

# Mekanisme Penilaian Kebutuhan Perawatan Terstandarisasi untuk Layanan Lansia



# Standardised Care Need Assessment Mechanism for Elderly Services



## Mekanisme Penilaian Kebutuhan Perawatan Terstandarisasi untuk Layanan Lansia

Mekanisme Penilaian Kebutuhan Perawatan Terstandarisasi untuk Layanan Lansia (SCNAMES) dan Daftar Tunggu Pusat untuk Layanan Perawatan Jangka Panjang (CWL) yang diimplementasikan oleh Departemen Kesejahteraan Sosial menyediakan penilaian dan registrasi untuk layanan perawatan jangka panjang bersubsidi (LTC) pada satu pintu yang sama untuk memfasilitasi lansia dalam mengajukan permohonan, masuk dalam daftar tunggu dan alokasi untuk layanan tersebut.

Lansia perlu menjalani penilaian kebutuhan perawatan terstandarisasi saat mengajukan permohonan layanan LTC bersubsidi, dengan tujuan menilai kebutuhan LTC mereka dan mencocokkannya dengan layanan yang sesuai menurut hasil penilaian.



### T1

#### Bagaimana cara menilai kebutuhan layanan bagi lansia dan mencocokkannya dengan layanan LTC?

Di bawah SCNAMES, penilai terakreditasi akan menilai kebutuhan perawatan lansia dengan perangkat penilaian yang diakui secara internasional bernama "interRAI-Home Care" (interRAI-HC) dan mencocokkannya dengan layanan LTC yang sesuai.

Sejak Juli 2021, Departemen Kesejahteraan Sosial telah menerapkan SCNAMES yang telah diperbarui, termasuk memperbarui perangkat penilaian dari Set Data Minimum-Perawatan Rumah versi 2.0 (MDS-HC 2.0) menjadi interRAI-Perawatan Rumah versi 9.3 (interRAI-HC 9.3). Mekanisme pencocokan layanan juga telah diperbarui.

Menurut SCNAMES yang telah diperbarui, penilaian komprehensif dilakukan dengan mempertimbangkan gangguan performa fungsional dalam kegiatan sehari-hari, karakteristik klinis dan kebutuhannya perawatan lansia. Pertimbangan turut diberikan atas faktor-faktor lain seperti gangguan kognitif, resiko lingkungan dan kondisi perawat, agar mampu lebih baik mengidentifikasi berbagai kebutuhan layanan LTC lansia, dan mencocokkannya dengan layanan yang sesuai.

#### ☉ Penilai Terakreditasi

Penilai terakreditasi meliputi pekerja sosial, perawatan, terapis okupasi dan fisioterapis, dll. Mereka telah mendapatkan pelatihan dan memperoleh akreditasi yang dibutuhkan mengenai penggunaan perangkat asesmen.

#### ☉ Area Penilaian

Penilai melaksanakan penilaian komprehensif atas kemampuan pemohon dalam aktivitas sehari-hari, kognisi dan komunikasi, emosi dan perilaku, fungsi fisik, kondisi kesehatan, dukungan sosial dan lingkungan hidup, dll, untuk mengidentifikasi kebutuhan LTC mereka.

#### ☉ Pencocokkan Layanan

Lansia dapat mengajukan permohonan dan masuk daftar tunggu layanan LTC berdasarkan hasil penilaian. Untuk lansia yang dicocokkan dengan RCS, mereka juga dapat mengajukan permohonan CCS saja atau secara bersamaan, selain RCS. Pengaturan ini memungkinkan lansia untuk memperoleh layanan bantuan perawatan di rumah dan lingkungan masyarakat yang familiar bagi mereka serta menjaga tingkat kemampuan berfungsi maksimum.



## Standardised Care Need Assessment Mechanism for Elderly Services

The Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES) and the Central Waiting List for Subsidised Long Term Care Services (CWL) implemented by the Social Welfare Department provide assessment and registration for subsidised long term care (LTC) services at single entry points so as to facilitate elderly persons in making applications, waitlisting and allocation of such services.

Elderly persons are required to undergo standardised care need assessment at the time of their application for subsidised LTC services, with a view to assessing their LTC needs and matching them with appropriate service according to the assessment results.



### Q1

#### How to assess the service needs of elderly persons and match them with LTC services?

Under the SCNAMES, accredited assessors assess the care needs of elderly persons with an internationally recognised assessment tool named "interRAI-Home Care" (interRAI-HC) and match them with appropriate LTC services.

