安老服務
統一評估機制



社會福利署
Social Welfare Department

安老服務統一評估機制

社會福利署推行的「安老服務統一評估機制」（統評機制）及「中央輪候冊」，提供一站式的統一評估及登記，集中處理為長者而設的受資助的長期護理服務的申請、輪候和服務編配。

申請人在提出需要長期護理服務時，均需要接受「安老服務統一評估」，經評估確定其長期護理需要後，方可根據評估結果申請獲配對的長期護理服務。



「統評機制」適用於申請受資助的長期護理服務，分別為

(I) 社區照顧服務［綜合家居照顧服務（體弱個案）、改善家居及社區照顧服務及長者日間護理中心／長者日間護理單位］

(II) 院舍照顧服務
- 護理安老院（津助護理安老院、合約院舍、參與「改善買位計劃」的私營安老院、參與「廣東院舍住宿照顧服務計劃」的廣東安老院舍）；
- 護養院（津助護養院、合約院舍、參與「護養院宿位買位計劃」的護養院）



Q1 如何評估長者的服務需要及配對長期護理服務？

在統評機制下，由認可評估員，採用一套國際間認可的「長者健康及家居護理評估」工具，評估長者在護理方面的需要，並為他們配對合適的長期護理服務。

社會福利署在2021年7月推行更新的統評機制，這包括將評估工具由2.0版本更新至「interRAI™家居照顧」9.3版本及更新了服務配對機制。

更新的統評機制透過全面評估個人生活功能的缺損程度、臨床特徵和護理需要，同時加入考慮其他因素，包括認知障礙、環境危機及照顧者的情況等，使更有效地區分長者對各種長期護理服務的需要，並以配對適切的服務。

◎ 認可評估員

認可評估員包括社會工作者、護士、職業治療師和物理治療師等；他們已接受使用評估工具的訓練並取得執行評估工作所需的認可資格。

◎ 評估內容

評估員會就長者申請人的日常活動能力、認知與溝通、情緒與行為、身體功能、健康狀況、社交支援和家居環境等方面作全面的評估，從而識別申請人的長期護理需要。

◎ 服務配對

長者可根據評估結果申請及輪候獲配對的長期護理服務。獲配對院舍照顧服務的長者，除可申請院舍照顧服務外，可選擇申請或同時申請社區照顧服務，方便其留在熟悉的家居及社區環境接受護理及照顧服務，並維持最高的活動能力。





Q2 甚麼時候提出申請？有甚麼程序？

當長者身體狀況日差，自我照顧能力及/或家人照顧能力未及應付，擔心日後的照顧安排時……

步驟 1	提出申請	長者或其家人向醫務社會服務部、所屬地區的綜合家庭服務中心或長者服務單位的負責工作員提出申請受資助的長期護理服務。
步驟 2	初步甄別	負責工作員進行初步甄別，並按需要轉介長者接受統一評估。
步驟 3	進行評估	評估員透過家訪及會面為長者進行評估。
步驟 4	解釋評估結果	負責工作員向長者解釋評估結果及已配對的服務選擇。
步驟 5	制定照顧計劃	負責工作員協助長者制定照顧計劃，並申請適切的服務。評估結果顯示有長期護理需要的長者，可申請合適的受資助的長期護理服務。



Q3 輪候院舍照顧服務期間，長者想繼續留在社區生活，怎辦？

在更新的統評機制下，正在輪候院舍照顧服務的長者申請人在獲編配院舍照顧服務之前，可因應其意願透過負責工作員將院舍照顧服務的申請轉為「非活躍個案」。若該長者身體狀況其後轉差或有其他情況，亦可隨時提出要求將其院舍照顧服務個案重新列為「活躍個案」，而無須重新輪候。





Q4 輪候社區照顧服務期間，長者身體轉差，怎辦？

在更新的統評機制下，長者如根據「interRAI™家居照顧」9.3版本的評估結果首次獲配對並輪候社區照顧服務，當身體狀況其後轉差時，可再接受評估。若該長者經重新評估後獲配對及輪候院舍照顧服務，不論是否正在輪候、使用或已終止使用社區照顧服務，其首次輪候社區照顧服務的申請日期，將適用於輪候院舍照顧服務的申請。上述安排會在長者獲編配院舍照顧服務後不再適用，無論最終入住與否。





