

(Translation)

Minutes of the 1st Meeting of
Social Welfare Committee (1/2024)

Date : 4 March 2024 (Monday)
Time : 2:30 p.m.
Venue : Main Conference Room, Tsuen Wan District Office

Present:

Mr CHU Tak-wing, MH (Chairman)
Ms LAM Yuen-pun (Vice Chairlady)
Ms WONG Shuk-fan, Luparker
Mr KOO Yeung-pong, MH
Mr NG Chun-yu
Mr CHOW Sum-ming
Ms CHEUNG Man-ka, Marcella
Ms CHAN Shun-shun
Mr MOK Yuen-kwan
Mr TSANG Tai
Mr FUNG Cheuk-sum
Ms WAH Mei-ling
Mr WONG Kai-chun
Mr KOT Siu-yuen, MH
Mr CHENG Chit-pun
Mr LAU Chung-kong

In Attendance:

Mr LEE Soeng-him, Sean	Assistant District Officer (Tsuen Wan), Tsuen Wan District Office
Mr HO Kwok-yan, Philip	Senior Liaison Officer (2), Tsuen Wan District Office
Ms YUEN Mo-kuen, Monita	Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing) ³ , Social Welfare Department
Ms LEE Yuen-yee, Linda	Social Work Officer 3 (Planning & Coordinating), Social Welfare Department

For discussion of item 1:

Mr LI Ka-fai, Danny	Deputy Executive Director (2), The Hong Kong Society for the Aged
Ms CHAU Bik-shan, Carrie	Centre-in-charge, The Hong Kong Society for the Aged Tsuen Wan District Elderly Community Centre

Mr HUI Cheuk-yin, Dennis	Assistant Centre-in-charge, The Hong Kong Society for the Aged Tsuen Wan District Elderly Community Centre
Ms NG Ka-ieng, Ivy	Assistant Manager (Residential), Yan Chai Hospital Social Services Department
Ms HO Yee-to, Cherry	Superintendent, Yan Chai Hospital Chinachem Care & Attention Home

Tsuen Wan District Council Secretariat Representatives:

Mr LIM Kuen	Senior Executive Officer (District Council), Tsuen Wan District Office
Miss LEUNG Wai Ching, Clementine (Secretary)	Executive Officer (District Council)1, Tsuen Wan District Office
Miss WONG Yuen-chee, Connie	Executive Assistant (Community Involvement)5, Tsuen Wan District Office

I Opening Remarks and Introduction

The Chairman welcomed Members and representatives from government departments to the 1st meeting of the Social Welfare Committee (SWC). He introduced the government department that would be in regular attendance at meetings of the SWC, namely the Social Welfare Department (SWD).

2. The Chairman stated that no Members had submitted an application for absence from this meeting.

3. The Chairman stated that according to the requirements stipulated in the Tsuen Wan District Council Standing Orders, if a District Council (DC) Member found that he/she had any direct personal or pecuniary interests in a discussion item or relevant matters when attending a meeting of the Council or dealing with matters related to the Council, the DC Member should declare the interests. The Chairman said that he had made a declaration of interests with regard to the subject matter in agenda item 1 to the Chairman of the Tsuen Wan District Council (TWDC) prior to this meeting. He disclosed himself as the Vice Chairman of Yan Chai Hospital (YCH). The Chairman of the TWDC had decided that he might remain in the meeting as an observer. Besides, Ms CHEUNG Man-ka, Marcella made a declaration of interests with regard to the subject matter in agenda item 1 and disclosed herself as the Vice Chairlady of YCH. The Chairman decided that she might remain in the meeting as an observer.

II Item 1: Briefing on the Elderly Services in Tsuen Wan District
(TWDC SWC Paper No. 1/2024)

4. The Chairman said that since he had already declared the interests on the captioned item, he asked the Vice Chairlady to take over the chair temporarily.