Since July 2021, the Social Welfare Department has implemented the updated SCNAMES, including the updating of the assessment tool from the Minimum Data Set-Home Care version 2.0 (MDS-HC 2.0) to the interRAI-Home Care version 9.3 (interRAI-HC 9.3). The service matching mechanism has also been updated.

Under the updated SCNAMES, comprehensive assessments are conducted taking into account the impairment in functional performance of daily activities, clinical characteristics and care needs of the elderly persons. Due considerations are also given to other factors like cognitive impairment, environmental risks and carer's condition, so as to better identify the various LTC service needs of the elderly persons, and match them with appropriate services.

#### ☉ Accredited Assessors

Accredited assessors include social workers, nurses, occupational therapists and physiotherapists, etc. They have received training and obtained the required accreditation on the use of the assessment tool.

#### ☉ Areas of Assessment

Assessors conduct comprehensive assessments on the applicants' abilities in activities of daily living, cognition and communication, emotion and behaviour, physical functioning, health condition, social support and living environment, etc., so as to identify their LTC needs.

#### ☉ Service Matching

Elderly persons may apply and waitlist for LTC services based on the assessment results. For elderly persons matched with RCS, they may also apply for CCS solely or at the same time, in addition to RCS. Such an arrangement enables the elderly persons to receive care support services in their familiar home and community environment and to maintain their maximum level of functioning.



SCNAMES mencakup pendaftaran untuk layanan LTC bersubsidi berikut ini:

- (I) Layanan Perawatan Masyarakat (CCS):
  - Layanan Perawatan Rumah Terintegrasi (Kasus Rapuh), Layanan Perawatan Rumah Meningkat dan Komunitas dan Pusat/Unit Penitipan Siang Hari untuk Lansia
- (II) Layanan Perawatan Residensial (RCS):
  - Rumah Perawatan dan Perhatian bagi Lansia (Rumah Perawatan dan Perhatian bersubsidi, Rumah Kontrak, Rumah Pribadi yang berpartisipasi dalam Skema Peningkatan Tempat Milik dan Panti Jompo di Guangdong yang berpartisipasi dalam Skema Layanan Perawatan Residensial di Guangdong)
  - Panti Jompo (Panti Jompo bersubsidi, Rumah Kontrak dan Panti Jompo yang berpartisipasi dalam Skema Pembelian Tempat untuk Panti Jompo)

The SCNAMES covers applications for the following subsidised LTC services:

- (I) Community Care Services (CCS):
  - Integrated Home Care Services (Frail Cases), Enhanced Home and Community Care Services and Day Care Centres/Units for the Elderly
- (II) Residential Care Services (RCS):
  - Care and Attention Homes for the Elderly (subvented Care and Attention Homes, Contract Homes, Private Homes participating in the Enhanced Bought Place Scheme and Elderly Homes in Guangdong participating in the Residential Care Services Scheme in Guangdong)
  - Nursing Homes (subvented Nursing Homes, Contract Homes and Nursing Homes participating in the Nursing Home Place Purchase Scheme)



## T2 Kapan dan Bagaimana lansia dapat mengajukan permohonan?

Ketika lansia khawatir tentang pengaturan perawatan dirinya karena kondisi kesehatannya memburuk dan perawatan yang dibutuhkan tidak dapat ditanggung oleh diri sendiri atau keluarga.....

Langkah 1	<b>Pengajuan Permohonan</b>	Lansia atau anggota keluarganya mengajukan permohonan untuk layanan LTC bersubsidi ke petugas perujuk dari Unit Layanan Sosial Medis, Pusat Layanan Keluarga Terintegrasi atau unit layanan lansia di distrik.
Langkah 2	<b>Skринing Awal</b>	Petugas yang bertanggung jawab/ yang merujuk melakukan skrining awal dan merujuk lansia untuk pengaturan penilaian sesuai keperluan.
Langkah 3	<b>Penilaian</b>	Penilai melangsungkan penilaian melalui kunjungan ke rumah dan wawancara tatap muka.
Langkah 4	<b>Penjelasan Hasil Penilaian</b>	Petugas yang bertanggung jawab/ yang merujuk menjelaskan hasil penilaian dan layanan yang dicocokkan kepada lansia.
Langkah 5	<b>Formulasi Rencana Perawatan</b>	Petugas yang bertanggung jawab/ yang merujuk membuat rencana perawatan bagi lansia dan membantunya untuk mengajukan permohonan layanan yang sesuai. Lansia yang dinilai memiliki kebutuhan LTC dapat mengajukan permohonan layanan LTC bersubsidi yang sesuai.



