

Funding and Service Agreement¹

Day Care Centre/Unit for the Elderly (After In-situ Expansion)

I Service Definition

Introduction

Day Care Centre/Unit for the Elderly (DE or DCU) is a type of community support services providing a range of centre-based care and support services during daytime to enable frail elders including the demented suffering from moderate or severe level of impairment to maintain their optimal level of functioning, develop their potential, improve their quality of life and to enable them to live in their own homes wherever feasible and possible. The target users of this service are those who are likely to require admission to a care-and-attention home or nursing home but whose needs can be suitably and better met through centre-based day care services and family support.

Purpose and objectives

2. The objectives of the services are as follows:
 - Improve service users' quality of life and develop their potential to enhance their functioning and independence in their daily living activities;
 - Offer social activities and opportunities of peer-group interaction;
 - Provide supportive service, training and guidance to carers so that they can be better equipped with the knowledge and skills to look after the elders at home;

¹ This Funding and Service Agreement is a sample document for reference only.

- Encourage users, carers and community participation in service operation.
3. The purpose of day respite service is to provide temporary day care service to disabled, frail or demented elders and enable carers to take a rest in times of need so that they can resume their caring duties.

Scope of Care and Services

4. Service Operator should provide dedicated training, nursing care, personal care and rehabilitative activities to address the individual health conditions and corresponding care needs of the frail and demented elders as well as support services to carers such as family activities, support groups, training to carers, etc. as stipulated in the Service Specification on “In-situ Expansion of Day Care Centres for the Elderly to meet the Special Needs of Demented Elders” and Annex to this FSA.

5. In order to ensure full and effective utilization of the Day Care Centre/Unit to support as many elders living in the community as possible, Service Operator should promote the usage of part-time service by elders.²

Target Service Users

6. The prospective service user must meet all of the following criteria:
- (a) aged 60 or above;
 - (b) medically stable;
 - (c) of moderate to severe level of impairment;
 - (d) living in the community and not receiving institutional care;
and
 - (e) elders whose carers are unable to provide full-time care.

² Users with attendance of less than 4 days in a week are classified as part-time users.

7. Service user has to be assessed to establish their eligibility for admission by the Standardized Care Need Assessment Mechanism for Elderly Services [SCNAM(ES)]. The procedures for assessment and admission of elders are detailed in the Manual of Procedures on Registration and Allocation of Long Term Care Services (July 2006) (and any other subsequent revised edition made thereof).

8. For day respite service, the prospective service users:

(a) have to meet criteria as set out in paragraph 6 (a) to (d); and

(b) are in demonstrated need of short-term day care services so as to enable their carers to have a break from long-term caring duties.

9. Upon request of the service user or his/her designate or referral from local organizations, Service Operator shall admit the case if there is casual vacancy at the DE or DCU. The attendance of the day respite users can be included in the daily attendance of the DE or DCU. Assessment by SCNAM(ES) is not required for admission to respite care.

Discharge Criteria

10. A service user will be discharged from the day care service in accordance with the criteria as set out in the Service Specification on “In-situ Expansion of Day Care Centres for the Elderly to meet the Special Needs of Demented Elders”.

II Performance Standards

11. Output indicators should include the following items:

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Minimum Attainment Level</u>
1	Average enrolment rate within one year	105% of capacity
2	Average daily attendance rate (Mondays to Saturdays) within one year	90% of capacity
3	Rate of formulation of individual care plan within one year	90% of the members within one month and the rest within 3 months after admission
4	Rate of individual care plans reviewed within one year	90%
5	Percentage of part-time users in using the service within one year (i.e. total number of part-time user enrolled by head count / total number of user enrolled by head count x 100%)	20%
6	Number of programmes conducted on dementia care service for service users with dementia and carers ³ within one year	Depending on capacity ⁴

³ Dementia Care Services include:

- (i) direct care services/ training programmes or activities provided to service users with dementia or cognitive impairment for maintaining their physical and social functioning; and
- (ii) training programmes/ supportive services provided to carers.

