

**Legislative Council**  
**Panel on Welfare Services and Panel on Health Services**  
**Joint Subcommittee on Long-term Care Policy**  
**Meeting on 27 June 2017**

**Service Quality of Private Residential Care Homes**

**Supplementary Information**

At the meeting of the Joint Subcommittee on Long-term Care Policy on 27 June 2017, the service quality of private residential care homes was discussed. Members requested the Government to provide the following information after the meeting –

- (i) the number of cases in which the Planning Department (PlanD) and other relevant Government bureaux/departments did not heed the advice of the Social Welfare Department (SWD) on building a residential care home for the elderly (RCHE) at a vacant site or vacant Government or school premises in the past ten years;
- (ii) the number of cases in which SWD did not build an RCHE at the land earmarked by PlanD for that purpose in the past ten years;
- (iii) the number of elderly residents of RCHEs who were suffering from bed sores recorded by the inspectors of the Licensing Office of RCHEs during their inspection at RCHEs in the past five years;
- (iv) cases relating to the change of use of a building to an RCHE by amending the deed of mutual covenant in the past five years, in particular those cases involving business conglomerates;
- (v) the persons who raised objection at District Council meetings to the setting up of residential care homes in the districts concerned;
- (vi) the sites or space, if any, which had been reserved for subsidised or private residential care homes in the past public or private housing development projects; and
- (vii) the SWD's requirements for organising training programmes (e.g. content and duration) for staff members of residential care homes to improve their quality of service.

This note provides the requested information.

### Information in Items (i), (ii) and (vi)

2. Under the prevailing Central Clearing House mechanism, the Education Bureau (EDB) will inform PlanD when individual vacant school premises (VSP) are no longer required by EDB for school uses. PlanD will review the long-term use of the VSP sites (e.g. whether maintaining the Government, Institution or Community (G/IC) use or changing the use to residential or other use). Upon confirmation of the long-term use, PlanD will inform relevant departments for their follow-up actions as appropriate. Where the long-term use of a VSP is confirmed to be G/IC use, SWD will study whether the site is suitable for use as social welfare facilities (including RCHEs) having regard to such factors as the site circumstances (including the location, area, nearby environment, etc.), service demand and supply. Under the above mechanism, three VSP sites located in Sai Kung, Tuen Mun and Tai Po respectively have been planned to be converted into integrated welfare services complexes for the provision of social welfare facilities including RCHEs. Meanwhile, SWD has been maintaining contact with relevant Government departments (including PlanD, Government Property Agency, etc.). Where vacant sites or Government premises are found to be suitable for the provision of long-term welfare facilities, SWD will request relevant departments to reserve the sites or premises concerned. Subject to the technical feasibility being established, SWD will follow up with relevant departments to plan for the construction of RCHEs.

3. SWD does not have the number of cases where proposals for the construction of RCHEs made to other Government departments were not accepted, or information about SWD not building RCHEs at reserved sites or premises.

4. As at end-September 2017, SWD reserved 21 sites for the construction of contract RCHEs. It is estimated that about 2 400 residential care places for the elderly will be progressively provided starting from 2017-18. Details are at Annex A. In addition, as at end-September 2017, SWD reserved 20 sites for the construction of subsidised residential care homes for persons with disabilities (RCHDs). It is estimated that about 2 500 residential care places will be progressively provided starting from 2017-18. Details are at Annex B. The lists of reserved sites and the number of residential care places to be provided set out in the two annexes are only preliminary estimates and are subject to change as we continue to work out the details of the projects. As such, they should be for reference only. SWD does not have information on the reservation of sites for the construction of private residential care homes in public or private housing development projects.

### Information in Item (iii)

5. The inspectors of the Licensing Office of Residential Care Homes for the Elderly of SWD conduct inspections at RCHEs in accordance with the relevant requirements of the Residential Care Homes (Elderly Persons) Ordinance and the

Code of Practice for Residential Care Homes (Elderly Persons). The inspectors will look into the provision of health and care services by RCHEs, including the procedures for providing special nursing care for residents (e.g. wound care). However, SWD does not have statistical information on the number of RCHE elderly residents who suffered from pressure ulcer.

Information in Item (iv)

6. Operators of RCHEs are responsible for ensuring that the premises used for the operation of RCHEs comply with the requirements of the relevant legislation and the deed(s) of mutual covenant. SWD has no knowledge of any case about turning premises into an RCHE by amending the deed(s) of mutual covenant.

Information in Item (v)

7. SWD does not have information on persons who raised objection at District Council meetings to the setting up of residential care homes in the districts concerned.

