



**The Neighbourhood Advice-Action Council
Wongtaisin District Integrated Home Care Services Centre**

Opening Hour: Monday to Saturday — 9:00 to 18:00

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Aim

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

The mission of the Integrated Home Care Service is to provide holistic care support to the elders, disabled and needy families living in the community through a wide range of services under its management with a pool of experienced and professionally trained staff.

IHCS aims to enable individuals, including elders, disabled and needy families, to -

- 1.Enable individuals, including elders, disabled and needy families, to stay in the community.
- 2.Enable them to achieve and maintain an optimal level of functioning and independence.
- 3.Enable them to acquire the necessary skills to adapt to changing health status.
- 4.Enable them to 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. Elderly persons: refer to people aged 65 or above. Elders aged between 60 and 64 may receive the service if there is proven need.
2. Disabled persons: refer to people with disabilities including those with mental handicap, physical handicap or mental illness. For people with mental illness, they have to be certified as mentally stable and free from aggressive / violent act.
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.

With the varied needs of the above target groups, they are classified under three categories:

(a) Ordinary Cases:

- Refer to cases who suffer from the no to mild level of impairment or disability, or those cases that are assessed at moderate or severe level of impairment but require only personal care and home-making service;
- priority should be given to individuals who: (a) have no or poor support from friends or the community and are financially disadvantaged, e.g. low-income working families (b) are on the waiting list of IHCS(OC); and (c) discharged cases from Home Care Services for Frail Elderly Persons

(b) Home Care and Support Services for Elderly Persons with Mild Impairment:

- aged 60 or above living in the community and not receiving institutional care;
- waitlisting for IHCS(OC); and
- assessed to be at the state of mild impairment or above under a designated assessment tool; or
- assessed and recommended for “Home Support Services” under the Standardised Care Need Assessment Mechanism for Elderly Services, and referred to the respective IHCS team by social worker.

(c) 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.

Service Content

(a) 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;
 - Basic nursing care;
 - Special nursing care;
 - Personal care;
 - Restorative and maintenance rehabilitation exercises;
 - Centre-based day care service;

- Support service;
- Carer support service;
- Home respite, day respite and residential respite service;
- Out-of-hour emergency support;
- Environmental risk assessment and home modifications;
- Home-making service e.g. household cleaning, changing of bed sheets and pillowcases, purchase of necessities, laundry, meal preparation, etc.;
- Provision of meals; and
- Transportation and escort service.

(b) Ordinary Cases and The Home Care and Support Services for Elderly Persons with Mild Impairment (HSMI) cases:

- Personal care / simple nursing care service;
- General household or domestic duties;
- Escort;
- Child-minding;
- Home respite service;
- Health / safety;
- Purchase and delivery of daily necessities;
- Provision of meals and laundry service; and
- Other duties – to provide support to carers of the service users etc.

Services Boundary

Ordinary cases and The Home Care and Support Services for Elderly Persons with Mild Impairment (HSMI) cases:

Public Housing Estates:	Lok Fu Estate, Wang Tau Hom Estate (Wang Yiu House, Wang Cho House, Wang Wai House, Wang Fai House);
Home Ownership Scheme:	Hong Keung Court, Fu Keung Court, Tak Keung Court, Tak Keung Court, Ka Keung Court, Tin Ma Court, Tin Wang Court, Rhythm Garden;
Private buildings:	Residential units on Junction Road (South of Morse Park), San Po Kong

Frail cases:

Public Housing Estates:	Lok Fu Estate, Wang Tau Hom Estate, Tung Tau Estate, Mei Tung Estate, Tung Wui Estate, Choi Hung Estate, Choi Wan Estate, Choi Fai Estate
The Home Ownership Scheme Flats:	Fu Keung Court, Tak Keung Court, Ka Keung Court, Hong Keung Court, Tin Ma Court, Tin Wang Court, King Tai Court, Rhythm Garden, Sun Lai Garden, Kingsford Terrace, Choi Fung Court
Private buildings and others	Aria, San Po Kong Plaza, Shung Ling Building, Billionnaire Royale, Le Billionnaire, The Latitude, Yue Xiu Plaza, Choi Hung Villa, Fortune Garden, Wealth Garden, Scenic View, Bay View Garden, Ngau Chi Wan Village, Nga Tsing Wai Tsuen, Junction Road Residential Area, Fire Services Department Wing Ting Road Fire Services Married Quarters

Application Method of Integrated Home Care Services

1. For ordinary cases:
Service users can approach respective FSCs / IFSCs, MSSUs, DECCs, NECs, S/Es, Special Schools and Rehabilitation Units for referrals or IHCSTs directly for application.
2. For The Home Care and Support Services for Elderly Persons with Mild Impairment (HSMD):
Same as Ordinary Cases. Elderly persons who are waitlisting Ordinary Services would be invited to undergo the assessment by the designated tool. Eligible users would be arranged to receive services accordingly.
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.

Fee

Follow the standard of Social Welfare Department.