

Social and Care Support Service under the Residential Care Services Scheme in Guangdong

Service Brief

The Social Welfare Department has commissioned the New Home Association Limited (NHAL) to provide Social and Care Support Service under the Residential Care Services Scheme in Guangdong starting from 1 May 2025 to provide support to elderly participants of the Scheme and their families. The Social and Care Support Service is one of the measures announced in the 2024 Policy Address to help elderly participants of the Scheme better adapt to the life in the residential care homes for the elderly (RCHEs) on the Mainland and receive timely assistance when needed.

Service Objectives

- To enhance support to the elderly participants of the Scheme and their families so as to help the elderly participants better adapt to the life in the RCHEs on the Mainland;
- To assist Hong Kong elderly persons who have settled down in Guangdong Province and interested in joining the Scheme to apply for joining the Scheme in their living place; and
- To promote the Scheme.

Service Users

- Elderly persons, through joining the Scheme, are residing in the RCHEs under the Scheme; and
- Hong Kong elderly persons have settled down in Guangdong Province and are interested in joining the Scheme.

Service Content

(I) Provision of Care and Support During the Trial Period

- To provide the elderly participants with supportive services during the first six-months' trial period of the Scheme, including to assist them in understanding Mainland's medical systems and care services, maintain connections with their families in Hong Kong, and provide them with suitable advice and assistance in handling such matters as housing, medical care, financial matters, etc. in Hong Kong;

(II) Provision of Continuous Care and Support upon Completion of the Trial Period

- To render continuous support in accordance with the needs of individual elderly participants upon completion of the trial period;

(III) Facilitation of Application

- To conduct assessments under the Standardised Care Need Assessment Mechanism for Elderly Services for Hong Kong elderly persons settled down in Guangdong Province and interested in joining the Scheme in their living place and follow up the applications for joining the Scheme of those eligible elderly; and

(IV) Service Promotion

- To promote the Scheme.

Service Fee

The Social and Care Support Service is free of charge.

Information of the Operating Organisation

New Home Association Limited Hong Kong Office

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Guangzhou New Home Social Worker Service Centre

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Social Welfare Department

Elderly Branch

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