



# 目錄 CONTENT

香港老年學會簡介	2
Brief Introduction to Hong Kong Association of Gerontology	
理事會及管理委員會委員名單	3
Member List of Council and Management Committee	
組織架構	4
Organization Chart	
會長的話	5
President's Address	
總監報告	7
Executive Director's Report	
服務介紹	
Services	
1. 疫後支援	
Support after COVID-19	
- 賽馬會長新冠院舍支援服務	13
Jockey Club Long COVID Support Services for Elderly Homes	
- 賽馬會「疫途有你」醫護及安老服務同行情緒健康支援計劃	16
Jockey Club "Care for Healthcare" Mental Health Programme for Practitioners Serving Elders	
2. 學術交流及項目發展	
Academic Exchange and Project Development	
- 第二十九屆老年學周年會議	18
29th Annual Congress of Gerontology	
- 安老院舍護理優質照顧研討會	19
Seminar on Quality Nursing Care in Residential Care Home for the Elderly	
- 失禁護理專題研討會	
Symposium on Advanced Continence Care	
3. 香港安老院舍評審計劃	20
Residential Aged Care Accreditation Scheme (RACAS)	
4. 香港老年學學院	26
Hong Kong Institute of Gerontology	
5. 安老服務業「過往資歷認可」機制	32
Recognition of Prior Learning Mechanism in Elderly Care Service	
6. 安老及醫療服務求職網	34
Elderly and Health Care Employment Website	
7. 創新項目	
Innovative Projects	
賽馬會安寧頌：「安寧在院舍」計劃	35
JCECC: End-of-Life Care in Residential Care Home for the Elderly	
賽馬會護老易學習計劃	42
Jockey Club Learning So-Easy in Elderly Service Sector Project	
賽馬會長者友善屋苑計劃	45
Jockey Club Age-Friendly Housing Estate Project	
賽馬會友「伴」同盟護老者支援計劃	51
Jockey Club "Stand-by U" Caregivers Community Support Project	
財務報告	54
Financial Report	
鳴謝	56
Acknowledgements	

# 香港老年學會簡介

## Brief Introduction to Hong Kong Association of Gerontology



### 關於香港老年學會

香港老年學會於1986年成立，由一群熱心老年學的專業人士，包括：老年科醫生、護士、社會工作者、物理治療師、職業治療師、臨床心理學家、學術界人士等組成。本會目的旨在提倡老年學和提升香港安老服務的質素。每年經選舉誕生執行委員會，並由委員推選會長領導會務。

### 遠景：

香港是亞洲區最能關懷耆老的社會。

### 使命：

促進社區人士關注香港的長者醫療、衛生、社會福利、長期照顧等服務、及提升本港老年學研究和教育的水準。

### 價值：

- 全球性聯繫
- 社區伙伴關係
- 效果和效率
- 就本港長者各方面的需要的回應
- 積極進取精神
- 跨專業協作
- 持續質素改善

### 目標：

- 聯繫各地老年學機構與組織，增進彼此的了解與合作
- 推動社會各界關注安老服務
- 帶領及參與發展香港的安老服務，以提高長者的生活質素
- 支持老年學的研究
- 提供老年學的培訓及教學

### About HKAG

Hong Kong Association of Gerontology was founded in 1986 by a group of professionals including geriatricians, nurses, social workers, physiotherapists, occupational therapists, clinical psychologists, and academics, etc. The aims of the Association are to promote the discipline of gerontology and to improve the quality of age care services in Hong Kong. The President is the official head of the standing Council, which is elected annually.

### Vision:

Hong Kong is the most caring society for the Golden Age in Asia.

### Mission:

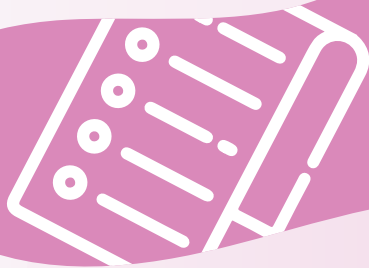
To promote the advancement of health care, social services and long-term care for older people in Hong Kong; and the furtherance of studies and education in gerontology.

### Values:

- Global Link
- Community partnership
- Effective and efficient
- Responsive to the various needs of older people in Hong Kong
- Proactive
- Multi-disciplinary collaboration
- Continuous quality improvement

### Objectives:

- To establish links with gerontology organizations outside Hong Kong in order to promote mutual understanding and cooperation
- To arouse concern on age care services through cooperation with related sectors in Hong Kong
- To spearhead and involve in the development of age care services in Hong Kong for improving the quality of life of older people
- To encourage research in gerontology
- To provide training and education in gerontology



# 理事會及管理委員會委員名單

## Member List of Council and Management Committee

### 理事會 Council

職位 Position	姓名 Name
會長 President	梁萬福醫生 Dr. Leung Man Fuk, Edward
副會長 Vice-President	黎永亮教授 Prof. Lai Wing Leung
義務司庫 Honorary Treasurer	陳慧敏女士 Ms. Chan Wai Man, Yvonne
義務秘書 Honorary Secretary	鄭寶寶女士 Ms. Cheng Po Po, Peggy
委員 Member	陳頌皓女士 Ms. Chan Chung Ho Karrie
	陳金德先生 Mr. Chan Kam Tak
	陳裕麗教授 Prof. Chan Yue Lai
	方乃權教授 Prof. Fong Nai Kuen
	馮玉娟教授 Prof. Fung Yuk Kuen, Sylvia
	關耀祖教授 Prof. Kwan Yiu Cho
	梁綺雯教授 Prof. Leung Yee Man, Angela
	樓瑋群教授 Prof. Lou Weiqun
	麥煥章先生 Mr. Mak Wun Cheung
	顏文雄教授 Prof. Ngan Man Hung, Raymond
	沈南珠醫生 Dr. Shum Nam Chu
	湯秉忠醫生 Dr. Tong Bing Chung
	湯啟宇教授 Prof. Tong Kai Yu
	謝敏儀教授 Prof. Tse Mun Yee, Mimi
	甄秋慧教授 Prof. Yan Chau Wai, Elsie
	余秀鳳教授 Prof. Yu Sau Fung
增補委員 Co-opted Member	甘綺玲女士 Ms. Kam Yee Ling, Eleanor
	劉美儀女士 Ms. Lau Mee Yee, Esme
	梁媛雯女士 Ms. Leung Wun Man, Emba
	雷永昌醫生 Dr. Lui Wing Cheong, Victor
	黃沛霖博士 Dr. Adrian Wong

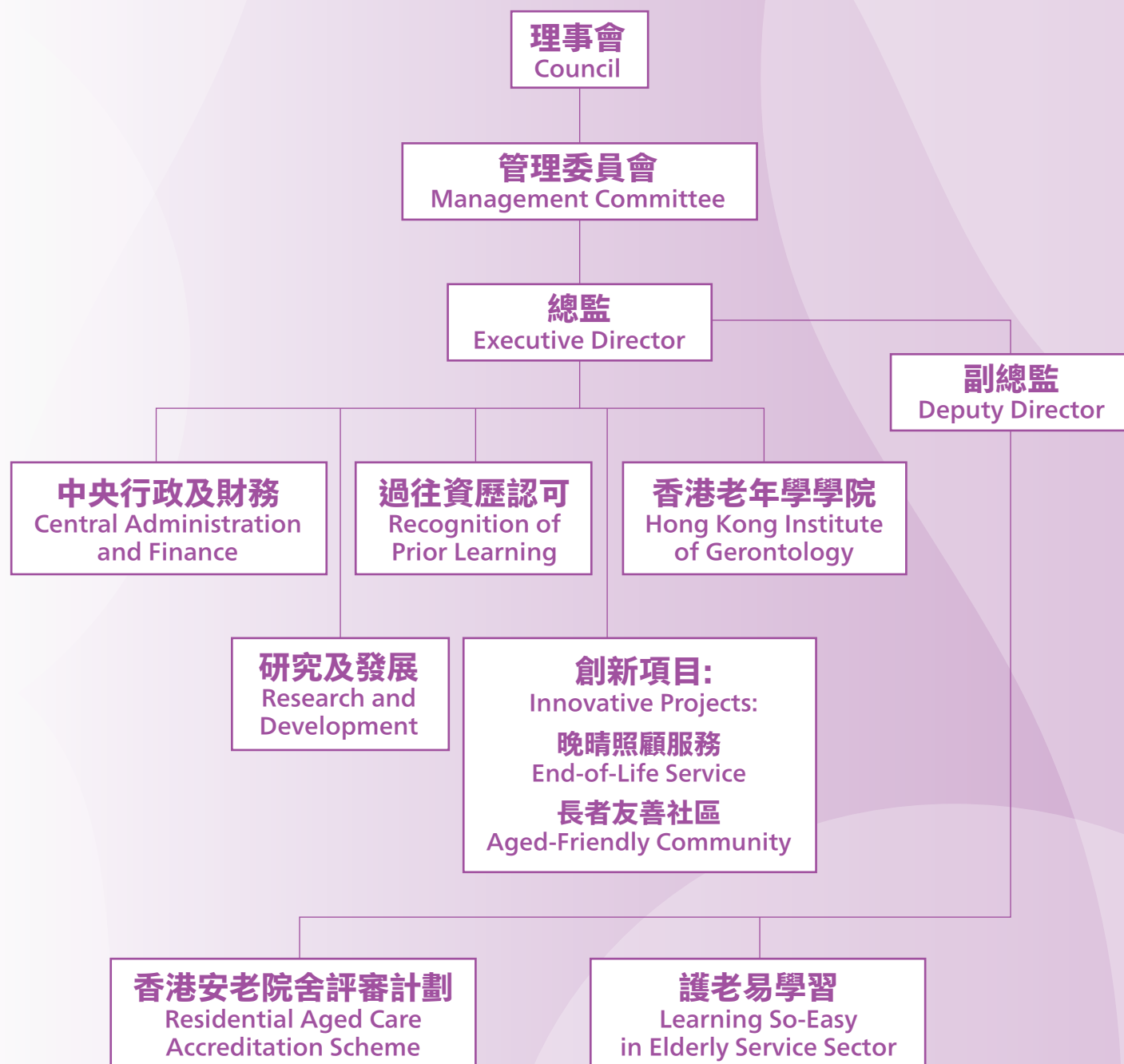
### 管理委員會 Management Committee

會長 President	梁萬福醫生 Dr. Leung Man Fuk, Edward
委員 Member	黎永亮教授 Prof. Lai Wing Leung
	陳慧敏女士 Ms. Chan Wai Man, Yvonne
	鄭寶寶女士 Ms. Cheng Po Po, Peggy
	湯秉忠醫生 Dr. Tong Bing Chung



# 組織架構

## Organization Chart





## 擺脫新冠疫情 – 迎來新策略 Getting out of Covid-19 Pandemic – New Strategy to Come



自2020年以來，全球各國採取國際措施應對新冠疫情，我們感恩香港最終能夠擺脫與隔離和檢疫措施相關的困境。這些措施嚴重限制了香港許多人的生活，尤其是居住在安老院舍以及需要日間護理或家居照顧等服務的長者。儘管社會在過去三年遇上很多困難，但一些為了應付疫情而開發出來的創新科技，大大促進了人與人之間的溝通，亦成功在越來越多香港家庭移民到外地的情況下拉近彼此間的距離。

新冠疫情在2020爆發後，許多長者和照顧者都飽受各種影響，包括長新冠以及與新冠疫情帶來的心理壓力。香港老年學會很高興能參與兩個有意義的項目，以應對香港新冠疫情的需要，這兩個項目由香港賽馬會慈善信託基金資助，分別是「賽馬會長新冠院舍支援服務」和「賽馬會《疫途有你》醫護及安老服務同工情緒健康支援計劃」。透過這兩個項目，我們能夠為私營安老院的長者，以及在2022年香港新冠疫情第五波爆發期間面臨心理壓力的醫護人員提供支援。

With all the international measures across the World to combat Covid-19 since 2020, we are grateful that Hong Kong can get out of the difficulties related to Covid isolation and quarantine measures that severely curtailed the life of many people in Hong Kong and especially to older people residing in Old Age Homes and those who need community care like Day Care and Home Care Services. Although the community have suffered a lot in the past 3 years but the implementation of more IT and Technology based innovation developed during the Pandemic has facilitated the advancement in communication amongst people and successfully reduced the spatial distance especially with the impact of rising migration of family members out of Hong Kong.

With the aftermath of the Covid Outbreak in 2020, many older people and carers survived various impacts including the Long Covid and Psychological Stress related to Covid. The Hong Kong Association of Gerontology is glad to be able to participate in two meaningful projects to react to the need of Covid sufferings in Hong Kong funded by Hong Kong Jockey Club Charities Trust on “Jockey Club Long Covid Support Services for Elderly Homes” and “Jockey Club Care for Healthcare Mental Health Programme” for Practitioners Serving Elders. Through these 2 projects we are able to provide support for Elderly Residents in Private Aged Homes and for those care providers facing psychological stress during the 2022 Covid 5th Phase Outbreak in Hong Kong

香港老年學會是一個跨學科的專業機構，旨在促進香港老年人的福祉。我們一直強調在政策倡議、研究和知識傳播、專業和前線護老工作者的培訓與教育、行業的優質發展以及開發創新服務等領域上努力，讓我們能夠協助安老服務及提供者提升應對未來挑戰的能力。學會日後將致力在醫療、健康、院舍、社區和社會等各方面加強護老安老的能力建設。

學會亦會繼續努力組建一支強大而具凝聚力的專業團隊，為我們的工作領域作出貢獻，包括研究發展、培訓與教育、安老院舍評審、臨終照顧、照顧者支援、長者友善屋苑管理和安老服務人力發展。

學會在過去一年取得堅實的發展，今年和明年我們將開展許多有價值的項目。學會的眾多成就都是有賴理事會成員、我們盡心盡力的員工、安老服務業的合作夥伴、政府部門、資助機構和商業贊助商各方的共同努力所得。

我們期待在未來繼續與學術、醫護、社福、教育及物管方面的合作夥伴進一步合作，推動工作的發展。

**會長梁萬福醫生**

The Hong Kong Association of Gerontology is a Multidisciplinary Professional Organization with our aim of advancing the well-being of older people in Hong Kong has all along emphasized on areas of Policy Advocacy, Research and Knowledge dissemination, Training and education for professional and frontline elder workers, quality development and new services development placed us in the stage of assisting Aged Care and its provider to further advance its capacity to stand for future challenges. The Association would devote our efforts in future to further enhancement on capacity building in Elder Care in Medical, Health, Residential, Community and Social aspects.

The Association continues to put our efforts in building up a strong and cohesive team of professionals in our staff who contribute to the areas of our work including: Research and Development, Training and Education, Residential Home Accreditation, End of Life Care, Carer Support, Age Friendly Housing Estate Management and Manpower Development for Aged Care .

