

改善家居及社區照顧服務

為了實踐「老有所屬」和「持續照顧」的施政方針，改善家居及社區照顧服務提供一系列全面的照顧及支援服務，協助體弱長者盡可能繼續居家安老，達至或維持最高的活動能力。改善家居及社區照顧服務隊會按個別服務使用者的需要提供適切的服務，以及為護老者提供支援服務，以紓緩他們的照顧壓力。

服務對象

- 長者
 - 年滿 65 歲或以上的長者（年齡介乎 60 至 64 歲的長者，如證實有需要，亦可使用此服務）；
 - 在「安老服務統一評估機制」下被評定為及建議適合社區照顧服務或院舍照顧服務*，並需要一套周詳的家居照顧及社區支援服務。
- 護老者

*被評定為及建議適合社區照顧服務或院舍照顧服務的長者，如只需要個人照顧、簡單護理及 / 或其他支援服務（如家居服務、護送、膳食服務等），可安排使用綜合家居照顧服務（普通個案）。詳情可參閱綜合家居照顧服務單張。

服務內容

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| - 照顧管理和評估 | - 日間到戶看顧 |
| - 個人照顧 | - 家居照顧 |
| - 基本及特別護理 | - 交通及護送服務 |
| - 復康運動 | - 暫託服務 |
| - 家居環境安全評估及改善建議 | - 輔導服務 |
| - 言語治療 | - 護老者支援服務 |
| - 認知障礙症照顧 | - 護老者到戶訓練 |
| - 膳食服務 | - 護老者支援計劃 |
| | - 24 小時緊急支援 |

改善家居及社區照顧服務隊會因應長者的不同需要而訂定服務次數及性質。

服務選擇

為了鼓勵長者使用社區照顧服務，合資格的改善家居及社區照顧服務申請人可以選擇輪候最多三個位於其居住地區的同類型服務 [包括改善家居及社區照顧服務、綜合家居照顧服務（體弱個案)]，惟選擇不分優次。

費用

收費或會每年作出調整，並按服務使用者的經濟情況而釐定。

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 / 長者活動中心
- 社署熱線：2343 2255
- 各區改善家居及社區照顧服務隊的查詢電話及地址可在社署網頁下載：<http://www.swd.gov.hk>

Enhanced Home and Community Care Services

To achieve the policy objectives of “Ageing in Place” and “Continuum of Care”, the Enhanced Home and Community Care Services (EHCCS) provides comprehensive range of care and support services to frail elderly persons, so as to facilitate their continuous living at home for as long as possible and achieve or maintain their optimal level of functioning. The EHCCS Teams tailor the services in accordance with individual service users’ needs and also provide support services to their carers to alleviate their care stress.

Target Groups

- Elderly Persons
 - Elderly persons aged 65 or above (persons aged between 60 and 64 may receive the services if there is proven need);
 - Elderly persons assessed and recommended for Community Care Services or Residential Care Services* under the Standardised Care Need Assessment Mechanism for Elderly Services, and have the genuine need for a well-coordinated package of home care and community support services
- Carers

*For elderly persons who are assessed and recommended for Community Care Services or Residential Care Services but require only personal care, simple nursing care and / or other support services (e.g. general household or domestic duties, escort, meals delivery, etc.), Integrated Home Care Services (Ordinary Cases) should be arranged. Please refer to the leaflet on Integrated Home Care Services for details.

Scope of Service

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| - Care management and assessment | - Elderly sitting |
| - Personal care | - Home-making services |
| - Basic and special nursing care | - Transportation and escort services |
| - Rehabilitation exercises | - Respite services |
| - Environmental risk assessment and home modifications | - Counselling services |
| - Speech therapy | - Carer support services |
| - Dementia care | - On-site carer training |
| - Provision of meals | - Carer support programmes |
| | - 24-hour emergency support |

The scope and frequency of services will be designed according to the needs of individual elderly persons by the EHCCS Teams.

Community Care Services Preference

To encourage elderly persons to use community care services, applicants who are eligible for EHCCS may indicate a maximum of 3 parallel preference for the matched community care services which are located within the service boundaries according to their residential addresses [include EHCCS, Integrated Home Care Services (Frail Cases)].

Fees and Charges

They are based on a sliding scale with reference to the service users' financial condition and may be revised annually.

Enquiries

- Integrated Family Service Centres / Integrated Services Centres
- Medical Social Services Units
- District Elderly Community Centres / Neighbourhood Elderly Centres / Social Centres for the Elderly
- SWD Hotline : 2343 2255

The list of all EHCCS Teams can be downloaded from SWD's website:

<http://www.swd.gov.hk>