



鄰舍輔導會  
THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL



社會福利署資助服務  
Subsidised Service by the Social Welfare Department

## **The Neighbourhood Advice-Action Council Tuen Mun District Integrated Home Care Services Centre**

**Office Hour:** Monday to Saturday - 9:00 to 18:00  
Sunday and Public Holidays - Closed

\*Service arrangements on Sundays, public holidays and outside regular office hours will be made as needed and must be negotiated with the center in advance.

**Address:** Unit 106-108, G/F, Oi Tak House, Yau Oi Estate, Tuen Mun, New Territories

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### **Aim**

The Council founded in 1968, rendering multiple social welfare services with the spirit of "Help the Neighbours, Serve the Community" and professional code of ethics.

The mission of the Integrated Home Care Services [IHCS], including Home Support Services and Frail cases, is to provide holistic care support to elderly persons, people with disabilities and individuals and families with social need as well as their care givers, to stay in the community through a wide range of services under its management with a pool of experienced and professionally trained staff.

Integrated Home Care Services [IHCS] aims to enable the captioned service users to -

1. Stay in the community.
2. Achieve and maintain an optimal level of functioning and independence.
3. Acquire the necessary skills to adapt to changing health status.
4. Prevent premature and inappropriate admission to hospital and residential care.

In future, all the staff will follow the rule "Help the Neighbours, Serve the Community" and to serve the community whole-heartedly.

## **Service Recipients**

1. Elder Persons: Aged 60 or above, lives in the community and not receiving residential services. With the varied needs of the above target groups, Elder Persons are classified under two categories:
  - (a) Home Support Services Cases:

Refer to people aged 60 or above who are assessed to be at the state of mild impairment or requiring higher level of care under interRAI<sup>TM</sup> Check-up (CU) assessment tool or the Standardised Care Need Assessment Mechanism for Elderly Services;
  - (b) Frail Cases:
    - Refer to cases who suffer from moderate to severe level of impairment or disability, and require a comprehensive package of service;
    - Serve frail cases in the whole District Council District as designated by the Social Welfare Department and admit service users on referral by Standardized Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] according to the vacancies of respective service teams.
2. People with Disabilities : refer to people with disabilities including those with intellectual disabilities, physical disabilities or mental illness. For people with mental illness, they have to be mentally stable and free from aggressive / violent acts.
3. Individuals and families with social need: refer to individuals who are suffering from chronic illness or ill health. Families which encounter difficulties arising from desertion, sudden illness, hospitalization, imprisonment, death, etc. are also eligible.

## Service Content

### (a) Home Support Services cases:

Home Support Services (HSS) aims to provide holistic services to the target service users living in the community to facilitate their continuous living at home for as long as possible and achieve or maintain their optimal level of functioning. This service also provides support services to their carers to alleviate their care stress. Tailoring the services in accordance with individual elderly user's need, the service teams should actualise the concepts of "ageing in place" and "continuum of care".

- Meal Service
- Care management and assessment
- Personal care Basic health care
- General physical exercises
- Home respite service
- Environment risk assessment and home modifications suggestions
- Arrangement or referral for centre-based / residential respite services
- Transportation and escort services Household cleaning
- Counselling
- Carer support services and carer training

### (b) Frail Cases:

- Address individual service users' health concerns and corresponding needs by applying a multi-disciplinary approach including medical care, nursing care, nutritional care, personal care, rehabilitative service and social work service etc.
- A planned and well co-ordinated package of home care and community care service tailor-made for individual service user should be provided. In view of service users' frailty and disability, we provide management of service users' clinical issues and arrange the following service –
  - Care management and assessment
  - Personal care
  - Basic and special nursing care
  - Rehabilitation exercises
  - Environmental risk assessment and home modifications suggestions
  - Speech therapy
  - Meal service
  - Home respite service
  - Household cleaning service
  - Escort service
  - Counselling service
  - Carer support and training
  - 24-hour emergency support
  - Arranging respite service