The past year is a fruitful development of the Association with many worthwhile projects launched this year and the year to come. For the numerous achievements of the Association could only be made by the concerted efforts of Council members of the Association, our dedicated staff, partners in Aged Care Sector, Government Departments, Funders and commercial sponsors.

We look forward for further our work with existing partners in academic institutes, health and medical care, social welfare, education and housing management to further our work in years to come.

**Dr Leung Man Fuk Edward**  
**President**



## 砥礪前行復常路 Striving Forward in the Post-Pandemic Time

2022至2023年度是幽暗至盡、曙光復現的一年，2023年3月1日政府正式解除口罩令，象徵復常之路正式開始。與老年學會互相支持、合作關係密切的業界眾服務單位，也漸從各項防疫措施中釋放出來。感恩桎梏解除，但一切並不如初，相反，復常後社會出現的現象，直接影響著社會服務界。

### 疫後挑戰

社會上各行各業人手不足，人才大量流失，老年學會也不能幸免，去年的人手流失率達雙位數。感謝各主管們，靈活應變、急服務所急，以各種方法，努力應對、減低影響。另一個現象是久封後通關，不少人湧出旅遊或探視親人，又或疫後重投之前的行業，漣漪效應下，學院的一些前線護理課程，罕有地出現收生率下降的情況。一些疫情期間能夠開辦的課程，疫後反而因報名學生數目不足而取消。

The year 2022 to 2023 is a year of darkness fading and dawn reappearing. On March 1, 2023, the government officially lifted the mask mandate, symbolizing the beginning of the return to normalcy. The various service units in the industry that have a close relationship and cooperation with the Hong Kong Association of Gerontology (HKAG) are gradually being released from various epidemic prevention measures. We are grateful for the lifting of restrictions, but everything is not as it was at the beginning. On the contrary, the phenomena that have emerged in society after the return to normalcy directly affect the social service sector.

### Post-Pandemic Challenges

There is a shortage of manpower in various industries, and a large number of talents have been lost. HKAG is not immune to this, with a double-digit turnover rate last year. Thanks to the division heads for their flexibility and responsiveness, they have made efforts to cope with and minimize the impact through various methods. Another phenomenon is the reopening of borders after a long closure, with many people traveling or visiting relatives, or returning to their previous industries after the pandemic. As a result, some frontline nursing care courses at our training institute have experienced a decrease in enrollment rates. Some courses that could be offered during the pandemic were canceled due to insufficient student enrollment after the pandemic.



晚晴照顧服務「賽馬會安寧頌-安寧在院舍」已經進入一個重要的時刻，去年我們與來自四間社會服務機構的地區專隊，進行帶教及服務交接。這個接軌意味老年學會的角色慢慢從直接服務走向培訓，這就是未來業界最需要的。因為當居所離世立法之後，長者可以在居住的院舍離世，作為社會服務機構需要早作預備。老年學會願意以教育和培訓，讓更多機構承擔晚晴照顧服務的責任。

過去兩年，老年學會共開辦了四班「晚晴照顧證書」課程，內容實戰及配合香港情況，教授導師都是持久從事晚晴工作的有心人，得到學員良好的反應。瞭解到業界同工未來的需要，我們會持續開班，更將課程預備申請為四級及五級的資歷水平。

院舍評審老年學會的院舍評審是香港唯一獲國際及本港認可的院舍認證。參與的院舍數目持續增加，亦欣見一些中小型院舍勇於參與，獲得老年學會的「Q嘜」，其服務質素也得到保證。社署五年的認證資助期餘下的時間不多，真心期望未參加的院舍能夠把握機會，為長者院友們去努力。

End-of-Life Care: "The JCCEC End-of-Life Care in Residential Care Homes for the Elderly" has reached an important moment. Last year, we conducted training and service handover with district teams from four social service organizations. This transition signifies the gradual shift of HKAG's role from direct service to training, which is what the industry needs most in the future. As legislation allowing "dying in place" approaches, elderly can choose to live their last days at a RCHE, social service organizations need to be prepared. HKAG is willing to educate and train more organizations to take on the responsibility of end-of-life care services.

In the past two years, HKAG has offered four "End-of-Life Care" certificate courses. They focus on practical skills and adapt to the Hong Kong context. The instructors are experienced professionals in the field of end-of-life care, and the courses have received positive feedback from students. Understanding the future needs of the industry, we will continue to offer these courses and prepare to apply for levels four and five in the qualifications framework.

Residential Aged Care Accreditation Scheme: HKAG's Residential Aged Care Accreditation Scheme is the only internationally and locally recognized certification for residential care homes for the elderly (RCHE) in Hong Kong. The number of participating RCHEs continues to increase, and we are pleased to see that some small and medium-sized RCHEs are willing to participate and have received the accreditation from HKAG, which means the quality of their service can be assured. There is not much time left in the remaining period of the Social Welfare Department's five-year Accreditation Subsidy Scheme. We sincerely hope that more RCHEs can seize the opportunity and get accredited for the well-being of their residents.



### 持續堅守

過去一年，無論疫情期間或疫情後，同事都堅守崗位，持續提供服務：

教育及培訓老年學院各類課程如常推出，今年我們更加着力推動僱員再培訓局的課程，而也有多個2級及3級的課程將會進行資歷覆檢。老年學會期望我們的課程盡可能有資歷級別認可，這是我們推動業界走向專業化的理想，也讓學員(尤其前線同事)，可以獲得社會認同。學院朝向提供更高資歷水平課程進發，我們已經為「晚晴照顧證書課程」的四級及五級資歷考評作預備，期望來年能夠成事。上文曾表達，復常後一些前線護理課程，如保健員、護理員，罕有地出現收生滯慢。感恩學院近年推動課程多元化和深化，例如在護士/醫生等的專業學分課程、心社靈工作坊、外籍僱工培訓、社區照顧者課程等，都有長足發展。

### Continuing to Persevere

Over the past year, whether during the pandemic or after, colleagues have remained steadfast in their positions and continued to provide services, for example:

Education and Training: The Institute of Gerontology continues to offer various courses as usual. This year, we are particularly focused on promoting courses offered by the Employees Retraining Board, and several level 2 and level 3 courses will undergo qualification accreditation. HKAG hopes that more of our courses can be recognized by the Hong Kong Qualifications Framework (HKQF). This is our ideal in promoting professionalism in the industry, and students (especially frontline colleagues) can gain more social recognition. The Institute of Gerontology is moving towards offering higher-level courses. Our "End-of-Life Care" course is preparing to get HKQF's level 4 and level 5 accreditation, and we hope to achieve that by next year. As mentioned earlier, some frontline nursing care courses, such as health workers and personal care workers, have experienced a slowdown in enrollment. We are grateful for the institute's efforts in promoting course diversification and deepening, such as the development of the CPD courses for nurses/doctors, workshops on mental-social-spiritual work, and training courses for foreign domestic helpers and community caregivers.

## 護老者工作

「賽馬會長者友善屋苑計劃」推行近兩年，在物管界別漸為人熟悉，不少公司主動聯絡我們團隊，表示合作意願。團隊同工在努力下，已經制定一套長者友善屋苑的守則，期望在下一個階段將這個守則成為一個標準，讓物管公司能夠在他所管轄的社區中，更友善地支援長者住客。

而老年學會同事更出任都會大學物業管理學位課程的導師，教授認識長者的知識。這個學位課程的學員，都是物管行業現在或未來的中高層，將物管人員成為社區護老者這個重要理念傳遞予他/她們，實在有深層意義。

另一個馬會資助的項目「護老易學習」計劃於2023年8月完成三年的使命，在服務數字上非常感動看到眾多院舍的支持，很多實務的網上教材，會持續運用對業界發揮作用。

## Projects for Caregivers

The "Jockey Club Age-Friendly Housing Estate (AFHE) Project" has been implemented for nearly two years and has become well-known in the property management sector. Many companies have proactively contacted our team expressing their willingness to collaborate. With the efforts of our team, a set of guidelines for age-friendly housing estates has been developed, with the aim of making these guidelines a standard in the next phase. This will enable property management companies to provide more supportive and friendly services to elderly residents in the communities they oversee.

Staff members of HKAG have also taken on the role of instructors in the Property Management Degree Program at the Metropolitan University, teaching knowledge about understanding the elderly. The participants in this degree program are current or future middle and senior-level professionals in the property management industry. It is of great significance to pass on the idea that property management personnel should play a part in caring for the elderly in the community.

Another project funded by the Jockey Club, the "Learning So-Easy in Elderly Service Sector Project", completed its three-year mission in August 2023. We are deeply moved by the support received from numerous RCHEs, and many practical online materials will continue to be utilized to benefit the industry.

### 騰飛契機

感謝老年學會的理事們，一如以往的給予指導和支持，也感謝有一班實幹積極的同工，一起攜手克服疫後挑戰。2022至2023年度在曙光中暗藏隱憂，但也成為學會未來發展的契機。

復常後的人手流失問題大大影響著長者院舍，院舍的管理層很多是新入職，實在需要很多支持，否則就會很快離去。感謝賽馬會慈善信託基金資助，老年學會為私營院舍院長/主管提供為期一年的「院長領袖培訓」，讓新手院長們成為「人性領袖」及具「變革能力」，也推動其院舍參與評審，藉此全面提升服務質素。此外，也會編著一本本地院舍適用的服務手冊，為院舍醫護專業服務制訂標準。這個大型計劃於2023年11月開始，為期三年半，相信對香港安老院舍的質素標準建立，具劃時代意義。

### Opportunities for Growth

We would like to express our gratitude to the board members of HKAG for their continued guidance and support, as well as to the proactive colleagues who have worked together to overcome post-pandemic challenges. The year 2022 to 2023 has brought hidden concerns, but it has also become an opportunity for the future development of HKAG.

The issue of manpower loss after the pandemic has greatly affected RCHes. Many management positions in these homes are newly filled, and they require a lot of support. If support isn't there, they might leave the post quickly. Thanks to the funding from the Jockey Club Charities Trust, HKAG is providing a one-year "Leadership Training Programme for Home Managers" for private care home managers/supervisors. This program aims to transform newly promoted home managers into "humanistic leaders" with the ability to bring about changes. It also encourages their elderly care homes to participate in our accreditation scheme, thereby significantly improving their service quality. Additionally, we will compile a service manual applicable to local elderly care homes to establish standards for healthcare professionals in these homes. This large-scale project will commence in November 2023 and last for three and a half years, marking a significant milestone in establishing quality standards for elderly care homes in Hong Kong.

復常後的人口流動，影響我們傳統的護理課程收生不足，但我們與幾間志願機構合作的新嘗試---支援照顧者的「替假護老者」培訓課程，就廣為業界歡迎。老年學會一直推動護老者支援工作，過往推動物業管理承擔社區照顧者角色，初見成效。現在為退役照顧者提供「替假護老者」培訓，使之成為社區照顧的新力量，可謂是結合了老年學會的強項。「替假護老課程」得到維拉律敦治•荻茜慈善基金贊助，未來兩年會為三間伙伴機構招募的人士提供培訓，而兩年後更會將課程申請第二級的資歷認證，讓學員獲得社會的認同。

#### **總結:**

老年學會看到社會及業界需要，以填補服務空隙為使命、結合我們的強項，盡上全力，危機中見轉機。復常路上，我會與一眾同事砥礪前行，再次感謝各政府部門、基金、同業、友好的支持！謝謝！

**總監陳靜宜女士**

The population mobility after the pandemic has affected the enrollment of our traditional nursing care courses. However, our new initiative in collaboration with several voluntary organizations, the "Substitute Caregiver Training Course", has been widely welcomed by the industry. HKAG has been promoting the role of property management in assuming the role of community caregivers, which has shown initial success. Now, by providing training for retired caregivers to become substitute caregivers, we are combining the strengths of HKAG. The "Substitute Caregiver Training Course" is sponsored by the Vera Ruttonjee Desai Charitable Fund and will provide training for new recruits from three partner organizations in the next two years. Two years later, we will apply for level 2 of the qualifications framework, allowing participants to gain social recognition.

#### **Conclusion:**

HKAG recognizes the societal and industry needs and takes it as our mission to fill service gaps and utilize our strengths to the fullest. We see opportunities in times of crisis. During this post-pandemic time, I will strive forward with my colleagues. Once again, I express my gratitude for the support of government departments, charitable funds, industry peers, and friends. Thank you!

**Ms. Susan Chan**  
**Executive Director**





## 賽馬會長新冠院舍支援服務

### Support after COVID-19: Jockey Club Long COVID Support Services for Elderly Homes

#### 計劃簡介：

香港老年學會在2023年推行了一項為期一年的服務計劃，主要由社會工作者或活動工作員提供一系列為期11週的心理支援活動。這個計劃旨在幫助一些在第五波疫情中受到負面影響的私營安老院的長者，提升他們的心理社交福祉。

#### 這個計劃包括以下的活動：

- (1) 認知訓練，希望能降低參加者認知功能惡化的速度；
- (2) 令人放鬆的活動（“Chill-Up”），當中包括表達藝術活動、芳香療法活動、園藝治療活動等，幫助參加者恢復社交活動和聯系，使他們獲得社交和心理支持；
- (3) 哀傷輔導，以幫助參加者處理他們在新冠疫情期間的悲傷情緒；以及
- (4) 情緒管理講座，以減少參加者因感染新冠而引起的焦慮。

#### 我們也為私營安老院員工提供了一些提升能力的培訓項目，讓他們能為新冠肺炎的康復院友提供更好的照顧。其中包括：

- (1) 疫後院舍前線員工培訓計劃、
- (2) 「疫後天使」新加入的專業同工培訓計劃、
- (3) 「疫後天使」義工培訓計劃、以及
- (4) 護理諮詢服務。

此外，我們還將對2400名私營安老院院友進行了前後兩次的研究，以顯示確診新冠院友在本服務計劃前的狀況，以及在接受了服務後的效果。

我們為這個為期一年的項目招募了一支由12名工作人員組成的團隊。

#### Service Introduction:

The Hong Kong Association of Gerontology has implemented a one-year service project, consisting of a series of 11-week psychosocial programs which mainly to be conducted by social workers or program workers. This was to promote the psychosocial social well-being of the elders who were living in private residential care homes for the elderly which were hard hit by the fifth wave of the pandemic.

#### The program was comprised of the following interventions, namely:

- (1) Cognitive Training to reduce participants' deterioration rate of cognitive functioning,
- (2) “Chill-Up” Activities, expressive arts activities, aromatherapy activities, horticultural therapy activities, to resume social activities and reconnections to gain psychosocial support,
- (3) Bereavement Care to go through their bereavement during the COVID-19 pandemic, and
- (4) Seminars on emotional management to reduce participants' anxiety of being infected by the COVID-19 pandemic.

#### We also conducted capacity-building programs for RCHE staff so they can provide better care for recovered residents. This included:

- (1) Training Programme for current caretakers,
- (2) Staff Training Programme for newly recruited staff,
- (3) Volunteers Training Programme, and
- (4) Consultancy service in nursing care.

