more autonomy in the daily living.
2. 長者透過「擁抱生命」計劃以和諧粉彩繪出生活感受。
Elderly of the Project of "Embracing Life" painted how they felt about their lives using Pastel Nagomi Art.

Promoting the "Re-enablement Care" model

Since we have borrowed the "Re-enablement Care" model from Taiwan and introduced it to our Elderly Care Services in 2017, the new programme gained lots of support from our users and has notably improved their self-care ability and quality of life. An evaluation study showed that more than 90% of the participants and 98% of their family members approved of this model. Close to 80% of the participants reported improvement in their mobility, and 90% of the family members experienced a reduced level of carer stress. Most of the surveyed family members believed they made the right decision signing up for the programme. To promote the development of the model in Hong Kong, we provided internal training to 212 staff members at all ranks and began to offer experiential and training courses to other practitioners in the industry from October 2019. Since then, we have equipped up to 100 frontline care workers and professionals from other institutions with hands-on skills, hoping to educate the industry and the public on the "Re-enablement Care" model and rally a concerted effort to build a caring community that respects the elderly.

Project of "Embracing Life"



Funded by The Board of Management of The Chinese Permanent Cemeteries (2019) Annual Donation – "Life Education Project", a series of programmes of "Embracing life,

Appreciating life" were organised for the elderly, their family members and other members of the public across our five day care centres for the elderly. Expressive art therapy groups were held to give elders a chance to revisit memorable life experiences and stories through a variety of art media. We also highlighted the psychological needs of their carers and invited them to take a step back from their duties, rediscover themselves through our activities and enjoy the simple moments of life. The project came to a successful conclusion in December 2020, with a total of 410 participants. The highlights were compiled into videos and uploaded to our YouTube Channel, CFSC Channel, for public viewing.

未來發展 OUTLOOK

延續優質照顧服務，為長者提供安享晚年的環境，提供足夠的支援予照顧者依然是我們的願景；我們將努力陪伴長者跨過疫情，重拾與社區的連繫，並繼續於各照顧服務深入實踐支援長者獨立生活能力的照顧模式，以及進一步推廣至業界，分享導入經驗，提升同工、長者及照顧者對服務模式的認識，攜手面對高齡化帶來的挑戰。

Our priorities remain to provide quality elderly care service, create an environment in which the elderly can spend their silver years at ease and extend adequate support to their carers. While supporting the elderly through the pandemic and reconnecting them with the community, we will also expand the use of the care model in supporting the elderly to live independently in our services, promote the model in the industry and drive public awareness by sharing our experiences in incorporating the model with other practitioners, elders and their carers, in a bid to ride on the challenges brought about by an advanced ageing society.

2020 - 2021 服務統計 (截至2021年3月31日)

SERVICE STATISTICS (AS AT 31st MARCH, 2021)

