

# Layanan Perawatan Jangka Panjang Bersubsidi bagi Lansia

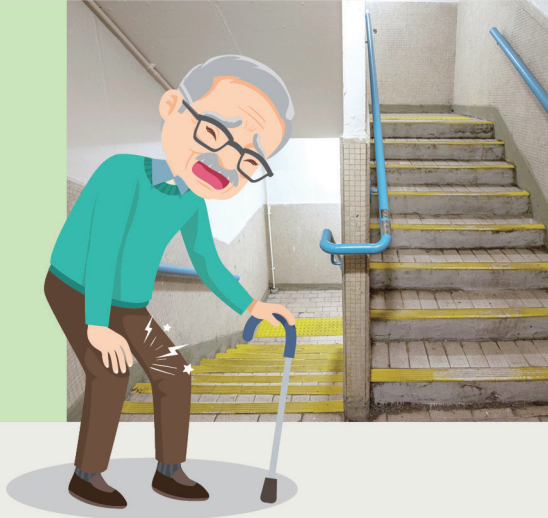
# Subsidised Long Term Care Services for the Elderly



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## Kapan saja perlu mengajukan permohonan Layanan Perawatan Jangka Panjang (LTC) Bersubsidi?

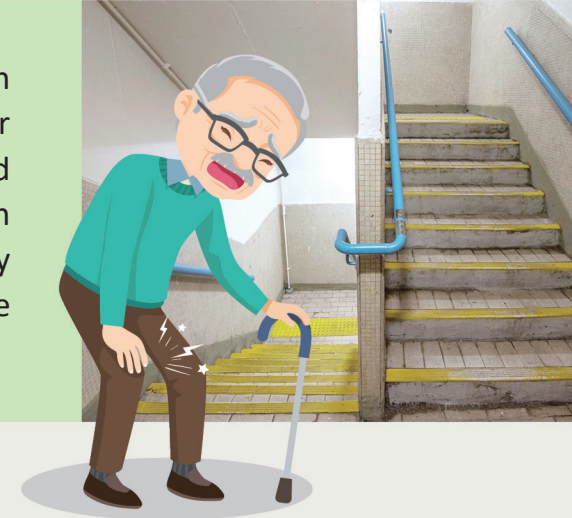
Saya tinggal sendiri dan menderita penyakit kronis serta memiliki kemampuan pergerakan terbatas. Saya perlu datang ke janji temu dokter dengan ditemani seseorang. Apakah ada layanan perawatan yang cocok untuk saya?



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## When should I raise the application for Subsidised Long Term Care (LTC) Services?

I am living alone with chronic illnesses and poor mobility. I need to attend medical appointments in someone's company. Any care services are suitable for me?



Istri saya menderita demensia dan mudah tersesat. Dia tidak mampu melakukan kegiatan sehari-hari sendiri. Tidak ada yang dapat membantu saya merawatnya. Saya sangat khawatir...



My wife has dementia and easily gets lost. She is unable to manage her daily living on her own. No one can help me take care of her. I am so worried.....



Ayah saya baru-baru ini terkena stroke. Beliau sekarang harus menggunakan kursi roda dan ingatannya buruk. Karena saya harus bekerja di luar rumah pada pagi dan siang hari, apakah ada yang dapat membantu merawatnya?

Jangan khawatir. Anda dapat mengajukan permohonan layanan LTC bersubsidi ke petugas yang bertanggung jawab/merujuk di Pusat Layanan Keluarga Terintegrasi/ Pusat Layanan Terintegrasi, Unit Layanan Sosial Medis, atau unit layanan lansia di distrik.



My father had a stroke recently. He has to use a wheelchair now and gets a poor memory. As I have to work away from home in daytime, can anyone help take care of him?

Don't worry. You can raise a request for subsidised LTC services to a responsible/referring worker of an Integrated Family Service Centre/ Integrated Service Centre, a Medical Social Services Unit, or an elderly service unit in the district.



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## Layanan LTC bersubsidi seperti apa yang tersedia?