In addition, we have conducted a research on 2,400 RCHE residents who recovered from COVID-19, showing the conditions of them at the beginning of this project, and the effectiveness after the intervention.

We had recruited a team of 12 staff members for this one-year project.



## 工作重點：

對於為期11週的服務計劃，長者們對每週定期的服務表示高度讚賞，並表示期待下週活動和探訪的到來。

我們的工作員開展了一個統一標準化流程的活動，其中包括不同的服務方法，比如做運動、唱歌等。長者們非常享受參加認知訓練。他們通過老照片回憶過去，互相交流他們以前的生活。他們會因為能完成配對練習，而獲得極大的滿足感。

長者們非常歡迎令人放鬆的“Chill-Up”活動。在參加表達藝術活動時，長者們會給花塗上顏色，並且寫上一些文字以作為積極的自我強化。他們在繪畫過程中展現了自己的才華和創造力。這是一種很好的非語言表達方式。在參加園藝治療活動時，長者們對空氣草（一種無需土壤和水就能生長的植物）感到驚奇。他們竭盡全力裝飾一塊木板，將其製作成一個手工藝品來“托住”空氣草。這個活動的目的是刺激參加者的五感，並讓他們感到放鬆。而在參與芳香療法活動時，長者們會被邀請聞一聞香薰油，並說出他們所聞到的是什麼氣味。我們選擇了薰衣草、甜橙及薑味的香薰油來刺激參加者的五感。長者們會被教導如何按摩自己的雙手以達到放鬆身心的效果。

哀傷輔導的目標是為參加者提供心理社會支援，以幫助他們緩解在新冠疫情期間的負面情緒。在討論生命的四道原則（道謝、道謙、道愛、道別）時，長者們互相分享了很多心聲。他們積極參與小組討論，並通過手工製作分享自己的生命價值觀。

情緒管理講座的目標是減少參加者由新冠疫情引起的焦慮。長者們參加了一個簡短的教育講座，其中分享了四種基本的情緒：恐懼、憤怒、喜悅和悲傷，以及面對不同情緒時的應對策略。在講座進行時，他們非常高興地參與運動，例如「十巧手」，這對他們的身體、心理和情緒健康都帶來了積極的影響。

長者們非常喜歡我們的活動。他們增加了社交互動，並表達了他們的孤獨感有所降低。

私營安老院的員工亦對我們的計劃表示讚賞。

## Highlights:

For the 11-week Care Programme, the elders highly appreciated the regular weekly services and expressed that they looked forward to next week's activities.

Our staff adopted a series of standardized activities with different means, such as doing exercise, singing etc. The elders enjoyed participating in the Cognitive Training a lot. They recalled their memories and told stories of their own through looking at some old photographs. They completed the matching exercises and got a great sense of satisfaction.

The elders appreciated the “Chill-Up” psychosocial support groups and activities as well. When taking part in the expressive arts activities, elders would colour a flower and write some words as self-reinforcement. They had exhibited their talent and creativity in the process of drawing. This was a good non-verbal expression and a way to let off some steam. When taking part in the horticultural therapy activities, the elders felt surprised about the tillandsia that can grow without soil or water for nourishment. The elders paid their best effort to decorate a wooden board and made a handicraft to ‘hold’ the tillandsia. This activity aimed to stimulate five senses of the participants and let them feel relaxed. When taking part in the aromatherapy, elders were invited to smell and tell what kind of smell they had come across. The lavender-scented essential oil and sweet-orange-ginger-scented essential oil were selected to stimulate the senses of the participants. Elders were taught to massage their hands in order to relax themselves.

The Bereavement Care programme aimed to provide participants with psychosocial support to go through the grief feeling during the COVID-19 pandemic. The elders shared a lot when discussing the Four Principles of Life: gratitude, forgiveness, love, and saying goodbye. They actively participated in the group discussion, and handicrafts to share their life values.

The Seminars on Emotional Management aimed to reduce participants' anxiety of being infected by the COVID-19 pandemic. The elders attended a short educational talk, sharing about the four basic emotions: fear, anger, joy, and sadness, together with their corresponding coping strategies. The elders were very happy to join the physical exercises, like “ten dab hand”, to bring good effects on the physical, psychological, and emotional well-being of the participants.

The participating elders enjoyed a lot in the standardized Programme. They had increased their social interactions and expressed that their sense of loneliness had been lowered.

The staff from the RCHes also appreciated our programme.

**服務統計：**

我們已經為約129間私營安老院提供了服務。

院友方面，我們一共向4546名院友提供了服務，當中包括1459名新冠康服者和3087名因新冠疫情而導致出現生理及心理影響的院友。

在專業諮詢服務方面，我們在不同的私營安老院一共進行138場的諮詢，並與588名院舍員工通過一對一或者2-3人的小組形式，分享了在新冠疫情下的一些「實踐技巧」。

在能力提升計劃方面，我們總共安排了12節「疫後天使」同工培訓計劃。一共有47位新入職員工參加了培訓。

我們總共安排了16節「疫後天使」義工培訓，共有150名參加者，包括社工系學生、護理系學生以及樂齡女童軍，總出席人數為252人。

在研究和評估工具的開發方面，我們在311間私營安老院收集數據，共收集了6605單位的數據。



▶ 長者正在參與“Chill-Up”活動  
An elder at a “Chill-Up” activity

**Service Statistics:**

We have reached about 129 residential care elderly homes (RCHes).

We have served a total of 4546 elders, including 1459 elders recovered patients with Post COVID-19; and 3087 elderly residents with physical functioning and mental health affected by the COVID-19 pandemic.

For the Professional Consultancy Service, we have conducted 138 sessions in RCHes and shared with 588 staff members about the “practice tips” under the COVID-19, individually or in a small group of two to three.

For Capacity Building, a total of 12 sessions of Training for Support Staff were arranged. A total of 47 newly recruited staff joined with a total attendance of 291.

A total of 16 sessions of Volunteer Training were arranged. A total of 150 participants, social work students or nursing students, and Golden Guides, joined with a total attendance of 252.

For the Research and Development of Assessment Instrument, we collected a total of 6605 data entries from 311 RCHes.



▲ 長者們的作品  
Amazing Work from the elders

**展望：**

我們已在2023年8月完成為期一年的賽馬會長新冠院舍支援服務，而調查數據正在整理中，研究報告將於不久後發表。

**Prospect:**

We completed the one-year project of Jockey Club Long COVID Support Services for Elderly Homes on 14 August 2023. We will continue to collect data from other MOSTEs and the research report will be ready soon.



# 賽馬會「疫途有你」醫護及安老服務同工情緒健康支援計劃

Support after COVID-19: Jockey Club "Care for Healthcare"

Mental Health Programme for Practitioners Serving Elders

## 服務簡介：

賽馬會「疫途有你」醫護及安老服務同工情緒健康支援計劃，是為期兩年（2022年9月至2024年9月），為醫療及護老前線同工處理因疫情及工作而引起的情緒及壓力問題。

本計劃以情緒問卷評估同工的情緒健康狀況，了解同工的抑鬱、焦慮、失眠及創傷後壓力的指數。同時透過網上課堂、精神健康講座、紓壓活動及專業諮詢，提升同工的精神健康並提供情緒支援。其中，三節網上課堂均由臨床心理學家及輔導心理學家設計及主講，以視像影片讓參加者深入學習靜觀、處理失眠方法和認知行為治療的放鬆方法。參加者透過本計劃，不但可了解個人情緒健康狀況，更可學習多種處理壓力和情緒的方法，應用於日常生活中。

## 去年工作重點：

- (1) 以影片為介入方法(intervention) – 本計劃拍攝了三段教學影片：(1)癒疫情下受創的自己(2)靜觀減壓訓練，及(3)認知行為治療 — 五周改善失眠問題，均由臨床心理學家及輔導心理學家設計和主講。三齣影片的拍攝及製作工作已完成，並已上載學會的網上學習平台。
- (2) 情緒健康評估 – 本計劃設計了一份問卷，量度個人在創傷後壓力、抑鬱、焦慮、壓力及失眠等項目上的程度。問卷收集途徑方面，職員透過現場活動、學會的課堂及社交媒體推廣活動接觸參加者以進行問卷調查。

## Service Introduction:

Jockey Club "Care for Healthcare" Mental Health Programme for Practitioners Serving Elders is a two-year project which aims to serve medical and healthcare practitioners by relieving their work and pandemic induced stress and emotional issues. The project has been in operation since September 2022.

This project offers screening tools for measuring levels of depression, anxiety, insomnia and post-traumatic stress disorder of those practitioners. We provide follow-up services such as online classes, mental health talks, stress-relieving workshops and counselling to those in need. The online classes are designed and presented by clinical psychologists and counselling psychologists in the format of online videos. They cover topics including mindfulness, insomnia solution, cognitive behavioral therapy and demonstrations of related exercises. Participants in this project have the opportunities to review their mental health status, and also learn various effective measures to manage their stress and emotions in their daily lives.

## Highlights:

- (1) Three videos were produced as interventions for those participants screened with significant levels of psychological symptoms, covering the topics: (1) Cognitive Behavioral Therapy (CBT) skills training, (2) Mindfulness relaxation training, and (3) Insomnia and Sleep Hygiene. All video contents were designed and presented by clinical psychologists and counselling psychologists. The production was already completed, and the videos are available at the e-learning platform of HKAG.
- (2) Screening – A questionnaire comprising screening tools of PCL-5, DASS-21a and ISI is tailored for the project to measure the level of PTSD, depression, anxiety, stress, and insomnia. This mental health questionnaire has been dispatched to target participants during on-site activities, HKAG classes and through social media promotion.

▼ 其中一間參與計劃的院舍  
A participating Elderly Home



(3) 情緒健康活動 – 計劃職員於院舍及長者服務單位，為醫護及安老服務同工舉行情緒健康教育活動，並收集情緒問卷，詳情如下：

(a) 講座 – 由臨床心理學家主講情緒健康講座。題目包括：「情緒管理：照顧者和服務提供者的減壓秘方」、「淺談正向心理學，共建快樂工作間」、「照顧認知障礙症和有情緒問題的長者及妥善處理個人壓力」、「為分離和哀傷作準備」和「雨後陽光，共同紓緩疫後壓力」。

(b) 工作坊 – 由計劃職員於服務單位，為同工講解情緒健康知識，帶領靜觀和伸展活動，並進行手作坊減壓活動。

(4) 個別諮詢 – 因應評估結果，如有嚴重情緒困擾者，可獲邀進行臨床心理學家個別諮詢。

### 服務統計：

計劃的參與人數為1469人，共向他們提供了約2590節的服務，並收到2581份問卷。

### 展望：

本計劃在2022至2023年度為長者服單位，包括院舍、日間中心、地區中心及家居服務等的前線員工，提供情緒健康服務，包括教育活動、網上課堂及臨床心理學生諮詢。

在未來一年，在原有的服務基礎上，本計劃將進一步開拓合作渠道，亦將增聘臨床心理學家加入提供心理輔導服務。

(3) Mental health activities – Psychoeducational activities and screenings have been conducted in the elderly homes and centres for the staff. Details are as follows:

(a) Talks – conducted by five clinical psychologists and covering topics including: Stress Management, Positive Psychology, Preparation of Bereavement etc.

(b) Workshops – conducted by project staff to provide mental health information, practicing mindfulness exercise and holding handicraft workshops.

(4) Counselling – After evaluation, the participants with severe psychological issues would be offered individual counselling services by clinical psychologists.

### Service Statistics:

1469 people have participated in this project, and 2590 sessions of service have been provided to them. A total of 2581 questionnaires were collected.

### Prospect:

In the year 2022-2023, this project provided the services of psychoeducation activities, online classes and counselling to frontline practitioners serving in elderly care units across Hong Kong.

In the year ahead, new collaborations have already been established on the basis of existing services, and more clinical psychologists will be hired for counselling sessions on top of the existing service.



◀ 攝於手作坊之後  
Photo taken after a handicraft workshop



## 服務介紹 Services

### 學術交流及項目發展

### Project Exchange and Project Development



#### 第二十九屆老年學周年會議

第二十九屆老年學周年會議順利於2022年11月19日假東華學院舉行。會議的主題為“Promoting Health and Well-being in Ageing Population: Strategies and Actions”。是屆會議的主禮嘉賓是香港社會福利署署長李佩詩女士JP。我們很榮幸邀請到東華院校長陳慧慈教授及香港大學社會工作及社會行政學系系主任周燕雯教授為會議作專題演講。有接近300位參加者到場進行交流，超過40份論文於會議中進行發表。

#### 29th Annual Congress of Gerontology

29th Annual Congress of Gerontology was successfully held on 19th November 2022 at Tung Wah College. The theme of the conference was "Promoting Health and Well-being in Ageing Population: Strategies and Actions". It was our honour that Ms. Lee Pui Sze Charmaine, JP, Director of Social Welfare had joined the Congress as our officiating guests in the captioned conference. We had also invited Prof Chan Wai Chi Sally, President of Tung Wah College and Prof Chow Yin Man Amy, Head of Department of Social Work and Social Administration of The University of Hong Kong to deliver the keynote speech. There were nearly 300 participants attended the meeting for exchanges and more than 40 papers were presented at the Congress.



◀ 社會福利署署長李佩詩女士與老年學會會長、總監、副總監合照  
Ms Charmaine Lee, Director of Social Service, accompanied by HKAG's president, executive director and deputy director



▲ 老年學會會長梁福醫生為會議致歡迎辭  
Dr Leung Man Fuk Edward, President of HKAG, delivering the welcome speech



◀ 東華院校長陳慧慈教授是我們其中一位講者  
Prof. Sally Chan, president of Tung Wah College, giving a talk





▶ 老年學會會長梁萬福醫生跟嘉賓合照  
Dr Leung Man Fuk Edward, President of HKAG, taking a group photo with guests

### 第十一屆安老院舍優質照護研討會2023

本會今年繼續獲添寧贊助，於2023年6月21日舉辦研討會，對象為安老院舍主管及護理同工，目的旨在提升安老院舍照護質素，並提供一個平台予業界同工作經驗交流及分享。今年的主題為「院舍優質服務指標」。200位業界同工出席研討會。

### Seminar on Quality Nursing Care in Residential Care Homes for the Elderly 2023

Our Association this year continued to conduct the captioned seminar sponsored by Tena. Target audiences included supervisors and nursing staff of residential care homes for the elderly. The aims were to enhance the quality of care in such homes and to provide a platform for co-workers in the sector to exchange and share their experiences. The theme of this year was "Quality Care in Aged Homes". 200 participants attended the seminar.

### 失禁護理專題研討會2023

研討會由本會及香港理遺學會合辦，希望參加者透過研討會得到有關失禁護理的最新資訊及作經驗交流。今年的研討會於2023年7月25日晚上假律敦治醫院舉行，接近100位醫護同工出席。

### Symposium on Advanced Continence Care

The Symposium was co-organized by our Association and Hong Kong Continence Society Limited. It aimed at facilitating healthcare workers to get updated information on management of incontinence and to have experience exchange. This year's symposium was held in the evening of 25 July 2023 at the Ruttonjee Hospital. Over 200 healthcare workers had attended the Symposium.

