

## MESSAGE

Ensuring financial security for the elderly is fundamental to achieving the policy objective of caring for the elderly. We are making good progress in the implementation of the Mandatory Provident Fund System by the end of 2000, which will provide a useful source of financial support to the retired population in future. Meanwhile, we will continue to provide Comprehensive Social Security Assistance to those elderly in financial difficulty. We will keep the social security schemes under constant review to ensure that resources are directed to those with genuine needs.

We recognise that the family plays an important role in providing support to their elderly members. We will continue to encourage and facilitate families to take up this role by providing them and their elderly members with the necessary community care and support services. To enhance the quality and efficiency of the existing care services for the elderly, we are reviewing their modes of delivery to identify areas for improvement.

We are entering the third year in pursuing the Policy Objective of Care for the Elderly. Over the last two years, we have made substantial progress in increasing the supply of residential care places, as well as in improving the quality of these places. We have embarked on a Premises-led Programme to improve the standards of premises for residential care homes. An important component in caring for elderly people in need is the level of training and supply of manpower for residential and community care services. We are reviewing the need to enhance training for care workers who provide daily care to the frail elderly, and will review the training on gerontology in related disciplines.

Apart from addressing the needs of the general elderly population, we note that there are individual groups of elderly with specific care needs. These include those who suffer from dementia as well as those suffering from depression. They have different service demands. We have embarked on various new initiatives to cater for the specific needs of these elderly and would work together with the community to look after our vulnerable elderly.

In this International Year of Older Persons, the Elderly Commission has, in conjunction with various organisations and government departments, launched four major territory-wide and 600 district-based events to promote the theme of “Towards a Society for All Ages”. The programmes and activities have achieved the desired effect of arousing the community’s awareness on the need to care for and respect our elderly. To encourage the elderly to lead an active and meaningful life, we have set up Support Teams for the Elderly to provide social networking services to the vulnerable elderly and to implement elderly volunteer programmes to provide opportunities for elderly people to continue making contribution to the community. We will also be mapping out strategies to elevate the public profile of the Senior Citizen Card Scheme in order to better achieve the objective of enhancing community respect for senior citizens.

A handwritten signature in black ink, appearing to read 'Yeoh E K', with a horizontal line underneath.

(Dr E K Yeoh)

Secretary for Health and Welfare

# CARE FOR THE ELDERLY

To care for the elderly, our Policy Objective is to ensure that our elderly population enjoy a sense of security, belonging, health and worthiness. Our target this year in pursuing this Policy Objective is to improve their quality of life.

## Progress Made

The past year has been a successful year for the Policy Objective of Care for the Elderly. We have been pursuing with vigour the 1997 and 1998 initiatives to provide a sense of security, a sense of belonging and a feeling of health and worthiness among our elderly.

Good progress has been made in improving the provision of formal care services for the elderly. Since April 1998, a total of more than 3 500 new subsidised residential care places have been made available, including about 1 300 care places purchased from the private sector. The average waiting time for subsidised residential care places has been reduced from 28 months in April 1998 to 18 months in July 1999. The Enhanced Bought Place Scheme has been successful in encouraging the private sector to provide residential care homes of higher quality. Compared with having only 41 private care homes licensed in April 1998, a total of 242 homes were licensed in August 1999.

The Elderly Commission has completed its study on home help service and has recommended its re-engineering. The separate provision of meal service will enable flexible deployment of staff and volunteers so that the unit cost of the service can be significantly reduced. The resources released will be used to provide a greater quantity of enhanced home care service, which in future will receive greater support from the ambulatory, medical and health services of the Hospital Authority and the Department of Health.

The Elderly Commission has considered two reports on dementia and elderly depression/suicide. A range of initiatives will be pursued to arouse public awareness and the attention of professionals and front-line workers in the two issues. New services are being introduced as pilots for the benefit of these two groups of elderly and their carers.

Adequate housing remains a matter of concern to the elderly. In addition to the efforts of the Housing Authority, we are working with the Housing Society and the private sector in developing new housing schemes/projects for the elderly. Housing allocation policies have been revised further to encourage families to live with their elderly members.

To provide an objective measure on the well-being of the elderly, we have commissioned

a consultancy study on the quality of life of the elderly. The study will enable us to obtain an understanding of the elderly's perspective in perceiving matters of importance to them. On that basis, a multi-faceted tool can be developed to measure the elderly's quality of life.

Year 2000 will be another challenging year in the Policy Objective of Care for the Elderly. Efforts will continue to be made in re-engineering elderly welfare services to improve service integration, cost-efficiency, and access to service. We expect to be able to put in place a gate-keeping mechanism so that the elderly's care needs can be objectively assessed by a consistent tool. Care services can then be properly targeted and prioritised to serve the specific needs of our elderly population.

# KEY RESULT AREAS (KRAs)

To ensure that this Policy Objective can be achieved, we must deliver results in a number of areas, that is, we must –

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# 1

## Provide retirement protection and other financial help

For the elderly to feel secure, they must first be financially secure.