Information in Item (vii)

8. SWD has been collaborating with the Department of Health (DH) since 2008 to provide training programmes for RCHE staff. Topics include drug safety, infection control, fall prevention, dementia care, prevention of elder abuse, handling of accidents and management of work stress, etc. From 2008 to end-September 2017, about 15 200 RCHE staff attended the training workshops. As for RCHDs, SWD, in collaboration with DH and relevant professionals, has been organising training programmes for RCHD staff. Topics include infection control, management of psychotropic drugs and understanding the social, recreational and developmental needs of persons with disabilities, etc. About 800 RCHD staff participated in these training programmes each year.

9. SWD has rolled out a two-year Quality Improvement Project for RCHEs since November 2016, whereby the Hong Kong Association of Gerontology provides training for RCHE operators, home managers and staff through classroom learning and on-site coaching, with a view to facilitating day-to-day home operation and enhancing management quality. The project is implemented in six phases. So far, about 400 RCHEs have participated in the first to four phases of the project. The management and staff of RCHEs generally find the project useful for reviewing afresh their routine working procedures and homes facilities, etc. for service quality enhancement.

10. As regards RCHDs, SWD launched a 15-month Training and Consultation Programme on RCHD Management in July 2016. Under the programme, the Hong Kong Productivity Council organised various training courses and workshops on

management, staff supervision, etc. for RCHD operators and home managers, and provided individual homes with professional consultation on home management. To provide more focused support for improving the management quality of private RCHDs through training and service consultation, SWD, with funding from the Lotteries Fund, has commissioned the Caritas Institute of Higher Education to roll out a Quality Improvement Project for RCHDs in end-2017 to assist RCHD operators and home managers in implementing the Service Quality Standards (SQS). The standards include requiring RCHDs to set out clearly their staffing structure, home management, fee charging, service details, etc., and formulate a fair, just and open mechanism for complaint handling. The objective is to effectively promote the development of a framework by private RCHDs for enhancing accountability and transparency, so as to continuously improve services.

11. SWD plans to launch in 2018-19 a training programme for home managers, pitched at Level 4 of the Qualifications Framework (QF), and will make arrangements for all managers of RCHEs and RCHDs to enrol in the programme. Topics include relevant ordinances, formulation and implementation of SQSs, human resources, complaint handling, etc. Meanwhile, currently, a total of 40 training institutes in the territory have obtained the Director of Social Welfare's approval for organising 126 Health Worker Training Courses applicable to RCHEs and RCHDs. Having regard to the completion of the Specification of Competency Standards (SCS) in the elderly service sector, SWD has revamped the assessment requirements for Health Worker Training Courses and developed them into QF Level 3 SCS-based courses, so as to enhance recognition and quality assurance of the courses. SWD has mandated training institutes currently approved to organise Health Worker Training Courses to adjust the courses in accordance with the new requirements and obtain accreditation before 31 August 2018, before they can continue to be Health Worker Training Courses approved by SWD.

12. As proposed in the 2017 Policy Agenda, SWD will launch a five-year scheme to provide full subsidies for home managers, health workers and care workers of all RCHEs and RCHDs in the territory to enroll in QF-based training courses. SWD plans to launch the scheme in 2018-19. It is estimated that about 30 000 practitioners working in over 1 000 RCHEs and RCHDs will benefit.

**Labour and Welfare Bureau**  
**Social Welfare Department**  
**December 2017**

**Annex A****21 Sites Earmarked for the Construction of Contract Residential Care Homes for the Elderly**

	<b>District</b>	<b>Location</b> <sup>Note</sup>	<b>Nature of Development</b>	<b>Estimated number of residential care places (including both subsidised and non-subsidised places)</b> <sup>Note</sup>
1.	Eastern	Joint-user building at Lei King Road, San Wan Ho	Government joint-user complex	200
2.	Islands	Tung Chung Area 56	Public housing development	100
3.	Kwun Tong	Anderson Road	Public housing development	100
4.		Wang Chiu Road	Public housing development	100
5.	Sai Kung	Ex-Sai Kung Central Primary School site, Sai Kung	Ex-school site	100
6.	Sham Shui Po	Fuk Wing Street	Urban Renewal Authority development	100
7.		North West Kowloon Reclamation Area Site 6	Public housing development	100
8.	Shatin	Shui Chuen O	Public housing development	100
9.		Shek Mun Estate Phase II	Public housing development	150
10.		Sha Tin Areas 16 & 58D, Fo Tan	Public housing development	100
11.		Hang Tai Road, Ma On Shan	Public housing development	100
12.	Tai Po	Ex-CCC Kei Ching Primary School site, Fu Shin Estate	Ex-school site	130
13.		Chung Nga Road East and Tai Po Area 9	Public housing development	100
14.	North	Choi Yuen Road, Sheung Shui	Public housing development	100
15.		Queen's Hill, Fanling	Public housing development	150
16.		Pak Wo Road, Fanling	Hong Kong Housing Society development	150

