

FUNDING AND SERVICE AGREEMENT¹**Day Care Centre for the Elderly****(A) Service Definition****(1) Introduction**

Day Care Centre for the Elderly (DE) provides a range of centre-based community care services during the daytime to enable frail elderly persons, who are assessed and recommended for community care services or residential care services under the Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES), including those suffering from dementia², to achieve their optimal level of functioning, develop their potential, improve their quality of life and age in place in a familiar community. DE also provides various kinds of support and assistance to carers. The target service users of this service are those who are likely to require admission to residential care service but whose needs can be suitably and better met through day care services and family support.

(2) Purpose and Objectives

The DE provides centre-based community care services for frail elderly persons and carers with the following objectives -

- (a) to improve service users' quality of life and develop their potential such that their functioning and independence in their daily living activities can be enhanced;
- (b) to provide social activities and opportunities of peer-group interaction to the service users;
- (c) to provide supportive service, training and guidance to carers of the service users so that these carers can be better equipped with the knowledge and skills to look after the elderly persons at home; and
- (d) to encourage participation of service users, the carers and community in service operation.

The day respite service of DE is to provide temporary day care service to frail elderly persons, including those suffering from dementia, and enable their carers to take a rest in times of need so that they can resume their caring duties.

¹ This Funding and Service Agreement is a sample document for reference only.

² The elderly persons with dementia also have to go through the assessment by SCNAMES to establish their eligibility for services.

(3) Service Nature and Contents

The Service Operator shall provide a comprehensive range of person-centred, multidisciplinary and holistic day care services including but not limited to personal and nursing care³, training and rehabilitation exercises⁴, psycho-social support, developmental, educational and recreational activities, meal services, transportation to and from home, escort services subject to available resources, as well as assessment and therapy by speech therapist, to address the unique health conditions and care needs of individual service users, including those suffering from dementia.

The Service Operator shall provide training programmes and support services to carers of service users such as family activities, support groups and carer training. Moreover, the Service Operator shall fully utilise the designated and value-added day respite places, as well as the casual vacancies, where applicable and available, to provide respite service to relieve carer's stress and support service users to continue living in the community. Individual DEs may also provide Extended Hours Service (EHS) to accommodate the varying needs of service users. For details, please refer to **Annex**.

The Service Operator shall conduct an inter-disciplinary assessment of the care needs of the service users which includes professional input from nurse, allied health professionals and social worker. The assessed needs of the service users and how these needs are to be met shall be clearly stated in the individual care plan (ICP). ICP shall be formulated within one month of the service users' admission and reviewed at least once a year in accordance with the "Guidelines on Formulation and Implementation of ICP for Individual Service User of Day Care Centre / Unit for the Elderly" in **Appendix** to the **Annex**. Services shall be provided according to the changing care needs of the service users.

To ensure optimal and effective utilisation of the DE in supporting as many elderly persons living in the community as possible, the Service Operator shall actively promote the use of part-time service⁵, day respite service and EHS (where applicable) by eligible elderly persons. The admission procedures for both full-time and part-time service users shall follow the same procedures as set out above. The Service Operator shall also provide appropriate transportation and/or escort services for day respite and EHS users to and from their homes, as well as for attending medical appointments as far as possible.

³ Nursing care shall be provided by registered/enrolled nurse.

⁴ Rehabilitation activities shall be provided by physiotherapist or occupational therapist.

⁵ Users with attendance of less than 4 days in a week are classified as part-time users.

(4) Capacity

Please refer to **Annex** for the capacity of the DE.

(5) Target Service Users and Eligibility Criteria

(a) Service users of DE

- (i) aged 60 or above living in the community and not receiving residential care services;
- (ii) assessed and recommended for community care services or residential care services under SCNAMES; and
- (iii) physically and mentally suitable for communal living.

Elderly persons have to be assessed and recommended by the SCNAMES to ascertain their eligibility for the services. No medical examination is required for admission purpose. The procedures for registration, assessment and admission of the elderly persons are detailed in the latest Manual of Procedures on Registration and Allocation of Long Term Care (LTC) Services which will be amended or supplemented by the Social Welfare Department (SWD) intermittently.