## Services Boundary

### Home Support Services cases and Frail cases:

|                                  |   |
|----------------------------------|---|
| Public Housing Estates:          | Yau Oi Estate, On Ting Estate, Shan King Estate, Fu Tai Estate, Tin King Estate, Kin Sang Estate, Po Tin Estate, Lung Yat Estate, Yan Tin Estate, Wo Tin Estate, Ching Tin Estate, Yip Wong Estate and Moon Tin Estate  |
| The Home Ownership Scheme Flats: | Glorious Garden, Lung Mun Oasis, Siu On Court, Siu Kwai Court, Siu Pong Court, Siu Hin Court, Siu Hong Court and Terrace Concerto   |
| Private Housing:                 | Sun Tuen Mun Centre, Parkland Villas, Napa Valley, Brilliant Garden, Beneville, South Hill Crest, Goodrich Garden, Venice Garden, Blossom Garden, Botania Villa, The Sherwood, The Esplanade, Ori, Eight Regency, Grand Villa, Ming Wong Garden, Po Wah Garden, Hanison Garden, Villa Pinada, Grand Villa, 18 Rosewood, Bauhinia Garden and Novo Land   |
| Rural Areas:                     | <p>Tsing Shan Tsuen, Yeung Siu Hang Tsuen</p> <p>Areas starting from Fung Tei LRT Station and moving north to Wo Ping Lane at Hung Shui Kiu, including Fu Tei Tsuen (Upper), Fu Tei Tsuen (Middle), Fu Tei Tsuen (Lower), To Yuen Wai, Fuk Hang Tsuen, Nai Wai, Choi Yuen Tsuen, Chung Uk Tsuen, Shun Fung Wai, Wo Ping San Tsuen</p> <p>Areas starting from Tsing Tin Road and moving north to Yick Yuen Tsuen, including Po Tong Ha Tsuen, Siu Hang Tsuen, Tsz Tin Tsuen, Kwong Shan Tsuen, Kei Lun Wai, San Hing Tsuen, Tuen Tsz Wai, Tsing Chuen Wai, Yick Yuen Tsuen and Novo Land</p> <p>Tuen Mun Kau Hui, Grand Villa, Ming Wong Garden, Po Wah Garden, Hanison Garden, Villa Pinada, Grand Villa, 18 Rosewood, Bauhinia Garden, Lam Tei, The Sherwood</p> |

## **Application Method of Integrated Home Care Services**

### **1. Home Support Services [People with disabilities or individuals and families with social needs]**

Approach rehabilitation service units (e.g. District Support Centre for Persons with Disabilities, Integrated Community Centre for Mental Wellness) or casework service units (e.g. Integrated Family Service Centres / Integrated Services Centres, Medical Social Services Units) who will assess the applicants' needs and make referrals for HSS if considered suitable.

If the applicant meets the qualifications and the service quota is full, he or she will be placed on a waiting list for services.

### **2. Home Support Services [Elderly]**

- ◆ Bring proof of family income and fill out the application form in person at the center (please call to make an appointment);
- ◆ Referrals by the Social Welfare Department, non-governmental organizations such as elderly centres, medical social workers, community nurses and other departments by means of fill-in the designated application form and mail, fax or return it to the center for processing;
- ◆ Services must be reviewed and evaluated by the social worker of the center, and only those who meet the qualifications will be arranged to receive services if the applicant eligible;
- ◆ If the applicant meets the qualifications and the service quota is full, he or she will be placed on a waiting list for services.

### **3. For frail cases:**

Service users can approach respective Family Services Centres (FSCs) / Integrated Family Services Centres (IFSCs), Medical Social Services Units (MSSUs), District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs) / Social Centres for the Elderly (S/Es) for referrals and arrangement of Standardized Care Need Assessment for Elderly Services.

## **Withdrawal Method**

Express the intention to workers.

## **Service Termination**

- ◆ Staff will clearly explain the reason of termination to service to users and negotiate the date for terminating the service.
- ◆ Appropriate referrals will be made if necessary.

## **Fee**

Follow the standard of Social Welfare Department.