## Q2 When and How should an elderly person make the application?

When an elderly person worries about his/her care arrangement as his/her health condition is deteriorating and the care need cannot be coped with by himself/herself or his/her family.....

Step 1	<b>Raise a Request</b>	An elderly person or his/her family raises a request for subsidised LTC services to a responsible/referring worker of a Medical Social Services Unit, an Integrated Family Service Centre or an elderly service unit in the district.
Step 2	<b>Initial Screening</b>	Responsible/referring worker conducts initial screening and refers the elderly person for arrangement of assessment as appropriate.
Step 3	<b>Conduct Assessment</b>	Assessor carries out the assessment through home visit and face-to-face interview.
Step 4	<b>Explain the Assessment Result</b>	Responsible/referring worker explains to the elderly person the assessment result and service matched.
Step 5	<b>Formulate a Care Plan</b>	Responsible/referring worker draws up a care plan for the elderly person and assists him/her to apply for suitable service. The elderly persons assessed to have LTC needs may apply for appropriate subsidised LTC services.



## T3 Apa yang dapat dilakukan lansia jika ia ingin tinggal di komunitasnya selama masuk daftar tunggu RCS?

Di bawah SCNAMES yang telah diperbarui, lansia yang tengah masuk daftar tunggu RCS dapat meminta petugas yang bertanggung jawab/ yang merujuk untuk mengubah status permohonan RCS menjadi "inaktif" atas kehendak sendiri sebelum diterima dalam RCS. Jika kondisi kesehatan mereka kemudian memburuk atau jika terjadi kondisi lain, mereka dapat kapan pun meminta untuk mengubah status permohonan kembali menjadi "aktif" tanpa perlu mengantri untuk layanan ini dari awal.



## Q3 What can an elderly person do if he/she wants to remain living in the community while waitlisting for RCS?

Under the updated SCNAMES, elderly persons waitlisting for RCS may request their responsible/referring workers to change the status of their RCS application to "inactive" on their own accord before offered with admission to RCS. If their health conditions subsequently deteriorate or there are other circumstances, they may at any time request to change their application status back to "active" without the need to queue for the services all over again.



**T4****Apa yang dapat dilakukan lansia jika kondisi kesehatannya memburuk selama masuk daftar tunggu CCS?**

Di bawah SCNAMES yang telah diperbarui, jika lansia pertama kali dinilai cocok untuk CCS berdasarkan interRAI-HC 9.3 dan dimasukkan ke dalam daftar tunggu, dan kondisi kesehatannya kemudian memburuk, mereka dapat meminta penilaian kembali. Jika lansia terkait kemudian dinilai kembali dan cocok untuk RCS dan dimasukkan ke dalam daftar tunggu, tanggal permohonan CCS awal akan digunakan untuk daftar tunggu RCS bersubsidi, tanpa memandang apakah mereka masih dalam daftar tunggu, akan menerima, atau selesai menerima CCS bersubsidi. Pengaturan di atas tidak lagi berlaku jika mereka diterima di RCS, baik jika mereka menerima tawaran tersebut atau tidak.

**Q4****What can an elderly person do if his/her health condition deteriorates while waitlisting for CCS?**

Under the updated SCNAMES, if elderly persons are first assessed by interRAI-HC 9.3 to match with CCS and are put on the waiting list, and their health conditions subsequently deteriorate, they can request for a re-assessment. If the concerned elderly persons are re-assessed subsequently to match with RCS and are put on the waiting list, their original application date for CCS will be used to waitlist for subsidised RCS, irrespective of whether they are waitlisting, receiving or have ceased receiving subsidised CCS. The above arrangement is no longer valid when they are offered with admission to RCS, irrespective of whether they accept the offer.

**T5****Kapan diperlukan penilaian ulang?**

Hasil penilaian berlaku selama 12 bulan. Di bawah kondisi normal, penilaian ulang tidak akan dilangsungkan dalam kurun waktu ini.

Jika pemohon perlu menerima jenis layanan LTC lain akibat perubahan signifikan dalam kondisi kesehatan atau situasi setelah penilaian, petugas yang bertanggung jawab yang merujuk dapat mengatur penilaian ulang untuk memastikan kebutuhan LTC pemohon atau menyesuaikan layanan yang masuk daftar tunggu untuk pemohon sesuai kebutuhan.

Pemohon harus memiliki hasil penilaian yang berlaku untuk mengonfirmasi bahwa layanan yang ditawarkan sesuai bagi mereka sebelum diterima untuk layanan tersebut; jika tidak, mereka harus menjalani penilaian ulang.