⁴ Number of programmes for dementia care required:

- (i) 20-p or below: 4 programmes per year; 21-39-p : 8 programmes per year; 40-59-p : 14 programmes per year; 60-p or above : 18 programmes per year; and
- (ii) at least 50% of programmes conducted for service users with dementia or cognitive impairment should fall within one or all of the following nature: (1) Reality Orientation; (2) Sensory Training; (3) Reminiscence Programme; (4) Memory/ Cognitive Training.

7 Number of training sessions on dementia care arranged for staff within one year
Depending on capacity⁵

12. Outcome indicator should include the following item:

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Minimum Attainment Level</u>
1	Percentage of users and carers satisfied with service provided	70%
2	Percentage of users / carers satisfied ⁶ with the dementia care services ³ received	75%
3	Percentage of users / carers satisfied ⁷ with the speech therapy services ⁸ received	75%

Essential service requirements

13. DE or DCU should operate 12 sessions per week with 10 hours per day from Mondays to Saturdays excluding public holidays.

14. There should be enrolled/registered nurse in DE or DCU at all time during the service hours. For professional services provided by speech therapist, the Service Operator may hire services from qualified professional organisations.

⁵ Total number of training sessions on dementia care arranged for staff per year required : below 40-p : 9 sessions; 40 - 59-p : 15 sessions; 60-p or above : 21 sessions. Each training session should last no less than 4 hours. Training lasting for one hour will be counted as 0.25 training session.

⁶ This outcome should be measured according to the result of the questionnaire designed for measuring the satisfaction level on dementia care services received by service users/ carers.

⁷ This outcome should be measured according to the result of the questionnaire designed for measuring the satisfaction level on speech therapy services received by service users/ carers.

⁸ Speech therapy services include provision of speech assessment and therapy for elderly service users with swallowing disorders, communication problems, reading and writing difficulties by speech therapist(s). The speech therapist(s) should work closely with service users and/ or carers and allied health professionals in the provision of services.

Quality

15. Service Operator will meet the requirements of the Service Quality Standards (SQSs).

III Obligations of SWD to Service Operator

16. The SWD will undertake the duties set out in the General Obligations of SWD to Service Operator.

IV Basis of Subvention⁹

17. The basis of subvention is set out in the notification letters issued by the SWD to the Service Operator.

18. The service unit is required to comply with the rules on the use of the social welfare subventions in accordance with the latest Lump Sum Grant Manual and circular letters in force issued by the SWD on subvention policies and procedures.

V Validity Period (*Applicable to time-defined projects only*)

19. The FSA is valid for a time-defined period. Should the service operator be in breach of any terms of condition of the Agreement and fail to remedy the same in such manner and within such time as shall be specified in a written notice from SWD that the same be remedied, SWD may after expiry of such notice, terminate this Agreement by giving 30 days' notice in writing to the service operator.

⁹ This Funding and Service Agreement (FSA) is a sample document for reference only, and there are longer versions of Section IV in some FSAs.

20. Where there is any change to the performance standards within the agreement period, SWD will seek mutual agreement with the service operator and the service operator will be required to achieve new requirements in accordance with the specified implementation schedule.

21. Continuation of service for the next term will be subject to the relevant considerations such as the prevailing policy directive, service needs and the performance of the service operator. SWD reserves the right to reallocate the project.

VI Other Reference

22. Apart from this Funding and Service Agreement, Service Operator should also comply with the requirements/commitments set out in the Service Specifications, and Service Operator's proposal and supplementary information. Service Operator's compliance to all these documents will be closely monitored by the Social Welfare Department.

Enhanced Services in Day Care Centre/Unit for the Elderly

The Service Operator should also provide the following services:

(1) Dementia Care

- To provide direct care services/ training programmes or activities to service users with dementia or cognitive impairment for maintaining their physical and social functioning.
- To provide training programmes/ supportive services to carers.
- To arrange training sessions on dementia care for staff.

(2) Speech Therapy

- To provide speech assessment and therapy for elderly persons with swallowing disorders, communication problems, reading and writing difficulties by speech therapist(s).
- The speech therapist(s) should work closely with service users and/or carers and allied health professionals in the provision of services.