

The Chinese University of Hong Kong The Nethersole School of Nursing Cadenza Training Programme

CTP005: Community and Residential Care for Older People

Chapter 3: Health and social care partnership: what it is and how to implement the concept in community and residential care settings.

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Lecture Outline

- Existing health and social care services in Hong Kong
- Problems in collaboration
- What is a health and social care partnership?
- How to implement the concept in community and residential care settings?

Health Care Services

Definitions

- Primary level
 - Avoid the development of disease through "*health promotion*"
- Secondary level
 - Aim at early detection of diseases
 - Increase opportunities for interventions to ***prevent progression of the disease*** and emergence of symptoms
- Tertiary level
 - ***Reduce the negative impact*** of an already established disease by restoring function and reducing disease-related complications

(Wikipedia , 2008)

Health Care Service Providers for Older Persons

1. Public sector:

- Hong Kong Government
 - Hospital Authority (HA)
 - Department of Health (DH)
- Non-government organisations (NGOs) subsidised by the Social Welfare Department (SWD)

2. Private sector:

- e.g., general practitioners; private hospitals and clinics; private health care groups, etc.

Public vs Private Health Services

- HA provides over 90% of secondary and tertiary care in Hong Kong.
- DH and HA cater for approximately 15% and 3% respectively of primary medical care.
- The private sector provides 70% of primary medical care and under 10% secondary and tertiary care.

Health, Welfare & Food Bureau (2007)

Care of Older Persons

Health Care

Primary Level services
Secondary Level services
Tertiary Level services

Social care

Centre based services
Home based services
Residential care services

Primary level services

- Department of Health (Elderly Health Services)
 - Set up in June 1998
 - There are 18 Elderly Health Centres
 - provide health check-up, curative health treatment and health education to older persons
 - There are 18 Visiting Health Teams
 - outreach to the community to provide health promotion programmes and campaigns to increase older persons' health awareness; provide influenza vaccinations for older persons living in residential homes

Please visit the website for more details:

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

Primary level services

- Health clinics
 - Health check-up and health education activities, curative services run by NGOs and private clinics or hospitals. Universities in Hong Kong (e.g., Wellness Centre of Chinese University of Hong Kong).
- Health education and promotion
 - Health education and promotion activities

Secondary level services

- Hospital-based Geriatric Services
- Psycho-geriatrics in-patients services

Hospital-based Geriatric Services

The services are:

- acute and sub-acute care
- rehabilitation and extended care
- respite care
- Geriatric Day Hospital
- specialist clinics (e.g., memory clinic)
- domiciliary visits

Outreach to the Community

Community-based Geriatric Services

- Run by HA
 - District-based Assessment / Rehabilitation Teams:
 - Community Geriatric Assessment Teams (CGAT)
 - Psycho-geriatric Teams (PGT)
- Run by NGOs
 - Enhanced Home & Community Care Services (EHCCS)
 - Integrated Home Care Services (IHCS)
 - Day Care Centres (D/E)

Community Rehabilitation Services

- Community Rehabilitation Services aim at enhancing the physical functions and self-maintenance skills of discharged patients.
- Some community rehabilitation services are run by NGOs. Rehabilitative training, such as OT, PT and nursing care will be provided.
 - http://www.swd.gov.hk/tc/index/site_pubsvc/page_rehab/sub_listofserv/id_crdc/
(Community Rehabilitative Day Centre)
 - <http://www.rehabsociety.org.hk/e/getContent.asp?contentId=32391&menu=3>
(Community rehabilitation for chronic illness)
- Some NGOs have joint partnership with HA or universities to provide rehabilitative services to community-dwelling older persons.
 - <http://www.no-fall.hk/indexC/indexC.htm>
(Bone health and fall prevention programme in Shatin District)

Summary

- Health services for older persons comprise three levels: primary, secondary and tertiary.
- Most community medical services require medical referrals.
- Multi-disciplinary approach is adopted.

Social Care Services

Social care for older persons

- Financial services
- Community support services
- Residential care services

Financial services

Comprehensive Social Security Assistance (CSSA)

- Asset limit

- Capital assets for older person (single person) are \$38,000

- Capital assets for older person (with able-bodied adult) depends on *the number of able adults* and *total number of people*.

