

主旨: Population Policy Consultation Submission by Helping Hand
附件: Population Consultation HH 2014.pdf; SKMBT_C28014022111470.pdf

Dear Doris,

Attached please find a formal submission by Helping Hand for your pursue. Please feel free to contact me if any additional information or clarification is needed.

Wish you have a good collection of submissions for the Population Policy Consultation.

Best regards

Helping Hand is a charitable organization offering housing, nursing, care & attention to over 700 elderly people in Hong Kong. Helping Hand also runs the unique Cheung Muk Tau Holiday Centre in Sai Kung offering recreation, respite and rehabilitation services to both elderly and their families. A 300-bed facility in China called The Hong Kong Jockey Club Helping Hand Zhaoqing Home for the Elderly has been opened to provide high quality elderly services to Hong Kong and China senior citizens. Thousands more need help. Please contact our office for enquiry and donation at 2522 4494 and Fax: 2840 1278.



We Care for the Elderly
愛心護老·助享耆年

1/F, 12 BORRETT ROAD, HONG KONG
香港波老道十二號一樓
Tel: (852) 2526 3233 (852) 2522 4494
Fax: (852) 2840 1278
Website: <http://www.helpinghand.org.hk>
E-mail: admin@helpinghand.org.hk

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Ms Bella Luk 陸寶珠女士

Ms Doris Ho
Head, Policy and Project Coordination Unit
Chief Secretary for Administrative's Private Office

By email:

21 February 2014

Dear Ms Ho,

Helping Hand firmly believed that older people in Hong Kong should be entitled to enjoy a rich and dignified life after years of contribution to the society. Thus since our establishment in 1978, we have been serving older people in Hong Kong by meeting their emerging housing, caring and other needs by trying out new ideas and pioneer alternative approaches.

The ageing population in Hong Kong will be posing great challenges for elderly services. Helping Hand is willing and happy to work with the Hong Kong Government to deal with the exponential growth in caring services for the aged in the areas of (1) enhancing resource efficiency; (2) expanding caring facilities; (3) increasing supply of care givers and (4) facilitating retirement in Guangdong. Attached is a submission by Helping Hand in response to the Population Policy Consultation, we will be happy to follow up any interest of the Government in these issues as stated in the submission.

Helping Hand, operates 3 Care and Attention Home, 3 Housing for the Elderly, a Holiday Center for the Elderly in Hong Kong and a Residential Care Home for the elderly in Zhaoqing, Guangdong, China. We were the first NGO set up and operate such kind of long term care facility in China in the late 90's. We have a capacity of over 800 places at present both in Hong Kong and China. We have since housed over 8,000 older people in Hong Kong facilities and 500 older people at our Zhaoqing Home for the Elderly. Our Holiday Center for the Elderly received over 50,000 older people in Hong Kong on an annual basis.

Should there be any clarification needed, please feel free to contact myself on

Yours sincerely,

Bella Luk
Executive Director



Population Policy Consultation

Submission by Helping Hand

Population policy is a complex subject with overarching effect covering issues from the young to old, from individuals to businesses and charities, and so on. From a population policy point of view, there are several factors which could potentially better facilitate the elderly population. Therefore matters involving elderly, within the frame of population policing, should not only look at elderly as a subject as they are also intertwiningly affected by other issues within the family. Hence we urged the Hong Kong Government to look at the overall facilitation of family as a unit, as well as looking at how to benefit elderly as an individual when looking at the frameworks such as “aging in place”.

Implication of ageing population and caring needs for the old-old (aged over 85)

In 2013, approximately 1 million people aged over 65 with 148,300 aged over 85. By 2031, 2.25 million people aged over 65 with 249,000 aged over 85. Over the next 20 years, Hong Kong’s old-old (aged over 85) population will increase over 60% by 100,000 from 150,000 to 250,000. Chronic diseases in this old-old group include neurodegenerative diseases and the prevalence of dementia in persons aged 85 and above is 30% in the community; a higher prevalence is expected in residential settings which supports the frailest group, discharged from the hospital and with complex multiple co morbidities requiring high dependency care. The increase not just in percentage but in absolute number will impose heavy burden and needs for caring especially the need for residential care and long term care.

In one of the studies conducted by Hong Kong Association of Gerontology and Macau Social Work Bureau, 26% of those aged 85 or above require long term care service. Thus, it is important that **the Hong Kong Government take a lead role to project the need accurately and facilitate the provision of the needed services.** Accurate projections of such medical and supportive needs in the old-old segment in 2031, in 2 decades time, when the proportion of aged 85 and above rises exponentially, will give policy makers a practical timeframe to instigate care provisions in steps to meet the ensuing needs of the Aging of the Aged.

Helping Hand would like to propose the following for the consideration by the Hong Kong Government:

Enhancing resource efficiency through community case management

1. It is often the case where family members, especially females, chose to give up their career at detriment to become a full time carer for their family members, albeit there

will be a point where elderly inevitably require long term care professionally.

2. According to Census and Statistic Department, by 2036, around 7,300 household is projected to require elderly services and/or facilities. Yet the existing services, such as community care and home care, are mostly delivered on an *ad hoc* basis. The channels for obtaining benefit for those with needs are rather obscure. Here we emphasise the importance of **introducing community case manager to play an active role in the community** as an intact linkage between service providers and those in need. **Training for community case manager** in this aspect can potentially be incorporated as an additional curriculum during Social worker's training programme.
3. We believed that once members of family are better cared for (whether financially or in terms of support), a lower family burden will enable other members to have more capacity to work and/or to have more children.

