

Funding and Service Agreement¹

Holiday Centre for the Elderly cum Day Care Unit

I Service Definition

Introduction

The Holiday Centre for the Elderly is specially designed to enable elderly people to take a short holiday in the countryside. It also enables carers to have a short break from constantly taking care of them. The Centre provides both day places and overnight places, which are also available to disabled persons.

Purpose and objectives

Camping Services

2. To provide recreational, social and educational activities for elderly people, disabled persons and their carers.

DCU

3. The DCU primarily aims to provide a range of centre-based care and support services during daytime to enable the frail elders who suffer from moderate or severe level of impairment requiring intensive personal and nursing care to achieve optimal level of functioning, develop their potential, improve their quality of life and live in their own homes wherever feasible and possible.

4. The objectives of the DCU are as follows:

- to improve service users' quality of life and develop their potential to enhance their functioning and independence in their daily living activities;
- to offer social activities and opportunities of peer-group interaction;

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

- to 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;
 - to encourage users, carers and community participation in service operation.
5. 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.

Nature of service*Camping Services*

6. The following range of services are provided:
- Day camp service;
 - Overnight camp service;
 - Meal service in the camp site;
 - Organized programmes including cultural exchange programme, sports activities, interest classes and mass programmes, etc.;
 - An indoor heated swimming pool with spa;

DCU

7. 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 Specifications on 40-place Day Care Unit at the Holiday Centre for the Elderly and Annex to this FSA.

8. In order to ensure full and effective utilization of the Day Care 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 group

Camping Services

9. Elderly people aged 55 or above are served. Other users include disabled persons, staff of organizing agencies, family members and carers of the elderly.

DCU

10. 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.

11. Service users have to be assessed to establish their eligibility for admission by the Standardized Care Need Assessment Mechanism for Elderly Services (SCNAMES). 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) as from time to time amended or supplemented by the SWD.

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

- have to meet criteria as set out in paragraph 10 (a) to (d); and
- 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.

13. Upon request of the service user or his/her designate or referral from local

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

organizations, Service Operator shall admit the case if there is casual vacancy at the DCU. The attendance of the day respite users can be included in the daily attendance of the DCU. Assessment by SCNAMES is not required for admission to respite care.

Discharge Criteria

14. A service user will be discharged from the day care service in accordance with the criteria as set out in the Service Specifications on 40-place Day Care Unit at the Holiday Centre for the Elderly and also the Manual of Procedures on Registration and Allocation of Long Term Care Services July 2006 (Revised) as from time to time amended or supplemented by the SWD.

II Performance Standards

Outputs

15. Service operator will meet the following performance standards:

Output Standard	Output Indicator	Minimum Attainment Level
<i>Camping Services</i>		
1	Total attendance for day places within one year	30,000
2	Total attendance for overnight places within one year	9,000
Output Standard		Minimum Attainment Level
<i>DCU</i>		
3	Average enrolment rate within one year	105% of capacity
4	Average daily attendance rate (Monday to Saturday) within one year	90% of capacity
5	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
6	Rate of individual care plans reviewed within one year	90%
7	Percentage of part-time users in using the service within one year (i.e. total number of part-time users enrolled by head count / total number of users enrolled by head count x 100%)	20%
8	Number of programmes conducted on dementia care service for service users with dementia and carers ³ within one year	Depending on capacity ⁴
9	Number of training sessions on dementia care arranged for staff within one year	Depending on capacity ⁵

Outcome

16. Outcome indicator should include the following item:

Outcome Standard	Outcome Indicator of DCU	Minimum Attainment Level
1	Percentage of Service Users and Carers satisfied with service provided	
1a	Percentage of users satisfied with the service of the DCU	70%

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.

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.

1b	Percentage of carers satisfied with the service of the DCU	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 (ESRs)

17. The ESRs are as follows:

Camping Services:

- Open 24 hours per day.
- Open 330 days per year.
- Staffing requirement includes registered social workers and lifeguard.

DCU:

- DCU should operate 12 sessions per week with 10 hours per day from Mondays to Saturdays excluding public holidays, and provide extension of service hours for needy cases.
- There should be enrolled/registered nurse in DCU at all times during the service hours. For professional services provided by speech therapist, the Service Operator may hire services from qualified professional organisations.

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

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

III Obligations of SWD to Service Operators

19. The SWD will undertake the duties set out in the General Obligations of SWD to Service Operators.

IV The Basis of Subvention

20. The basis of subvention is set out in the notification letters issued by the Social Welfare Department to the Service Operator.

Funding

21. An annual subvention will be allocated on a Lump Sum Grant (LSG) mode to the Service Operator. This lump sum has taken into account personal emoluments, including provident fund for employing registered social workers, qualified professionals and supporting staff, and all other relevant costs (such as employees' compensation insurance and public liability insurance) applicable to the operation of the project and recognized fee income, if any. Rent and rates in respect of premises recognized by SWD for delivery of the subvented activities will be reimbursed separately on an actual cost basis.

22. In receiving the LSG, the Service Operator is accorded flexibility in the use of the grant but will have to observe the guidelines set out in the latest LSG Manual and the LSG Circulars in force on the use of subventions. The LSG will be subject to adjustments including salary adjustments in line with civil service pay adjustment and other charges in line with price adjustment factor (currently the Composite Consumer Price Index). SWD will not accept any liabilities or financial implication arising from the project beyond the approved funding.

Payment Arrangement, Internal Control and Financial Reporting Requirements

23. Upon your acceptance of the Funding and Service Agreement, the LSG subventions payment will be made on monthly basis.

24. The Service Operator is responsible for maintaining an effective and sound financial management system, including budget planning, projection, accounting, internal control system and auditing. It should maintain proper books and records and supporting documents on income and expenditure relating to the project and make them available for inspection by the Government representative.

25. The Service Operator has to submit annual financial report and statements audited by a certified public accountant registered under the Professional Accountants Ordinance (Cap 50) in accordance with the requirements as stipulated in the latest LSG Manual and LSG Circulars in force. The AFR should be prepared on cash basis and non-cash items like depreciation, staff leave accrual etc. should not be included in the AFR. Special or major capital expenditure items should only be included in the AFR if they have been thoroughly discussed in management board, well justified and documented.

V Other Reference

26. 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, if any. Where these documents are in conflict, this FSA shall prevail. Service Operator's compliance to all these documents will be closely monitored by SWD.

Enhanced Services in Holiday Centre for the Elderly cum Day Care Unit

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.