

Home Support Services

Home Support Services¹ (HSS) aims to provide holistic services to the target service users living in the community to facilitate their continuous living at home for as long as possible and achieve or maintain their optimal level of functioning. This service also provides support services to their carers to alleviate their care stress. Tailoring the services in accordance with individual elderly user's need, the service teams should actualise the concepts of "ageing in place" and "continuum of care".

Scope of Services

- The scope of services of HSS includes:
 - Meal Service
 - Personal care
 - General physical exercises
 - Environment risk assessment and home modifications suggestions
 - Transportation and escort services
 - Counselling
 - Care management and assessment
 - Basic health care
 - Home respite service
 - Arrangement or referral for centre-based / residential respite services
 - Household cleaning
 - Carer support services and carer training
- The scope and frequency of services will be designed by the Integrated Home Care Services Teams according to the needs of individual service users.

Target Service Users

- Elderly persons²: refer to people aged 60 or above who are assessed to be at the state of mild impairment under interRAITM Check-up (CU) assessment tool or assessed and recommended for HSS under the Standardised Care Need Assessment Mechanism for Elderly Services;

¹ For service enhancement and better utilisation of resources, Integrated Home Care Services (Ordinary Cases) [IHCS(OC)] and Home Care and Support Services for Elderly Persons with Mild Impairment (HSMI) have been integrated into a single type of HSS with effect from 1 October 2024.

² Urgent elderly cases when the completion of interRAITM CU assessment before admission to service is not possible or elderly cases who cannot pass the interRAITM CU assessment but with strong social needs can also be admitted to service with justifications.

- People with disabilities or individuals and families with social needs: application for HSS under these categories have to be referred by registered social workers from social welfare service units³.

Fees

- The co-payment levels are determined according to the service users' family household financial status, and may be adjusted.

Enquiry⁴

- Integrated Home Care Services Teams
- Integrated Family Service Centres / Integrated Services Centres
- Medical Social Services Units
- District Elderly Community Centres / Neighbourhood Elderly Centres
- SWD hotline: 2343 2255
- Designated Hotline for Carer Support: 182 183

Elderly Branch
Social Welfare Department
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³ People with disabilities or individuals and families with social needs or their carers may approach rehabilitation service units (e.g. District Support Centre for Persons with Disabilities, Integrated Community Centre for Mental Wellness) or casework service units (e.g. Integrated Family Service Centres / Integrated Services Centres, Medical Social Services Units) which will assess the applicants' needs and make referrals for HSS if considered suitable.

⁴ Enquiry telephone numbers and addresses of the Service Teams / Centres / Units can be downloaded from the SWD homepage at www.swd.gov.hk.