In Hong Kong, the family has always been the main source of financial support for the majority of the elderly. We will continue, through various fiscal and other means, to encourage the family to live with and give support to their elderly members.

Other than addressing the needs of the current generation of elderly people, we are taking steps to ensure that future generations will be provided for in retirement. We are establishing the Mandatory Provident Fund (MPF) System with a view to bringing it into operation in the year 2000.

In the meantime, we will continue to ensure that financial assistance is available to those elderly who are in need.

### Progress Made

The Government and the Mandatory Provident Fund Schemes Authority (MPFA) have made good progress in implementing the MPF System. The Mandatory Provident Fund Schemes Ordinance, including the subsidiary legislation, has been enacted and the MPFA has been set up to ensure timely implementation of the System by the end of 2000.

It will take some time before the retired population can enjoy the full effects of the MPF Scheme. Meanwhile, the Comprehensive Social Security Assistance (CSSA) Scheme will continue to provide the necessary financial assistance to those elderly people with genuine financial need. In this connection, the standard rate for elderly recipients under the CSSA Scheme has been increased by \$380 per month since April 1998.

To achieve results in this area, the following initiative has been undertaken in the past years –

Initiative *	Target #	Present Position +
To set up the Mandatory Provident Fund (MPF) System <i>(Mandatory Provident Fund Schemes Authority (MPFA))</i>	To enable the MPF System to be in operation in 2000 <i>(1998)</i>	The Mandatory Provident Fund Schemes Ordinance has been enacted and the MPFA has been established. Action is in hand to enable employers and employees to commence making contributions by December 2000. <i>(Action in Progress: On Schedule)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Proportion of elderly people having to rely on Comprehensive Social Security Assistance (CSSA)	To monitor the trend in the CSSA take-up rate of the elderly

\* the bracketed information denotes the agency with lead responsibility for the initiative

# the bracketed information denotes the year in which the target was set

+ the bracketed information denotes the status of the target

We will undertake the following initiatives to deliver results in this area –

<b>Initiative</b>	<b>1999 Target</b>
To oversee the MPF System to ensure successful and timely implementation of the System by the end of 2000 <i>(MPFA)</i>	Keep in view progress of the implementation of the MPF System so that contributions can commence in December 2000
To examine and formulate a long-term policy on financial support for the elderly <i>(Health and Welfare Bureau/Social Welfare Department)</i>	Keep under review the current social security arrangements for the elderly in particular the OAA Scheme



# 2

## Increase the supply of housing and encourage the development of purpose-designed housing for the elderly

Safe and comfortable housing is essential to the well-being of the elderly. We will continue to give elderly people in need priority access to public housing, and increase the supply of public rental flats of suitable design and with appropriate facilities.

### Progress Made

Our indicator of progress in this area is the extent to which demand for decent and affordable housing from elderly persons can be met. All our existing initiatives are on schedule. We are providing more public housing flats to elderly people, and we are developing a pilot scheme for the provision of elderly housing by private sector developers.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To provide public rental flats for allocation to the elderly people <i>(Housing Department (HD))</i>	<ul style="list-style-type: none"> <li>To provide 6 500 flats in 1999-2000</li> <li>To reduce the waiting time for elderly people applying for public rental flats to two years</li> </ul>	We have drawn up a programme to provide 30 000 public rental flats to single elderly persons by 2001-2002. We are on target of providing 6 500 flats to the elderly in 1999-2000. The current average waiting time of elderly households to be allocated a shared flat is two years. The current average waiting time of elderly households for self-contained flats is three and a half years. We aim to reduce the waiting time of all eligible elderly households to two years by 2007. <i>(Action in Progress: On Schedule)</i>
To provide more specially designed rental housing units with warden service to able-bodied elderly persons not living with their family <i>(HD)</i>	To provide 1 200 units in 1999-2000 <i>(1998)</i>	We have drawn up a programme to provide 1 200 specially designed rental housing units with warden service to able-bodied elderly persons in 1999-2000. <i>(Action in Progress: On Schedule)</i>

Initiative	Target	Present Position
To provide more elderly people living in inadequate private sector accommodation with easy access to information on public housing <i>(Housing Department (HD))</i>	To set up one additional Housing Information Centre in Hong Kong's Eastern District in 1999 <i>(1998)</i>	A new Housing Information Centre was opened in Hong Kong West in 1998 and we aim to set up another centre in Hong Kong East in 1999-2000. <i>(Action in Progress: On Schedule)</i>
To encourage the private sector to provide affordable flats to single elderly persons <i>(HB/Health and Welfare Bureau)</i>	To develop proposals in consultation with the Elderly Commission in 1999 <i>(1998)</i>	The Elderly Commission has been consulted on the broad framework of the proposal. Details of a pilot scheme are being drawn up. <i>(Action in Progress: On Schedule)</i>
To put in place and operate a specialised model for housing demand for the elderly <i>(Planning Department (Plan D))</i>	To develop a model and to produce projections within 1999 <i>(1998)</i>	The model has been developed and projections for the period 1999-2000 to 2008-2009 will be produced on schedule. <i>(Action in Progress: On Schedule)</i>
To conduct a new survey of housing aspirations covering elderly households <i>(Plan D)</i>	To complete the survey within 1999 <i>(1998)</i>	The survey is underway and will be completed on schedule. <i>(Action in Progress: On Schedule)</i>
To invite the Housing Society to undertake a pilot "Senior Citizen Residence Scheme" under which flats will be leased for life to elderly people in the middle income group to give them access to affordable, purpose-built accommodation with integrated care services <i>(HB)</i>	To complete 500 flats under the pilot scheme by 2001 <i>(1997)</i>	Two sites have been allocated to the Housing Society for construction of the flats. The operational details of the Scheme are being finalised. <i>(Action in Progress: On Schedule)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Number of public housing flats provided to single elderly people	Provide 6 500 flats in the next 12 months

