

CENTRAL WAITING LIST FOR SUBSIDISED LONG TERM CARE SERVICES

● Background

To actualise the policy initiatives of “ageing in place” and “continuum of care” and streamline the application procedures, the Social Welfare Department has implemented a Central Waiting List for subsidised long term care services since 28 November 2003 to facilitate elders’ registration of the request for subsidised long term care services at single entry points. Underpinning the Central Waiting List is a centralised registration system whereby the Standardised Care Need Assessment Management Offices serve as focal points of contact for elders to register their needs and make applications for subsidised long term care services under the welfare system which are matched in accordance with elders’ care needs as ascertained by the standardised care need assessment tool.



● Scope

Long term care services cover the following services subsidised by the government:

- (a) Community Care Services (CCS)
 - (i) Integrated Home Care Services (IHCS) in respect of frail cases with moderate or severe level of impairment
 - (ii) Enhanced Home and Community Care Services (EHCCS)
 - (iii) Day Care Centre for the Elderly / Day Care Unit for the Elderly (D/E/DCU)

(Note: In terms of service type, IHCS and EHCCS are home-based services whereas D/E / DCU are centre-based services.)

- (b) Residential Care Services (RCS)
 - (i) Home for the Aged in respect of applicants prior to 1 January 2003
 - (ii) Care and Attention (C&A) Home
 - (iii) Nursing Home (NH)

● Application Procedures

The Central Waiting List accepts requests for long term care services only on a referral basis. Applicants or persons acting on behalf of the applicants may

approach the following referring offices for raising the request:

- (a) Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs);
- (b) Medical Social Services Units (MSSUs);
- (c) District Elderly Community Centres (DECCs);
- (d) Neighbourhood Elderly Centres (NECs)/Social Centres for the Elderly (S/Es);
- (e) Others service units e.g. Family and Child Protective Service Units (FCPSU),
Counselling Units, Integrated Services for Street Sleepers, etc.

For service users of subsidised places under the Enhanced Bought Place Scheme (EBPS) and service users of Day Care Centres for the Elderly, they may approach the referring offices listed above to raise their requests for other long term care services if the services they are receiving no longer meet their care needs.

Existing users of the following services may raise their request with their service providers for long term care services if they find the services they are receiving no longer meeting their care needs and the service providers acting as responsible workers may make appropriate referrals in respect of their users' needs:

- (a) Subvented Residential Care Homes for the Elderly (RCHEs) / Contract Homes;
- (b) Integrated Homes Care Services (IHCS) Teams , Enhanced Home and
Community Care Services (EHCCS) Teams and Home Help Team; and
- (c) Day Care Units for the Elderly attached to DECCs/RCHEs.

Social workers will interview the elders and their family members to conduct initial screening on the need for long term care services. If the elders are initially screened to be in need of long term care services, social workers may arrange MDS-HC assessment to ascertain the care need. For elders assessed to have care needs (i.e. impairment at moderate or above level), they will be matched with the appropriate services in accordance with the assessment results. If the matched services are not immediately available, they will be put on the appropriate waiting lists to await their turn for admission. For elders assessed to have no care needs (i.e. no or mild impairment level), they will be referred to other district-based support services as necessary (e.g. IHCS (Ordinary Cases), District Elderly Community Centre , Neighbourhood Elderly Centre , elderly health centre, counselling, outreaching service for the elderly, etc.).

Choices of Applicants

For applicants who are eligible for residential care services, they have the

following choices in respect of residential care homes:

- location of the residential care home;
- religion background of the residential care home;
- diet arrangement by the residential care home; and
- whether the applicant is willing to accept a subsidised place under the Enhanced Bought Place Scheme.

For applicants who are eligible for community care services, they have to choose either centre-based or home-based community care services. Of the centre-based or home-based community care services, they may indicate a maximum of 3 parallel preferences, and the selected service units should be located within the relevant districts or sub-boundaries in relation to the applicants' residential addresses. Applicants and referring workers may make reference to the service boundaries for IHCS/EHCCS and D/E / DCU as shown in SWD Homepage.