I Service Definition

Introduction

Residential nursery is one type of residential child care services which provide out-of-home care for children aged 2 to under 6 who cannot be adequately cared for by their families due primarily to various family problems or crises. Residential care and education services are provided/arranged in the residential nurseries.

Purpose and objectives

Residential nursery service is to provide temporary care to children until they can return to their families or a long term alternative living arrangement is achieved.

The objectives of residential nursery service are:-

- to provide residential care for children in a stable and safe living environment to enhance their growth and development; and

- to provide a balanced programme to foster the physical, intellectual, language, social and emotional development of the children.

Nature of service

The service is to be operated in compliance with the Child Care Services Ordinance and related Regulations.

The services provided are:

(a) Physical and basic care, including

- accommodation;
- 24-hour care;
- sufficient and varied food appropriate to the age and needs of the children;

1 This Funding and Service Agreement is a sample document for reference only.
• arranging appropriate and basic daily living items; and
• arranging regular health inspection, keeping of health record and taking appropriate follow-up action.

(b) A balanced and flexibly designed programme with ongoing objective and systematic evaluation of the children’s progress and the programme. The programme should include a variety of play and learning activities to meet the developmental needs of the children which aims

• to enhance children’s development of gross and fine motor skills;
• to develop children’s positive attitude towards acquisition of knowledge, reasoning and problem solving skills;
• to develop children’s interpersonal communication skills;
• to help children recognize their emotions and acquire the skills of expressing their feelings; and
• to develop children’s self-esteem and sense of responsibility.

(c) Services meeting individual needs, including

• supervising daily activities and routines;
• providing counselling service to the children according to individual needs; and
• arranging or escorting children to receive other services when necessary, e.g. psychological service, dental appointment, etc.

(d) Welfare planning, including

• development and review of individual welfare plans, in conjunction with relevant others involved in the children’s placement, through regular case discussions or review meetings;
• liaising with significant others involved in children’s placement, including the families/guardians, other agencies and the referring agency or worker, to ensure regular evaluation of individual child’s development progress; and
• encouraging and facilitating children’s contact with families/guardians, arranging home leave and preparing children for home restoration/alternative placement, in collaboration with the referring workers.

(e) Social and recreational activities, including

• arranging a variety of age-appropriate social and recreational activities and developing social skills; and

• providing opportunities to foster children’s good habits, self-care abilities and routine training.

Target group

The target group is children between aged 2 to under 6 who are homeless, abandoned or cannot be adequately cared for by their families. This may include children of limited intelligence, or children who experience minor health problems and have been medically assessed as fit for care in the residential nurseries.

Referrals are via the Central Referral System for Residential Child Care Services operated by SWD.

II Performance Standards

The service operator will meet the following performance standards:

Outputs

<table>
<thead>
<tr>
<th>Output Standard</th>
<th>Output Indicators</th>
<th>Agreed Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rate $R(1)^{\text{Note 1}}$ of placement occupancy within one year</td>
<td>80%</td>
</tr>
<tr>
<td>2</td>
<td>Rate $R(2)^{\text{Note 2}}$ of completing evaluation report on individual child’s developmental progress within one year</td>
<td>98%</td>
</tr>
<tr>
<td>3</td>
<td>Rate $R(3)^{\text{Note 3}}$ of achieving scheduled case reviews within one year</td>
<td>98%</td>
</tr>
</tbody>
</table>
4 Number of special activities\(^\text{Note 4}\) organized for children within one year 4

5 Number of activities\(^\text{Note 5}\) organized to encourage parental participation within one year 2

(Key on definitions attached at end of this Agreement)

**Essential service requirements**

- 24-hour care per day

- Child care supervisor, senior child care worker, child care worker, trainee child care worker, qualified nurse, registered social worker and supporting staff are essential staff of the service.

- All services have to comply with the relevant Code of Practice and the Manual of Procedures of Central Referral System for Residential Child Care Services.

**Quality**

Service operators will meet the requirements of the 16 Service Quality Standards (SQSs).

**III Obligations of SWD to Service Operators**

The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators.

In addition, the SWD will meet the following service-specific standards of performance. The actual performance of the department in relation to these obligations is expected to affect the ability of the service operator to meet its required standards of performance.

- to provide a written referral from the Central Referral System for Residential Child Care Services within 7 working days of written notification of a vacancy, providing there is a referral with updated and complete information in hand.
IV  **Basis of Subvention**

The basis of subvention is set out in the offer and notification letters issued by the SWD to the agency.

The service unit is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by the SWD on subvention policies and procedures.
Explanatory Notes

Key Definitions

Note 1 Placement occupancy refers to the number of places occupied starting from the date of admission to the date of formal discharge.

R(1) The calculation of Rate of placement occupancy

\[ \text{Rate of placement occupancy} = \frac{\text{Sum of daily enrolment} \times 100}{\text{Capacity} \times \text{no. of operating days in the year}} \]

* daily enrolment is counted to include children on sick/home leave or pre-discharge leave.

[SWD will take into the consideration the availability of referrals should the placement occupancy rate not be met]

Note 2 The evaluation report is expected to include the following items:

a) report of the progress of individual child in physical, intellectual, language, social and emotional development in the past six months;

b) assessment on the individual development aspect of the child; and

c) follow-up plan on individual child’s development

d) the frequency of evaluation report is set at once within 6 months for every individual child after first admission and once every 9 months thereafter.

R(2) The calculation of Rate of completing evaluation report on individual child’s developmental progress

\[ \text{Rate of completing evaluation report on individual child’s developmental progress} = \frac{\text{no. of evaluation report on individual child completed during the period}}{\text{no. of evaluation report on individual child required during the period}} \times 100\% \]

Note 3 Scheduled case review refers to case conference initiated by the home and shall
meet the following criteria:

a) **participants** include social worker of the residential nursery, the child (subject to the age and maturity of the child) and a third party, i.e. parents/referring worker/residential child care worker, etc.;

b) there is **subject area** concerning the child, include placement plan, family reunion plan, or any problem arisen in the course of placement;

c) review is **documented**, i.e. record is kept;

d) there is **follow-up action**; and

e) **the frequency of case review** is set at once within 6 months for individual child after first admission. The 2nd and subsequent review would be conducted once every 9 months counting from the date of conducting the last review.

R(3) The calculation of **Rate** of achieving scheduled case reviews

\[
= \frac{\text{no. of case reviews completed during the period}}{\text{no. of case reviews required during the period}} \times 100\%
\]

Note 4 Examples of special activities for children, which are interactive in nature, are community visits, festival celebrations, sports/games day and graduation party, etc.

Note 5 Examples of activities organized to encourage parental participation are parents’ meeting, parent-child activities, parents resource library, newsletter to parents, open day, etc.