(b) Day Respite Service Users

- (i) have to meet criteria as set out in paragraph (5)(a)(i) and (iii); and
- (ii) are in need of short-term day care services which will enable their carers to have a break from caring on a long-term basis.

Service users of day respite service may live in other districts. They or their carers can directly approach the DE for service enquiries and applications. No assessment using SCNAMES nor medical examination is required for service admission. The case intake and admission⁶ shall be processed promptly within the same day as far as possible to avoid any delay of service delivery. The Service Operator shall take all necessary measures to facilitate the effective provision of day respite service. Upon request by service users, their designated persons or referrals from local organisations, the Service Operator shall admit the service users whenever respite vacancies are available at the DE⁷.

(c) Carers of the service users of DE

⁶ Measures such as conducting intake assessments via telephone or video, establishing a pre-registration mechanism shall be implemented to streamline the application process.

⁷ When respite vacancies are not available, the Service Operator shall place service users on a waiting list and, upon request, inform them when respite vacancies become available; or provide information about alternative service units with day respite places or hotline services for their consideration of seeking further assistance.

(6) Discharge Criteria

The discharge of the service user from the DE shall be in accordance with the criteria as set out in the latest Manual of Procedures on Registration and Allocation of LTC Services which will be amended or supplemented by the SWD intermittently.

(B) Service Performance Standards

(7) Essential Service Requirements

The Service Operator must comply with the Essential Service Requirements as specified at **Annex**.

(8) Service Output and Outcome Standards

The Service Operator is required to meet the service output and service outcome standards according to the Terms and Requirements of Specific Service Unit at **Annex**.

(9) Service Quality Standards

The Service Operator shall meet the requirements of the 16 Service Quality Standards.

(C) Subvention

(10) The Service is subvented by the SWD under the Lump Sum Grant (LSG) Subvention System and the basis of subvention is set out in the notification letter issued by the SWD. The Service Operator is required to observe the rules of subvention according to the latest LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondence issued by the SWD. The Government will not accept any liabilities or financial implications arising from the Service other than the amount of subvention as approved by the SWD.

(11) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified staff, and other charges (covering all other relevant operating expenses such as utilities, programme and administrative expenses, minor repairs and maintenance, employees' compensation insurance and public liability insurance, etc.) applicable to the operation of the Service and recognised fee income, if any. Rent and rates in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.

- (12) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of subvention will be made on a monthly basis.

(D) Validity Period

- (13) This FSA is valid for a time-defined period. Should the Service Operator breach any terms or condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD, the SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.
- (14) Where there is any change to the service performance standards within the agreement period, the SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.
- (15) Renewal of the FSA for the next term will be subject to the relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. The SWD reserves the right to reallocate the Service.
- (16) The SWD may immediately terminate the FSA upon the occurrence of any of the following events –
- (a) the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
 - (b) the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security; or
 - (c) the SWD reasonably believes that any of the events mentioned above is about to occur.

(E) Others

- (17) In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

- (18) In the event of any dispute or difference arising out of or in connection with the FSA, the SWD and the Service Operator shall first refer to mediation in accordance with The Government of the Hong Kong Special Administrative Region Mediation Rules prevailing at the time. If the said dispute or difference is not settled by mediation, the SWD or the Service Operator may institute litigation / arbitration in respect of the said dispute or difference. The SWD and the Service Operator agree that the courts of Hong Kong shall have exclusive jurisdiction in respect of the said dispute or difference.

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Terms and Requirements of Specific Service Unit

(A) Validity Period

This agreement is valid for a time-defined period.