5. The Acting Chairlady stated that the SWD submitted the paper. The

representatives from the departments responsible for giving responses were:

- (1) Ms YUEN Mo-kuen, Monita, Assistant District Social Welfare Officer (Tsuen Wan/Kwai Tsing)³ (ADSWO(TW/KwT)³), SWD;
- (2) Mr LI Ka-fai, Danny, Deputy Executive Director (2) (DED(2)), The Hong Kong Society for the Aged (SAGE);
- (3) Ms CHAU Bik-shan, Carrie, Centre-in-charge, SAGE Tsuen Wan District Elderly Community Centre (TWDECC);
- (4) Mr HUI Cheuk-yin, Dennis, Assistant Centre-in-charge, SAGE TWDECC;
- (5) Ms NG Ka-ieng, Ivy, Assistant Manager (Residential) (AM(R)), Yan Chai Hospital Social Services Department (YCHSSD); and
- (6) Ms HO Yee-to, Cherry, Superintendent, Yan Chai Hospital Chinachem Care & Attention Home.

6. ADSWO(TW/KwT)³ of the SWD, Assistant Centre-in-charge of the SAGE TWDECC and Superintendent of Yan Chai Hospital Chinachem Care & Attention Home introduced the paper.

7. The views and enquiries of Members were summarised as follows:

- (1) a Member thanked the SWD and the organisations concerned for their comprehensive introduction, which had deepened his/her understanding of the elderly services in the district. The Member hoped that the SWD and the organisations concerned would provide the presentation decks used at this meeting and consolidate information on relevant service units so that Members could provide assistance and introduce suitable services to elderly persons according to their financial conditions;
- (2) a Member enquired whether the numbers of District Elderly Community Centres (DECCs) and Neighbourhood Elderly Centres (NECs) were determined by the population size of the district. In anticipation of a growth in the elderly population in the future, the Member asked whether more DECCs and NECs would be set up in the district;
- (3) a Member asked whether the organisations concerned would cooperate with the District Services and Community Care Teams (the “Care Teams”) to provide home-based support services such as meal delivery and bathing assistance for elders;
- (4) a Member asked whether it was possible to conduct site visits to the relevant elderly service units, so as to learn more about their services;
- (5) a Member said that although some tenement buildings or older private properties in the old areas of Tsuen Wan were equipped with lifts, residents still had to go down several flights of stairs to reach the ground. When

wheelchair-bound elderly persons went up or down the stairs, they would require assistance from others to carry the wheelchairs for them. The Member asked whether the SWD would provide porter service for wheelchair pick-up in addition to wheelchair rental service; and

- (6) a Member enquired about the number of service providers under the Community Care Service Voucher Scheme for the Elderly (CCSV) in the district.

8. ADSWO(TW/KwT)3 of the SWD responded as follows:

- (1) elderly services were divided into three categories, i.e. community support services, community care services and residential care services. The first two services targeted elders aged over 60, while the subsidised residential care services were for elders aged over 65. Elderly persons aged 60 to 64 with special needs could also apply for such services. Applications for community care services (frail cases), services under the CCSV or residential care services (including the Residential Care Service Voucher Scheme for the Elderly (RCSV)) are subject to assessment under the Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES). After the assessment, elderly persons who were confirmed to have relevant needs would be waitlisted for suitable services. The SWD would also invite eligible applicants on the Central Waiting List for Subsidised Long Term Care Services (the “Central Waiting List”) in writing to apply for the CCSV or RCSV;
- (2) elderly persons with service needs or their family members could contact the nearest DECCs, NECs, Integrated Family Service Centres or Medical Social Services Units;
- (3) according to the latest Hong Kong Planning Standards and Guidelines (HKPSG) issued in January 2024, one DECC should be provided in each new development area with a population of approximately 170 000 or above, and one NEC should be provided in a cluster of new and redeveloped housing areas with a population of 15 000 to 20 000;
- (4) regular escort services were currently provided by relevant organisations and the Care Teams had not been involved;
- (5) the government had all along been providing elderly persons with various types of diversified care and support services at the community level, each of which covered an array of service items with plentiful information. To facilitate the access of relevant information by residents in the district, the Tsuen Wan and Kwai Tsing District Welfare Office of the SWD had prepared a QR code that allowed carers to access information and contact methods of

relevant service units in the district. The QR code would be provided to Members for reference through the Secretariat after the meeting;

- (6) some DECCs and NECs provided wheelchair rental service, and Members could enquire of the organisations about porter service for wheelchair pick-up; and
- (7) the use of CCSV was flexible. Elderly persons could choose the service units in different districts freely without being restricted to the district of residence.