▶ 周志榮醫生為照護研討會其中一名講者  
Dr Chow Chi Wing was one of the speakers of the Quality Nursing Care Seminar



▶ 顧問護師鍾欣欣女士為另外一名講者  
Nurse Consultant Ms Ying-ying Chung was another speaker



## 服務介紹 Services

### 香港安老院舍評審計劃

Residential Aged Care Accreditation Scheme (RACAS)



#### 計劃簡介：

香港老年學會於2005年設立香港安老院舍評審計劃(評審計劃)，基於自願參與、同儕評核、過程與成效並重的理念，透過運用一套客觀、有效及具權威性的評審制度，成功推動安老院舍提升服務質素。評審計劃於2008年通過「國際健康照護品質協會」(ISQua)現稱「國際衛生保健質量協會外部評估協會」(IEEA)的評審標準認證，更於2014年6月獲得香港政府創新科技署香港認可處批准通過「安老院服務提供者管理體系認證機構」的認可資格。是本港目前唯一同時獲得國際及香港認可處認可的安老院舍評審機構。

經多年努力推動，社會福利署於2019年度推出了為期五年的「私營安老院認證資助計劃」，鼓勵私營安老院參與院舍認證來持續提升服務質素。

#### 去年工作重點：

自2014年6月評審計劃成為全港首個取得香港政府創新科技署香港認可處「安老院服務提供者管理體系認證機構」的認可資格。評審部已於2023年5月開始進行第四次續期認證。評審計劃第三次新標準修訂自2019年11月開始進行全期4年半共分七階段，首三階段收集有關安老院舍更新法例、業界意見、參考院舍服務質素指標，成立標準修訂委員會，經過多次討論完成初稿。



#### Introduction of the Scheme:

In line with the concept of voluntary participation, peer review and equal importance between process and effectiveness, the Hong Kong Association of Gerontology ("HKAG") established the Hong Kong Residential Aged Care Accreditation Scheme ("RACAS") in 2005. Through an objective, effective and authoritative accreditation system, RACAS successfully promoted quality enhancement in the services of residential care homes for the elderly ("RCHE"). In 2008, RACAS was accredited by the International Society for Quality in Health Care ("ISQua"). In June 2014 the Accreditation Division of the HKAG was accredited by the Hong Kong Accreditation Service ("HKAS") of the Innovation and Technology Commission as a certification body for the Residential Care Homes (Elderly Persons) Service Providers' Management System Certification. HKAG is the only Hong Kong organization which has been accredited by ("ISQua"), now known as ("IEEA") and HKAS for assessment of RCHEs.

After years of pushing forward, the Social Welfare Department launched a five-year "Accreditation Subsidy Scheme for Private RCHEs" in 2019. It encourages private RCHEs to take part in accreditation and improve the quality of their services.

#### Highlights:

In June 2014, HKAG's Accreditation Scheme ("the Scheme") was first accredited by HKAS as a certification body for the Residential Care Homes (Elderly Persons) Service Providers' Management System Certification. In May 2023, the Division is in the process of fourth re-certification assessment. The third standard revision of RACAS has been in the process since November 2019. The Division collected the latest literature and guidelines related to the standard, collected comments from professional, RCHEs and assessors and went through the discussions through Accreditation Standard Review Committee.

◀ 評審員訓練課程2023年第一期  
Training Course for the Assessors (First Cohort 2023)





▲ 在簡介會中向參與院舍介紹評審標準

Explaining the accreditation criteria to participating elderly homes at a briefing session

2022年10月向參加評審的院舍發電郵，收集對標準修訂內容初稿意見，2022年11月19日向合資格評審員發電郵，收集其對標準修訂初稿之意見。再於2022年12月-2023年1月中舉辦7班評審員進階課程，約有170名評審員參與，在課程中進行評審標準焦點小組討論，收集專業醫生、護士、社工、治療師對標準修訂之意見，並在2023年3月經督導委員會通過。

2023年6月，評審部完成第四階段的新標準(RACAS 40: 2024)修訂工作及舉行了5場院舍標準修訂簡介會，並計劃於7月在4間院舍進行2024新標準測試。新版次將於2024年5月推出，適用於新參加評審的院舍。另設有3年過渡期給取得(RACAS 40: 2019)認證之院舍更新認證資格。

自社會福利署於2019-20年度推出一個為期五年的「私營安老院認證資助計劃」(資助計劃)鼓勵私營安老院持續提升服務質素。計劃展開至2023年6月30日，本部共獲得223間安老院舍參加的認證計劃，其中196間為首次參加評審私營院舍。

Oct 2022, E-mails concerning the draft version of standard were sent to RCHEs to collect comments. E-mails to all qualified assessors were sent to collect their comments on standard revision on November 19, 2022. 7 advanced assessor courses were held from December to January 2023 and about 170 assessors participated in the focus group to review the standard. Suggestions and opinions from professional doctors, nurses, social workers, and therapists were collected during the classes. The reviewed standard was approved by the Steering Committee in March 2023.

The Division has completed the fourth phase of the new standard revision RACAS 40: 2024 in June 2023 and 5 briefing sessions introducing new standard for the residential care homes for the elderly (RCHEs) was completed. The pilot test of new standard RACAS 40: 2024 is planned to be conducted in RCHEs in July 2023. RACAS 40: 2024 will be effective from May 2024 applicable to newly joined residential care homes for the elderly (RCHEs). A 3-year transitional period from the effective date will be provided for RCHEs with a valid certificate of RACAS 40:2019 to renew their certification.

The Social Welfare Department (SWD) launched a five-year "Accreditation Subsidy Scheme for Private RCHEs" (the "Subsidy Scheme") in 2019-20 to provide full subsidies for all private RCHEs joining the approved accreditation schemes accredited by the Hong Kong Accreditation Service (HKAS) and approved by the SWD. The Division has a high reputation in the elderly service field, there were 223 care homes joined in the subsidy scheme in which 196 private homes are new clients to RACAS by the end of June 2023.



▲ 在社區教育講座中宣傳評審計劃  
Promoting "RACAS" in a community education seminar

▼ 2023年2月AM730 報紙廣告  
An advertisement on a local newspaper in Feb 2023



▶ 「安老院舍評審計劃」小冊子  
A Booklet for "RACAS"



由2020年初，香港一直被受新冠肺炎疫情爆發影響，大部分的院舍評審工作改期或暫緩進行。評審部因應疫情最新發展更新防疫指引，與評審員及院舍保持緊密聯繫，以保護評審員及院舍的安全，以及作出適合的評審工作安排。例如：境外院舍的續期和覆檢，部份採用視象方式進行。

自2023年3月起，因應政府防疫措施及內地通關放寬的安排，評審部陸續安排到訪境外院舍進行續期及周年覆檢評審工作，以恢復實地評審安排。

2023年1月13日舉辦了「評審院舍證書及獎項」頒授典禮，目的是表揚院舍積極參與評審及致力提升服務質素。是次頒獎典禮共頒發61張證書予通過首年評審的院舍，另頒授7個獎牌予參與安老院舍優質服務的機構，以表揚機構全面參與「安老院舍評審計劃」。

Hong Kong has been affected by the outbreak of the COVID-19 epidemic since 2020, most of the accreditation work in RCHes has been rescheduled or suspended. In order to protect the safety of assessors and RCHes, RACAS has updated the epidemic preventive guidelines in response to the latest anti-epidemic measures from government, maintained close communication with all the parties concerned as well as arranged appropriate accreditation work for assessors and RCHes. For instance, remote audit for RCHes outside Hong Kong to conduct recertification and annual review audit.

Starting from March 2023, Hong Kong returning to normalcy with resumption of Mainland travel, RACAS has gradually arranged to resume visits to RCHes outside Hong Kong for recertification and annual review accreditation work.

January 13, 2023, the "Certificate and Award" conferment ceremony was held to praise the active participation of the residential care homes and their dedication to improvement of service quality. A total of 61 certificates were presented to RCHes which passed the first-year accreditation, and 7 organizations were awarded for the recognition of their full participation in the "Residential Aged Care Accreditation Scheme" during the ceremony.



評審部一向致力培訓評審員，由2005年至今，共培訓了500多位評審員，專業包括註冊西醫、註冊護士、註冊社工、註冊物理治療師及註冊職業治療師。本年度開辦了2班評審員訓練課程，合共培訓26名新評審員。另於年末亦舉辦了7班評審員進階課程，為180多位評審員更新評審技巧及資訊。

為提升公眾對評審計劃的認識，評審部透過報章、小冊子、網頁、公共運輸工具廣告及社區講座等宣傳評審部的工作，讓公眾選擇安老院舍時有所參考。

The Division has always been committed to assessors training. A total of more than 500 assessors have been trained since 2005. Professional background of assessors included registered medical officers, registered nurses, registered social workers, registered physiotherapists and registered occupational-therapists. 2 assessor training courses were conducted and 26 new trainees were trained, also more than 180 assessors attended in the 7 assessor advance courses to refresh the accreditation skills by the end of 2022.

In order to enhance the public's understanding of the accreditation scheme, the division has always been committed to conducting publicity and promotion work. Through advertising in newspapers, brochures, RACAS website, transportation and community talks for the public to make reference while choosing elderly homes.



▲ 2023年「評審院舍證書及獎項」頒授典禮  
Accredited RCHes Certificates and Awards Presentation Ceremony 2023



## 服務統計 Service Statistics



參與評審院舍統計 (由2005年至2023年6月) Number of Accredited Homes (From 2005 to Jun 2023)	院舍數目 Number of Accredited Homes
參與評審 Participated in RACAS	312
通過評審 Obtained accreditation	264
持有有效的評審認證證書(截至2023年6月30日) Holding valid accreditation certificates (As at 30 June 2023)	196
評審年期 Year of Accreditation	院舍數目 Number of Accredited Homes
已開始首個評審週期 Started 1 <sup>st</sup> accreditation cycle	180
已完成首個評審週期，第二個評審週期進行中 Completed 1 <sup>st</sup> cycle, 2 <sup>nd</sup> accreditation cycle in progress	86
已完成第二個評審週期，第三個評審週期進行中 Completed 2 <sup>nd</sup> cycle, 3 <sup>rd</sup> accreditation cycle in progress	15
已完成第三個評審週期，第四個評審週期進行中 Completed 3 <sup>rd</sup> cycle, 4 <sup>th</sup> accreditation cycle in progress	13
已完成第四個評審週期，第五個評審週期進行中 Completed 4 <sup>th</sup> cycle, 5 <sup>th</sup> accreditation cycle in progress	16
已完成第五個評審週期，第六個評審週期進行中 Completed 5 <sup>th</sup> cycle, 6 <sup>th</sup> accreditation cycle in progress	2
總數 Total:	312

## 評審次數 (由2005年 至 2023年6月) Number of On-site Accreditation s (From 2005 to Jun 2023)

評審類別 Type of Accreditation	2022年7月 - 2023年6月	遞增次數 Accumulated times
主要評審 (首年評審及續期評審) Major accreditation (first year accreditation and re- certification)	71	355
週年覆檢 Annual Review	140	672
總數 Total:	211	1,027

## 訓練課程 Training Course

種類 Type	次數 Number	人數 Participants
參與評審員訓練課程 (由2005年至2023年6月) Participated the Assessor training course (From 2005 to Jun 2023)	26	519
評審員訓練課程 (由2022年7月至2023年6月) Assessors training course (From Jul 2022 to Jun 2023)	2	26
評審員進階課程 (由2022年7月至2023年6月) Advanced Course (From Jul 2022 to Jun 2023)	7	181
評審員人數(截至2023年6月30日) Number of Assessor (As at 30 June 2023)		

專業 Profession	人數 Participants
註冊護士 Registered Nurse	90
註冊社工 Registered Social Worker	93
註冊物理治療師 Registered Physiotherapist	12
註冊職業治療師 Registered Occupational Therapist	3
總數 Total: 198	

## 展望：

來年評審部繼續致力推動安老院舍參加認證計劃，包括每月舉辦免費講座，讓不同的院舍、社會人士了解院舍評審的流程及安排，推廣大眾認識及支持發展評審計劃，以提升院舍的照顧質素，讓長者可以有所選擇，讓家人可以安心。評審部總結多年評審實際經驗，以「精、準、扼要和便捷」為目的，計劃在2023年末推出一個新系統：「安老院舍服務考核」，以協助小型私營安老院舍提昇管理能力及服務照顧質素，達至政府「買位計劃」要求，鼓勵院舍持續改善服務，回應業界期盼。

## Prospect:

In the coming year, the Division will continue to promote the accreditation scheme, including delivering free talks every month to introduce the goal, process and arrangements of the accreditation scheme to different types of homes as well as the community, increasing popularity and support of RACAS in society with aim at improving the quality of service that beneficial to the frail elderly and their family. The Division would summarize accreditation experience, with an aim of “simple, precise, concise, convenient” to establish and implement Service Assessment of Elderly Homes (SAEH) by the end of 2023, in order to assist the improvement of the management capability, quality of home care services of small private elderly homes, and to facilitate their the service standard reaching the requirement of “Enhanced Bought Place Scheme” as well as continuous service improvement in response to public expectation.

## 服務介紹 Services

### 香港老年學學院

Hong Kong Institute of Gerontology



#### 計劃簡介：

香港老年學學院旨在為本地及海外安老服務從業人員提供各類專業課程，以提供高品質的安老服務。學院的課程涵蓋廣泛，並由資深醫生、護士、物理治療師、職業治療師、營養師、社會工作者及管理人員主講。學院亦相當重視實踐經驗的培養，部分課程包括實地參觀及實習，以提升學員專業能力。同時，隨著政府對社區照顧的推展，居家護老的需求日益提升。因此，本學院也開發了與社區照顧相關的課程。

#### Service Introduction:

Hong Kong Institute of Gerontology is aimed to provide various professional courses for local and overseas elderly service, so as to enhance high-quality elderly services. Our courses are extensive and conducted by experienced doctors, nurses, physiotherapists, occupational therapists, nutritionists, social workers and administrators. The Institute also attaches great importance to the cultivation of practical experience. Some courses include site visits and internships to enhance the professional ability of students. At the same time, with the government's promotion of community care, the demand for home care for the elderly is increasing. Therefore, the Institute has also developed courses related to community care.