Layanan LTC bersubsidi dapat dikelompokkan menjadi Layanan Perawatan Tempat Tinggal dan Layanan Perawatan Masyarakat:



**Layanan Perawatan Tempat Tinggal** (yaitu Rumah Perawatan dan Perhatian dan Panti Jompo): Ini cocok bagi lansia yang tidak dapat dirawat baik di rumah atas alasan kesehatan, kurangnya dukungan, dll. Jenis layanan perawatan tempat tinggal yang tepat akan direkomendasikan bagi Anda sesuai hasil penilaian berdasarkan kebutuhan perawatan Anda.



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## What kind of Subsidised LTC Services are available?

Subsidised LTC services can be classified into Residential Care Services and Community Care Services:



**Residential Care Services** (i.e. Care and Attention Home and Nursing Home) :

These are suitable for elderly persons who cannot be adequately taken care of at home for reasons of health, lack of support, etc. Appropriate type of residential care services will be recommended for you by the assessment results based on your care needs.



## Layanan Perawatan Masyarakat :

Lansia, yang dinilai tidak layak untuk mendapatkan **Layanan Perawatan Masyarakat**, dapat datang ke **Pusat Perawatan Harian/Unit Lansia** di sekitar wilayah tempat tinggal untuk mendapatkan layanan perawatan, atau tetap di rumah dan menerima layanan perawatan pribadi berbasis rumah yang diberikan oleh **Tim Layanan Perawatan di Rumah Terintegrasi (Kasus Rapuh)** atau **Tim Layanan Perawatan di Rumah dan Masyarakat yang Ditingkatkan**, mis. mandi, latihan rehabilitasi, pengelolaan obat-obatan, layanan pendampingan, pengantaran makanan, dll.



## Community Care Services :

Elderly persons, who are assessed to be suitable for **Community Care Services**, can attend **Day Care Centres/ Units for the Elderly** in the neighbourhood for care services, or stay at home and receive home-based personal care services delivered by **Integrated Home Care Services Team (Frail Cases)** or **Enhanced Home and Community Care Services Team**, e.g. bathing, rehabilitation exercise, medication management, escort services, meal delivery, etc.



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## Bagaimana cara mengajukan permohonan Layanan LTC Bersubsidi?

Saat mengajukan permohonan, petugas penanggung jawab/perujuk akan mengatur Penilaian Kebutuhan Perawatan Terstandarisasi untuk Anda. Kondisi kesehatan, lingkungan tempat tinggal dan jejaring bantuan Anda akan dinilai secara cermat oleh asesor terakreditasi melalui kunjungan ke rumah dan wawancara.



- Jika hasil penilaian merekomendasikan bahwa Anda membutuhkan perawatan jangka panjang, petugas penanggung jawab/perujuk akan membuat rencana perawatan dan mengajukan permohonan layanan LTC yang sesuai untuk Anda.
- Penilaian untuk permohonan layanan LTC bersubsidi bersifat bebas biaya.

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## How to apply for Subsidised LTC Services?

At the time of application, the responsible/referring worker will arrange Standardised Care Need Assessment for you. Your health condition, living environment and support network will be assessed thoroughly by an accredited assessor through home visit and interview.



- If the assessment result recommends that you have long term care needs, the responsible/referring worker will work out a care plan and apply for suitable subsidised LTC services for you.
- The assessment for application for subsidised LTC services is free of charge.

## Kebutuhan Layanan Lainnya

Jika membutuhkan layanan selain layanan perawatan jangka panjang, yaitu **Layanan Dukungan Masyarakat** (yaitu Pusat Masyarakat Lansia Distrik, Pusat Lansia di Wilayah Tempat Tinggal), **Layanan Bantuan di Rumah** (yaitu Layanan Perawatan di Rumah Terintegrasi (Kasus Luar Biasa)), atau **Layanan Penggantian Sementara untuk Harian/di Tempat Tinggal bagi Lansia**, Anda dapat langsung menghubungi penyedia layanan atau mengajukan permohonan layanan melalui petugas penanggung jawab/perujuk.



