

**The Neighbourhood Advice Action Council**  
**Agency-Based Speech Therapy Service**

**Aim:**

Since August 2021, the Agency-Based Speech Therapy Service has been established in the Neighbourhood Advice-Action Council (NAAC). It provides speech therapy service to needy ageing service users of (subvented) residential care homes for persons with disabilities (RCHDs). It also offers consultation and demonstration to service users' family members/principal carers/relevant staff members on training programme and treatment of individual service user as well as to equip them with the knowledge and skills in handling the speech, feeding and swallowing problems of these service users.

**Goal:**

For ageing service users with speech, feeding and swallowing problems, Agency-Based Speech Therapy Service provides assessment, direct treatment, consultation, training and educational programmes to them and/or their family members/ carers. The service helps the ageing service users to overcome obstacles in their daily living and to help maintain their residual communication and speech ability so that their daily function could be sustained.

**Scope of Service:**

1) Language and Communication Assessment

Through diagnostic assessment, the therapists will provide individualized communication training or set up follow-up plans.

2) Swallowing Assessment

Through diagnostic assessment, the therapists can identify the service users with dysphagia early, provide individualized swallowing training or set up follow-up plans.

3) Individual and Group Therapy

a) Receptive and Expressive Language Training

Through different training methods, such as improving auditory memory ability, analyzing semantic features, and giving appropriate language stimulation, it is hoped to help service users to understand instructions and express their needs.

b) Social Communication Skills Training

Language is an important medium for service users to engage in social activities. Through group training and life simulations, service users are encouraged to use the language skills already mastered to conduct different social communication activities, such as greeting and reserving seats.

- c) **Articulation Training**  
Through articulation training and oral-motor coordination exercises (for example, providing multi-sensory stimulation or prompts to the oral muscles), it is hoped to guide service users to articulate words correctly, in turn improving the speech clarity.
  - d) **Voice Training**  
Through voice training (for example, teaching correct breathing patterns, speed and voice quality when speaking, as well as giving advice on vocal hygiene), it is hoped to improve the voice quality and avoid further deterioration of voice problems.
  - e) **Fluency Training**  
Regarding the causes of stuttering, the therapist will develop a personalized treatment plan, such as teaching how to organize speech and slow down the speech rate, in order to improve the speech fluency of the service user.
  - f) **Swallowing Training**  
Through face, jaw, lip and tongue oral-motor exercises (for example, bubble blowing, bite blocks biting), it is hoped to help service users to relearn the learnt swallowing skills, in turn improving their swallowing and self-care ability.
- 4) **Design of Augmentative and Alternative Communication Devices)**  
Regarding service users' individual needs, the therapist will design and make augmentative and alternative communicative devices like communication board and communication book to help service users to express their needs and feelings in a more effective way.
- 5) **Feeding Instructions and Recommendation**  
By providing recommendations on diet texture, liquid consistency, eating/drinking utensils and safety precautions, service users' eating safety and quality of life can be enhanced.
- 6) **Staff and Carer Training**  
To provide information about speech therapy service and updated news about rehabilitative training to staff and parents. For example, parents will be taught how to train the service user and manage the problematic behaviors in home environment)

**Service Target:**

Ageing service users of residential care homes for persons with disabilities (RCHDs) including Hostel for Moderately Mentally Handicapped Persons, Hostel for Severely Mentally Handicapped Persons, Hostel for Severely Physically Handicapped Persons, Hostel for Severely Physically Handicapped Persons with Mental Handicap, Care and Attention Home for Severely Disabled Persons and Supported Hostel and their parents/guardians/family members as well as relevant staff members of the RCHDs.

**Referral Procedure:**

1. The Speech Therapy Coordinator/social worker of the centre implement the initial assessment (with consent from relatives of service user)
2. They will then fill in the referral form with the signature of Centre Supervisor/Assistant Centre Supervisor/Nurse in Charge
3. The filled referral form is submitted to the Speech Therapist

**Discharge Procedure:**

On one side, service users and their relatives can request termination of service at any time. On the other side, the speech therapist can terminate the service when the service users do not need the service (after review assessment) or the service agreement is over. The therapist may refer the users to other professional depending on their individual needs. Besides, the therapist will explain the reasons for termination of service to service users and social worker.

**Service Fee:**

Free of charge for speech therapy service. Service users need to pay for their own adaptive aids and equipment if needed.

**Contact:**

Office Address : Agency-Based Speech Therapy Service Office, Harmony Manor,  
No. 45, A Kung Kok Shan Road, Sha Tin, New Territories

Office Tel : 2540 5692

**Service Hours :**

Monday to Thursday: 9:00 am – 6:00 pm

Friday: 9:30 am – 5:30 pm

Saturday, Sunday & Public Holidays – closed