**Q5****When should a re-assessment be required?**

The assessment results are valid for 12 months. Under normal circumstances, re-assessment will not be conducted within this period.

If applicants need to receive another LTC service type due to significant changes in their health conditions or circumstances after the assessment, the responsible/referring worker may arrange re-assessment to ascertain the applicants' LTC needs or adjust the service(s) to be waitlisted for the applicants as appropriate.

Applicants should have valid assessment results to confirm that the services offered are suitable for them before their admission to services; otherwise, they are required to receive re-assessment.

**T6****Apakah ada mekanisme untuk menangani ketidaksetujuan atas hasil penilaian dan layanan yang dicocokkan?**

Untuk pemohon atau penyedia layanan yang tidak setuju dengan hasil penilaian yang layanan yang dicocokkan, tersedia mediasi pra-naik banding dan saluran naik banding di bawah SCNAMES. Klarifikasi dan resolusi hal yang tidak disetujui akan dilakukan pada tahap awal dan penilaian ulang akan diatur sesuai kebutuhan.

**Q6****Is there a mechanism to deal with disagreement over assessment results and services matched?**

For applicants or service providers who disagree with the assessment results and services matched, there are pre-appeal mediation and appeal channels under the SCNAMES. Clarification and resolution of disagreed areas will be carried out at the initial stage and re-assessment will be arranged as necessary.

**Tips 1**

Bagi pemohon yang termasuk CWL layanan sebelum penerapan SCNAMES yang telah diperbarui (penilaian oleh MDS-HC 2.0), layanan yang termasuk CWL akan diteruskan kecuali jika hasil penilaian terbaru dengan interRAI-HC pada masa penilaian pra-penerimaan merekomendasikan pilihan layanan dengan "tingkat perawatan lebih tinggi".

**Tips 2**

Penilaian untuk permohonan layanan LTC bersubsidi bebas biaya.

**Tips 1**

For applicants having been on the CWL for services before the implementation of the updated SCNAMES (assessed by MDS-HC 2.0), their services already in CWL will be grandfathered unless the latest assessment result by interRAI-HC at the time of pre-admission assessment recommends a service option of "higher care level".

**Tips 2**

The assessment for application for subsidised LTC services is free of charge.

## Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia)

Departemen Kesejahteraan Sosial telah menyediakan lima Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) [SCNAMO(ES)] multi disiplin di wilayah, Hong Kong, East Kowloon, West Kowloon, New Territories East dan New Territories West. Peran utamanya adalah untuk mengatur penilaian dan tinjauan berkualitas, menangani permohonan banding, melatih penilai dan menerapkan CWL, dll.

### Pertanyaan

(1) Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia)

#### Hong Kong

Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (Hong Kong) (Area layanan: Central, Western and Islands District, Eastern and Wanchai District, Southern District)  
No. Tel.: 2546 7491 | No. Faks.: 2543 7495 | Alamat email: scnamoeshkenq@swd.gov.hk

#### East Kowloon

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

#### West Kowloon

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

#### New Territories East

Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (New Territories East) (Area layanan: Shatin District, Tai Po and North District, Yuen Long District)  
No. Tel.: 2607 1215 | No. Faks.: 2699 7846 | Alamat email: scnamoesnteenq@swd.gov.hk

#### New Territories West

Kantor Pengelola Penilaian Kebutuhan Perawatan Terstandarisasi (Layanan Lansia) (New Territories West) (Area layanan: Tsuen Wan and Kwai Tsing District, Tuen Mun District)  
No. Tel.: 2439 4754 | No. Faks.: 2439 0175 | Alamat email: scnamoesntwenq@swd.gov.hk

- (2) Unit Layanan Lansia Bersubsidi (Pusat Komunitas Lansia Distrik, Pusat Lansia di Lingkungan Tempat Tinggal, dll.)
- (3) Unit Layanan Sosial Medis
- (4) Pusat Layanan Keluarga Terintegrasi/Pusat Layanan Terintegrasi Departemen Kesejahteraan Sosial dan Organisasi Non-pemerintah
- (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)

Juni 2021

## Standardised Care Need Assessment Management Offices (Elderly Services)

The Social Welfare Department has set up five multi-disciplinary Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] in the regions of Hong Kong, East Kowloon, West Kowloon, New Territories East and New Territories West. Their main roles are to arrange assessment and quality review, deal with requests for appeal, train assessors and implement the CWL, etc.

### 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)

June 2021