We will undertake the following initiative to deliver results in this area –

Initiative	1999 Target
To develop a pilot scheme for provision of elderly housing by private sector developers (HB)	Formulate the details of a pilot scheme in consultation with the Elderly Commission by 2000
To conduct an overall review of the provision of public housing for the elderly (HD)	To complete the review in 2000

# 3

## Enable the elderly to continue to live at home

It is important to the elderly that they have a place to call home. In a compassionate and caring community, it is only right that families, where possible, reciprocate the love of their parents and care for them when they are old. It has been Government's policy to encourage families to continue to assume such a role.

The Health and Welfare Bureau, in conjunction with the Housing Bureau, continues to keep under review public housing allocation policies to encourage eligible families to live with their elderly members.

Families which care for their elderly members might require assistance, either continually or occasionally. A range of support and respite services is being provided and we will continue to improve their provision.

For elderly people who live at home and require formal care services, we will provide day care, home care and other support services where necessary.

### Progress Made

The Government has been providing support services including day care and home help services to the elderly in need. In the past year, apart from providing more services, the Government has also reviewed the current mode of provision of home help service and proposed to upgrade the service so that it can provide enhanced care services in a more efficient manner.

We are also mindful of the need to provide the necessary support to families caring for their elderly members. In this connection, we have opened two carers' support centres, will introduce a new day respite service for the elderly and are reviewing the existing respite service provided in residential care homes with a view to identifying ways to improve the service.

We are giving priority access to public housing to families with elderly members. The indicator of progress in this area is the number of households who benefit under the various priority schemes. We aim to reduce the average waiting time of these households from the current five and a half years to two years by 2007.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To provide curative and preventive medical services to the elderly through the provision of geriatric places, Elderly Health Centres and visiting health teams <i>(Health and Welfare Bureau (HWB))</i></p>	<ul style="list-style-type: none"> <li>● To provide an additional 80 geriatric day places by 2002, on top of the 40 places provided in 1998 <i>(1998 and 1997)</i></li> <li>● To set up 12 Elderly Health Centres with integrated services in 1998-1999 and another six in 1999-2000 to provide preventive and curative medical services to the elderly <i>(1997)</i></li> <li>● To establish 12 visiting health teams to provide preventive and promotive care services to the elderly living in the community and support services to their carers in 1998-1999 and another six in 1999-2000 <i>(1997)</i></li> </ul>	<ul style="list-style-type: none"> <li>● Forty additional geriatric day places are in place. We expect to achieve the overall target as scheduled.</li> <li>● The new services have been in place in 14 Elderly Health Centres since July 1998. We expect to achieve the overall target as scheduled.</li> <li>● Fourteen visiting health teams have been in place since July 1998. We expect to achieve the overall target as scheduled. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To provide additional Day Care Centres <i>(Social Welfare Department (SWD))</i></p>	<p>To set up two centres in 1998-1999 and seven additional centres by 2001 <i>(1998 and 1997)</i></p>	<p>The new centres were established in March 1999. We expect to achieve the overall target by March 2001. <i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
<p>To set up additional Multi-service Centres (SWD)</p>	<p>To set up two centres in 1998-1999 and six additional centres by March 2001 which, when completed, will make up a total of 18 new centres since 1992 <i>(1998, 1997 and 1992)</i></p>	<p>Owing to construction problems and difficulties in purchasing suitable premises, only 12 additional centres have been provided since 1992. Another centre is scheduled to open by the end of 1999. We are on schedule to provide the remaining five centres by March 2001. <i>(Action in Progress: On Schedule)</i></p>
<p>To give higher priority for public housing to households with elderly members <i>(Housing Department (HD))</i></p>	<p>To extend the existing priority schemes and to introduce new priority schemes by 1998 <i>(1998)</i></p>	<p>Since June 1998, we have –</p> <ul style="list-style-type: none"> <li>● extended the Families with Elderly Persons Priority Scheme to non-nuclear families;</li> <li>● enhanced the success rate of households who apply under the Special Scheme for Families with Elderly Persons by providing a steady and adequate supply of public rental housing flats of appropriate types;</li> <li>● accorded priority to households with elderly members in their applications for Home Ownership Scheme and Private Sector Participation Scheme flats and Home Purchase Loans.</li> </ul> <p><i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To establish additional Home Help Teams (SWD)</p>	<ul style="list-style-type: none"> <li>● To establish 15 additional teams by 1999 and another 15 additional teams by 2000 (1998 and 1997)</li> <li>● To provide a total of 60 additional Home Help Teams by 1998-1999 (1994)</li> </ul>	<ul style="list-style-type: none"> <li>● Seven additional teams were set up by April 1999. The remaining eight teams to be set up in 1999 will be established together with the 15 additional teams scheduled to be established in 2000 through a competitive bidding exercise conducted in 1999-2000. <i>(Action in Progress: On Schedule)</i></li> <li>● Fifty four teams have been set up. The remaining six teams, which will be attached to multi-service centres, will be set up in 1999-2000. <i>(Action in Progress: Behind Schedule)</i></li> </ul>
<p>To undertake a feasibility study of upgrading and re-engineering the current home help service (SWD)</p>	<ul style="list-style-type: none"> <li>● To complete the study in 1999</li> <li>● To implement measures as from 1999 to enhance the quality and secure good value for money of the current home help service (1998)</li> </ul>	<ul style="list-style-type: none"> <li>● The Ad Hoc Committee on Home Care submitted its report to the Elderly Commission in June 1999 on re-engineering and upgrading the existing home help service. <i>(Action Completed)</i></li> <li>● A tender exercise is being conducted to allocate the provision of the meal service component of home help service in 1999-2000. The home care service component will be allocated to NGOs through competitive bidding in the same year. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To launch pilot projects to introduce a new respite service in day care centres for the elderly (SWD)</p>	<p>To start providing respite services in a number of day care centres on a trial basis in 1999-2000 (1998)</p>	<p>Five day care centres will join the pilot project in 1999 to provide day respite services. <i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
To review the existing respite services in residential care homes (SWD)	To complete the review and make recommendations in 1999 (1998)	The review is near completion and recommendations are expected by the end of 1999. (Action in Progress: On Schedule)
To set up Carers' Support Centres to provide support and training to carers of the elderly (SWD)	To set up two Carers' Support Centres in 1998-1999 (1997)	Both centres commenced operation in 1998-1999 as scheduled. (Action Completed)