▲ 利東訓練中心  
Lei Tung Training Centre



▲ 利東課室  
Classroom in Lei Tung Training Centre



## 去年工作重點：

### 1. 新增訓練場地和電腦管理及學習系統

隨著社會對安老服務需求增加，學院今年增設新訓練場地以滿足需求。新場地「賽馬會港島訓練及發展中心」位於港島南區的利東邨，鄰近利東港鐵站，交通便捷。同時，學院更換尖沙咀會址的地毯，改善課室環境。學院亦新增了網上報名和學習系統，方便申請、學員和職員管理。

### 2. 香港老年學學院「安老服務業員工培訓需要調查2023」

學院多年來一直為業界的專業人士和前線同仁提供各種培訓課程。考慮到業界的不同學習需求，學院於2023年6月進行了「安老服務業員工培訓需要調查2023」，收集了業界同仁的意見，以更好地為業界設計培訓課程。

### 3. 延續資歷架構認可課程

自2017年起，本院多個課程獲得資歷架構認證，包括「護理員證書」、「保健員訓練證書」、「社會福利署院舍員工培訓資助計劃-保健員進階證書」及「社會福利署院舍員工培訓資助計劃-護理員訓練課程證書」，新課程「QASRS 保安服務培訓證書」(資歷架構第 1 級)於2023年3月通過資歷架構認證。

## Highlights:

### 1. New training venues and computer management and learning systems

As the society's demand for elderly care services increases, the Institute has added a new training venue to meet the demand. The new venue "Jockey Club Island Training and Development Centre" is located in Lei Tung Estate, Southern District. It is close to Lei Tung MTR Station with convenient transportation. At the same time, the Institute replaced the carpet in the Tsim Sha Tsui training center to improve the classroom environment. The Institute has also newly implemented an online registration and learning system to facilitate the application and management of students and staff.

### 2. Hong Kong Institute of Gerontology "Survey on Staff Training Needs in the Elderly Service Industry 2023"

The Institute has been providing various training courses for industry professionals and front-line colleagues for many years. Taking into account the different learning needs of the industry, the Institute conducted the "Survey on Staff Training Needs in the Elderly Service Industry" in June 2023 to collect opinions from colleagues in the industry in order to better design training courses for the industry.

### 3. Programme recognized under the Qualifications Framework

Since 2017, our several courses have been accredited by the Qualifications Framework, including "Certificate in Care Workers", "Certificate in Health Worker Training", "Training Subsidy Scheme for Staff of Residential Care Homes- Certificate in Advanced Training for Health Workers" and "Training Subsidy Scheme for Staff of Residential Care Homes- Certificate in Training for Care Workers". The new course "Certificate in Guarding Services under QASRS " (QF Level 1) had granted the qualifications framework accreditation in March 2023.



◀ 利東實習室  
Practice Room in Lei Tung Training Centre





◀ 課堂學習  
A class in progress

#### 4. 與香港都會大學合辦的「院舍主管培訓專業證書」

為因應香港政府修訂院舍條例對院長的新要求，本學院與香港都會大學合作多年，在資歷架構下開設認可的主管培訓課程，以持續提升對安老院舍和殘疾人士院舍的服務質素。

#### 5. 機構「度身訂造」培訓課程服務

學會為各安老服務機構提供量身打造的专业培訓課程，提升專業知識和技巧。過去一年，學院與不同機構合辦多個安老服務和護理課程，包括連續六年與東華三院青年護理服務啓航計劃合作的「起居照顧員證書課程」，及連續六年與醫管局合辦的「醫護支援人員臨床病人服務訓練課程」和「Certificate Course in Gerontology Training Programme for Chinese Medicine Practitioner Trainees (CMPTs)」。

此外，學院亦曾為多間院舍提供到戶專題培訓。

#### 4. Professional Certificate in Training for Home Managers co-organized with the Hong Kong Metropolitan University

In response to the Hong Kong government's new requirements for the home managers of residential care homes, the Institute has cooperated with the Hong Kong Metropolitan University for years to offer a recognized home managers training course under the qualifications framework to continuously enhance the service quality of residential care homes for the elderly and the disabled.

#### 5. Tailor-made training programmes for Organizations

The Institute provides tailor-made professional training courses for various elderly service organizations to enhance professional knowledge and skills. In the past year, the Institute has co-organized a number of elderly care services and nursing courses with different organizations, including the "Personal Care Worker Certificate Course" which has been cooperating with the Tung Wah Group of Hospitals "Navigation Scheme for Young Persons in Care Service" for six consecutive years. The Institute has also co-organized with the Hospital Authority to conduct the "Certificate course in Care-related Support Worker Training" and "Certificate Course in Gerontology Training Program for Chinese Medicine Practitioner Trainees (CMPTs)". In addition, the Institute has also provided on-site topical training for a number of residential care homes.

## 6. 僱員再培訓局課程

學院持續舉辦僱員再培訓局之課程。本年度開辦了「護理員訓練課程基礎證書(精修班)」、「醫護支援人員(臨床病人服務)證書」及「保健員證書課程」。

## 7. 持續護理教育課程及工作坊

為提升護士在安老服務的專業知識和技能，本會持續舉辦各種持續護理教育課程(CNE)和工作坊，滿足行業需求。包括「傷口護理技巧」、「腹膜透析護理工作坊」、「精神健康急救證書」、「院舍護理及骨質疏鬆治療工作坊」、「護理文件撰寫」等。此外，還舉辦其他工作坊，如「手法治療與穴位痛症治療」、「靜觀和諧園藝治療」等，拓展學員思維與體驗。

## 8. 晚晴照顧課程

香港老年學會多年來致力推動長者晚晴照顧工作，並積累了寶貴的臨終關懷經驗。本著互相支援和分享的精神，我們為管理人員、長期護理服務團隊、專業人員和牧靈工作開設了晚晴照顧證書課程，旨在掌握長期護理中臨終關懷的知識和技能。

## 6. Employees Retraining Board (ERB)

The Institute continues to organize courses for the Employees Retraining Board. This year, the "Foundation Certificate in Personal Care Worker Training (Intensive Course)", "Certificate course in Care-related Support Worker Training" and "Certificate in Health Worker Training" were delivered.

## 7. Continuing Nursing Education (CNE) Course

In order to enhance the professional knowledge and skills of nurses in elderly care, the Institute continues to organize various Continuing Nursing Education (CNE) courses and workshops to meet the needs of the industry. Including "CNE updated course on Wound Care Management", "Workshop on Nursing Care of Peritoneal Dialysis", "Mental Health First Aid (Elderly Care) Certificate Course", "Workshop on Basic Foot Care and Prevention of Foot Ulcers for Residential Elderly" and "Practical Skill of Nursing Documentation", etc. In addition, other workshops, such as "Applied Certificate Course in Manual Therapy and Acupressure Pain Therapy", "Horticultural Therapy Workshop on Mindful Harmony", etc., were held to expand students' thinking and experience.

## 8. End of Life Care in Long Term Care

Hong Kong Association of Gerontology has been committed to promoting the end of life care of the elderly for many years, and has accumulated valuable experience in hospice care. In the spirit of mutual support and sharing, we offer a certificate course "Certificate course on End of Life Care in Long Term Care" for management staff, long-term care service teams, professionals and pastoral care workers, aiming to acquire the knowledge and skills of end-of-life care in long-term care.



◀ 課堂學習  
A class in progress





課程 (已完成) Training Course (completed)	舉辦課程數目 No. of Classes	畢業人數 No. of Graduates
保健員訓練證書 Certificate in Health Worker Training	5	64
護理員證書 Certificate in Care Workers	10	116
社會福利署院舍員工培訓資助計劃 - 保健員進階課程證書 Training Subsidy Scheme for Staff of Residential Care Homes - Certificate in Advanced Training for Health Workers	7	89
社會福利署院舍員工培訓資助計劃 - 保健員進階課程證書 Training Subsidy Scheme for Staff of Residential Care Homes - Certificate in Training for Care Workers	15	218
醫護支援人員 (臨床病人服務) 訓練課程 (自費) Certificate in Care-related Support Worker Training	12	162
僱員再培訓局： Employees Retraining Board	2	21
1. 醫護支援人員（臨床病人服務）基礎證書 Foundation Certificate in Care-related Support Worker		
2. 保健員證書 Certificate in Health Worker Training		
職業治療助理證書課程 Occupational Therapy Assistant Certificate Course (OTA)	14	183
物理治療助理證書課程 Physiotherapy Assistant Certificate Course (PTA)	10	172
保安服務培訓證書 Certificate in Guarding Services under QASRS	2	32
晚晴照顧證書課程 Certificate course on end of life care in long term care	1	14
持續護理教育/持續專業發展 (CNE/CPD) Continuing Nursing Education / Continuing Professional Development (CNE/CPD) Courses	42	398
工作坊 Workshops	29	282
與其他機構合辦課程 Courses collaborated with other organizations	12	231
總數 Total:	161	1,982



◀ 課堂學習  
A class in progress

### 展望：

香港老年學學院是香港老年學會的核心服務單位之一，致力於為安老服務的前線及專業同工提供多元化培訓課程，以因應人口老化所帶來的挑戰。學院將擴展培訓項目種類和靈活性，以滿足對護老者訓練需求的增加。專業培訓課程將涵蓋安老服務領域的各方面，並提升學員對長者需求的理解和應對方法。此外，學院將推出更多靈活的培訓方案，如短期工作坊、在職培訓和線上學習，讓更多業界同工和社區護老者能夠提升專業能力。學院還將加強與相關機構和專業團體的合作，擴展培訓資源和專業網絡，推動整個安老服務行業的發展，旨為更好地滿足長者的需求，提升生活品質。

### Prospect:

Hong Kong Institute of Gerontology is one of the core service units of the Hong Kong Gerontology Association. It is committed to provide diversified training courses for the frontline and professional staff of elderly services to meet the challenges brought about by the aging population. The college will expand the types and flexibility of training programs to meet the increasing demand for caregiver training. Professional training courses will cover all aspects of the elderly service field, and enhance students' understanding of the needs of the elderly and how to deal with them. In addition, the Institute will launch more flexible training programs, such as short-term workshops, on-the-job training and online learning, so that more industry workers and community caregivers can enhance their professional capabilities. The Institute will also strengthen cooperation with relevant institutions and professional groups, expand training resources and professional networks, promote the development of the entire elderly service industry, in order to better meet the needs of the elderly and improve the quality of life.





## 服務介紹 Services

### 安老服務業「過往資歷認可」機制 Recognition of Prior Learning Mechanism in Elderly Care Service



#### 服務簡介：

香港老年學會於2015年6月獲得「香港學術及職業資歷評審局」屬下「過往資歷認可」機制之評審資格，其後於同年9月獲「教育局」正式委任為安老服務業「過往資歷認可」機制之評估機構，以推動業界透過「過往資歷認可」機制，確認其相關工作能力及經驗，有助從業員發展事業及訂立進修路徑。

#### Service Introduction:

In June 2015, Hong Kong Association of Gerontology was accredited as an Assessment Agency of "Recognition of Prior Learning" Mechanism by Hong Kong Council for Accreditation of Academic and Vocational Qualifications. Thereafter, in September 2015, the Association was officially appointed by the Education Bureau via the Qualification Framework Secretariat as the Assessment Agency of "Recognition of Prior Learning" Mechanism in Elderly Care Service. It targets to allow practitioners in elderly care services to apply for formal recognition of their relevant knowledge, skills and experience, so as to facilitate their career development and drawing up further learning paths.



#### 去年工作重點：

本會安老服務業「過往資歷認可」機制下評審資格於2023年6月順利通過「香港學術及職業資歷評審局」覆審，同年9月亦獲教育局續任5年為安老服務業「過往資歷認可」機制之評估機構。

安老服務業「過往資歷認可」機制會由原本的「院舍照顧」擴闊至涵蓋「社區照顧及支援」範疇，讓社區照顧的從業員及照顧者可透過機制獲得社會認可的資歷證明。

#### Highlights:

In June 2023, Our Association was successfully re-accredited as an Assessment Agency of "Recognition of Prior Learning" Mechanism by Hong Kong Council for Accreditation of Academic and Vocational Qualifications. In September 2023, our Association was extended the appointment by the Education Bureau as the Assessment Agency of "Prior Learning" Mechanism in Elderly Care Service for the next 5 years.

Apart from the branch of "Residential Care", a new branch of "Community Care and Support" has been developed so that practitioners of the community service area and carers can apply and obtain a "Statement of Attainment" qualification from the "Prior Learning" Mechanism.

## 服務統計 Service Statistics



學會負責是項計劃之職員致力聯絡機構／院舍／服務單位作宣傳及舉辦免費簡介會。由2015年12月至2023年7月期間

The staff in-charge of the project have followed up with organizations / RCHes / service units, to conduct free briefing sessions about the RPL mechanism to their staff. From December 2015 to July 2023



到訪超過  
all together

60

間機構／院舍／服務單位  
briefing sessions



3

次較大型的地區簡介會，向業界僱主、員工及公眾人士推廣過往資歷認可機制  
large scale public talks have been conducted

由機制開始接受申請至2023年7月期間  
From the commencement up to July 2023



2,487 位申請者  
applicants



成功申請  
have successfully applied

11,105

個能力單元組合的資歷證明書  
clusters to obtain Statement of Attainment

### 展望：

向業界推廣「過往資歷認可」機制，加強其靈活應用，在設計和發展新課程時考慮透過持有「過往資歷認可」資歷證明書豁免修讀部份課題，或當作其中一項入學條件，加強其通用性。

### Prospect:

To enhance the use of "Recognition of Prior Learning" Mechanism, some training programmes will be offered exemption from part of the learning hours or as one of the admission requirements by obtaining a "Statement of Attainment" qualification from RPL.

## 服務介紹 Services

### 安老及醫療服務求職網

Elderly and Health Care Employment Website



#### 服務簡介：

網站旨在為安老及醫療業界提供一個公開及免費的就業資訊平台，讓有志投身業界的人士取得更全面的職位空缺資訊，同時讓僱主更快捷地發放空缺消息，更有效率地聘用人手。

#### Service Introduction:

The website aims at providing an open and free of-charge employment information platform for elderly and health care service sectors. It enables the workers to obtain more comprehensive information on job vacancies.

## 服務統計 Service Statistics



自網站運作以來，共有 **322** 名僱主在網站註冊。

Since the beginning of operation, 322 employers have registered with us.



2022年7月1日至2023年6月30日期間  
During the period of 1 July 2022 to 30 June 2023

網站共刊登了 **645** 個職位空缺  
645 job vacancies had been posted.



錄得 **15,354** 次的點擊。  
a hit count of 15354 was recorded.



◀ 網頁介面  
Website Interface





## 賽馬會安寧頌：「安寧在院舍」計劃

JCECC: End-of-Life Care in Residential Care Homes for the Elderly

### 服務簡介：

香港賽馬會慈善信託基金自2016年撥款捐助老年學會的「賽馬會安寧頌 - 安寧在院舍計劃」(下稱本計劃)，而學會於2022年再獲賽馬會撥款捐助第三期計劃(2022-2025)，現已進入第二年。

香港老年學會安寧頌團隊繼續為參加計劃的院舍服務，攜手同行，提供紓緩及臨終照顧培訓，為在職各階層員工能夠從中學習，掌握知識及技巧，提升晚晴照顧服務的質素，期望於本計劃完結時(2025)，參加計劃的院舍能夠將「晚晴照顧」納入院舍常規服務之中。

同時為院友及家人提供晚晴照顧講座，除了為院舍員工提供培訓，安寧頌團隊亦專注與院友及家人溝通，盡早講解生死教育，長期病患及不可逆轉重症方面知識，提升院友及家人自決能力，達到留者善別，去者善終目的。

### Service Introduction:

The “JCECC: End-of-Life Care in Residential Care Homes for the Elderly” project has been supported by The Hong Kong Jockey Club Charities Trust since 2016. It has entered the second year of its Phase 3 (2022-2025).