Q5 甚麼時候需要重新評估？

評估結果有效期為12個月。在正常情況下，不會在這段時間重新作出評估。

如申請人在評估後情況或健康出現重大轉變而需要接受另一類長期護理服務，負責工作員應安排重新評估，確定申請人當前的長期護理需要，或跟進更改輪候服務的類別。

申請人在獲編配長期護理服務前，應具備有效的評估結果，以確定該項服務適合申請人。如評估結果已逾期失效，他們屆時需要接受重新評估。



Q6 當對評估結果或服務建議有不同意見，有機制處理嗎？

統評機制設有上訴前調解及上訴渠道，以便申請人或服務提供機構對評估結果和服務建議有不同意見時，在初步階段澄清並解決分歧，有需要時可安排重新評估。



小貼士 (一)

所有在推行更新機制前（經「長者健康及家居護理」2.0版本評估）已在中央輪候冊上輪候服務的申請人，若需要在編配進入服務時以新評估工具再評定其長期護理服務需要，其評估結果會與中央輪候冊上所輪候的服務比較，並會以兩者較高護理服務需要的建議作服務編配。

小貼士 (二)

接受評估申請輪候長期護理服務不需收費。

安老服務統一評估管理辦事處

社會福利署於港島、東九龍、西九龍、東新界及西新界分別成立了「安老服務統一評估管理辦事處」（簡稱「統評辦事處」）。「統評辦事處」的主要職責是安排評估、檢視評估質素、處理上訴、培訓評估員、統籌及處理中央輪候服務的機制等。

查詢

（1）安老服務統一評估管理辦事處

港島
安老服務統一評估管理辦事處(港島)(服務中西及離島區、東區及灣仔區、南區)
電話：2546 7491 | 傳真：2543 7495 | 電郵：scnamoeshkenq@swd.gov.hk

東九龍
安老服務統一評估管理辦事處(東九龍)(服務觀塘區、黃大仙及西貢區)
電話：2350 4116 | 傳真：2320 2644 | 電郵：scnamoesekenq@swd.gov.hk

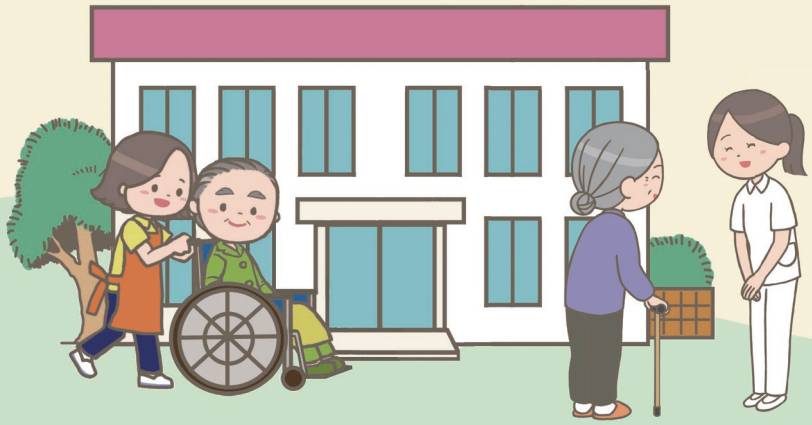
西九龍
安老服務統一評估管理辦事處(西九龍)(服務九龍城及油尖旺區、深水埗區)
電話：2399 2356 | 傳真：2390 2459 | 電郵：scnamoeswkenq@swd.gov.hk

東新界
安老服務統一評估管理辦事處(東新界)(服務沙田區、大埔及北區、元朗區)
電話：2607 1215 | 傳真：2699 7846 | 電郵：scnamoesnteenq@swd.gov.hk

西新界
安老服務統一評估管理辦事處(西新界)(服務荃灣及葵青區、屯門區)
電話：2439 4754 | 傳真：2439 0175 | 電郵：scnamoesntwenq@swd.gov.hk

（2）受資助長者服務單位（如長者地區中心、長者鄰舍中心等）
（3）醫務社會服務部
（4）社會福利署及非政府機構綜合家庭服務中心/綜合服務中心
（5）社會福利署熱線：2343 2255
（6）社會福利署網址：https://www.swd.gov.hk

社會福利署網頁
（安老服務）



2021年6月

Standardised Care Need Assessment Mechanism for Elderly Services



社會福利署
Social Welfare Department

Standardised Care Need Assessment Mechanism for Elderly Services

The Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES) and the Central Waiting List for Subsidised Long Term Care Services (CWL) implemented by the Social Welfare Department provide assessment and registration for subsidised long term care (LTC) services at single entry points so as to facilitate elderly persons in making applications, waitlisting and allocation of such services.

