



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 Wongtaisin 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:** G01, Wang Yiu House, Wang Tau Hom Estate, Wongtaisin, Kowloon

**Telephone:** 2794 9325

**Fax No.:** 2794 9365

**E-mail:** [wihc@naac.org.hk](mailto:wihc@naac.org.hk)

### **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 Scope

### (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

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 Tsin Wai Tsuen, Junction Road Residential Area, Fire Services Department Wing Ting Road Fire Services Married Quarters

## **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.