- Capital assets for older persons (with any able-bodied adult)

- 2 persons = \$57,000;

- 3 persons = \$76,000;

- 4 persons = \$95,000

(Social Welfare Department, 2012e)

Financial services

Standard rates per month

- For single older person aged 60 or above who is 50% disabled: \$2,820; \$2,660 (with family).
- For single older person aged 60 or above who is 100% disabled: \$3,415 ; \$3,020 (with family).
- For single older person aged 60 or above who requires constant attendance = \$4,810; \$4,410 (with family).

(Social Welfare Department, 2012e)

Financial services

Portable Comprehensive Social Security Assistance (PCSSA)

Aim:

- To continue to receive cash assistance under the CSSA scheme if they choose to retire permanently in Guangdong or Fujian.

Eligibility:

- must be a permanent HK resident and have lived in HK at least 7 years
- aged 60 or above
- In receipt of CSSA for at least one year

(Social Welfare Department, 2012c)

Financial services

Social Security Allowance Scheme

- Normal old age allowance

Asset and limits for normal old age allowance

| | Asset limit | Monthly income |
|--------|-------------|----------------|
| Single | \$186,000 | \$6,660 |
| Couple | \$281,000 | \$10,520 |

(Social Welfare Department, 2012d)

Financial services

- Level of allowance

| Types of allowance | |
|-----------------------------|---------|
| Normal old age allowance | \$1,090 |
| High old age allowance | \$1,090 |
| Normal disability allowance | \$1,395 |
| High disability allowance | \$2,790 |

- Long term supplement (one-off payment for continuously received allowance for more than 12 months)

| | |
|--|---------|
| Single person | \$1,765 |
| Family with 2 to 4 elderly or disabled | \$3,540 |
| Family with 5 or elderly old or disabled | \$3,825 |

Financial services statistics

As at 30 Sept., 2012,

- 271,922 cases receiving CSSA
- 185,140 recipients receiving CSSA aged over 60
- 2,259 cases applied for portable CSSA scheme
- 81,188 cases receiving old age allowance
- 449,295 cases receiving higher old age allowance

(Social Welfare Department, 2012f)

COMMUNITY SUPPORT SERVICES FOR THE ELDERLY

Community Support Services

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graph TD; A[Community Support Services] --> B[Elderly Centre Services]; A --> C[Community Care Services]; A --> D[Other Community Support Services];
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Elderly Centre
Services

Community
Care Services

Other
Community
Support
Services

Elderly Centre Services

District Elderly
Community
Centre (DECC)

Support
Teams for the
Elderly (STE)

Neighborhood
Elderly Centre
(NEC)

Social Centre
for the Elderly
(S/E)

Elderly Centre Services

ê District Elderly Community Centres

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_districtel/

ê Support Teams for the Elderly

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_supporttea/

ê Neighbourhood Elderly Centres

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_613/

ê Social Centres for the Elderly

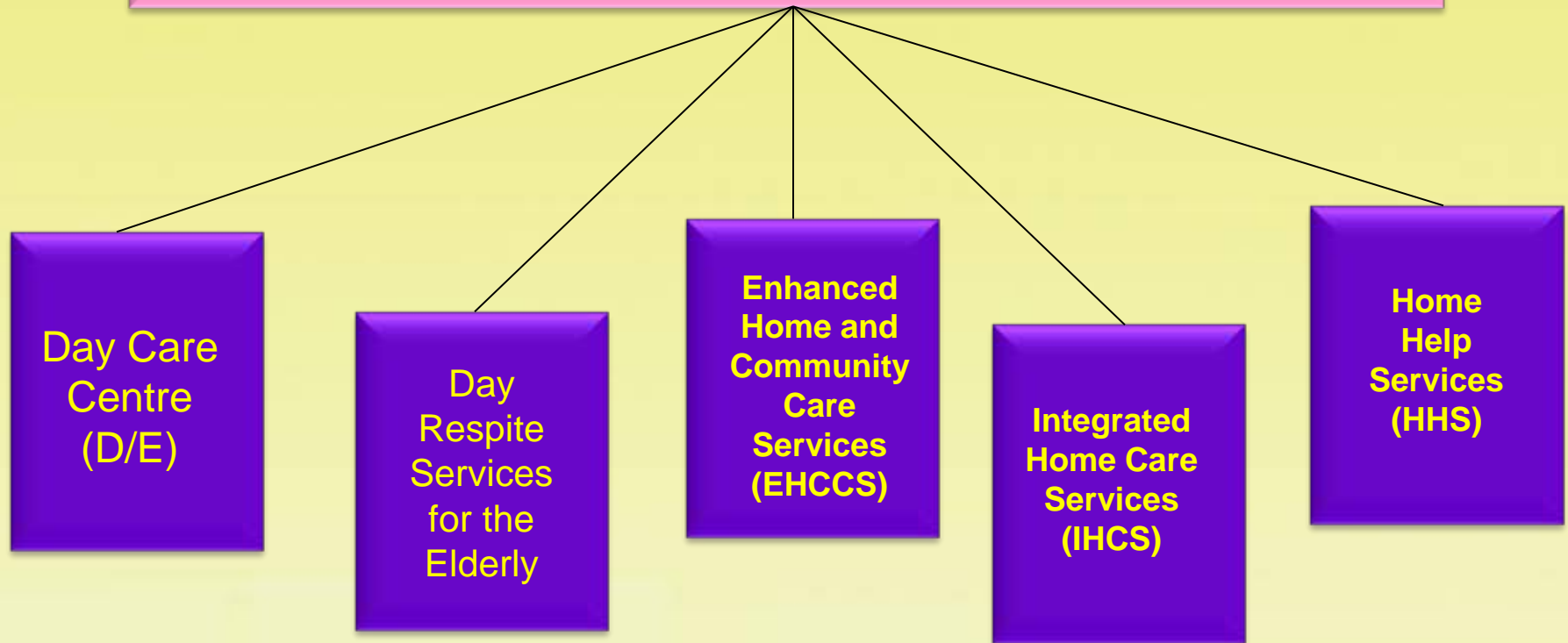
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_socialcent/