### Pertanyaan mengenai Ketersediaan Layanan Penggantian di Tempat Tinggal yang Ditentukan

Anda dapat menggunakan “Sistem Pertanyaan tentang Ketersediaan untuk Layanan Penggantian di Rumah Tanggal bagi Penyandang Disabilitas, Layanan Penggantian di Tempat Tinggal bagi Lansia dan Penempatan Darurat bagi Lansia” di <https://www.vesrrsep.swd.gov.hk/en> atau memindai kode QR di bawah ini untuk memeriksa informasi ketersediaan tempat penggantian di tempat tinggal yang ditentukan, dan menghubungi unit layanan kesejahteraan sosial untuk mendaftar.



Sistem Pertanyaan tentang Ketersediaan milik Departemen Kesejahteraan Sosial untuk Layanan Penggantian di Tempat Tinggal bagi Penyandang Disabilitas, Layanan Penggantian di Tempat Tinggal bagi Lansia dan Penempatan Darurat bagi Lansia

## Other Service Needs

If in need of services other than long term care services, i.e. **Community Support Services** (e.g. District Elderly Community Centre, Neighbourhood Elderly Centre), **Home Support Services** (e.g. Integrated Home Care Services (Ordinary Cases)), or **Temporary Day/Residential Respite Service for Elderly Persons**, you can directly approach the service providers or make requests for the services through the responsible/referring worker.



### Enquiry about Vacancies in Designated Residential Respite Service

You may make use of the “Vacancy Enquiry System for Residential Respite Service for Persons with Disabilities, Residential Respite Service for the Elderly and Emergency Placement for the Elderly” at <https://www.vesrrsep.swd.gov.hk/en> or scan the below QR Code to check the vacancy information of designated residential respite places, and approach the welfare service unit for application.



Social Welfare Department Vacancy Enquiry System for Residential Respite Service for Persons with Disabilities, Residential Respite Service for the Elderly and Emergency Placement for the Elderly

## Pertanyaan

### (1) Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia)

#### Hong Kong

Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (Hong Kong)  
(Area layanan: Distrik Pusat, Barat dan Islands, Distrik Timur dan Wanchai, Distrik Selatan)  
No. Tel.: 2546 7491 No. Faks.: 2543 7495  
Alamat email: scnamoeshkenq@swd.gov.hk

#### Kowloon Timur

Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (Kowloon Timur)  
(Area layanan: Distrik Kwun Tong, Distrik Wong Tai Sin dan Sai Kung)  
No. Tel.: 2350 4116 No. Faks.: 2320 2644  
Alamat email: scnamoesekenq@swd.gov.hk

#### Kowloon Barat

Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (Kowloon Barat)  
(Area layanan: Kowloon City dan Distrik Yau Tsim Mong, Distrik Sham Shui Po)  
No. Tel.: 2399 2356 No. Faks.: 2390 2459  
Alamat email: scnamoeswkenq@swd.gov.hk

#### New Territories Timur

Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (New Territories Timur)  
(Area layanan: Distrik Shatin, Distrik Tai Po dan Utara, Distrik Yuen Long)  
No. Tel.: 2607 1215 No. Faks.: 2699 7846  
Alamat email: scnamoesnteenq@swd.gov.hk

#### New Territories Barat

Kantor Pengelolaan Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (New Territories Barat)  
(Area layanan: Distrik Tsuen Wan dan Kwai Tsing, Distrik Tuen Mun)  
No. Tel.: 2439 4754 No. Faks.: 2439 0175  
Alamat email: scnamoesntwenq@swd.gov.hk

(2) Unit Layanan Lansia Bersubsidi (Pusat Masyarakat Lansia Distrik, Pusat Lansia di Wilayah Tempat Tinggal, dll.)

(3) Unit Layanan Sosial Medis

(4) Pusat Layanan Keluarga Terintegrasi/Pusat Layanan Terintegrasi Departemen Kesejahteraan Sosial dan Lembaga Swadaya Masyarakat

(5) Hotline Departemen Kesejahteraan Sosial: 2343 2255

(6) Situs Web Departemen Kesejahteraan Sosial: <https://www.swd.gov.hk>



Situs Web Departemen Kesejahteraan Sosial (Layanan Lansia)

## 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)