

Tips for Selecting a Suitable Private Residential Care Home for the Disabled



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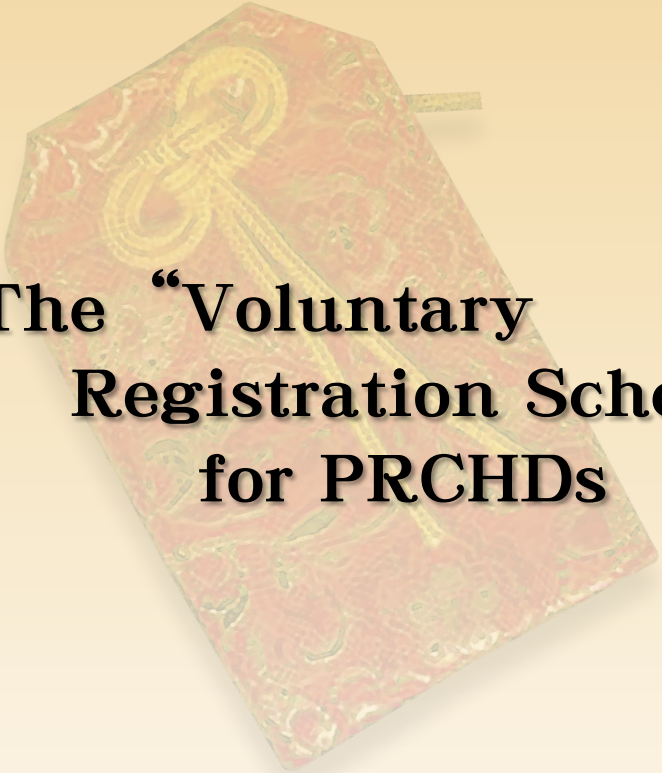
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1. Introduction

According to the definition by the Social Welfare Department (SWD), a hostel at which more than eight persons with disabilities over the age of 15 are habitually received for the purpose of care while residing therein is classified as residential care home for the disabled. Private residential care homes for the disabled (PRCHDs) are business operated for providing residential services for the disabled who cannot live on their own or with their families due to personal, family, health or other reasons. When choosing a suitable PRCHD, the most important is to take into consideration the level of care and assistance required by a disabled person.

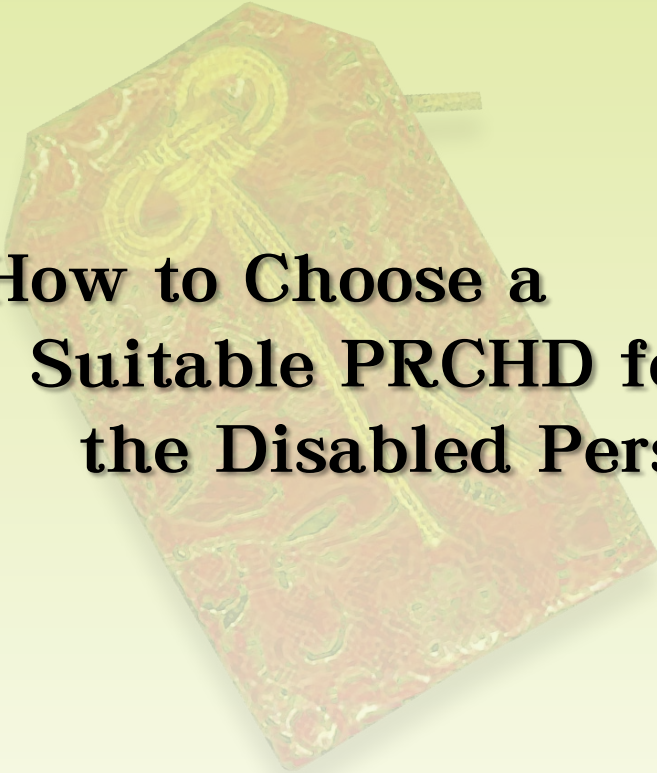


2. The “Voluntary Registration Scheme” for PRCHDs



SWD has introduced a “Voluntary Registration Scheme” (VRS) to encourage PRCHDs to improve their services, and PRCHDs could join the scheme voluntarily. SWD staff will conduct site inspection on the PRCHDs applied for VRS. PRCHDs having satisfied the basic requirements in home management, fire safety, building safety and health care can join the scheme which will have their names, relevant information and the date of the most recent site inspection by SWD staff uploaded onto SWD’s homepage, and made accessible to the public for reference. Please visit the SWD webpage for details of VRS http://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_roprchdvrs/

The information stated in the “VRS” homepage is for reference only. Those who have to take up residence at PRCHDs and their family members are advised to read carefully the below information before making a decision in choosing a PRCHD.



