

**LEGISLATIVE COUNCIL
PANEL ON WELFARE SERVICES**

**Supplementary Information on
the Second Phase of the Pilot Scheme on
Community Care Service Voucher for the Elderly**

At the meeting of the Panel on Welfare Services (the Panel) held on 11 January 2016, the item on the Second Phase of the Pilot Scheme on Community Care Service (CCS) Voucher for the Elderly (the Pilot Scheme) was discussed. The Panel requested the Government to provide the following information after the meeting:

- (a) the composition, staff establishment (including the number of professional staff) and functions of the Centralised Team to be set up under the Social Welfare Department (SWD);
- (b) future development of and the Centralised Team's involvement in case management;
- (c) in addition to the requirement of having at least 12-month proven experience in providing CCS for the elderly, whether the Government would impose other requirements on private organisations for becoming recognised service providers (RSPs);
- (d) code of practice and monitoring mechanism for RSPs;
- (e) comparing with the First Phase of the Pilot Scheme, additional services to be provided under the Second Phase; and
- (f) the number of unannounced visits and random checks conducted by SWD in the First Phase of the Pilot Scheme, the number of RSPs involved in and the findings of these visits and checks.

This note provides the requested information.

Centralised Team to be set up under SWD

2. In the Second Phase of the Pilot Scheme, a Centralised Team will be set up under SWD to step up service monitoring of RSPs and provide assistance to voucher holders. In addition to the monitoring of RSPs as elaborated in paragraphs 7 and 8 below, the Centralised Team will serve as the first point of contact for potential voucher holders and provide in collaboration with Responsible Workers dedicated support and assistance to voucher holders including providing information on RSPs, assisting elderly persons to decide whether they should apply for vouchers, selecting suitable RSPs and service packages, transferring to another RSP where necessary, etc. The Centralised Team will be manned mainly by social work staff. SWD is working on the manpower provision of the Centralised Team and will provide the information requested to the Panel when available.

Future development of and the Centralised Team's involvement in case management

3. Same as the First Phase, RSPs under the Second Phase of the Pilot Scheme will be required to coordinate and oversee the formulation, implementation, achievement and review of individual care plans (ICPs) for all voucher holders. The Centralised Team to be set up under SWD in the Second Phase will provide enhanced support and assistance for voucher holders in their selection of suitable RSPs and service packages. The experience gained from the actual operation of the Centralised Team, including that in the aspect of case management and the findings of the evaluation study on the Second Phase of the Pilot Scheme will be taken into account when the Government considers the way forward for the CCS voucher scheme.

Requirements on private organisations for becoming RSPs under the Second Phase

4. Under the First Phase of the Pilot Scheme, we invited non-governmental organisations (NGOs) and non-profit making organisations (including social enterprises (SEs)) with the experience of providing CCS or residential care service (RCS) to serve as RSPs. In its

mid-term evaluation report on the First Phase of the Pilot Scheme, the Sau Po Centre on Ageing (COA) of The University of Hong Kong has recommended expanding the service providers' pool for enhancing service quality and diversity by encouraging more NGOs and SEs to become RSPs and by including private organisations. We will expand the pool of RSPs under the Second Phase to include private organisations such that those with at least 12-month continuous experience of direct provision of CCS for the elderly may serve as RSPs in the Second Phase. Insofar as the CCS experience requirement is concerned, it should cover at least two of the three types of core care services, namely: (a) rehabilitation exercise provided by physiotherapist/occupational therapist; (b) special/basic nursing care provided by registered/enrolled nurse; and (c) personal care provided by health worker/personal care worker. RSP applicants for the Second Phase will be required to provide documents, such as annual reports, service leaflets, staff employment record, service record, etc. to prove their fulfilment of the requirement on service experience.

Code of practice and monitoring mechanism for RSPs

5. The Government attaches great importance to service monitoring under the Pilot Scheme. As in the First Phase, SWD will issue Service Specifications to prescribe the service and operational requirements for RSPs under the Second Phase. To ensure service quality, RSPs will be required to provide professional staff (i.e. physiotherapist, occupational therapist, nurse or social worker) to coordinate and oversee the formulation, implementation, achievement and review of ICPs for individual voucher holders. RSPs should produce ICPs of individual voucher holders for SWD's examination and monitoring as and when requested.