For more details about the service contents, please visit the above links.

Social Welfare Department (2012a).

Community Care Services for the Elderly

Community Care Services for the Elderly



Community Care Services for the Elderly

- Day Care Centres

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_daycarecen/

- Day Respite Services for the Elderly

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_dayrespite/

- Enhanced Home and Community Care Services

- http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_enhancedho/

- Integrated Home Care Services

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_618/

- Home Help Services

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_homehelpse/

For more details about the services, please visit the above links.

Social Welfare Department (2012a).

Community Support Services - New Initiatives

District-based Trial Scheme on Carer Training programme

- The Elderly Commission (EC), Labour & Welfare Bureau (LWB) and Social Welfare Department (SWD) launched the District-based *Trial Scheme on Carer Training* to equip individuals with basic elderly care skills, a "caring" mindset and to develop carer services.
- As at September 2008, about 700 individuals completed the programme.
- Eleven DECCs were provided with seed money of \$50,000 to run the carer training programmes and providing carer services in collaboration with community organisations.
- In 2009, it was extended to cover all DECCs in the territory.

For details, please visit the Elderly Commission webpage

[http://www.elderlycommission.gov.hk/en/download/Programmes_and_events/EC%20Website_carer%20training%20\(e\).pdf](http://www.elderlycommission.gov.hk/en/download/Programmes_and_events/EC%20Website_carer%20training%20(e).pdf)

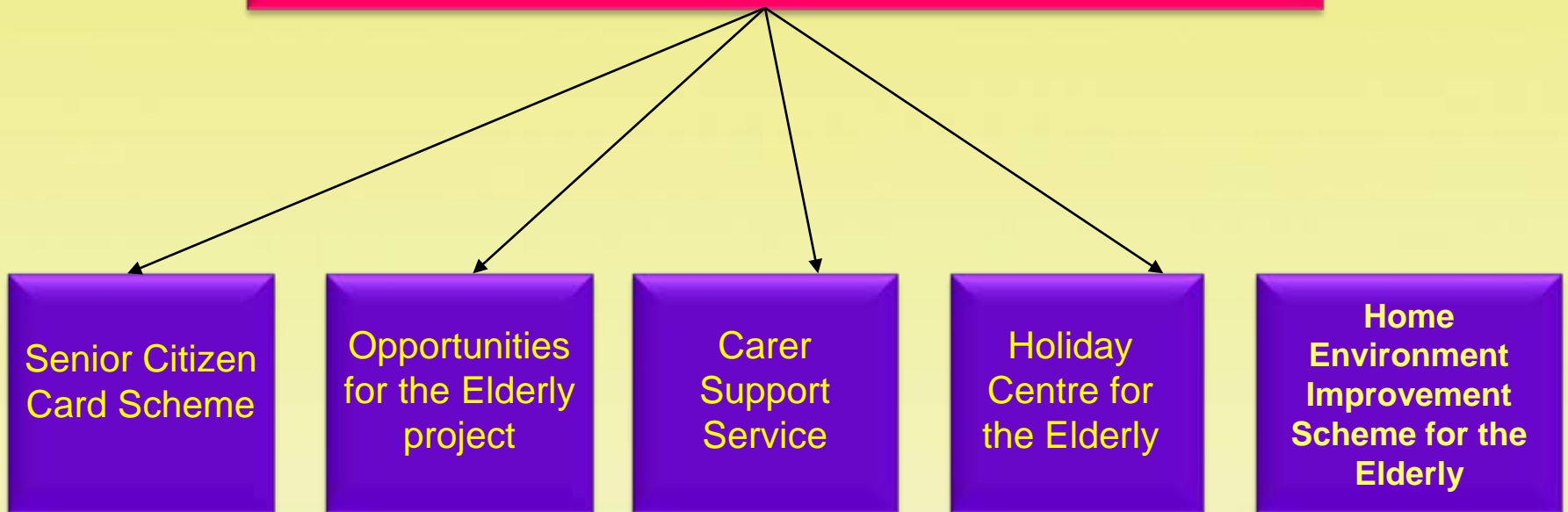
Community Support Services - New Initiatives

