

Home-based Community Care and Support Services

Home Support Services

Home Support Services (HSS) provide home-based care and support services to people in the community to facilitate service users to continue aging in place for as long as possible and achieve or maintain their optimal level of functioning. It also provides support to their carers to alleviate their stress.

Scope of Services

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

Target Service Users

- Elderly persons¹: refer to people aged 60 or above residing in the community and not receiving institutional services, and are assessed to be at the level of mild impairment or requiring a higher level of care under the interRAITM Check-up (CU) assessment tool or the Standardised Care Need Assessment Mechanism for Elderly Services.
- Persons with disabilities or individuals and families with social needs: application for HSS under these categories should be referred by social workers of social welfare service units².

¹ Urgent elderly cases when completion of interRAITM CU before admission to service is not possible or elderly cases who do not pass the interRAITM CU yet with strong social needs may be accepted with justifications.

² Persons with disabilities or individuals and families with social needs, as well as their carers, may approach social workers of casework service units (e.g. Integrated Family Service Centres, Integrated Services Centres or Medical Social Services Units) or rehabilitation service units (e.g. District Support Centre for Persons with Disabilities, Integrated Community Centre for Mental Wellness) to apply for HSS. Social workers will assess applicants' needs and make referrals as appropriate.

Fees

- Fees are determined according to the service users' family household financial status, and may be adjusted.

Enquiry

- Home Care and Support Services Teams/ Home Care Services Teams
- Integrated Family Service Centres/ Integrated Services Centres
- Medical Social Services Units
- District Elderly Community Centres/ Neighbourhood Elderly Centres
- Social Welfare Department hotline: 2343 2255
- Designated Hotline for Carer Support: 182 183
- Enquiry telephone numbers and addresses of the Service Teams/ Centres/ Units can be downloaded from www.swd.gov.hk.

Elderly Branch
Social Welfare Department
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