

**SERVICE SPECIFICATION  
ON THE SUPPORTED HOSTEL FOR EX-MENTALLY ILL PERSONS  
AT LOK WAH SOUTH ESTATE, KWUN TONG, KOWLOON**

**BACKGROUND INFORMATION**

1. Rehabilitation residential care services are provided for those people with disabilities who cannot live independently and those who cannot be adequately cared for by their own means or by their family members, with the objectives of promoting their quality of life and maximizing their potentials through a caring and stimulating environment. Supported hostel (SHOS) for Ex-mentally Ill Persons (Ex-MI) is an integral part of the residential rehabilitation care services. It provides group home living for Ex-MI aged 15 and above who can live semi-independently with a fair amount of assistance from hostel staff in daily activities. Apart from accommodation, food and meals, SHOS provides Ex-MI with guidance / assistance in performing some domestic tasks to develop their independent living, social, communication and decision-making skills and to enable them to maintain contact with the families and community.

2. Currently, there are three SHOSs for Ex-MI providing a total of 60 places. This new SHOS project will be the first to be established in an urban public housing estate. Its accessible location will certainly help the service users to re-integrate into the community, however, it will also pose a challenge to the Operator to get the public's acceptance of this SHOS for Ex-MI in a well-established locality.

**DEFINITION OF TERMS**

3. The following terms are used in this Specification:

**Funding and Service Agreement (FSA)** Refers to the binding document between Social Welfare Department (SWD) as the funder and the Operator. Both parties are required to observe the terms of respective agreements for different services as laid down in the document. This document defines the obligations of SWD to the Operator, the

role of SWD in overseeing the performance of the Operator, the kind of services to be provided, the performance standards, and the basis of subvention.

**Mentally ill persons** Also known as “mental patients” and is defined in this Specification as follow:

“Persons who suffer from a range of disorders due to their predisposition and/or physical, psychological and social factors. The disorders may lead to acute or chronic disturbances which are emotional, intellectual and/or behavioral and are accompanied, when the illness is serious, by distortions of personality and social relationships.”

**Service Quality Standards (SQSs)** Refers to the level of which, in terms of management and service provision, the service unit is expected to attain.

**Service users** Refers to the discharged mental patients placed in the care of this SHOS under the terms of this Specification.

**The Operator** Refers to the non-governmental organization (NGO) which is commissioned by the Director of Social Welfare to provide supported hostel service in accordance with this Specification.

**The Service** Refers to the supported hostel service as detailed in this Specification.

## **OBJECTIVES**

4. The objectives of SHOS are:
  - (a) to provide service users with residential care and facilities for semi-independent living;
  - (b) to enhance service users’ independent living skills and facilitate their

integration into the community; and

- (c) to promote service users' quality of life and to maximize their potentials through the provision of a supportive and stimulating environment.

## **JUSTIFICATION**

5. SHOS service is intended to provide group home living for Ex-MI who can only live semi-independently with a fair amount of assistance from hostel staff in daily activities. Through the small group living and professional support, service users can re-integrate into the community for independent living. For details of the service brief, please refer to *Annex 1*.

6. As at 31 January 2007, there is a total provision of 60 places in supported hostel service against the total number of 75 ex-mentally ill persons on the waiting list with the average waiting time 23 months. In order to meet the increasing demand for the Service, additional SHOS places are thus required.

## **SCOPE OF SERVICE**

7. The Operator is required to meet the holistic and individual needs of service users by providing a well-planned and coordinated range of services facilitative to their medical and social rehabilitation. The Operator has to provide the following range of services in accordance with the service plan as stated in the proposal:

**7.1 General care and supervision** on daily basis round the year should include, but not limit to, the following:

(a) physical care;

(b) health care;

(c) protection and safety;

(d) food;

- (e) house management;
- (f) domestic help; and
- (g) equipment and facilities, etc.

7.2 With the objective to assist the service users for independent living and better integration into the community through a training process, **professional service** should include, but not limit to, the following:

- (a) social work service;
- (b) rehabilitative service;
- (c) nursing service;
- (d) family relationship realignment work;
- (e) social and developmental activities;
- (f) pre-discharge service; and
- (g) collaboration and interfacing, etc.