(B) Service Capacity

Service	Capacity
Day Care Service	XX places
Designated Day Respite Service ^(Note 1)	X places

(C) Service Performance Standards

Essential Service Requirements

- The DE shall operate 12 sessions per week from 8:00 a.m. to 6:00 p.m. from Mondays to Saturdays, excluding Public Holidays.
- The DE shall provide Extended Hours Service (EHS) on a need basis ^(Note 2) from 6:00 p.m. to 8:00 p.m. from Mondays to Saturdays, excluding Public Holidays.
- There shall be at least one professional staff (i.e. enrolled or registered nurse ^(Note 3), physiotherapist, occupational therapist or registered social worker) to supervise the provision of the DE service at all times during the service hours. For professional services provided by speech therapist ^(Note 4), the Service Operator may hire services from qualified professional organisations.

Service Outputs

Service Output Standard (OS)	Service Output Indicator	Agreed Level
1	Average enrolment rate in a year ^(Note 5) .	105 %

Service-specific Sections (LSG)		Funding and Service Agreement
2	Average daily attendance rate in a year ^(Note 6) .	90 %
3	Rate of formulation of Individual Care Plan (ICP) ^(Note 7) for new service users within one month after admission in a year.	90 %
4	Rate of ICPs reviewed in a year.	90 %
5	Percentage of part-time service users by headcount in a year ^(Note 8) .	20 %
6	Total number of programmes / sessions on mental health services (including dementia care services) ^(Note 9) provided in a year.	29

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of the service users ^(Note 10) indicating satisfaction with the overall services in a year.	70 %

Service Achievements

To encourage the sector to pursue service excellence, the Service Operator shall provide 3 examples (in no more than 300 words each in English or Chinese) achieved by the DE during the reporting year, for sharing good practices, showcasing application of innovative intervention strategies, and/or illustrating how the Service helps the target service users for meeting the service objectives.

Notes and Definitions

- (Note 1) The Service Operator shall assign designated staff to regularly update the Vacancy Enquiry System for Respite Services / Emergency Placement (VES) with a view to ensuring the public be informed of the latest information of the available day respite places. The designated staff shall be familiar with the application and operation of the system, including but not limited to attend relevant training courses organised by the Social Welfare Department, if applicable.
- (Note 2) EHS on a need basis aims to provide to service users of the DE for meeting their special occasional care needs by prior arrangement and mutual agreement between the Service Operator and service user(s). EHS shall be provided outside the normal operation hours, as specified in the Essential Service Requirements, with no additional cost shall be incurred on the service users for using EHS.
- (Note 3) Nurse means any person whose name appears on the register of nurses maintained under section 5 of the Nurses Registration Ordinance (Cap. 164); or the roll of enrolled nurses maintained under section 11 of that Ordinance.
- (Note 4) Speech Therapist shall be i) the holder of a Hong Kong Bachelor's degree in Speech and Hearing Sciences, or equivalent; or ii) post-degree qualification in Speech and Language Science from a Hong Kong tertiary educational institution, or equivalent.
- (Note 5) Users of day respite services shall not be included in this OS.
- (Note 6) Attendance of service users including full time / part-time users and day respite users (irrespective of nature of day respite places being occupied) can be included.
- (Note 7) The ICP has to be formulated together with the service users' relatives or representative with clear specification about the services to be provided and the targeted care outcomes. For details, please refer to **Appendix**.
- (Note 8) Total number of part-time service users enrolled by head count / total number of service users enrolled by head count x 100%.
- (Note 9) Mental health services aim at helping the service users with mental health conditions or emotional distress (including dementia or cognitive impairment) manage stress, improve their emotional well-being and enhance their overall quality of life, as well as empower carers and staff with the skills, resilience and resources needed to provide effective care. These services include:
- (i) programmes (such as training, activities or other structured interventions, etc.) provided to service users;

(ii) programmes (such as training, activities or supportive services, etc.) provided to carers; and

(iii) training sessions organised for staff.

Total number of programmes / sessions on mental health services in a year required:

20-p or below	13 programmes / sessions per year
21-39-p	: 17 programmes / sessions per year
40-59-p	: 29 programmes / sessions per year
60-p or above	: 39 programmes / sessions per year

(Note 10) Full-time and part-time service users having received the DE services for 6 months or above. For these service users with difficulty in communication or unable to express their views totally due to dementia or other illnesses, carers' views shall be sought as far as possible.