3. How to Choose a Suitable PRCHD for the Disabled Persons



Apart from making careful consideration and examining thoroughly the conditions of a PRCHD, the disabled persons and their family members should also visit a few more PRCHDs for comparison. Through visiting PRCHDs at different times of the day, they would have a better understanding of the service quality of PRCHDs for making the best choice.

Observe Carefully

- The environment, facilities and sanitary condition of the PRCHD.
- Whether there is any foul smell in the dormitories, washrooms, corridors and kitchens of the PRCHD.
- The location where the PRCHD is situated, the fitting-out and maintenance of the premises.
- The home rules and regulations of the PRCHD, daily schedules, menu, manpower provision and meal arrangement, as well as the activities pictures being posted up, to understand the general operation of the PRCHD.
- The atmosphere of the PRCHD, and how the residents and the staff are getting along together.
- The residents and their living in the PRCHD, and the provision of care facilities and manpower of the PRCHD to see whether they are adequate to meet the residents' care needs.

Listen Carefully

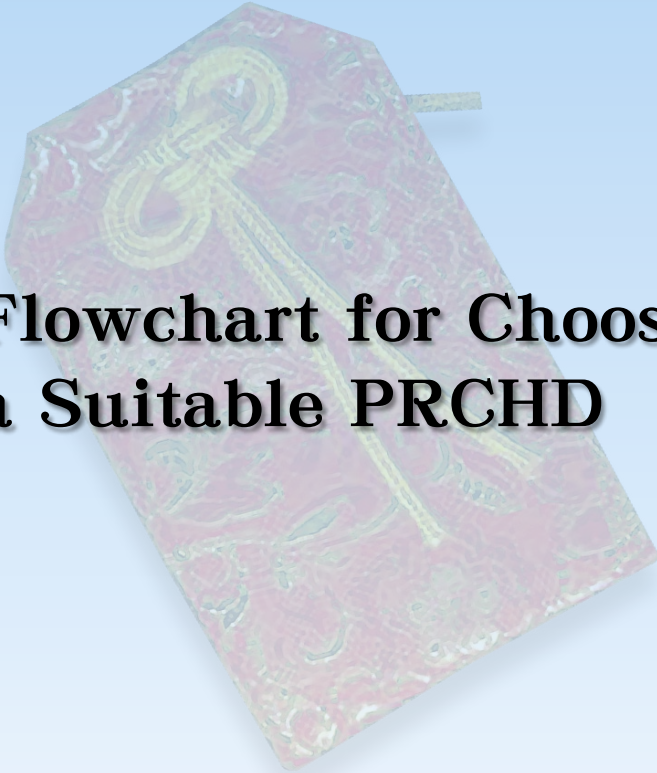
- The public's views on the PRCHD.
- The conversation between the residents and the staff, to know more about the staff's working attitude towards the residents.
- The conversation between the general staff and management of the PRCHD, to know more about the staff's working relationship.