	<b>District</b>	<b>Location</b> <sup>Note</sup>	<b>Nature of Development</b>	<b>Estimated number of residential care places (including both subsidised and non-subsidised places)</b> <sup>Note</sup>
17.	Yuen Long	West Rail Long Ping Station (North)	Private residential development	125
18.	Tuen Mun	Ex-CCC Kei Leung Primary School site, Leung King Estate	Ex-school site	100
19.		Ex-Kwong Choi Market	Private residential development	100
20.		Tuen Mun Area 29 West	Public housing development	100
21.	Kwai Tsing	Ex-Kwai Chung Police Married Quarters	Public housing development	100
<b>Total</b>				<b>2 405</b>

Note: The list of reserved sites and the number of residential care places to be provided are only preliminary estimates and are subject to change as we continue to work out the details of the projects. As such, they should be for reference only. One designated residential respite care place will be included in the subsidised places of each project.

**Annex B****20 Sites Earmarked for the Construction of  
Subsidised Residential Care Homes for Persons with Disabilities**

	<b>District</b>	<b>Location</b> <small>Note</small>	<b>Nature of development</b>	<b>Type of Service</b>	<b>Estimated number of residential care places</b> <small>Note</small>
1.	Southern	Pokfulam Skills Centre	Redevelopment	HSMH	30
2.	Wan Chai	Baptist Oi Kwan Social Service Lok Kwan Half-way House In-situ Expansion	In-situ expansion	HWH	25
3.	Islands	Tung Chung Area 56	Public housing development	HSMH	30
4.		Tung Chung Area 39	Public housing development	HMMH	40
5.	Kwun Tong	Anderson Road	Public housing development	C&A/SD	50
				HSMH	50
				HSPH	50
				HMMH	50
6.		Redevelopment of Ex-Kai Nang Sheltered Workshop and Hostel	Rehabilitation Complex	C&A/SD	50
				HSMH	50
				HSPH	50
				HMMH	50
				SHOS	40
				HWH	60
7.	Sai Kung	Ex-Sai Kung Central Primary School site, Sai Kung (Haven of Hope Christian Service Po Lam Day Activity Centre and Hostel Reprovisioning and In-situ Expansion)	Ex-school site	HSMH	11
8.	Sham Shui Po	North West Kowloon Reclamation Area Site 6	Public housing development	HSMH	50
				HMMH	50
				SHOS	30

	<b>District</b>	<b>Location</b> <sup>Note</sup>	<b>Nature of development</b>	<b>Type of Service</b>	<b>Estimated number of residential care places</b> <sup>Note</sup>
9.		So Uk Estate Redevelopment Phase I	Public housing development	C&A/SD	40
10.		So Uk Estate Redevelopment Phase II	Public housing development	HSMH HMMH	50 50
11.		Reserved Site in Sham Shui Po (Tonkin Street)	Public housing development	SHOS	20
12.	Wong Tai Sin	Public Housing Development at Ex-San Po Kong Flatted Factory Site, Wong Tai Sin	Public housing development	SHOS	20
13.		Ex-kindergarten Site at Choi Wah House, Choi Fai Estate	Redevelopment	SGH(MMHC)	16
14.	Shatin	Shui Chuen O	Public housing development	SHOS SGH(MMHC) HSMH HSPH HMMH	30 16 50 50 50
15.		Shek Mun Estate Phase II	Public housing development	SHOS	30
16.	Tai Po	Ex-CCC Kei Ching Primary School site, Fu Shin Estate	Ex-school site	HSMH	60
17.	North	Hong Chi Fanling Integrative Rehabilitation Complex In-situ Expansion	In-situ expansion	HSMH	12
18.	Yuen Long	Public Housing Development at Hung Shui Kiu Area 13, Yuen Long	Public housing development	HMMH	50



	<b>District</b>	<b>Location</b> <small>Note</small>	<b>Nature of development</b>	<b>Type of Service</b>	<b>Estimated number of residential care places</b> <small>Note</small>
19.	Tuen Mun	Ex-CCC Kei Leung Primary School site, Leung King Estate	Ex-school site	SHOS	40
20.		Redevelopment of Ex-Siu Lam Hospital	Rehabilitation Complex	C&A/SD HSMH HSPH HMMH LSCH	200 400 75 75 400
<b>Total</b>					<b>2 500</b>

Note: The list of reserved sites and the number of residential care places to be provided are only preliminary estimates and are subject to change as we continue to work out the details of the projects. As such, they should be for reference only.

Abbreviations:

HSMH	Hostel for Severely Mentally Handicapped Persons
HWH	Halfway House
HMMH	Hostel for Moderately Mentally Handicapped Persons
C&A/SD	Care and Attention Home for Severely Disabled Persons
HSPH	Hostel for Severely Physically Handicapped Persons
SHOS	Supported Hostel
SGH(MMHC)	Small Group Home for Mildly Mentally Handicapped Children
LSCH	Long Stay Care Home