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Proportion of elderly living with or cared for by their families	Update the care profile of elderly living at home in 2000-2001

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To set up additional Multi-service Centres (SWD)	Set up three additional centres by 2003



Initiative	1999 Target
To provide additional Day Care Centres (HWB)	Set up three additional centres by 2003
To implement the recommendations arising from a review of respite services in residential care homes (SWD)	Conduct a pilot project to implement the recommendations of the review, with a view to extending the initiative to all subsidised residential care homes
To encourage improvements in the quality and cost-efficiency of meal service through allocation of new service units by competitive bidding to NGOs and private sector operators (SWD)	Allocate through competitive bidding 25 new meal teams in 1999-2000
To encourage improvements in the quality and cost-efficiency of home care services through allocation of new service units to NGOs by competitive bidding (SWD)	<ul style="list-style-type: none"> <li>● Allocate through competitive bidding 25 new home care teams in 1999-2000</li> <li>● Set up a monitoring mechanism in 1999-2000 to oversee the implementation of the new home care service</li> </ul>
To develop integrated care facilities to provide a continuum of care for elderly living at home and to achieve cost-efficiency in the provision of elderly care services (HWB/SWD)	Conduct a pilot project on the concept of integrated care facility for the elderly in 2000-2001
To conduct a review on day care centres for the elderly to improve its co-ordination with other care services for elderly living at home (HWB/SWD)	Conduct a review and make recommendations for improvement in 2000
To put in place a more extensive carer support network (SWD)	<ul style="list-style-type: none"> <li>● Launch pilot projects to encourage elderly care facilities, such as day care centres, multi-service centres, to provide carer support corners in 2000-2001</li> <li>● In 2000-2001, develop training materials for carers for the elderly and promulgate the materials to Carers' Support Centres to assist in training up carers</li> </ul>

# 4

## Increase the supply of residential care places in public and private sectors

Although we encourage the elderly to continue to live with their families, we recognise the need to provide sufficient residential care for those who cannot be adequately taken care of at home. As the elderly population is expected to increase rapidly in the coming years, the demand for residential care places will rise substantially.

It is our objective to encourage mixed service provision in residential care, with participation from subvented, private and self-financing care home operators. This will provide choices to the clients as well as encourage positive competition, which will, in turn, induce better service quality.

To better assess the need of the elderly population for residential care services, the Elderly Commission has completed an assessment of the demand for residential care services and has put forward a long-term strategy to address the demand. As part of the strategy to increase and improve the service, we will embark on a premises-led programme, which aims to provide suitable premises for operation as subvented, self-financing or private residential care homes. We are working with the Housing Authority and private property developers to identify and provide suitable premises in public and private housing developments.