Ask Proactively

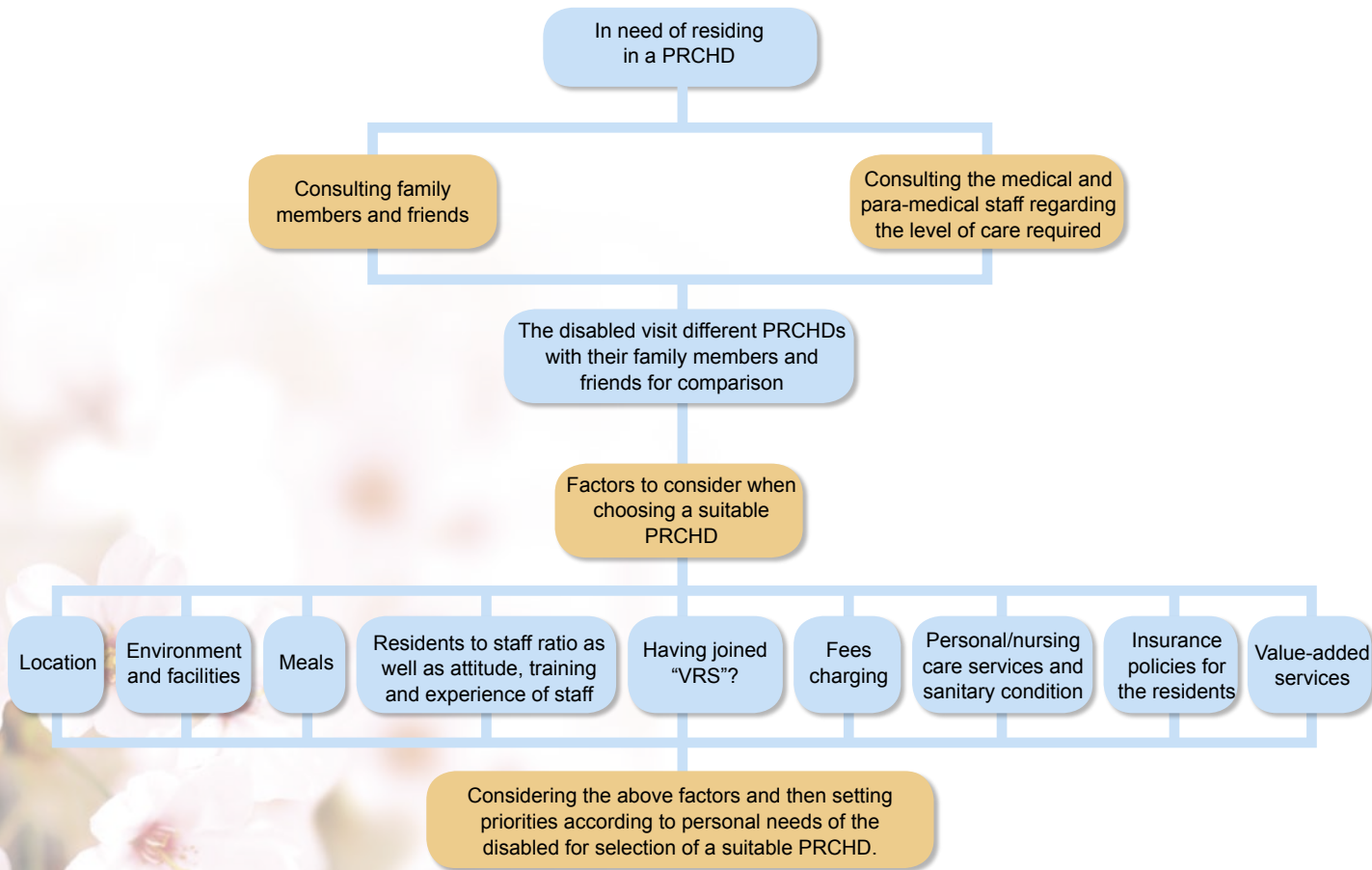
- The views of the residents or their family members on the PRCHD's services such as quality of the meals provided, and the residents' feeling of living in the PRCHD.
- The staff's ways of handling the residents' emotional problems and provocative behaviour, to understand their ability in crisis management.
- The service items provided by the PRCHD and the fee charges.
- Whether the PRCHD has taken out insurance for its residents.

Act Positively

- To collect more information on the PRCHD, such as its home regulations, leaflets and list of fee charging, to know more about the PRCHD.
- To visit the PRCHD during meal time to understand its food quality.
- To get a menu to understand the meals provided over the last couple of weeks.
- To check and examine the PRCHD's facilities and its sanitary condition, such as furniture and bedding, through personal experience as far as possible.