The HKAG End-of-Life care (EOL) project team continues to provide support to Residential Care Homes of the Elderly (RCHEs). The project team provides training and coaching to RCHE’s staff, equipping them to have EOL service as part of their routine care. Hopefully by 2025, RCHEs will be able to provide quality End-of-life care independently.

In addition to the service for RCHE’s staff, the EOL team also serves the RCHE residents and their family members. The team conducts seminars about life and death education, knowledge about long-term and terminal illness, so that the RCHE residents can pass away with less suffering.

#### ▼ 院舍端午節院友活動

RCHE residents wrapping traditional dumpling for Dragon Boat Festival



◀ 香港賽馬會安寧頌贈送聖誕禮物給院友(院舍管理層代收發)  
Christmas gifts from HKJCECC/EOL program to RCHE residents



◀ 安寧頌社工定期在院舍為院友提供生死教育講座  
EOL Social Workers regularly give Life and Death talks to RCHE residents

學會在這一期計劃更擔當「帶教」角色，一方面為院舍在晚晴照顧服務上提供指導，另一方面為合作機構的晚晴照顧地區專隊進行培訓。

除此之外，承蒙賽馬會慈善信託基金捐助，學會在2022年開展了「賽馬會安寧頌——安寧在院舍」晚晴照顧基礎課程線上課堂的籌措工作，為安老院舍同工引入一門與時並進的網上學習模式，提供全面的晚晴照顧的知識及技巧培訓。課程大致劃分為前線同工與專業同工兩個系列，按不同工作範疇、學歷背景為藍本，設計深淺程度及涵蓋範圍不同的教材，以回應社會大眾對「居處離世」日益殷切的服務需求。

### 去年工作重點：

學會會繼續為35間院舍提供安寧在院舍計劃服務直至2023年6月尾，其中21間政府資助院舍，會分階段安排交予第三及第四個地區專隊接收。轉接期間老年學會安寧在院舍計劃團隊繼續提供直接計劃服務，員工培訓，院友及家人晚晴教育講座，為適合院友參加臨終照顧計劃，提供身心社靈，臨終照顧，哀傷輔導服務，適時為院友及員工安排解說會，疏理不捨情緒，直至新地區專隊成功接收院舍。

其餘14間護養院，計劃團隊依照編排已完成陪訓院舍主要員工，帶教個案及評估能力。整年陪訓之目的以達成，部分院舍已能夠獨立運作，為院友提供臨終照顧服務。首半年14合約及間護養院表現平穩，計劃團隊會繼續提供支援及定期與院舍舉行會議，跟進院舍進度至2025。

HKAG EOL team also plays the role of a coach to new district's NGOs, when they are learning to deliver end-of-life care service to RCHEs.

Last but not least, starting in 2022, we were fortunate to receive a donation from the Hong Kong Jockey Club Charities Trust, enabling us to launch the "Jockey Club End-of-Life Care - Care in Residential Care Homes for the Elderly (RCHEs)" basic end-of-life care online course. It provides comprehensive training in knowledge and skills for late-life care. The course covers both the frontline staff and professional staff, with 2 different sets of teaching materials designed based on their respective job scopes and academic backgrounds. It is to meet the increasing demand for "Dying-at-home" services and other end-of-life care services.

### Highlights:

There are adjustments of the proposed EOL operation, HKAG EOL Team would continue to provide direct service for the 35 (21 +14) RCHEs to June 2023. From June onwards, the 21 subvented homes, direct care service will gradually be transferred to 3rd and 4th new district operators. During the interim period, HKAG EOL team will continue to provide staff training, staff coaching, seminars for resident and family, EOL cases selection, counseling, bereavement support and staff debriefing sessions.

The remaining 14 contract homes or purposely-built nursing homes have completed 12 months of coaching from January to December 2022, from 2023 for independent EOL service provision. The 6 months performance revealed 14 contract Homes is self-sufficient in service provision. The HKAG EOL team will continue to provide support to 14 Contract Homes to the end of 2025.





◀ 院友和家屬接受報刊記者專訪  
EOL service end user/family interviewed by a press reporter



▲ 安寧頌姑娘定期在院舍為院友提供末期症狀及處理講座  
EOL nurse giving a talk on terminal symptoms and treatment to RCHE residents

第三期計劃的服務模式加入早期接觸院友及家人，提供晚晴教育為居於院舍內的其他院友，包括新入住院友，及其家人，以講座或個別接觸形式提供晚晴教育，藉此讓他們及早認識晚晴規劃的概念和選擇，例如生死教育、疾病進程或臨終照顧和治療方面的選擇等，並鼓勵溝通表達意願，希望有助減少日後在醫護照顧決定上可能出現的不安。另透過與院舍溝通定期評估院友的晚晴照顧需要。

2023年起，綜合過往服務經驗，為使服務更為全面，工作重點加入了社區教育事工，旨在加強潛在功能社區(正在輪候長期照顧服務之長者及其家人)對晚晴照顧服務的認知，了解晚期醫療照顧上之選擇權利，於不同地區之安老服務單位(社區照顧)及家屬組織進行公眾教育講座。

另外，為更暢順地讓計劃職員與院舍管理層安排晚晴教育服務，社工團隊設計了晚晴教育服務清單，讓院舍能更清晰了解及選擇晚晴教育服務。

Early Engagement (EE) of Phase 3 is an added focus. Group and individual talks were held to introduce the EOL concept for the newly admitted and existing residents and family. Aimed to raise public awareness of advance care planning (ACP), life and death education, disease trajectory, advance chronic illnesses with treatment options to end-stage-life care.

From previous experience, the team thinks it is necessary to expand the scope of EOL service. The team plans to cover some of the overlooked groups in 2023. For example, the team is conducting EOL related seminars for elderly and families waiting to be settled into a RCHE. The response was overwhelming and the EOL seminars will continue.

For internal service, a checklist was designed by our Social Worker team. It is a user-friendly form with topics of talks /activities in tick box format, on return of the completed checklist, EOL team will follow up with RCHE choices, furnishing a planned EOL education activities for the year.



地區專隊方面，直至2023年6月，包括基督教靈實協會和東華三院的參與，擴大了非政府組織於地區院舍提供晚晴照顧服務；並採用賽馬會「安寧在院舍」計劃設定的服務模式，管理九龍東和新界東區，合共30間政府資助的院舍參與服務。香港老年學會「安寧在院舍」計劃團隊作為項目「帶教」，提供地區專隊服務大綱及服務諮詢，並支援地區專隊使用既定的服務模式於安老院舍提供晚晴照顧服務。

As for the district teams, until June 2023, including the participation of Haven of Hope Christian Service (HOHCS) and Tung Wah Groups of Hospital (TWGHs), expanding the EOL service provided by non-governmental organizations (NGOs) in district based. Two District EOL teams adopted the HKAG EOL service model to manage RCHEs at Kowloon East and New Territories East districts; a total of 30 subvented RCHEs participated in the service. HKAG EOL team acts as a program manager to deliver District-based team orientation, provide service consultation and to support operators using EOL service protocol.

▼ 院舍同工積極參與安寧頌「新冠疫情分享會」  
Active participation of RCHE staff in a sharing session



▼ 安寧頌社工在院舍為前線同工提供溝通技巧講座  
EOL Social Worker conducting a seminar on communication skills to frontline staff of RCHE



◀ 院舍前線同工正在進行溝通技巧活動  
Frontline staff of a RCHE participating in activities about communication skills

為進一步加強業界從業員對安老院舍晚晴照顧的基本概念，並擴大其實務的廣泛應用，本會組成「能力發展」團隊，當中成員包括富於安老及晚晴照顧的註冊護士、註冊社工和教育行政人員。經歷數個月來的課程設計、大綱編訂及技術研究，於去年中旬，開始教學內容的編撰工作，內容包括長者生命晚期的病徵處理、長者及家屬的心理、社交及靈性需要、與晚晴照顧有關的溝通技巧、「安寧在院舍」計劃的準備與執行及對工作人員的關顧，目的不單在於促進同工實踐晚晴照顧的推動力，並鞏固知識層面的根基，更提倡員工之間互諒關愛精神。除了文字編輯外，部門更邀請本會會長梁萬福醫生、註冊護士及註冊社工擔任主講，由製作公司將教學內容進行影片攝製，實行多媒體的教授方法，以生動的教授方式將理論化為影像，活現於學員眼前。

為了確保達至教學目標，讓同工了解每個課題的學習成效，部門於各單元影片的末段，擬訂多種類型的問題供同工作答，作為個人學習評估之用。評估方法以晉級形式進行，同工必須在收看教學影片完畢後，進入問答部份版面正確回答有關問題，方可晉級至另一個課題的連結繼續課程，直至所有課題修畢，才視作成功完成整個課程。此外，為予確保優良的培訓質素，於文字教材及教學影片製作完成後，呈交予安寧頌安寧在院舍計劃督導委員會進行鑑閱、評議及核准通過的程序後，才上載於本會的線上學習平台，以供學員閱覽及收看，作為專業評審的規模。

To further strengthen industry practitioners' basic understanding of end-of-life care in elderly homes and broaden its practical application, HKAG has formed a Capability Building Team. Its members include registered nurses, social workers, and administrative staff experienced in elderly and end-of-life care. After months of course design, syllabus drafting, and technical research, the team began compiling the teaching content in mid 2022. This included symptom management in late life, psychological, social, and spiritual needs of elderly and their families, communication skills related to end-of-life care, preparation and execution of the "JCECC-End-of-Life Care in RCHes" program, and care for staff. The object of this course includes enhancing staff motivation in delivering end-of-life care, consolidating basic end-of-life care knowledge and promoting an ethos of mutual respect, empathy and care. Our team has invited Dr. Leung Man Fook, the president of the Association, experienced registered nurses, and social workers to serve as lecturers. The teaching content was filmed by a production company, implementing a multimedia teaching approach to vividly illustrate theories and other content.

To ensure teaching objectives are met and allow staff to understand the learning outcomes of each topic, there are questions at the end of each video for self-assessment. The assessment process is progressive; staff need to answer the relevant questions after watching the video before proceeding to the next topic. Only after all topics are completed is the course considered successfully completed. Further, to ensure training quality, the textual teaching materials and teaching videos are reviewed, evaluated, and approved by the Steering Committee of the "JCECC-End-of-Life Care in RCHes" program, before being uploaded to our online learning platform for students to view and watch.



## 服務統計 Service Statistics



2022年7月1日至2023年6月30日，計劃團隊為21間安老院舍提供晚晴照顧直接服務，共264位院友及410家屬接受服務。

2023首半年，14間合約院舍平均新收28 EOL個案，其中有8位院友開啟EOL房服務。

此外，1206位院友和1832位家屬，透過計劃認識晚晴規劃的概念和選擇。

2022至2023年度，團隊為21間持續照顧院舍提供「晚晴教育」服務，共1154位院友及其家屬受惠，透過計劃認識晚晴規劃的概念和選擇。

此外，社工團隊亦與地區安老服務單位及家屬組織協作，為仍接受「社區照顧」之長者及其家人提供晚晴照顧講座，2023上半年間共推行9次公眾教育講座，共218人受惠。另收回18間院舍的晚晴教育服務清單，並按進度持續進行。

能力發展部方面，在2022年7月1日至2023年6月30日期間一共有246人參與了它的線上課程、20人參與了院舍晚晴照顧醫生培訓證書課程、462人參與了院舍同工分享會、305人參與了專業研習講座。

From 1 July 2022 to 30 June 2023, 264 RCHE residents and 410 family members have benefited from the direct care service of the EOL team for the 21 RCHEs.

In the first 6 months of 2023, an average of 28 new residents from 14 contract homes on average intake of amongst 8 cases utilized EOL room service.

And 1206 RCHE residents and 1832 family members learnt about EOL concepts and choices for end-of-life care through the scheduled EOL seminars at RCHEs.

In the year 2022-23, 1154 residents and family members from 21 COCs attended the seminars provided by the EOL team. They learned about EOL concepts and were aware of the choices for end-stage life care.

In the first half of 2023, 9 EOL seminars were held at different community centers, with an attendance of 218 elderly and family members. From the return checklist for RCHE seminars, 18 out of 21 COCs had ticked items, so the EOL teams will follow up with them accordingly.

As for the activities provided by the Capability Building Team, from 1 July 2022 to 30 June 2023, a total of 246 people participated in the online course, 20 people participated in the Certificate Course for Medical Officer on End-of-Life Care for RCHEs, 462 people participated in the RCHEs Staff Sharing Forum, and 305 people participated in the Professional Seminar.



**展望：**

自2022年7月，香港老年學會著重對外推廣計劃，團隊開始帶教第二地區專隊(東華三院)，加入提供晚晴照顧給予東華三院屬下坐落於新界東16間院舍，按先後次序推行安寧在院舍計劃服務。與此同時計劃團隊有序地繼續為社區提供教育講座、將晚晴照顧普及化，積極推動院舍將預設照顧計劃納入院友個人照顧，整合成一套整全照顧服務計劃。

團隊繼續在院舍推行晚晴教育以提高新舊院友及其家人對晚晴照顧服務的認識，促進院友在未進入生命晚期前與家人之溝通，及早為自己在最後階段的健康護理和治療作好規劃和準備，令院友先前定下的意願被家人了解和執行。

2023年中後期合共4間機構會成為地區的晚晴照顧專隊，將晚晴照顧服務擴展至更多受資助的安老院舍。救世軍將於2023年7月起成為第三間管理九龍中非政府機構安老院舍的地區專隊。香港老年學會將會轉交九龍中10間安老院舍給予救世軍營運。聖公會亦於2023年9月成為第四間管理九龍西非政府機構安老院舍的地區專隊。為選定地區的64間安老院舍提供晚晴照顧服務。

教材製作方面，「安寧在院舍晚晴照顧基礎課程」乃一項極具規模的多媒體教學課程製作。汲取過去一年的籌備及編撰經驗，本會將於來年第四季展開新一階段的教材製作工作。配合首兩階段的教學概念，新階段課程乃基礎課程的進階版本，內容包括人手小心餵食技巧、長者晚期之營養所需、傷口、壓傷及下肢壞疽處理、末期器官衰竭、末期癌症之疾病軌跡、晚晴及認知障礙症照顧、維生治療的決定、家屬支援、生命回顧與意義和哀傷支援，共18個單元，供完成基礎課程之同工修讀。展望未來一年，本會將著手制訂內容大綱，撰寫文字教材共製作影片，並上載於本會線上教學平台，提供予報讀的同工收看。除教學內容以外，亦制訂課後評估環節，作為教學質素保證的指標。

**Prospect:**

From July 2022, HKAG EOL team focused in preparation for coaching the 2nd new operator, Tung Wah Group of Hospital. Upon completion of training, the new district operator will provide direct EOL service to 16 RCHes in New Territory East. Concurrently, the EOL team continues to provide EOL seminars to the public for awareness building. To integrate EOL advance care plan (ACP) with resident's ICP, forming a holistic total care plan at RCHes will be the final aim.