### Progress Made

We have made good progress in delivering our pledged supply of residential care places since April 1998. More than 3 500 subsidised residential care places have come on stream, including about 1 300 places purchased from the private sector. We are on schedule to provide the remaining pledged places in the following years.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To provide additional subsidised residential care places <i>(Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● To provide additional subvented residential care places to elderly people in need               <ul style="list-style-type: none"> <li>– to provide 800 places in 1998-1999</li> <li>– to add 2 500 places between 1999 and 2002 <i>(1998, 1997 and 1993)</i></li> </ul> </li> <li>● To increase the supply of subsidised residential care places under an Enhanced Bought Place Scheme (EBPS)               <ul style="list-style-type: none"> <li>– to fund 600 places in 1998-1999</li> <li>– to fund 2 680 places between 1999 and 2001 <i>(1998 and 1997)</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● 826 places were provided in 1998-1999. We are on schedule to provide 1 000 places by March 2000 and the remaining 1 500 by 2002.</li> <li>● 833 subsidised places under the EBPS were provided in 1998-1999. An additional 459 places have been provided up to September 1999. The remaining 1 988 places will be provided by 2001. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To provide suitable premises for operation of subvented, self-financing or private care homes <i>(SWD)</i></p>	<ul style="list-style-type: none"> <li>● To develop three Government sites to provide premises for 600 residential care places by 2002 and to undertake feasibility study at other sites with a view to providing 1 600 places from 2001 to 2005 <i>(1998)</i></li> </ul>	<ul style="list-style-type: none"> <li>● We are on schedule to provide 600 places by 2002. We have conducted feasibility studies for four sites which can provide an additional 600 beds.</li> </ul>

Initiative	Target	Present Position
	<ul style="list-style-type: none"> <li>To continue to encourage development of self-financing residential care homes to offer an alternative to subvented residential care homes for elderly people with better financial means. We hope that a total of 1 500 places will be completed by March 2002 (1997)</li> </ul>	<ul style="list-style-type: none"> <li>712 places were provided in 1999. Good progress is made in providing another 800 places by March 2002. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To provide nursing homes offering a higher level of care to frail elderly residents <i>(SWD)</i></p>	<p>A total of 1 400 nursing home places in six nursing homes will be provided by 1999. Four of the homes will be completed in 1997-1998 and the remaining two in 1998-1999 (1997)</p>	<p>All six nursing homes providing a total of 1 400 places are now in operation. <i>(Action Completed)</i></p>
<p>To provide medical services to frail elderly through the provision of infirmary beds <i>(Health and Welfare Bureau (HWB))</i></p>	<p>To provide over 1 000 infirmary beds in the next five years (1997)</p>	<p>More than 180 infirmary beds have been commissioned by October 1999. We are on schedule to meet the planned target of providing a total of more than 280 beds by 1999-2000. <i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
To establish a computer network to link up all residential institutions (HWB)	Subject to the outcome of a feasibility study, to establish by 1997 a computer network to link up all residential institutions for the elderly run by the Social Welfare Department, the Department of Health and the Hospital Authority with the Health and Welfare Bureau to streamline access to residential services  (1995)	With the computerised centralised waiting list functioning effectively, there is no need for the proposed computer network.  (Action Completed)

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
Number of residential care places provided in subvented, self-financing and licensed private residential care homes	Provide 20 500 subvented and self-financing residential care places by October 2000. The number of licensed private residential care places would be affected by the number and size of new private care homes joining the sector

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
<p>To review the schedule of accommodation of subvented residential care homes to make better use of resources <i>(SWD)</i></p>	<p>Complete the review in 1999 and implement the new schedule of accommodation in 2000</p>
<p>To encourage efficient use of resources in existing subvented residential care homes to increase supply of care beds for elderly <i>(SWD)</i></p>	<p>Add a total of 200 beds to existing subvented residential care homes by 2001</p>
<p>To encourage private developers to provide premises for residential care homes <i>(HWB/Planning, Environment and Lands Bureau (PELB))</i></p>	<ul style="list-style-type: none"> <li>● Provide incentives to private developments, starting from 2000-2001, for the provision of suitable premises for operation as care homes</li> <li>● Include requirements in the land sale programme to provide suitable premises for residential care homes in four sale sites, starting from 2000-2001</li> </ul>

Private residential care homes are a major source of residential care places for the elderly. However, the standard of service in these care homes varies, and many of them are still operating on Certificates of Exemption. It is important to encourage and help these care homes to upgrade their service standards. Financial assistance and staff training are provided to assist them in achieving this end.

“Ageing in Place” remains the cornerstone of our policy. To this end, we are exploring the “Continuum of Care” concept in residential care homes to enable the elderly to grow old in a familiar environment, obviating the need for them to be moved to other institutions upon deterioration of their health.

### Progress Made

With efforts made by both the Social Welfare Department and private care home operators, we have been successful in increasing the number of licensed private residential care homes. By August 1999, 242 private care homes have obtained licences, compared with 41 in April 1998. We expect to be able to maintain this momentum in the next two years and are formulating a strategy to require all private residential care homes to achieve licensing standards by 2001.

We have developed a funding formula on differential unit costs to take care of elderly of different levels of frailty. We are now inviting subvented residential care homes to participate in the pilot scheme of “Continuum of Care”.