9. DED(2) of the SAGE responded as follows:

- (1) the home-based support service was a regular service provided by the SAGE. As for meal delivery service, the home care workers were required to follow established procedures (including checking the temperature of the food) when delivering meals, adhere to specific rules when meeting the elderly persons, and take immediate follow-up actions when they found that the elderly persons were unresponsive. All staff of the SAGE were required to receive training. The SAGE would explore the possibility of cooperating with the Care Teams in the future. Currently, there was a shortage of frontline home care workers for meal delivery. The SAGE would accord priority to job applicants who had completed the relevant training;
- (2) the quality of escort services provided by the SAGE was guaranteed. All escort staff were required to receive training and acquire knowledge such as how to assist in transporting and transferring wheelchair-bound elderly persons. They also needed to pass assessments regularly; and
- (3) the presentation deck used by the SAGE for this meeting would be shared with Members for reference through the SWD.

10. Assistant Centre-in-charge of the SAGE TWDECC responded that the services provided by the SAGE catered for elderly persons with different needs. Elders would be eligible to participate in some activities and use certain services as long as they were 60 years old or above, such as membership services, social and recreational activities, interest classes and cognitive assessment at the TWDECC. In addition, the SAGE provided services targeting specific groups such as carers of elderly persons and singleton elders.

11. AM(R) of the YCHSSD responded that the presentation deck used by the YCHSSD for this meeting would be forwarded to Members for reference through the SWD.

12. The views and enquiries of Members were further summarised as follows:

- (1) a Member anticipated that a large number of cases involving applications for

the aforesaid services would be referred to the relevant organisations in the future. The Member was concerned whether the existing facilities and services could meet the demand, and enquired about the current utilisation rates of such facilities and services;

- (2) a Member pointed out that Tsuen Wan comprised 19 sub-districts, but there were only seven NECs at present. The Member asked whether additional NECs would be set up in the district;
- (3) a Member asked about how long it would take to apply for respite services;
- (4) a Member said that he/she often received cases that required ad hoc escort services, yet the vetting and approval process of CCSV usually took two to four weeks. The Member enquired whether there were other ways to provide support to those in need expeditiously; and
- (5) a Member said that he/she had received a request for assistance from an elderly person aged over 70. In the case, the elder had a son who was a rehabilitee under the age of 60. Worried that no one would take care of the son after his/her death, the elder wished to be admitted to a residential care home for the elderly (RCHE) together with the son. However, many service organisations had not been able to provide assistance due to the different needs of the elder and the son. The Member enquired about the means by which the elder and the son could be admitted to a RCHE together.

13. ADSWO(TW/KwT)3 of the SWD responded as follows:

- (1) according to the HKPSG, one DECC should be provided in each new development area with a population of approximately 170 000 or above, and one NEC should be provided in a cluster of new and redeveloped housing areas with a population of 15 000 to 20 000. Tsuen Wan district had a population of about 310 000. Based on the proportion of population, and after taking a holistic consideration on factors such as the distribution of services, land supply, and service demand arising from population growth and demographic changes, the SWD held that the existing DECCs and NECs should be able to cope with the demand;
- (2) the SWD had earlier set up a website for the “Vacancy Enquiry System for Respite Services/ Emergency Placement”. It aimed at facilitating the search for vacancy information of places on residential and day respite services for the elderly and persons with disabilities by the public. Members of the public could search for vacant places in different units in various districts by date, region, etc., or make enquiries to the units concerned;
- (3) elderly persons in need could make an application for escort services in two ways. The first way involved an assessment by accredited assessors under