Hidden Elderly Project

- Enhances Elderly Centres' outreach to singleton and hidden older people to help them develop a social life. The project also strengthens referral, counselling and support services to older people in need.
- The Hidden Elderly project receives recurrent funding of \$3.8 million to strengthen outreach resources.

Other Community Support Services

Other Community Support Services



Other Community Support Services

- Senior Citizen Card Scheme
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_seniorciti/
- Opportunities for the Elderly Project
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_opportunit/
- Carer Support Services
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_carersuppo/
- Holiday Centre for the Elderly
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_holidaycen/
- Home Environment Improvement Scheme for the Elderly
http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_csselderly/id_eise/

For more details about the services, please visit the above links.

Social Welfare Department (2012a).

Introduction

- ê The Social Welfare Department administers a licensing system to regulate residential care homes for the elderly under the Residential Care Homes (Elderly Persons) Ordinance.

Social Welfare Department (2012b).

Types of Residential Care Homes

Varying types of residential care homes are set up to meet the different care needs of elders.

Social Welfare Department (2012b).

Types of Residential Care Homes

- **Hostels for the Elderly**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_hostelsfor/
- **Homes for the Aged**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_homesforth/
- **Care and Attention Homes**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_careandatt/
- **Enhanced Bought Place Scheme**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_enhancedbo/
- **Nursing Homes**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_nursinghom/
- **Emergency Placement**
 - http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_emergencyp/

Social Welfare Department (2012b).

Conversion into C & A home

- With effect from 1 January 2003, the Social Welfare Department has ceased to accept new applications for placement in Hostels for the Elderly and Homes for the Aged. Starting from 2005-06, self-care hostel places will gradually be phased out and converted into Care and Attention places providing a continuum of care.
- Details of the conversion schedule into C & A places can be found at the following link:

<http://www.swd.gov.hk/doc/elderly/whatsnew080805.ppt>

Other Support Measures

ê Infirmary Care Supplement (ICS)

ê Dementia Supplement (DS)

For details, please visit this link:

http://www.swd.gov.hk/en/index/site_pubsvc/page_elderly/sub_residentia/id_othersuppo/

Housing Services

Housing services

Provided by the **Hong Kong Housing Authority** and **Hong Kong Housing Society**

Provided by Hong Kong Housing Authority Scheme

- Harmonious Families Priority Scheme (HFPS)
- Single Elderly Persons Priority Scheme
- Elderly Persons Priority Scheme
- Senior Housing: housing and self-contained small flats for senior citizens

For details, visit:

<http://www.housingauthority.gov.hk/en/public-housing/meeting-special-needs/senior-citizens/index.html>

Housing services

Hong Kong Housing Society Scheme

- Elderly flat
 - ten rental estates with warden services (including contracted warden by NGOs or own warden)
 - warden services, emergency alarm system and elderly lounge
- SEN (Senior Citizen Residences)
 - Jolly Place (Hang Hau) run by HOHCS
 - Cheerful Court (Ngau Tau Kok) run by HKSKHWC
 - swimming pool, library, polyclinic, restaurant, multi-purpose room, car park, fitness room, residential care home for the elderly, etc.

For details, see the video clip:

http://www.hkhs.com/sen_20040903/eng/jolly_place/video/video.htm

Integrated Building Maintenance Assistance Scheme

Integrated Building Maintenance Assistance Scheme

Building Management Incentive Scheme

Offers subsidies to help owners to form Owners' Corporations (OCs).