## **PREMISES, FITTINGS AND FURISHINGS**

8. The premises with an internal floor area of 334m<sup>2</sup>, is located at Units 127-138, Fai Wah House, Lok Wah South Estate, Kwun Tong. The location map and layout plans of this set of premises are provided at ***Annexes 2 and 3***. The government will supply premises “bare-shelled” with a grant capped at \$2,564,100 from Lotteries Fund (LF) for fitting-out works (including Authorized Person’s consultancy fees and contingency). In addition, another LF grant capped at \$269,300 will be provided for the purchase of furniture and equipment. After the Operator is identified, SWD would formally transfer to the Operator the LF allocations, and no LF applications need to be separately made by the Operator. The Operator is required to observe the conditions of the grants set out in the approval letters and in accordance with the procedures and requirements set out in the *Lotteries Fund Manual* (in particular Chapters 3

and 6).

9. The Operator is responsible for the fitting-out work of the premises to fulfill statutory requirements and minimum Schedule of Accommodation (S of A) and Technical Schedules (TS) standards prescribed by SWD. The S of A and TS for the fitting-out works with specific requirements are provided at *Annexes 4* and *5*. The Operator is required to fit out the premises at least up to the standards specified therein and, unless otherwise justified, the standards as specified in the *Code of Practice for Residential Care Homes for Persons with Disabilities* issued in March 2002. Subject to Housing Department's endorsement, the Operator may go for higher fitting-out standards by carrying out alteration works at its own resources. The Government or LF will not, however, accept any liability, recurrent of capital for any higher standard works items, including but not limited to any subsequent renovation or replacement of these items. The furniture and equipment list, based on which the LF grant for the purchase of furniture and equipment items is calculated, is provided at *Annex 6*.

10. The Operator is required to submit to the SWD details of a works programme for implementing the fitting-out works and a plan for orchestrating the implementation of the services for monitoring by the SWD staff in order that the SHOS can commence services on schedule. Fitting-out works are required to be completed for the SHOS's operation by the third quarter of 2007-08.

11. The Operator must maintain the premises, furniture and equipment in a condition that provide a safe physical environment free from obstruction and fire risk for the protection of service users, staff and visitors.

12. As part of the co-ordination and interfacing strategies promoting community-based rehabilitation, the Operator should develop a public relations strategy to inform neighbours of the SHOS and its services in order to maintain a good relationship with them.

## **TARGET SERVICE USERS**

13. Service users are discharged mental patients. They should be aged

15 or above who are:

- (a) actively occupied in various forms of employment/ day training;
- (b) physically and mentally suitable for group living;
- (c) physically healthy with no active infectious disease or drug/ alcoholic abuse; and
- (d) capable of semi-independent living, such as mastery of self-care skills but may need a fair amount of guidance/ assistance in some domestic tasks like cooking or washing or in community living activities like shopping.

## **ENTRY AND EXIT**

14. The Operator is required to receive referrals only from the Central Referral System for Rehabilitation Service (CRSRehab) of the SWD that accepts and registers referrals. The service unit would comply with the requirements of the CRSRehab set out in the Manual of Procedures for CRSRehab (April 2000) and any subsequent revised versions.

15. In normal situation, service users may exit from the service for the following reasons:

- (a) having achieved improvement or sustained deterioration to such an extent leading to the requirement of alternative more suitable service or accommodation;
- (b) choosing to leave for whatever reasons;
- (c) being hospitalized for a period more than 3 months without a specific discharge plan (fee charging during hospitalization is subject to mutual agreement between the Operator and service users); or
- (d) other reasons as specified in the coding provided in the quarterly statistical form.

16. Service users may normally stay in the supported hostel for a period of around two years. The reasons for discharge from the supported hostel should be documented in the individual case file. Written discharge plans should be developed well in advance of the discharge date if possible. Referrals or notification have to make with other appropriate service units.

## **IMPLEMENTATION SCHEDULE**

17. The implementation schedule is as follows:

<u>Date</u>	<u>Task</u>
Mid March 2007	Letter to NGOs to invite proposal
Mid March 2007	Briefing session to NGOs (including site visit)
April 2007	Closing of submission of proposals
May 2007	Announcement of result
June 2007	Taking up of the site by NGO Operator
June to early October 2007	Identification of contractors and fitting-out of the sites by NGOs
October 2007	Commencement of preparatory period and inception of service operation

## **FEE CHARGING**

18. The Operator will collect the fee charging from service users in accordance with the appropriate fee level announced by the SWD. In 2007/08, the fee payable by service users is HK\$853. This fee level is subject to revision upon further announcement from SWD. Service users who have

financial difficulty in paying fees should be referred to appropriate agencies such as Social Security Field Units, Medical Social Services Units or Integrated Family Services Centres for assistance.