Elderly persons are required to undergo standardised care need assessment at the time of their application for subsidised LTC services, with a view to assessing their LTC needs and matching them with appropriate service according to the assessment results.



The SCNAMES covers applications for the following subsidised LTC services:

(I) Community Care Services (CCS):
- Integrated Home Care Services (Frail Cases), Enhanced Home and Community Care Services and Day Care Centres/Units for the Elderly

(II) Residential Care Services (RCS):
- Care and Attention Homes for the Elderly (subvented Care and Attention Homes, Contract Homes, Private Homes participating in the Enhanced Bought Place Scheme and Elderly Homes in Guangdong participating in the Residential Care Services Scheme in Guangdong)
- Nursing Homes (subvented Nursing Homes, Contract Homes and Nursing Homes participating in the Nursing Home Place Purchase Scheme)



Q1 How to assess the service needs of elderly persons and match them with LTC services?

Under the SCNAMES, accredited assessors assess the care needs of elderly persons with an internationally recognised assessment tool named "interRAI-Home Care" (interRAI-HC) and match them with appropriate LTC services.

Since July 2021, the Social Welfare Department has implemented the updated SCNAMES, including the updating of the assessment tool from the Minimum Data Set-Home Care version 2.0 (MDS-HC 2.0) to the interRAI-Home Care version 9.3 (interRAI-HC 9.3). The service matching mechanism has also been updated.

Under the updated SCNAMES, comprehensive assessments are conducted taking into account the impairment in functional performance of daily activities, clinical characteristics and care needs of the elderly persons. Due considerations are also given to other factors like cognitive impairment, environmental risks and carer's condition, so as to better identify the various LTC service needs of the elderly persons, and match them with appropriate services.

◎ Accredited Assessors

Accredited assessors include social workers, nurses, occupational therapists and physiotherapists, etc. They have received training and obtained the required accreditation on the use of the assessment tool.

◎ Areas of Assessment

Assessors conduct comprehensive assessments on the applicants' abilities in activities of daily living, cognition and communication, emotion and behaviour, physical functioning, health condition, social support and living environment, etc., so as to identify their LTC needs.

◎ Service Matching

Elderly persons may apply and waitlist for LTC services based on the assessment results. For elderly persons matched with RCS, they may also apply for CCS solely or at the same time, in addition to RCS. Such an arrangement enables the elderly persons to receive care support services in their familiar home and community environment and to maintain their maximum level of functioning.





Q2 When and How should an elderly person make the application?

When an elderly person worries about his/her care arrangement as his/her health condition is deteriorating and the care need cannot be coped with by himself/herself or his/her family……

Step 1	Raise a Request	An elderly person or his/her family raises a request for subsidised LTC services to a responsible/referring worker of a Medical Social Services Unit, an Integrated Family Service Centre or an elderly service unit in the district.
Step 2	Initial Screening	Responsible/referring worker conducts initial screening and refers the elderly person for arrangement of assessment as appropriate.
Step 3	Conduct Assessment	Assessor carries out the assessment through home visit and face-to-face interview.
Step 4	Explain the Assessment Result	Responsible/referring worker explains to the elderly person the assessment result and service matched.
Step 5	Formulate a Care Plan	Responsible/referring worker draws up a care plan for the elderly person and assists him/her to apply for suitable service. The elderly persons assessed to have LTC needs may apply for appropriate subsidised LTC services.



Q3 What can an elderly person do if he/she wants to remain living in the community while waitlisting for RCS?

Under the updated SCNAMES, elderly persons waitlisting for RCS may request their responsible/referring workers to change the status of their RCS application to "inactive" on their own accord before offered with admission to RCS. If their health conditions subsequently deteriorate or there are other circumstances, they may at any time request to change their application status back to "active" without the need to queue for the services all over again.