Early engagement (EE) continues to enhance understanding of end-of-life care among residents and family members in RCHes, facilitating the residents to express their end-of-life care wishes to family members before the last stage of life.

From the second half of 2023, HKAG has engaged 4 NGOs to provide EOL service to more subvented home RCHes. Salvation Army would join as the third new EOL district operator in July 2023, 10 COCs from Kowloon Central District will be handed over to the Tung Wah Group by the HKAG EOL team and a coaching plan will be provided. From September 2023 Sheng Kung Hui will join as the fourth new district operator, taking over 11 COCs from Kowloon West district. HKAG EOL team facilitates the development of four NGO EOL teams, supporting 64 RCHes to deliver EOL care service in the selected districts.

As for the preparation of the teaching material, the "JCECC-End-of-Life Care in RCHes" basic end-of-life care course is a significant multimedia teaching course. Drawing from the previous year's preparation and compilation experience, we will commence a new phase of teaching material production in the fourth quarter of this year. The new phase is an advanced version of the basic course, including hand-feeding techniques, late-stage nutritional needs of the elderly, wound, pressure injury, and lower limb gangrene management, end-stage organ failure, end-stage cancer disease trajectory, late-life and dementia care, decision-making on life-sustaining treatment, family support, life review and grief support. We look forward to drafting the content outline, writing textual teaching materials, producing videos, and uploading them to our online teaching platform for enrolled staff to watch in the coming year. In addition to the teaching content, we will also establish a post-course evaluation process to ensure the quality of teaching.



## 賽馬會護老易學習計劃

### Jockey Club Learning So-Easy in Elderly Service Sector Project

#### 服務簡介：

「賽馬會護老易學習計劃」是本會一項由香港賽馬會慈善信託基金捐助，自2020年8月開始為期三年的計劃，目的是透過建立及活用網上平台、課堂教學及實地指導，協助提升從事安老服務員工的服務質素、啟發員工透過網上平台持續學習；同時藉著社區展覽及教育提升大眾對選擇優質安老院舍的認識及護老知識。

#### 去年工作重點：

本計劃已進入第三年，我們延續前兩年的工作，為院舍員工和社區大眾提供教育服務。

#### 1. 院舍員工學習

院舍員工的日常工作繁忙，很多情況下未能參與培訓，因而減少了提升護理知識和技巧的機會。本計劃的《院舍網上學習課程》和網上學習平台一系列的不同學習課題及護理示範短片，鼓勵員工進修及啟發員工透過網上平台持續學習，內容涵蓋護理技巧、風險管理、認知障礙症和舒緩治療護理等，員工能透過使用本會的網上學習平台、《護老易》手機程式及視像分享網站 (YouTube)，跨平台隨時隨地學習，大大增加學習的動力。

除了知識上的學習，我們亦重視院舍員工的實務操作。計劃中的「院舍實地指導工作坊」是由專業護士及社工提供到院實務指導，依據院舍的現有資源提供適切的指導，有助提升員工的護理技巧、臨床記錄等。

#### Service Introduction:

The "Jockey Club Learning So-Easy in Elderly Service Sector Project" commenced in August 2020. It was a three-year project funded by the Hong Kong Jockey Club Charities Trust. The aims are firstly through the establishment and utilization of various online learning platforms, classroom teaching and on-site training to improve the care service quality of elderly care services and inspire employees to continue to learn through e-learning system; and secondly to increase the public's awareness of choosing high-quality elderly care homes and elderly care knowledge through community exhibitions and education.

#### Highlights:

This project has entered its third year. We had continued the work of the previous two years and provided educational services to the staff of the residential care homes and the public community.

#### 1. Residential Care Homes Staff Training

Staff of residential care homes are always occupied with their daily work and in many cases fail to participate in training, thus reducing opportunities to improve their knowledge and skills. The videos series of various topics and nursing demonstration in the "Online Learning Course for Residential Homes" and online learning platform of this project encouraged staff to continue to learn and inspired them to learn through the online platform. The content covered nursing skills, risk management, dementia care and palliative care, etc. Staff could use the association's online learning platform, mobile app and video sharing website (YouTube) to learn at anytime and anywhere across platforms, which greatly increased the motivation of learning.

In addition to knowledge learning, we also pay attention to the practical operation of care home staff. The planned "Onsite Training Workshop" was provided by professional nurses and social workers to provide practical skill training in the care homes. Based on the existing resources of the care home, appropriate guidance was provided, which would help improve staff's nursing skills and clinical records.



## 2. 社區教育

本計劃的另一目的是透過社區講座、照顧者工作坊、展覽和手機應用程式加強社區大眾的護老常識及認識如何選擇優質安老院舍。我們與不同地區的長者中心合作舉辦多個專題講座和照顧者工作坊，內容包括舒緩壓力、預防長者抑鬱、安全餵食、皮膚護理、家居衛生等，其中「如何選擇安老院舍」深受歡迎。同時我們於不同地區舉辦「尋覓耆所 - 選擇安老院舍」的展覽，為大眾介紹選擇院舍的要點。

## 2. Public education

Another purpose of this project is to enhance the common sense of elderly care in the community and know how to choose quality residential care homes for the elderly through community talks, exhibitions and mobile phone applications. We have cooperated with elderly centers in different regions to organize a number of community talks and caregiver workshops, covering stress relief, prevention of depression in the elderly, safe feeding, skin care, home hygiene, etc. Among which "How to Choose Residential Care Homes for the Elderly" was the most popular one. At the same time, we held exhibitions on "Looking for a Home for the Elderly - Choosing a Residential Home for the Elderly" in different districts to introduce the key points of choosing a home for the public.



社區展覽  
Exhibition

計劃內容  
Project content







▲ 社區講座  
Community seminar



▲ 照顧者工作坊  
Workshop for Carers



## 服務統計 Service Statistics

公眾教育： Public Education	次數 / 節數 No. of Classes	出席人數 No. of Graduates
社區講座 Community Talk	16	308
社區展覽 - 「尋覓耆所」 Community Exhibition	6	1,373
照顧者工作坊 Workshop for Carers	49	809
<hr/>		
院舍教育： Training for Residential Care Homes Staff	次數 / 節數 No. of Classes	出席人數 No. of Graduates
院舍實地指導工作坊 Onsite Training Workshop	264	1,411
院舍員工學習課程 Residential Care Homes Staff Training Course	28	402
網上學習平台：(總數) 包括使用網上學習系統、「護老易」及教學短片瀏覽量 Number of Clicks on Online Learning Platforms : (Total) Including e-learning system, mobile app and views of teaching videos	95,660	-

### 展望：

在計劃的結束時刻，我們要向所有參與這個計劃的同行者致謝。計劃的結束並不代表終結，而是一個新的起點，希望這個計劃能夠成為一股動力和靈感，鼓勵業界開發不同的學習項目，以滿足不同人群的需求。

### Prospect:

As we come to the end of the program, we would like to thank all those who participated in this program. The end of the program does not mean the end, but a new starting point. We hope this project can serve as a driving force and inspiration to encourage the industry to develop different learning programs to meet the needs of different groups of people.



## 賽馬會長者友善屋苑計劃

### Jockey Club Age-Friendly Housing Estate (AFHE) Project

#### 計劃簡介：

在這個為期三年（2021 年 9 月至 2024 年 8 月）的計劃中，我們旨在通過四項重要的工作，在香港建立「長者友善屋苑」：

首先，我們需要草擬一份「長者友善屋苑」量表。我們透過發放調查問卷及面談，了解長者、家庭照顧者和社區照顧者的意見及期望，並與居住在三個不同類型屋苑：公共房屋、私人屋苑和單幢式樓宇的長者進行焦點小組討論，以深入了解他們對「長者友善屋苑」的看法。之後，我們將會把「長者友善屋苑」量表，以及所收集到的信息，分享給相關的物業管理公司，幫助他們改善轄下的屋苑，以滿足長者居民的期望。我們期望通過這些經驗和行動，能建立三種不同類型屋苑的居家安老模式。

其次，我們與業主立案法團、物業管理公司，以及長者地區中心和長者鄰舍中心等服務單位緊密合作，為他們提供健康講座和簡單身體檢查，以及「長者友善屋苑」培訓課程。

第三，我們為物業管理從業員提供不同類型的培訓，包括適合申請保安人員許可證人士而設的基本保安培訓課程、為現職前線物管保安人員以及其他社區照顧者而設的「長者友善屋苑」短期課程、適合督導及管理人員的導師培訓課程、持續專業發展課程、線上自學課程和自學教材套等。

第四，我們透過公開講座、展覽攤位及媒體，向公眾宣傳「長者友善屋苑」；我們亦正與承辦商合作，開發一款虛擬實境遊戲，幫助公眾了解居於社區中長者的需要，以及如何為他們提供適切協助。我們更會舉行嘉許禮，讓更多的物業管理公司成為「長者友善屋苑伙伴機構」，檢視他們所管理的屋苑，如何在設施和客戶服務方面充份照顧長者住客的需要，調整屋苑的服務和措施。

#### Service Introduction:

In this three-year project, spanning from September 2021 to August 2024, we aim to establish Age-Friendly Housing Estates (AFHE) in Hong Kong through four important tasks:

Firstly, we will generate a checklist of AFHE by conducting surveys and interviews among the elderly, family caregivers, and community caregivers. We will also conduct focus groups with elderly residents from three different types of estates: public housing, private estates, and single buildings, to gain a deeper understanding of their views on AFHE. Based on the collected information, we will share the checklist with property management companies and work with them to improve their estates to meet the expectations of the elderly residents. Through these experiences and actions, we expect to develop three models of age-friendly housing for different types of housing for the elderly.

Secondly, we will collaborate closely with owner corporations, property management companies, and elderly service sectors such as DECC and NEC to offer health talks, health checks, and training related to AFHE.

Thirdly, we will provide various training programs for property management practitioners, including a standard foundation certificate course for pre-registered individuals, short courses on AFHE for current frontline security and other community caregivers, train-the-trainer sessions, continuous professional development courses (CPD), online self-learning courses, and training packages for self-check.

Lastly, we will promote AFHE to the public through public talks, booths, and mass media. Additionally, a virtual reality (VR) game will be created to raise public awareness about the needs of elderly residents in the community and how they can provide assistance. Ceremonies will also be held to involve more property management companies as AFHE partners, encouraging them to review and modify their services and policies to better cater to the needs of their elderly residents.



## 去年工作重點：

### 1. 建立「長者友善屋苑」模式

在今年，我們的團隊一直與現有「長者友善屋苑伙伴」保持聯繫，並與物業管理公司合作，加入我們的諮詢服務；總共有12個屋苑/大廈使用了我們的「長者友善屋苑量表」進行評估，物業管理公司也制定了改善計劃，對管理的屋苑進行了部分修改，我們亦持續提供支持，包括在不同屋苑設置了「生命表徵的自我檢查系統」和健康護理資訊平台；此外，我們還向不同的屋苑和相應的物業管理人員提供了網上跟進及督導會議；這些推動工作並不容易，因為要視乎物業管理公司的人力和從業人員的責任感，以及業主法團的意願；我們一直在與長者友善屋苑伙伴一起完成評估和實施，旨在於2023年底前完成改善工作。

### 2. 業主立案法團和社區團體的參與

在這一年中，我們繼續舉辦健康講座，並在不同屋苑設置「生命表徵的自我檢查系統」，同時設立「社區和健康資訊平台」；我們一直培訓物業管理人員使用自我檢查系統；我們還開始教導義工操作「熱點」設施，例如在利東邨，熱點設施位於利東邨業主立案辦事處，儘管年長的居民在初期需要我們的護士提供支援，但義工仍然願意在他們居住的屋苑學習操作「熱點」設施、幫助向其地長者推廣。我們的目標是吸引更多義工和物業管理人員參與操作和推廣「熱點」設施，讓更多年長住戶得到他們的照顧。物業管理公司的前線人員能夠輕鬆為年長住戶進行健康檢查，並提供的社區和健康資訊資訊。



## Highlights:

### 1. Establishment of “Age-Friendly” Housing Estates Model

During this year, our team has been in contact with current Friends of AFHE and engaged with new property management companies, including City Professional Management, to join our consultation service. A total of 12 estates/buildings have been assessed using our AFHE checklist system. The property management companies have formulated improvement plans and made partial modifications to their management of housing estates with our support. This includes implementing a self-check system for vital signs in different estates. For estates that have similar health check aids, we have decided to continually provide social and health care information. Furthermore, we have provided online supervision sessions to different estates and their property management personnel. These mobilization efforts have not been easy, as they depend on the manpower of the companies and the accountability of the property management practitioners, and the willingness of their owners' corporations. We have been facilitating the completion of assessments and the implementation of age-friendly improvements in collaboration with Friends of AFHE. Our aim is to complete the improvements by the end of 2023.

### 2. Engagement of Owners' Corporation and Local Community Group

This year, we have continued to offer health talks and set up self-check systems for vital signs, along with social and health care information trays, at different estates. We have been educating property management personnel about the self-check system. We have also started educating volunteers to operate hotspots, such as the one at Lei Tung Estate's office allocated to the Incorporated Owners of Lei Tung Estate. Although aged residents require more support from our nurses during this transition period, it is still valuable for aged volunteers to operate the hotspots in their living estates. They have helped promote the hotspots to their peers, and we aim to engage more volunteers and property management personnel to operate and promote the hotspots. This will enable more aged residents, caregivers, and frontline staff of property management companies to conduct health checks and easily access relevant health and social care information.

◀ 探訪各屋苑：與物業管理公司和業主委員會進行初步諮詢會議。在這些訪問中，我們回顧了評估結果，並就每個屋苑的即將實施計劃進行了討論。  
Visiting Housing Estates: Initial Consultation with Property Management Companies and Owners' Corporations to Review Assessments and Discuss Implementation Plans



### 3. 物業管理從業人員培訓

在2023年5月和6月，我們進行了第一和第二屆的QASRS 保安服務培訓證書，師生和導師的反饋都非常正面。物業管理公司與我們的學生進行了工作面試，公司和學生對這個招聘平台都表示積極的評價。公司表示學生的能力較高，而一些學生甚至獲得了物業管理主任的職位，而不是前線保安人員。此外，我們會為現有的物業管理從業人員進行「建立長者友善屋苑證書」的第三級資歷培訓課程認證考取。

我們與香港物業管理師學會合作順利，為2023至2024年的持續專業發展課程提供支援，今年5月和6月已經開展了有關「地區醫療」的一系列的課程，很高興看到有超過40名從業人員及管理層參加了這個課程。

### 4. 公眾教育

我們一直通過不同的媒體向公眾宣傳「長者友善屋苑計劃」，包括報章、Facebook和電台節目，旨在吸引更多人參加我們的培訓課程，共同建立「長者友善屋苑」。我們還與中學合作，促進學生和年長居民之間的互動。

### 3. Training for Property Management Practitioners

The 1st and 2nd cohorts of the Certificate in Guarding Services under QASRS (QF Level 1) were conducted in May and June 2023. The feedback from students and tutors was positive, and two property management companies conducted job interviews with our students. Both companies and students expressed satisfaction with this recruitment platform, with the companies stating that the competence of this cohort is higher. Some students have received offers for property management officer positions instead of frontline security guards. Additionally, we will conduct a Level-3 program called "Certificate in Establishing Age-Friendly Housing Estates" for current property management practitioners to obtain accreditation.