Manpower training is another major factor affecting the quality of residential care services. We have recently carried out surveys on the supply and training of nursing and care staff in both subvented and private care homes to assess more accurately the manpower situation. We have reviewed the training for health workers and will strengthen it by extending the total training hours, introducing practical training arrangements, and strengthening nursing and care skill training. To enhance training in gerontology for professional social workers, a working group has been set up to provide a forum for tertiary educational institutions to deliberate on the way forward. We are also reviewing the training requirements for care workers and will make recommendations within 1999-2000.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To improve manpower level and provide staff training for residential care homes</p> <p><i>(Health and Welfare Bureau (HWB)/Social Welfare Department (SWD))</i></p>	<ul style="list-style-type: none"> <li>● To monitor the supply of manpower in support of residential care services and to make recommendations in 1999 <i>(1998)</i></li> <li>● To revamp and implement a strengthened Health Worker Training Course in 1999 <i>(1998)</i></li> <li>● To train up by a blister programme 270 enrolled nurses in 1998-2000 to serve in residential care homes and other facilities <i>(1997)</i></li> </ul>	<ul style="list-style-type: none"> <li>● We have carried out surveys on the supply of nursing and care staff in support of residential care services. An inter-departmental working group will make recommendations by the end of 1999. <i>(Action in Progress: On Schedule)</i></li> <li>● A Health Worker Training Working Group has completed a review of the training course. 720 training places will be provided in 1999-2000 under the revamped training course. <i>(Action Completed)</i></li> <li>● 224 trainees were enrolled in three phases in 1998-1999. Another training course to provide 46 training places will commence in November 1999. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To assist private residential care homes to upgrade their service standard and to monitor their performance</p> <p><i>(SWD)</i></p>	<p>To encourage private residential care homes to make better use of the Financial Assistance Scheme (FAS) in 1999</p> <p><i>(1998)</i></p>	<p>Up to July 1999, FAS applications from 133 private residential care homes were approved involving a total amount of \$14 million. Another 57 applications are being vetted.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To continue to explore the possibility of implementing the concept of “Continuum of Care”</p> <p><i>(SWD)</i></p>	<p>To devise a funding formula to implement the concept of “Continuum of Care” and to invite three residential care homes to pilot the concept and the funding formula in 1999</p> <p><i>(1998)</i></p>	<p>A funding formula was worked out with differential unit costs for elderly residents of four different impairment levels. Residential care homes will be invited to join the pilot project in 1999-2000.</p> <p><i>(Action in Progress: On Schedule)</i></p>



## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Number of licensed private residential care homes	To have 300 private residential care homes operating under licence by the end of 1999-2000
Number of subvented residential care homes operating on a “Continuum of Care” model	Invite three subvented residential care homes to operate on the model

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To strengthen the training of social workers in the field of gerontology (HWB/SWD)	Set up a working group under the Advisory Committee on Social Work Training and Manpower Planning to develop proposals in 2000
To consider enhancing training for care workers (HWB/SWD)	Complete the review on the need to provide enhanced training for care workers in 2000
To encourage private residential care homes taking part in the Bought Place Scheme to upgrade their standard of services (SWD)	Upgrade 800 places under the Bought Place Scheme to the standards of the Enhanced Bought Place Scheme by 2002
To phase out private residential care homes operating on Certificates of Exemption so that in the foreseeable future all private residential care homes must hold valid licences (HWB/SWD)	Lay down a timetable to require all care homes to fully comply with licensing standards

To promote a sense of worthiness amongst the elderly, it is important that they should enjoy an active life. Through the Provisional Municipal Councils, government departments and non-governmental organisations (NGOs), we provide a variety of social, recreational, educational and developmental programmes.

It is also our policy to encourage the community to care for the elderly. We introduced the Senior Citizen Card Scheme in 1994, the main purpose of which is to arouse the community's respect for the elderly. We are continuing with our efforts to enlist support from corporate sponsors in providing more priority services, concessionary fares and discount rates to card holders.

To enable our senior citizens to continue to make contributions to the community, the Social Welfare Department, in conjunction with NGOs, run elderly volunteer programmes to promote elderly volunteerism.

## Progress Made

In the past year, we have stepped up efforts to encourage elderly people to lead an active life. We have continued with our programme to provide additional social centres for the elderly. Social centres provide a drop-in facility for elderly people where they can expand their social contact. Following a review of the working relationship between social centres and government departments in the provision of social and recreational programmes for the elderly, we have come up with measures to improve liaison and interface among the parties concerned so as to deliver services in a more effective manner. These measures are being implemented. We plan to review the planning criteria and modus operandi of social centres with a view to identifying a cost-effective arrangement to cater for the psycho-social needs of the elderly.

Elderly volunteerism is an effective means to encourage elderly people to lead an active life. In the past year, the Support Teams have recruited 4 900 elderly persons as senior volunteers. Elderly volunteers and volunteers of other aged groups have made contact with 35 000 vulnerable elderly people living alone for social networking. Under the "Opportunities for the Elderly" project launched in 1999, 260 programmes have been carried out so far, benefiting 264 000 elderly people.