4. Flowchart for Choosing a Suitable PRCHD





5. Checklist for Selecting a PRCHD

The following checklist may serve as a reference for you to select a PRCHD (you may like to adjust the items below according to the disabled persons' individual needs):

<u>Scope</u>	<u>Enquiry items</u>	Yes	No
“Voluntary Registration Scheme”	<ul style="list-style-type: none"> • Has the PRCHD joined the “VRS”? 	<input type="checkbox"/>	<input type="checkbox"/>
Location	<ul style="list-style-type: none"> • Is the PRCHD accessible to family members and friends? • Is the PRCHD located close to shopping malls? • Are there any parks or open areas nearby? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Environment and Facilities	<ul style="list-style-type: none"> • Is the PRCHD spacious enough for living and activities? • Has the PRCHD been equipped with appropriate toilets and shower rooms? • Is the PRCHD's home environment clean, comfortable and well-ventilated? • Has the residents' privacy been properly protected? Is there any personal locker or partition? • Has the PRCHD provided enough nursing care facilities to meet the residents' caring needs? • Is the PRCHD provided with appropriate lighting? • Does the PRCHD have basic exercise equipments, rehabilitation aids, activity rooms or other recreational facilities? • Is there lift service if the PRCHD is not located on the ground floor? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Meals	<ul style="list-style-type: none"> • Has the PRCHD provided balanced diets? How many meals are served per day? Are meat, vegetables and fruits provided in each meal? • Is there any special meal (such as fluid or diabetic meals) provided to the residents with specific health problems? • Could special meals be arranged for the residents with personal diet preference (such as vegetarian meals)? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



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<u>Scope</u>	<u>Enquiry items</u>	Yes	No
Residents to staff ratio as well as the attitude, training and experience of staff	• Is there enough manpower to look after the residents who have different nursing care needs (special attention should be paid to the manpower provision on night shifts)?	<input type="checkbox"/>	<input type="checkbox"/>
	• Is the staff friendly and caring to the residents?	<input type="checkbox"/>	<input type="checkbox"/>
	• Could the staff communicate effectively with the residents?	<input type="checkbox"/>	<input type="checkbox"/>
Fees	• The fees charged by each PRCHD may vary. Do you know the details of the fee schedules, the miscellaneous charges (such as escorting fee), as well as the criteria for calculation?	<input type="checkbox"/>	<input type="checkbox"/>
	• Is there a fees schedule listing out various charge items?	<input type="checkbox"/>	<input type="checkbox"/>
	• Is there any guideline on the calculation for the refund of deposits when the residents are discharged?	<input type="checkbox"/>	<input type="checkbox"/>
	• Are the fees affordable and within your budget?	<input type="checkbox"/>	<input type="checkbox"/>
Personal/nursing care services and other points to note	• Would appropriate personal/nursing care services be provided according to the individual needs of the residents (such as assistance in feeding and changing positions regularly for bed-ridden residents)?	<input type="checkbox"/>	<input type="checkbox"/>
	• Would registered medical practitioner render regular medical consultation to the residents at the PRCHD?	<input type="checkbox"/>	<input type="checkbox"/>
	• Would other special nursing care services be provided to meet the personal needs of the residents, such as peritoneal dialysis and physiotherapy?	<input type="checkbox"/>	<input type="checkbox"/>
	• Has the Business Registration Certificate been posted up?	<input type="checkbox"/>	<input type="checkbox"/>
	• Has the PRCHD taken out insurance policies for the residents and has the valid insurance policies been posted up?	<input type="checkbox"/>	<input type="checkbox"/>