- the SCNAMES. Applicants assessed to have relevant needs would be waitlisted for the subsidised services concerned on the Central Waiting List. The second way targeted ordinary cases that met specific conditions, which would be further introduced by the representative of the SAGE in detail; and
- (4) with respect to the case of the rehabilitee and his/her elderly carer mentioned by the Member, the subsidised residential places in Hong Kong were mainly offered to persons with disabilities and the elderly at present, and these two types of applicants had to go through different assessment mechanisms to ascertain their needs. Upon assessment, they would be put on different waiting lists for arrangement of subsidised residential places respectively. If there were rehabilitees and their elderly carers seeking to be admitted to a residential care home together, they might consider or make enquiries to private residential care homes that had obtained relevant licenses.

14. DED(2) of the SAGE responded as follows:

- (1) the Funding and Service Agreements of the SWD stipulated the minimum output level for each output indicator of the DECCs, and was not subject to any ceiling at present. The number of members at the SAGE TWDECC was about 1 500, which had exceeded the agreed level of the indicator concerned. The TWDECC mainly offered elderly support services, carer support services and elderly counselling services, as well as social and recreational activities. There was no cap on the service volume of elderly support services. Even though the service volume of carer support services and elderly counselling services had exceeded the indicated levels, the SAGE TWDECC would still be endeavoured to meet the demand. There was also no cap on the number of members for social and recreational activities; and
- (2) the SAGE TWDECC provided integrated home care services, including escort services. Service applicants were categorised as either frail cases or ordinary cases. Applications of frail cases are required to be assessed under the SCNAMES. As for ordinary cases, the SAGE TWDECC would follow the established procedures to conduct on-site assessments and provide services within seven days upon receipt of referrals.

15. AM(R) of the YCHSSD responded that YCH had been providing community services for the elderly since 1987. Every year, it offered a wide range of community day services to over 9 000 families. The types of services included social activities, talent development and educational programmes, etc. YCH was also a service provider under the CCSV and Members were welcome to refer cases to YCH.

16. The Acting Chairlady suggested that the Labour and Welfare Bureau should

consider the number of elderly persons instead of the total population in the district when planning for the number of service units.

17. The Chairman resumed the chair. He suggested that site visits should be conducted after finishing all the meetings in 2024.

III Item 2: Any Other Business

18. The Chairman said that the SWD had invited Members to join its committees (2024-26) for a two-year term with effect from 1 April 2024 to 31 March 2026 to jointly map out welfare strategies and work plans to promote the well-being of residents in the district. The Chairman announced the Members whose names would be submitted to the Chairman of the TWDC for nominations to serve on the following committees:

- (1) Ms LAM Yuen-pun would join the Tsuen Wan and Kwai Tsing District Welfare Planning Committee;
- (2) Mr CHENG Chit-pun would join the Tsuen Wan and Kwai Tsing District Co-ordinating Committee on Family and Child Welfare Services;
- (3) Mr NG Chun-yu would join the Tsuen Wan and Kwai Tsing District Co-ordinating Committee on Elderly Service;
- (4) Mr MOK Yuen-kwan would join the Tsuen Wan and Kwai Tsing District Co-ordinating Committee on Rehabilitation Service;
- (5) Mr CHOW Sum-ming would join the Tsuen Wan and Kwai Tsing District Local Committee on Services for Young People; and
- (6) Mr LAU Chung-kong would join the Tsuen Wan and Kwai Tsing District Co-ordinating Committee on Promotion of Volunteer Service.

19. Members unanimously agreed to the aforesaid proposals.

IV Adjournment of Meeting

20. The Chairman reminded Members that the next meeting was scheduled for 6 May 2024 (Monday) and the deadline for submission of papers was 18 April 2024 (Thursday).

Tsuen Wan District Council Secretariat
18 March 2024