Q4 What can an elderly person do if his/her health condition deteriorates while waitlisting for CCS?

Under the updated SCNAMES, if elderly persons are first assessed by interRAI-HC 9.3 to match with CCS and are put on the waiting list, and their health conditions subsequently deteriorate, they can request for a re-assessment. If the concerned elderly persons are re-assessed subsequently to match with RCS and are put on the waiting list, their original application date for CCS will be used to waitlist for subsidised RCS, irrespective of whether they are waitlisting, receiving or have ceased receiving subsidised CCS. The above arrangement is no longer valid when they are offered with admission to RCS, irrespective of whether they accept the offer.





Q5 When should a re-assessment be required?

The assessment results are valid for 12 months. Under normal circumstances, re-assessment will not be conducted within this period.

If applicants need to receive another LTC service type due to significant changes in their health conditions or circumstances after the assessment, the responsible/referring worker may arrange re-assessment to ascertain the applicants' LTC needs or adjust the service(s) to be waitlisted for the applicants as appropriate.

Applicants should have valid assessment results to confirm that the services offered are suitable for them before their admission to services; otherwise, they are required to receive re-assessment.



Q6 Is there a mechanism to deal with disagreement over assessment results and services matched?

For applicants or service providers who disagree with the assessment results and services matched, there are pre-appeal mediation and appeal channels under the SCNAMES. Clarification and resolution of disagreed areas will be carried out at the initial stage and re-assessment will be arranged as necessary.



Tips 1

For applicants having been on the CWL for services before the implementation of the updated SCNAMES (assessed by MDS-HC 2.0), their services already in CWL will be grandfathered unless the latest assessment result by interRAI-HC at the time of pre-admission assessment recommends a service option of "higher care level".

Tips 2

The assessment for application for subsidised LTC services is free of charge.

Standardised Care Need Assessment Management Offices (Elderly Services)

The Social Welfare Department has set up five multi-disciplinary Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] in the regions of Hong Kong, East Kowloon, West Kowloon, New Territories East and New Territories West. Their main roles are to arrange assessment and quality review, deal with requests for appeal, train assessors and implement the CWL, etc.

Enquiry

(1) Standardised Care Need Assessment Management Offices (Elderly Services)

Hong Kong
Standardised Care Need Assessment Management Office (Elderly Services) (Hong Kong) (Service areas: Central, Western and Islands District, Eastern and Wanchai District, Southern District)
Tel. No.: 2546 7491 | Fax No: 2543 7495 | Email address: scnamoeshkenq@swd.gov.hk

East Kowloon
Standardised Care Need Assessment Management Office (Elderly Services) (East Kowloon) (Service areas: Kwun Tong District, Wong Tai Sin and Sai Kung District)
Tel. No.: 2350 4116 | Fax No: 2320 2644 | Email address: scnamoesekenq@swd.gov.hk

West Kowloon
Standardised Care Need Assessment Management Office (Elderly Services) (West Kowloon) (Service areas: Kowloon City and Yau Tsim Mong District, Sham Shui Po District)
Tel. No.: 2399 2356 | Fax No: 2390 2459 | Email address: scnamoeswkenq@swd.gov.hk

New Territories East
Standardised Care Need Assessment Management Office (Elderly Services) (New Territories East) (Service areas: Shatin District, Tai Po and North District, Yuen Long District)
Tel. No.: 2607 1215 | Fax No: 2699 7846 | Email address: scnamoesnteenq@swd.gov.hk

New Territories West
Standardised Care Need Assessment Management Office (Elderly Services) (New Territories West) (Service areas: Tsuen Wan and Kwai Tsing District, Tuen Mun District)
Tel. No.: 2439 4754 | Fax No: 2439 0175 | Email address: scnamoesntwenq@swd.gov.hk

(2) Subsidised Elderly Service Units (District Elderly Community Centres, Neighbourhood Elderly Centres, etc.)
(3) Medical Social Services Units
(4) Integrated Family Service Centres/Integrated Service Centres of Social Welfare Department and Non-governmental Organisations
(5) Social Welfare Department Hotline: 2343 2255
(6) Social Welfare Department Homepage: https://www.swd.gov.hk

Social Welfare Department Homepage (Elderly Services)

June 2021