

## 綜合家居照顧服務(普通個案)

綜合家居照顧服務(普通個案)為居於社區的 60 歲或以上長者、殘疾人士，以及有社會需要的個人和家庭提供以家居為本的社區支援服務。

### 服務內容

- 為普通個案提供的服務包括：
  - 個人照顧
  - 家居清潔服務
  - 家居安全評估及改善建議
  - 膳食服務
  - 簡單護理
  - 護送服務
  - 日間到戶看顧
  - 購物及送遞服務
  - 照顧幼兒
  - 其他服務 – 例如護老者支援服務等
- 服務隊會因應個別服務使用者的不同需要而訂定服務內容及次數。

### 個案類別

獲優先考慮的個案包括個人及家庭支援系統薄弱的低收入人士、綜合家居照顧服務（普通個案）輪候申請人或已離開改善家居及社區照顧服務或綜合家居照顧服務（體弱個案）的服務使用者。

### 收費

收費視服務使用者的經濟情況按比例計算，並可能每年調整。

### 查詢

- 綜合家庭服務中心／綜合服務中心
- 醫務社會服務部
- 長者地區中心／長者鄰舍中心
- 社會福利署熱線：2343 2255
- 各區綜合家居照顧服務隊／改善家居及社區照顧服務隊的查詢電話及地址可在社會福利署網頁 [www.swd.gov.hk](http://www.swd.gov.hk) 下載

## **Integrated Home Care Services (Ordinary Cases)**

Integrated Home Care Services (Ordinary Cases) [IHCS(Ordinary Cases)] provide home-based community support services to the elderly persons aged 60 or above, persons with disabilities, and individuals and families with social needs living in the community.

### **Scope of Services**

- Services provided to ordinary cases include:
  - Personal care
  - Household cleaning service
  - Environment risk assessment and home modification suggestions
  - Meal service
  - Simple nursing care
  - Escort service
  - Elderly sitting
  - Purchase and delivery of daily necessities
  - Child-minding
  - Other services, e.g. carer support services, etc.
  
- The scope and frequency of services will be designed by the IHCS Teams according to the needs of individual service users.

### **Category Cases**

Priority will be given to individuals and families with no or poor support from friends or the community and are financially disadvantaged, applicants on the waiting lists of IHCS (Ordinary Cases) or discharged cases from Enhanced Home and Community Care Services or IHCS (Frail Cases).

### **Fees**

Fees are charged on a sliding scale with reference to the service users' financial conditions and may be revised annually.

### **Enquiry**

- Integrated Family Service Centres / Integrated Services Centres
- Medical Social Services Units
- District Elderly Community Centres / Neighbourhood Elderly Centres
- SWD hotline : 2343 2255
- Enquiry telephone numbers and addresses of all IHCS Teams can be downloaded from the SWD homepage at [www.swd.gov.hk](http://www.swd.gov.hk)