Expanding dementia and age friendly long term care facility

1. It is known that 50% or more of residents living in subvented C&A or Long Term Care (LTC) homes is suffering from dementia nowadays. Other than medical optimization which is far from satisfactory, and caring staff with specialized skills, a dementia friendly caring setting is also important in providing quality care to demented elders; in facilitating the non-drug management of persons with dementia
2. An environment with control and balance stimulation such as noise, disturbance, rooms for different functions with furniture and fitting which demented elders can get familiarized with would help to prompt their activities and behavior, as well as to minimize the occurrence of behavioral and psychological symptoms of dementia (BPSD).
3. A **collaborative model of medical, supportive and environmental** input which is cost effective and sustainable must be worked out. It is only possible with **the Government taking a lead role in coordinating these different efforts** in the community to map out the development of such a model.

Increasing training and supply of caring manpower

1. It would be worthwhile for the Government **to find out the number of retirees** who have relevant knowledge and experience in caring older people, in the medical, nursing and social and supportive areas, and at the same time willing **to contribute to have their experience and knowledge be transferred.**
2. **Training of management and caring personnel** for China with offers of practicum training opportunities in facilities located in both Hong Kong and China would provide the increased supply of trained manpower for the caring of the old-olds which are win-win-win situation. In this regard, Helping Hand Zhaoqing Home for the Elderly have over 10 years of working experience in training healthcare assistants in China and

collaborating with local hospital services; and have obviated the need of many elders to come back to Hong Kong for continued medical treatments. Our partners in Guangdong including medical, nursing and administrative partners welcome the input of professionals from Hong Kong to enhance the service quality.

3. Experienced trainers who are retirees can continue contribute and remain productive without affecting the upward movement along the career development path of exiting younger generation. **Knowledge transfer from experienced retirees to successors** can ensure smooth transition with assurance of quality, not just within Hong Kong, but also contribute in raising the standards of elderly care in China which may in turn attract more older people to consider retiring in China, thus reduce the pressure on demanding caring manpower and facilities in Hong Kong.
4. Training of caring personnel in China can help to supply skilled manpower for Hong Kong, if these **trained skilled manpower can be placed as trainees in Hong Kong LTC facilities** for practicum for a period of no less than 1 year. Upon completion of the practicum in Hong Kong, these skilled caring personnel will return home and at the same time bring along the skills and knowledge to China, which help to raise the standards of elderly services in China, thus enhance the confidence of older people in Hong Kong on the option of retiring in China. This is a win-win situation for Hong Kong and China.
5. Helping Hand Zhaoqing Home for the Elderly can be the training venue and facility for caring personnel, at the same time, the facility and option for those who want to retire in China.

Facilitating retirement in China (Guangdong as a start)

The more older people choose to retire in China, the less pressure on demand of land and manpower for caring of older people within Hong Kong. Hong Kong has the vantage point of being integrated into the Pearl River Delta region, and at the same time maintains its uniqueness. The medical and social model of elder care can be extended into China, and retirement back to China can become a genuine and favorable option for elders.

Medical issues

1. One of the major concerns for older people to decide if they would choose China to retire is the provision of medical services including the availability of trustworthy and affordable medical services.
2. The Hong Kong University Hospital at Shenzhen can reduce the worries of Hong Kong older people on the trustworthy issue. Further **collaboration with local hospital**, for example, at Zhaoqing, would be necessary and the Hong Kong Government would have a leading role to play. We propose that **a geriatric service be set up at the Hong Kong University Hospital at Shenzhen** and to link up with local and regional medical services

to provide training and services for elders and especially those Hong Kong citizens residing in the Guangdong region. Training of medical, paramedical and nursing staff in China by Hong Kong retired professionals may help to reduce the worries on the quality of medical services in China.

3. The Hong Kong University Hospital at Shenzhen as a registered provider for the Medical Voucher Scheme for Hong Kong older people would be another elder friendly policy the Hong Kong Government can consider.

Long Term Care issues

1. The Pilot “Bought Place Scheme” at Shenzhen and Zhaoqing opened up the provision of LTC options for older people in Hong Kong. More supports from the Government are necessary to help the pilot scheme to succeed such as promotion of the homes to older people who are on the LTC central waiting list.
2. The Government need to expedite the extension of the “Old Age Living Allowance” (OALA) to the eligible older people who are living in Guangdong, so when they are in need of additional financial support for long term care, they would have support from the Government without the hassle to rush back to Hong Kong just for that. The same must also apply to Disability allowances and the verification to be done in China and obviated the need to return to Hong Kong to extend the provisions of the allowances.
3. The Government need to consider the inclusion of older people who live in Guangdong to join the pilot “Community Care Service Voucher Scheme” with the same reason for the OALA.
4. With the “portability” of these allowances so older people who choose to retire in China would enjoy the same benefits as if they choose to retire in Hong Kong, the option of retiring in China would be more likely to succeed.

Helping Hand can contribute to enhancing efficiency, expanding the caring facilities, training of caring manpower and facilitating retirement in Guangdong by expanding our multiple, integrated facilities, tapping our experience with training care givers, and replicating our Zhaoqing facility. We will be happy to have follow-up discussions with the government.

Helping Hand

21 February 2014