The number of holders of the Senior Citizen Card and corporate sponsors have grown steadily over the past year, registering an increase of 30 000 and 200 respectively. We have conducted a consultancy study on the Senior Citizen Card Scheme with a view to increasing the penetration rate of the Scheme and the number of corporate sponsors. We have set down plans to implement the recommendations arising from this study.

1999 is the International Year of Older Persons. We have so far launched three territory-wide and 300 district events to mark this important year. Our objective is to drive home to the community the message of care and respect for the elderly. To maintain the momentum created by this year's programme, we have intensified our publicity efforts in the hope that the community's efforts in promoting care and respect for the elderly will continue beyond 1999.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To set up more social centres for the elderly <i>(Social Welfare Department (SWD))</i></p>	<p>To establish four additional social centres in 1998-1999 so as to provide 23 additional social centres for the elderly in the four years 1998-2002. This will help meet the social and recreational needs of 10 000 elderly people <i>(1998 and 1997)</i></p>	<p>Four centres were established by March 1999. We will review the concept, the mode of service delivery, and the planning criteria for social centres in 2000 to better meet the needs of the elderly. <i>(Action in Progress: On Schedule)</i></p>
<p>To set up Support Teams for the Elderly in all existing and new Multi-service Centres <i>(SWD)</i></p>	<p>To establish 30 teams in existing Multi-service Centres in 1998-1999 and six additional teams in new centres to come on stream by March 2001 <i>(1998 and 1997)</i></p>	<p>Thirty-one support teams have been set up in 1998-1999 to provide social networking services to vulnerable elderly people. Four additional teams will be set up in 1999-2000 and another one in 2000-2001. <i>(Action in Progress: On Schedule)</i></p>
<p>To involve Support Teams for the Elderly in Multi-service Centres to develop elderly volunteer programmes <i>(SWD)</i></p>	<p>To engage 4 500 elderly persons as volunteers by 1999 and to reach a total of 5 400 by 2001 <i>(1998 and 1997)</i></p>	<p>By March 1999, 4 900 elderly persons have been engaged as senior volunteers. We are working towards meeting the target of 5 400 by 2001. <i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
To explore a closer working relationship between social centres and relevant government departments with a view to streamlining the provision of recreational programmes for the elderly (SWD)	The inter-departmental working group convened by SWD to come up with measures in 1999 to improve liaison (1998)	Measures to improve liaison and interface between departments concerned in the provision of social and recreational programmes for the elderly have been formulated for implementation in 1999-2000. (Action Completed)
To celebrate the International Year of Older Persons (IYOP) 1999 (Health and Welfare Bureau (HWB))	To launch five territory-wide and over 600 district events during 1999 (1998)	So far, three territory-wide events and nearly 40% of the district events have been held. The remaining two territory-wide events will be held in December 1999. (Action in Progress: On Schedule)
To enhance public education on care and respect for the elderly (HWB/SWD)	To promote care and respect for the elderly through the publicity programme for IYOP 1999 (1998)	An enhanced publicity strategy has been implemented since July 1999, including the production of a TV publicity film and monthly supplements in two local newspapers on subjects relating to care and respect for the elderly. (Action Completed)
To launch a three-year "Opportunities for the Elderly" project (SWD)	For a three-year period starting from January 1999, to provide grants for community organisations to plan and organise more service projects for elderly people in need (1998)	Up to March 1999, the project has provided financial subsidy of \$2.3 million to volunteer groups to carry out 260 programmes. (Action in Progress: On Schedule)
To review the Senior Citizen Card Scheme (SWD)	To consider recommendations of a consultancy study on improving operation of the Scheme in 1999 (1998)	The recommendations are being implemented in 1999-2000. (Action Completed)

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Number of vulnerable elderly supported by the social networking mechanism	Identify an additional 20 000 vulnerable elderly people living in the community by 2001
Level of elderly participation in volunteer programmes	Engage a total of 5 400 elderly people as volunteers in 2001
Effectiveness of the Senior Citizen Card Scheme, including the number of corporate sponsors participating in the Scheme and the utilisation rate	Issue an additional 75 000 cards and seek 200 new corporate sponsors for the Scheme by March 2001

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To review the role and functions of Social Centres for the Elderly (S/Es) and Multi-service Centres for the Elderly (M/Es) (HWB/SWD)	Complete the review in 2000-2001
To conduct a survey on elderly people's sense of worthiness (HWB)	Complete the survey in 2000-2001
To continue providing new S/Es, where justified (SWD)	Establish eight additional social centres by March 2001
To increase the number of vulnerable elderly out-reached by Support Teams for the Elderly (STEs) (SWD)	<ul style="list-style-type: none"> <li>● Establish five teams in new M/Es by March 2001</li> <li>● Identify an additional 20 000 vulnerable elderly people living in the community by 2001</li> </ul>

Initiative	1999 Target
<p>To promote active ageing by encouraging elderly people to participate in volunteer programmes organised by STEs (SWD)</p>	<ul style="list-style-type: none"> <li>● Engage 6 000 elderly people as volunteers by March 2002</li> <li>● Develop a standardised training package for volunteers</li> </ul>
<p>To implement marketing and promotional improvements for the Senior Citizen Card Scheme (SWD)</p>	<ul style="list-style-type: none"> <li>● Issue an additional 75 000 cards by March 2001</li> <li>● Seek 200 new corporate sponsors for the Scheme</li> <li>● Utilise the expertise of the Marketing Consultancy Office in SWD to launch major marketing and public relations projects for the Scheme in 2000</li> </ul>

# 7

## Adopt a structured approach to assess the care needs of the elderly and to provide services accordingly

It is important that resources are targeted to serve elderly people who have genuine care needs. To achieve this, we need to tighten our admission control to residential care homes to ensure that only those who need formal personal care on a full-time basis are admitted.