6. In the Second Phase, RSPs may set prices for individual CCS items within the permitted ceiling prices recognised by SWD. To safeguard the interests of voucher holders, RSPs will be required to ensure information transparency by publicising and updating their service information, including service packages and price lists for voucher service items, through public channels and platforms.

7. SWD will continue to monitor the service quality of individual RSPs through unannounced visits and random checks at the premises where centre-based and home-based services are delivered; interview voucher holders; audit the relevant records and files such as service packages, records on payment and service hours; and conduct complaint investigations. SWD will also check the receipts issued by RSPs to users in respect of the service items and the expenditure vis-à-vis the RSPs' proposed price lists. RSPs will be required to comply with the relevant Lotteries Fund requirements.

8. All RSPs are required to sign an agreement on the provision of service under the Pilot Scheme and to comply with the terms and conditions set out in the Service Specifications. SWD may give instructions or directions in writing to RSPs in respect of the implementation of the Pilot Scheme, and RSPs have to undertake to comply fully with all such instructions and directions. SWD may suspend or terminate an RSP's status if the RSP fails to deliver or rectify the agreed scope, level, volume and quality of service.

Additional services to be provided under the Second Phase as compared with the First Phase of the Pilot Scheme

9. In the First Phase of the Pilot Scheme, one single voucher value (\$6,250 at 2015-16 price level) was offered to all voucher holders. With the First Phase designed for part-time CCS service users, RSPs are required to provide the following minimum volume of service for voucher holders under the single mode (i.e. day care (part-time)) and the mixed mode (i.e. day care (part-time) and home care) respectively -

Single Mode	Mixed Mode
<ul style="list-style-type: none"> • Not less than five and not more than seven sessions of day care service per week (not less than four hours in each session) 	<ul style="list-style-type: none"> • Not less than two and not more than five sessions of day care service per week (not less than four hours in each session) per week; and • Not less than eight hours of direct home care service per month

10. In line with COA's recommendation of setting different voucher values based on the pattern of service utilisation by service users, five different voucher values (i.e. \$8,300, \$7,000, \$6,250, \$5,000 and \$3,500 at 2015-16 price level) will be offered in the Second Phase to suit individuals' needs. Voucher holders of the Second Phase will be free to choose centre-based CCS only (full-time or part-time); home-based CCS only; or a mixture of centre-based CCS and home-based CCS, in accordance with their diversified needs. RSPs may set prices for individual CCS items (e.g. meal delivery, rehabilitation exercise, personal care, nursing care, home-making, respite service, etc.) within the ceiling prices permitted by SWD, and voucher holders will be allowed to choose the appropriate voucher value and the service items to meet their own needs. Notwithstanding the above flexibility, RSPs will be required to provide full-time service (i.e. not less than 12 sessions of day care service per week with each session lasting not less than four hours) for voucher holders choosing the single mode centre-based service at the highest voucher value (i.e. \$8,300 at 2015-16 price level).

11. In addition to the scope of services recognised under the First Phase, residential respite service will be included as one of the recognised service items in the Second Phase and voucher holders may purchase the service using the monthly voucher value.

Number of unannounced visits and random checks conducted by SWD in the First Phase of the Pilot Scheme, number of RSPs involved and the findings of these visits and checks

12. The First Phase of the Pilot Scheme was launched in September 2013 involving 62 service units of RSPs which commenced service at different time points from September to December 2013. As at end-December 2015, SWD had conducted a total of 279 review visits to all of these RSPs to monitor their service provision. Of these 279 review visits, 261 were unannounced visits. Random checks were conducted during all the review visits to audit the relevant records and files. SWD did not receive any complaint against these 62 service units of RSPs from voucher holders or their carers or identify any irregularity on their service provision during the review visits.

**Labour and Welfare Bureau
Social Welfare Department
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