Building Maintenance Incentive Scheme

Offers subsidies to OCs for carrying out repair and maintenance works related to safety, hygiene and/or environmental protection in common areas of the building.

Home Renovation Loan Scheme

Provides interest-free loans for home-owners of old buildings to carry out interior repair and maintenance works to improve the safety and hygiene of their flats.

Building Maintenance Grant Scheme

- Building Maintenance Grant Scheme for Elderly Owners
- For details, please visit this link:
- http://www.hkhs.com/eng/business/pm_bmgs.asp

Hong Kong Housing Society (2012).

Definition of health & social care partnership

The activity between health and social care agencies or practitioners where there is:

- a shared responsibility for assessing the need for action, determining the type of action to be taken and agreeing the means of implementation
- negotiation between people from different agencies committed to working together over a period of time
- an intention to secure the delivery of benefits or added value which could not have been provided by a single agency acting alone

Scottish Government, 2003

Partnership in Hong Kong

- One historic problem of the health service has been the split between primary care and secondary care and between health and social care.
- Patients only see one system and therefore we need to provide the care they need without 'barriers'.

Advantages of partnership

- Integrated service: one stop approach
- Avoids duplication
- Shared skills and knowledge
- Shared resources
- Shared information protocols / systems to support planning and service delivery

Benefits of health & social care partnership

- efficient and improved assessment of older persons' needs
- better access to integrated services (through professionals accessing each others' services)
- more comprehensive care packages (through information sharing across disciplines and a single shared assessment)

Problems in collaboration

Present problems of elderly services:

fragmentation

compartmentalisation

lack of integration

lack of communications

limited opportunities to share client's information



Drawbacks of fragmented services:

piecemeal approach to care

incomplete and miscommunication

duplications / omissions

development and outcome dependent on

attitude and efforts of clinicians and specialists

Different types of partnerships

| Theory | Driving force shaping partnerships |
|---|---|
| Resource Exchange (Financial) | Focus on securing and optimising efficient use of resources |
| Ecological (Exploitation of Niche) | Focus on forming clusters to exploit particular niches |
| Organisational competence and learning | Focus on securing new competencies and knowledge |
| Problem focused (problem sharing and problem solving) | Focus on solving particular problems |
| Technology focused | Focus on the consequences of using available technology to solve problems |

Scottish Government, 2003

Models of partnership

- **Pooled funds** - the ability for partners to each contribute agreed funds to a single pot, to be spent on agreed projects for designated services.
- **Lead commissioning** - the partners can agree to delegate commissioning of a service to one lead organisation.
- **Integrated provision** - the partners can merge their staff, resources, and management structures to integrate the provision of a service from managerial level to the front line.

Key benefits

- Reduces the level of bureaucracy: single forms of application and points of contact.
- More cohesive and comprehensive outcome for service users and carers.
- Clarity about local priorities for service provision and improvement.
- Better and more economic use of resources and improved value for money.

Key benefits

- Easier identification of gaps in provision.
- Better links between service users requiring a range of services and carers covering a wide range of health and adult social care interventions.
- The creation of a mature relationship with key providers and a focus on sustainability and innovation in service delivery.

Key benefits

- The development of joint performance indicators and monitoring processes.
- The development of key strategic information, including baselines and tracking systems.
- The development of an agreed strategy for the modernisation of community and hospital based services.

Important Elements of Health and Social Care Partnership

- Community empowerment
- Capacity building
- Coalitions
- Trigger activities
- Multiple levels
- Citizen perceived benefits

Success Factors

- Previous collaborations
- Stakeholders feel important
- Appropriate cross-section
- Efficient & adequate communications
- Availability of resources
- Long term commitment

Steps for effective partnerships

- Review strengths & gaps in different partners
- Needs assessment of the local community
- Identify health needs and solutions
- Improve communications
- Capacity building of staff
- Information sharing of common clients

Recent developments...

Integrated Discharge Support Trial Programme for Elderly Patients

- Aim: to reduce unnecessary admission and hospital costs.
- \$ 96 million over 4 years, funded by the government.
- Pilot in three districts (Kwun Tong, Kwai Tsing & Tuen Mun).
- Provide one-stop services, including personal care, elder sitter, rehabilitative exercise, home assessment, meal, escort, counselling, respite and caregiver training.
- HA to collaborate with NGOs.

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