

Funding and Service Agreement¹

Day Care Centres for the Elderly

I Service Definition

Introduction

Day Care Centres for the Elderly is one type of community support service. It provides a range of services for the frail elderly during the day at the centre.

Purpose and objectives

The purpose is to enable those elderly persons, who are in need of personal care and/or limited nursing care due to weak health or functional disabilities, to remain in the community by providing nursing, rehabilitation, social and personal care services during the day when they lack family members or whose family members are unable to look after them.

The operational objectives are:

- to provide care, including meals, attention and personal care to those who depend on their family members for their daily living activities but lack family members/whose family members are unable to provide full-time care;
- to help its clients to improve, or if not possible, to at least maintain their physical and mental health or slow down its deterioration;
- to help its clients to improve, or if not possible, to at least maintain their personal care abilities or to slow down its deterioration;
- to provide opportunities for its clients to maintain social contact with other people;
- to provide social and recreational activities for its clients;
- to provide simple counselling and referral service;
- to provide support to the carers of the clients in order to strengthen, or to maintain, their motive and ability to take care of the elderly at home.

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

Nature of service

The following range of services and Annex to this FSA are provided by Day Care Centres for the Elderly:

- (a) meals (e.g. breakfast, lunch, dinner);
- (b) personal care (e.g. bathing, hair-cutting, laundry, feeding, hair-cleaning, shaving, nail-cutting, toileting etc);
- (b) limited nursing care (e.g. management of medicine, routine medical check-up, dressing, change of urine bags, health consultation and emergency management etc);
- (c) rehabilitation service (e.g. physical exercise, physiotherapy/occupational therapy service/training etc);
- (e) activities of daily living training;
- (f) social and recreational activities (e.g. leisure activities, social programmes, interest groups etc);
- (g) health education (e.g. diet instruction, health talks etc);
- (h) transport service to and from centre;
- (i) escort service in case of emergency;
- (j) simple counselling and referral service;
- (k) support services for carers (e.g. home visits, family activities, support groups, training to carers etc).

Target group

The target group is elderly persons in need of personal care and/or limited nursing care and lacking family members or whose family members have difficulties in looking after them.

Eligibility criteria

Eligibility criteria for Day Care Centres for the Elderly are:

- aged 60 or over;
- in general weak health or suffering from functional disabilities to the extent that they need help in daily living activities but they are able to move around with a walking aid or in wheelchair;
- in need of general personal care and/or limited nursing care;
- not suffering from any acute medical problems or infectious disease⁽¹⁾;
- not having persistent residual symptoms from chronic psychiatric illness;
- non-bedridden;
- lack of family members or whose family members have difficulties in taking care of him/her during day time;
- living in the designated district (if living outside the designated district, should have special reasons);
- suitable for communal living i.e. without aggressive/violent behaviour.

II Performance Standards

The service operator will meet the following performance standards:

Outputs

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u>
1	Average enrolment within one year	42 members ⁽²⁾ (i.e. 105% of capacity)
2	Average daily attendance (Monday to Saturday) ⁽⁴⁾ within one year	36 members (i.e. 90% of capacity) ⁽³⁾
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

<u>Output Standard</u>	<u>Output Indicator</u>	<u>Agreed Level</u> admission
4	Rate of individual care plans reviewed within one year	90%
5	Number of programmes conducted on dementia care service for service users with dementia and carers ⁽⁵⁾ within one year	Depending on capacity ⁽⁶⁾
6	Number of training sessions on dementia care arranged for staff within one year	Depending on capacity ⁽⁷⁾

Outcomes

<u>Outcome Standard</u>	<u>Outcome Indicator</u>	<u>Agreed Level</u>
1	Percentage of users / carers satisfied ⁽⁸⁾ with the dementia care services ⁽⁵⁾ received	75%
2	Percentage of users / carers satisfied ⁽⁹⁾ with the speech therapy services ⁽¹⁰⁾ received	75%

Essential service requirements

- 12 sessions consisting of 60 opening hours per week from Monday to Saturday for those centres which have been given additional manpower for whole day operation on Saturdays.
- 11 sessions consisting of 55 opening hours per week from Monday to Saturday for those centres which have not been given additional manpower for whole day operation on Saturdays.
- Staffing requirement includes qualified nurse. For professional services provided by speech therapist, the Service Operator may hire services from qualified professional organisations.

Quality

Service operators will meet the requirements of the 16 Service Quality Standards (SQSs).

III Obligations of SWD to Service Operators

The SWD will undertake the duties set out in the General Obligations of SWD to service operators.

IV Basis of Subvention

The basis of subvention is set out in the offer and notification letters issued by the SWD to the service operator.

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.

NOTES :

- (1) *“Infectious disease” refers only to those infectious disease not receiving treatment.*
- (2) *A member who attends 4 days or more in the week is taken as a full-time member and counted 1 in the enrolment figure.*

A member who attends less than 4 days in the week is taken as a part-time member and counted 1/2 in the enrolment figure.

As such, two part-time members are equivalent to 1 full time member and the enrolment figure will be one.

- (3) *For subvention purpose, the calculation of recognised fee income will still be based on the average daily attendance rate at 95% of capacity.*
- (4)
 - a. *In case the average daily attendance rate at 90% of capacity (Monday to Saturday) cannot be achieved, it should, nevertheless, be achieved for Monday to Friday.*
 - b. *In case (a) happens, SWD will examine the reason(s) for the below standard performance on Saturdays, and the average rate of attendance for Saturdays will be subject to review, taking into account the availability of manpower provision for whole day operation on Saturdays.*
 - c. *For centres which are not given additional manpower for whole day operation on Saturdays, they will be required to achieve average daily attendance of 36 members (90% of capacity) from Monday to Friday only.*
- (5) *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.*
- (6) *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) *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.*
- (8) *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.*
- (9) *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.*
- (10) *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.*

Enhanced Services in Day Care Centre/Unit for the Elderly
(with effect from 1 October 2018)

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.