## **FUNDING**

19. An annual recurrent subvention of \$976,725 (excluding rent and rates) will be allocated on a Lump Sum Grant (LSG) mode to the Operator for a time-defined period of three years to deliver the service. This lump sum has taken into account Personal Emoluments, including provident fund for employing registered social workers and supporting staff, and all other relevant costs (such as employee compensation insurance, public liability insurance and incentive payment) applicable to the operation of the centre and the fees paid by service users. Rent and rates in respect of premises recognized by the SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

20. In receiving the LSG, the Operator is accorded flexibility in the use of the grant but will have to observe the guidelines set out in the latest LSG Manual and the LSG Circulars in force on the use of subventions. The LSG will be subject to adjustments including salary adjustment in line with civil service pay adjustment and other charges in line with government-wide price adjustment factor. The actual subvention allocation will also be adjusted in accordance with date of commencement of service and proposals regarding phased admission schedule, if any. The Government will not accept any liabilities or financial implication arising from the project beyond the approved funding.

## **PAYMENT ARRANGEMENT, INTERNAL CONTROL AND FINANCIAL REPORTING REQUIREMENTS**

21. Upon approval of the application, signing of the FSA and confirmation of commencement of service, the LSG subvention payment will be made on monthly basis.

22. The Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection,

accounting, internal control system and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

23 The Operator shall submit annual financial report and statements audited by a certified public accountant registered under the Professional Accountants Ordinance (Cap 50) in accordance with the requirements as stipulated in the latest LSG Manual and LSG Circulars in force.

### **CRISIS MANGEMENT AND CONTINGENCY PLAN**

24. The Operator must develop operational guidelines for crisis management, as well as a contingency plan to specify strategies for continuation of service, and ensure that the contingency plan can be activated at all times, should the supported hostel encounter difficulties in providing the services at stated this Specification. The SWD should be informed as soon as possible when the contingency plan is activated and the alternative mode of service delivery is provided.

25. Any back up service provided must meet all requirements of the Specification. In this regard, no additional allowance or compensation in any form will be payable by the SWD in implementing the contingency plan.

### **TRANSITIONAL ARRANGEMENT**

26. If there is a case that upon expiry of the Agreement and subsequent agreement is entered into with a new operator, the Operator should co-operate with the SWD to ensure proper transfer of service to the succeeding operator.

### **PERFORMANCE MEASUREMENTS**

27. The Operator is required to achieve the following minimum output requirements:

(a) average enrolment rate of 98% within a year, and

(b) successful discharge rate of 15% within a year.

The above reporting items will be contained in the quarterly statistical form and will form part of the performance assessment of the supported hostel. The form is subject to revision so as to incorporate additional / new items pledged by the Operator as value-added items and changes in requirements as agreed between the SWD and the welfare sector as stipulated in paragraph 30 below.

28. The Operator will meet the level of attainment on outcome measures as stated in the proposal. The required outcome measures will include, but not limiting to, the following aspects:

- (a) service users maintaining and improving capability in daily living;
- (b) service users showing capability in solving social relationship problems;
- (c) service users gaining confidence and capability in leading a more independent living; and
- (d) user satisfaction level where user is not confined to residents of supported hostel.

29. Quality of the service will be assessed by the ability of the Operator fulfill the requirements set out in the SQSs under the Service Performance Monitoring System. The Operator will be required to comply with the SQSs and go through the assessment process.

## **CONTROL MECHANISM**

30. The Operator is required to sign a FSA, which is scheduled for a period of 36 months and should incorporate all aspects of the proposal including the value added items. Continuation of service for the next term will be subject to negotiation upon expiry of the agreement and assessment on the compliance of all aspects of the proposal as stipulated in this Specification, as well as the service need.

31. Where there is any change to the performance measurements within the agreement period, the SWD will seek mutual agreement with the Operator and the Operator will be required to achieve new requirements in accordance

with the agreed implementation schedule.

32. The SWD reserves the right to apply the following monitoring procedures:

- (a) initial review one year after the commencement of service to confirm if the essential systems, tools, records and resources are in place;
- (b) assessment of the Operator's compliance with the requirements of the CRSRehab;
- (c) announced and unannounced visits to examine in detail the performance of the Operator, actual output on all key service components, service quality and standard achieved or not achieved, areas of concern/ complaint and outcome, etc.; and
- (d) user satisfaction survey as and when necessary.

33. The Operator is required to provide quarterly statistical returns on the profile of service users, number of programmes organized, service effectiveness, and other information as required in a prescribed format and time frame.

34. The Operator is also required to submit to the SWD financial report and audited account on an annual basis.

## **COORDINATION AND INTERFACING STRATEGIES**

35. The Operator is required to attain effective communication and helpful public relations with local organization and the public through her expertise in mental health to promote acceptance and caring of the service users to enhance their integration into the community.

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