

綜合家居照顧服務

為了實踐「老有所屬」及「持續照顧」的施政方針，綜合家居照顧服務為在社區生活的長者、殘疾人士及有社會需要的個人及家庭提供各種服務和全面的照顧及支援。綜合家居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

- 年滿 60 歲或以上在社區內居住的長者
- 殘疾人士
- 有社會需要的個人及家庭
- 護老者

個案類別

因應服務對象的不同需要，綜合家居照顧服務隊會提供服務予兩類的服務個案：

- 體弱個案
 - 體弱長者：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的長者。
 - 殘疾人士#：需要一套周詳的家居照顧及社區支援服務的嚴重肢體傷殘人士。
- 普通個案：
 - 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。

*被評定為及建議適合社區照顧服務或院舍照顧服務的個案，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）。

#由 2014 年 3 月 1 日起，綜合家居照顧服務（體弱個案）不再接受嚴重肢體傷殘人士的申請，有關人士可申請「嚴重殘疾人士家居照顧服務」。

服務內容

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

- 向普通個案所提供的服務包括：
 - 個人照顧
 - 一般家居或家務服務
 - 照顧幼兒
 - 家居安全評估及改善建議
 - 膳食服務及洗衣
 - 其他服務 – 例如護老者支援服務等
 - 簡單護理
 - 護送服務
 - 日間到戶看顧服務
 - 購物及送遞服務
 - 一般運動

服務機構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，合資格的綜合家居照顧服務（體弱個案）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 [包括綜合家居照顧服務（體弱個案）、改善家居及社區照顧服務]，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
- 康復服務單位（適用於普通個案）
- 社署熱線：2343 2255
- 各區綜合家居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>

Integrated Home Care Services

To achieve the policy objectives of “Ageing in Place” and “Continuum of Care”, the Integrated Home Care Services (IHCS) provides holistic care and support to the elderly persons, people with disabilities and individuals and families with social need living in the community through a wide range of services. The IHCS Teams tailor the services in accordance with individual service user’s needs and also provide support services to their carers to alleviate their care stress.

Target Groups

- Elderly persons aged 60 or above living in the community
- People with disabilities
- Individuals and families with social need
- Carers

Category Cases

IHCS are classified into two categories according to the needs of the above target groups:

- Frail Cases:
 - Frail elderly persons: 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
 - People with disabilities#: persons with severe physical disabilities who have the genuine need for a well-coordinated package of home care and community support services
- Ordinary 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).

*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 service (e.g. general household or domestic duties, escort, meals delivery, etc.), IHCS (Ordinary Cases) should be arranged.

#With effect from 1 March 2014, IHCS (Frail Cases) no longer accept applications from persons with severe physical disabilities. These persons may apply for Home Care Service for Persons with Severe Disabilities instead.

Scope of Services

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

- The service provided to Ordinary Cases include:
 - Personal care
 - General household or domestic duties
 - Child-minding
 - Environment risk assessment and home modifications
 - Purchase and delivery of daily necessities
 - Provision of meals and laundry service
 - Other services, e.g. carer support services etc.
 - Simple nursing care
 - Escort service
 - Home respite service
 - General physical exercise

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

Community Care Services Preference

To encourage elderly persons to use community care services, applicants who are eligible for IHCS (Frail Cases) 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 IHCS (Frail Cases), Enhanced Home and Community Care Services].

Fee and Charges

They are based on a sliding scale with reference to 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
- Rehabilitation Services Units [applicable to IHCS(Ordinary Cases)]

- SWD Hotline : 2343 2255
- The list of all IHCS Teams can be download from SWD's website :
<http://www.swd.gov.hk>