On the other hand, there are elderly people with special care needs for whom specific care services have to be provided. With a rapidly ageing population, elderly people who suffer from dementia are a case in point. We should try to take into account their care needs when we are planning our service provision.

### Progress Made

We are preparing for the establishment of a gate-keeping mechanism, which will be commissioned in 2000. The mechanism will provide a standardised, objective assessment of elderly's formal service needs. This will help to target the heavily subsidised long-term care services at those with verified care needs.

We have introduced the pilot scheme to set up dedicated units for elderlies with dementia in four day care centres and five residential care homes, which will provide service to about 224 elderly people with dementia. In addition, we are paying Dementia Supplement to 380 elderly with dementia in residential care homes.

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To strengthen admission control to residential care homes <i>(Social Welfare Department (SWD))</i>	To review in 1999 the admission criteria and to improve the admission processes to subvented care homes to ensure that resources are used effectively for the elderly with genuine care needs <i>(1998)</i>	A consultancy study on developing a gate-keeping assessment tool was commissioned in May 1999. Recommendations from the consultancy team on service matching and priority assessment will be available by November 1999. The setting-up of five regional core teams and design of a training package are in progress. <i>(Action in Progress: On Schedule)</i>

Initiative	Target	Present Position
<p>To extend coverage of the Dementia Supplement in subvented residential care homes (SWD)</p>	<ul style="list-style-type: none"> <li>● To provide resources to care for a further 160 demented elderly in residential care homes in 2000-2001 (1998)</li> <li>● To introduce a new Dementia Supplement for subvented residential care homes (1997)</li> </ul>	<p>The Dementia Supplement for subvented residential care homes has been implemented since November 1998 and 380 elderly residents have been allocated the Supplement since October 1999. <i>(Action in Progress: On Schedule)</i></p>
<p>To conduct pilot schemes in day care centres and residential care homes to provide service for the demented elderly (SWD)</p>	<p>To conduct pilot schemes in selected centres and care homes in 1999-2000 (1998)</p>	<p>Four Day Care Centres and five residential care homes have been selected to join a three-year pilot scheme starting from April 1999 to provide specific care and rehabilitation programmes for the elderly suffering from dementia. <i>(Action Completed)</i></p>
<p>To provide training to front-line staff to identify elderly with traits of dementia (SWD)</p>	<p>To train 800 front-line workers in 1999-2000 (1998)</p>	<p>As at July 1999, 173 front-line workers have attended training courses relating to the care for the demented. Further training will be organised as scheduled. <i>(Action in Progress: On Schedule)</i></p>
<p>To study the needs of the elderly for residential care and community support services and to consider improvements to our existing services (Health and Welfare Bureau (HWB))</p>	<p>To complete a study in mid-1997 and to consider improvements to our elderly services by taking into account the recommendations of the study (1996)</p>	<p>The study has been completed in 1998. The consultants' recommendations are being followed up. <i>(Action Completed)</i></p>



## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
The proportion of elderly residents of subvented care homes who have genuine need for formal care	Put in place a gate-keeping mechanism in 2000 to assess the care needs of the elderly
The number of elderly people suffering from dementia receiving enhanced/specific care services	Provide enhanced/specific services to 610 elderly people suffering from dementia

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To conduct a consultancy study on the Quality of Life of Elderlies in Hong Kong (HWB)	Complete the study in 2000
To strengthen admission control to residential care homes (SWD)	Set up a gate-keeping mechanism in 2000 to assess the care needs of the elderly and to provide service accordingly
To review policy on priority admission to residential care service (HWB/SWD)	Develop proposals in 2000-2001

Initiative	1999 Target
<p>To promote care and concern for the elderly to maintain their psycho-social well-being (HWB/SWD)</p>	<ul style="list-style-type: none"> <li>● Launch a publicity campaign to enhance public awareness towards the psycho-social needs of the elderly</li> <li>● Launch a publicity campaign to enhance public understanding towards the demented elderly and their carers</li> <li>● Develop training kits for carers and volunteers on the psycho-social needs of the elderly, and identify early traits of dementia</li> <li>● Review the pilot schemes of dementia units in residential care homes and in day care centres, with a view to extending the schemes to other care homes and centres</li> <li>● Conduct in-depth studies on elderly depression/suicide and to identify the risk factors and possible ways to tackle the issue</li> <li>● Engage NGOs and professional associations to provide in-service training for medical and social work professionals in these areas</li> </ul>