Scope

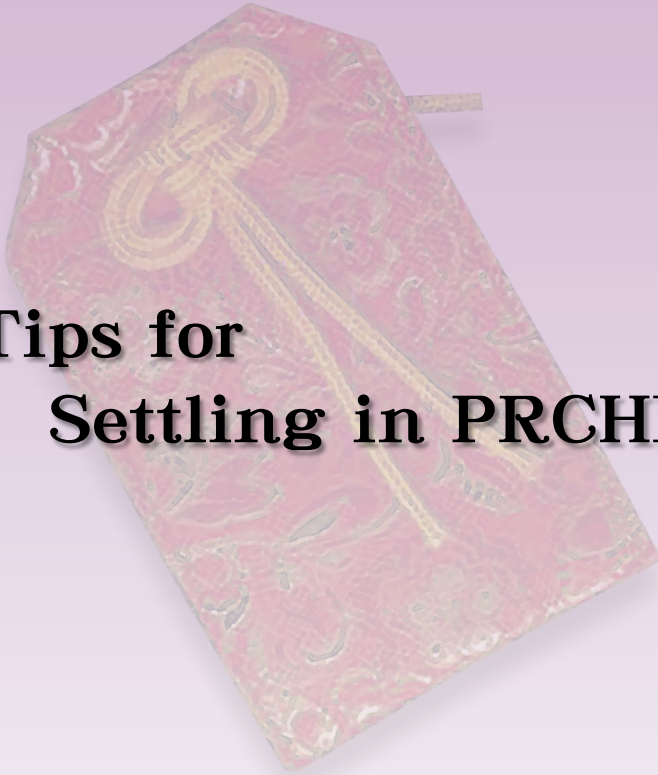
Value added services

Enquiry items

Yes No

- Has the PRCHD arranged staff with valid First Aid Certificate to be on duty in each session?
- Are there any registered or enrolled nurses on duty?
- Would social and recreational activities (such as group activities and volunteers' visits) be organised regularly?
- Would escort service to hospitals/clinics be provided, and what will be the cost?
- Are there social workers, physiotherapists and occupational therapists providing relevant professional services?
- Are the staff experienced in nursing care?
- Is there any nursing care training provided to the staff by the PRCHD regularly?
- Are there any hospital/nursing beds to meet the special needs of the residents?
- Are there any special arrangements for residents with different religious or cultural background?
- Are there any special facilities for those residents who have behavioural problems or are bed-ridden/physically disabled?
- Is there any isolated ward for those residents with illness?
- Would the staff regularly keep the family members of the residents informed of their health condition or rehabilitation progress?

6. Tips for Settling in PRCHDs



Common Problem I

Once leaving their familiar surroundings to live in PRCHDs, the disabled persons will feel insecure and have problems in adjustment.

Tips I

1. Before admitting to PRCHDs, family members should pay visit to the PRCHD with the disabled persons in order to give them a feeling of being supported and cared.
2. Family members should share more with the disabled persons about their life in PRCHDs and encourage the disabled persons to share their worries with family members, friends and social workers.
3. The disabled persons may feel being abandoned or uncomfortable to live in PRCHDs. Family members should visit them or give them phone calls more frequently when they first move into the PRCHDs to help them get through the adjustment period. Subsequent regular visits or contact could further enhance the disabled persons'sense of security and minimize their resistance to live in PRCHDs.
4. Family members should keep close contacts with the staff of the PRCHDs in order to know more about the disabled persons'adjustment and living in PRCHDs.
5. The disabled persons should be encouraged to take part in PRCHDs'activities so as to make more friends.

Common Problem II

What should be brought along when admitting to PRCHDs?

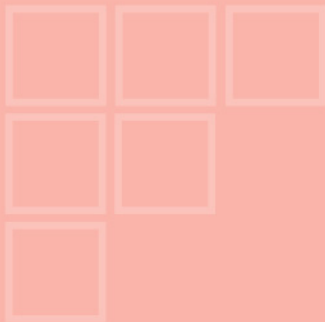
Tips II

1. To provide the disabled persons with a clean and comfortable living environment, and to take into account the residents'daily living needs, PRCHDs have usually prepared some home regulations and a list of necessities for the residents'information. Family members can ask PRCHDs for the list and the concerned arrangement.
2. Proper arrangement of valuable personal belongings should be made before admitting to PRCHDs. The residents should avoid bringing valuable or bulk personal belongings to PRCHD.



7. Enquiry and Comment

Service Unit	Tel No.	Fax No.
1) Registration Office of Private Residential Care Homes for the Disabled, Social Welfare Department	2891 6379	2893 6983
2) Homepage of the Social Welfare Department	http://www.swd.gov.hk	
3) Homepage of the Registration Office of Private Residential Care Homes for the Disabled, Social Welfare Department		
	http://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_roprchdvrs/	



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Social Welfare Department

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