We have smoothly collaborated with the Hong Kong Institute of Certificate Property Managers for the 2023 to 2024 Continuous Professional Development Course (CPD). The topic of Primary Healthcare and District Health Centre has already been conducted in May and June, with more than 40 practitioners attending the session.

### 4. Public and Public Education

We have been promoting the "Elderly-friendly Housing Estates Program" to the public through various media channels, including newspapers, Facebook, and radio programs. Our aim is to attract more people to participate in our training courses and collectively establish "elderly-friendly housing estates." We have also collaborated with secondary schools to facilitate interaction between students and elderly residents.



▶ 培訓物業管理人員和義工：  
為年長住戶進行生命表徵檢測  
Educating Property Management  
Personnel and Volunteers:  
Vital Sign Checks for Elderly Residents



▶ 向公眾介紹首以「長者友善屋苑」  
為主題的虛擬實境遊戲  
The First VR Estate Game Revealed to the Public

▼ 「長者友善屋苑」短期課程（專為保安員而設）  
Short courses in age-friendly housing estate property  
management for security guard



## 展望：

未來一年，我們將進入計劃的最後一年；我們的目標是與物業管理公司進行改造工作，並促使年長住戶、其正式和非正式照顧者參與「長者友善屋苑」選舉和頒獎典禮；我們期望通過改造工程建立三種「長者友善屋苑」模式，包括私人屋苑、單一大廈和公共屋邨。

同時，我們將通過不同的培訓和認可課程為物業管理人員提供更多培訓，我們還需要進一步計劃如何進一步實踐「長者友善屋苑」。我們需要確保這三年的工作能夠持久，繼續惠及年長住戶。

為總結寶貴經驗，我們將編制一本全面的培訓手冊。該手冊將作為一個寶貴的資源，為未來旨在建立長者友善屋苑及環境的倡議，提供指導和見解。

隨著我們接近項目的最後一年，我們對目標實現並在香港各相關部門留下持久的影響感到樂觀。通過與物業管理公司密切合作，提供有針對性的培訓，我們對於能夠創建可持續且包容長者住戶需求及房屋環境充滿信心。

## Prospect:

In the upcoming year, we will enter the final phase of the project. Our focus will be on finalizing the modification works with property management companies and actively involving aged residents, as well as their formal and informal caregivers, in the selection and award ceremony of Age-Friendly Housing Estates (AFHE). We are determined to establish three models of AFHEs, encompassing private estates, single buildings, and public housing, through these modifications.

Additionally, we will continue to conduct various training for property management personnel, utilizing different training formats and accredited programs. These trainings will aim to enhance their knowledge and skills in creating and managing age-friendly environments. Furthermore, we will diligently plan for the long-term sustainability of the positive changes brought about by the project. It is crucial to ensure that the progress made during these three years endures and continues to benefit the elderly residents.

To consolidate the valuable experiences gained throughout the project, we will develop a comprehensive training manual. This manual will serve as a valuable resource, providing guidance and insights for future initiatives aimed at establishing age-friendly housing environments.

As we approach the final year of the project, we are optimistic about achieving our objectives and leaving a lasting impact on the housing sector in Hong Kong. By collaborating closely with property management companies, involving stakeholders, and providing targeted training, we are confident in our ability to create sustainable and inclusive housing environments that meet the needs of the aging population.



◀ 導師培訓課程(專為物業管理人員及管理層而設)  
Train-the-trainer sessions for property management personnel and the management



## 服務統計 Service Statistics

(2022年7月至2023年6月)  
(from September 2022 to June 2023)

### 概括 Summary

受益人總數  
Total number of Attendances  
(由2022年7月至2022年6月)

受益人總數  
No. of Graduates  
(由2021年9月至今)  
(from 2021 Sept., to June 2023)

主要受益者  
High-impact primary beneficiaries

**2,958**  
長者、業主立案法團成員和社區團體  
older people, members of owners' corporations, and community groups

**3,670**  
長者、業主立案法團成員和社區團體  
older people, members of owners' corporations, and community groups

公眾人任出席  
Mass attendance

**8,586**  
公眾人任  
members of public

**8,859**  
公眾人任  
members of public

人力資源建立  
Capacity building beneficiaries

**12,316**  
物業管理從業者  
property management practitioners

**12,571**  
物業管理從業者  
property management practitioners

## 服務統計 Service Statistics



服務項目 Service Components	服務總節數及 服務總數人數 Numbers of Sessions and Attendances 2022年7月至2023年6月 (from July 2022 to June 2023)	總節數 Numbers of Sessions (from 2021 Sept., to June 2023)	服務總數人數 Numbers of Attendances (from 2021 Sept., to June 2023)
<b>1. 建立「長者友善屋苑」模式</b> Establishment of "Age-Friendly Housing Estates" Models			
a. 長者友善屋苑模式使用「長者友善屋苑」 檢核量表行初步評估，制定改善計劃， 提供建議和監督，再次使用檢核表 進行重新評估和評估 Initial assessment on using the checklist of AFHE, Formulation of improvement plan, Provision of suggestion and supervision, reassessment using the checklist and evaluation	24 101	24	101
b. 屋苑/樓宇進行部分修改 Partial modification of housing	12	12	-
c. 檢核量表的開發 Development of Checklist	1	1	-
<b>2. 建結業主立案法團和當社區團體</b> Engagement of Owners' Corporations and Local Community Groups			
a. 教育講座和簡單的健康檢查活動 Educational talks and simple health check programmes	80 2267	94	2,651
b. 長者友善屋苑培訓 Training on the age-friendly housing estate	18 402	52	1,019
<b>3. 物業管理從業人員培訓</b> Training for Property Management Practitioners			
a. QASRS 保安服務培訓證書 Standard foundation certificate course for pre-registered individuals	8	8	130
b. 建立「長者友善屋苑」短期課程 (專為保安員而設) Short course in age-friendly housing estate property management for security guard	160	10	160
c. 導師培訓課程(專為物業管理人員及管理層而設) Train-the-trainer sessions for property management personnel and the management	49 742	60	932
d. 持續專業發展課程持續專業發展課程 (專為物業管理師及管理層而設) Continuous professional development course for property management practitioners and the management	5 325	7	390
e. 網上自學課程 Online self-learning course	將於2023年10月推出 Will be published on Oct 2023		
f. 「長者友善屋苑」自我檢核手冊 AFHE Training package for self-check	1 10,957	1	10,957



服務項目 Service Components	服務總節數及 服務總數人數 Numbers of Sessions and Attendances 2022年7月至2023年6月 (from July 2022 to June 2023)	總節數 Numbers of Sessions (from 2021 Sept., to June 2023)	服務總數人數 Numbers of Attendances (from 2021 Sept., to June 2023 present)
<b>4. 宣傳和公眾教育</b> Publicity and Public Education			
a. 長者友善屋苑嘉許禮 Age-friendly housing estate award ceremony	1 43	1	43
b. 研討會和公開演講 Seminars and public talks	1 163	2	436
c. 展覽 Booths	15 8,107	16	8,380
d. 媒體宣傳 - 包括廣播節目、報紙、網站 Media promotion - Including radio programme, newspapers, websites, etc.	24 13,68,146	27	1,382,146 聽眾人數/讀者人數 No. of Listenership/ Readers
e. 建立「長者友善屋苑」手冊 (供自學) Training package for establishing AFHE ( Self-learning)	將於2024年5月推出 Will be published on May 2024		

▼「長者友善屋苑」啟動儀式：頒發「長者友善屋苑伙伴」獎狀，共同建長者友善屋苑。  
Kick-off Ceremony of Age-Friendly Housing Estates: Recognizing the Friends of AFHE,  
united in establishing age-friendly housing communities together



▼ 服務熱點  
Hotspot



▼ 課程學員與長者的互動  
Students Engaged with Aged Residents





## 馬會友「伴」同盟護老者支援計劃

### Jockey Club "Stand-by U" Caregivers Community Support Project

#### 服務簡介：

香港老年學會聯同基督教家庭服務中心、香港聖公會麥理浩夫人中心、救世軍及聖雅各福群會(排名不分先後)在香港賽馬會慈善信託基金的捐助下，聯手以創新手法推出賽馬會友「伴」同盟護老者支援計劃，以退役護老者化身成為友「伴」大使或「替假」護老者的創新服務方式，支援社區有需要的護老者。計劃更得到香港大學秀圃老年研究中心協助，就計劃進行研究。

#### Service Introduction:

Hong Kong Association of Gerontology has collaborated with Christian Family Service Centre, Hong Kong Sheng Kung Hui Lady MacLehose Centre, The Salvation Army, and St. James' Settlement (in no particular order) to launch the Jockey Club "Stand-by U" Caregivers Community Support Project. This project was funded by the Hong Kong Jockey Club Charities Trust Fund. We invited retired caregivers to become "Caregiver Ambassadors" or "Substitute Caregivers" in order to support the elderly caregivers in need within the community. The project also conducted research with support from The University of Hong Kong Sau Po Centre on Ageing.

#### 以下是計劃推行的要點：

#### Key points of the project:

##### • 同路人傳遞愛與支持

退役護老者在接受系統培訓後，化身友「伴」大使或「替假」護老者，讓他們以「過來人」身份把寶貴的照顧經驗繼續分享予有需要的護老者，並能切身明白到護老者的辛酸，給予護老者心靈上的支援。

##### • Peer care and support

Some retired caregivers were systematically trained to become "Caregiver Ambassadors" or "Substitute Caregivers". They shared their valuable experience, demonstrated understanding and provided emotional support to other elderly caregivers.

##### • 上門支援護老者

接受70小時訓練後的「替假」護老者，上門協助有需要的護老者看顧長者，讓長者可以在家中熟悉的環境下得到照顧，護老者亦可以有休息時間 (me time)，有喘息空間。

##### • Provided home-based services for elderly caregivers

Substitute caregivers who have completed 70 hours of training visited and assisted the elderly caregivers who needed help. This allowed the elderly to be cared for in their familiar environment, while the original caregivers could have some rest and breathing space.

##### • 尋找護老者，找出潛危個案

九龍東、九龍中、新界西及香港島區的合辦機構以各種方法深入社區，如在街市及商場門口設立街站、聯絡區內教會、地區團隊及醫務社工建立轉介網絡，努力尋找沒有使用恆常服務的潛危個案，發掘無助的護老者並及時伸出援手。

##### • To locate and identify at-risk cases

The Collaborated organizations in East Kowloon, Central Kowloon, Western New Territories, and Hong Kong Island used various methods to reach out to the community. For example, they set up street stations at markets and mall entrances, contacted local churches, community teams, and medical social workers to establish referral networks. They worked hard to identify at-risk cases who were not using regular services and made it possible for different parties to provide timely assistance to them.



## 去年工作重點：

香港老年學會於此計劃的角色，主要負責提供系統培訓，讓受過訓練的退役護老者服務社區。培訓內容包括為處於不同階段的護老者提供「身」、「心」、「社」、「靈」的培訓，除了提升護老者本身的能力以滿足作為「替假」護老者外，更讓他們得到全方位的支援，達致「要照顧人，先要照顧自己」的目標。

為期兩年的計劃已於2023年1月順利完成，並於1月6日舉行計劃閉幕禮暨服務總結分享會。於分享會中，香港大學秀圃老年研究中心就計劃研究分享成果，研究引證了在退役護老者作同路人支援，以及友善網絡平台提供的身、心、社及靈服務支援下，有助護老者：

- 提升護老者對照顧長者的心理準備，令他們更有信心面對未來照顧路上；
- 明顯改善健康狀況；
- 明顯改善抑鬱症狀；
- 明顯紓緩照顧壓力。

## Highlights:

The role of Hong Kong Association of Gerontology in this project was mainly to provide systematic training, which allowed more trained caregivers to serve the community. The training content included on "physical," "mental," "social," and "spiritual" aspects for caregivers at different stages. In addition to enhancing the caregivers' own abilities to meet the needs of being a "substitute" caregivers, they also received comprehensive support to achieve the goal of "taking care of oneself before taking care of others."

This two-year project was successfully completed in January 2023, and the closing ceremony and service sharing session was held on 6th January 2023. At the sharing session, The University of Hong Kong Sau Po Centre on Ageing presented the research findings of the project. The research proved that retired caregivers served as fellows and the friendly network platform provided physical, mental, social, and spiritual support have helped elderly caregivers in the following ways:

- Enhanced caregivers' psychological readiness to care for the elderly, giving them more confidence to face the different situations that may arise in the future;
- Significant improvement in health condition;
- Significant improvement in depressive symptoms;
- Significant reduction in caregiver stress.

▼ 賽馬會友「伴」同盟護老者支援計劃閉幕禮暨服務總結分享會嘉賓合照  
Group photo of the main guests of Jockey Club "Stand-by U" Caregivers Community Support Project Closing Ceremony and Service Sharing Session





## 服務統計 Service Statistics



為期2年的計劃，服務總計如下：

Total services provided by the 2 years project are as follows:

▼ 香港大學秀圃老年研究中心就計劃研究分享成果  
The University of Hong Kong Sau Po Centre on Ageing presented the research findings of the project



「友伴大使」課程： **17** 班 (共510小時)

Caregiver Ambassador  
Training Programme:

共培訓了 **441** 位友伴大使

17 classes (510 hours) 441 participants



「替假護老者」課程： **11** 班 (共440小時)

Substitute Caregiver  
Training Programme:

共培訓了 **232** 位替假護老者

11 classes (440 hours) 232 participants



「專項培訓」課程： **18** 次

Substitute Caregiver  
Training Programme:

共培訓了 **912** 位學員參與

18 sessions (total of 912 participants)

## 展望：

雖然為期2年的計劃已經完成，實証研究顯示服務能明顯幫助有需要的護老者，有44% 使用「替假」護老者服務的護老者，本身是沒有接受任何正式社會服務的潛藏護老者，可見計劃的重要性。在面對潛藏/高危護老者的需要，為「替假」護老者提供專業的系統培訓亦相當重要。

因此，計劃雖然完成，但並不完結！我們正與不同的社會服務機構及基金聯繫，積極籌備下一階段的服務，以能繼續支援有需要的社區護老者。

## Prospect:

Although the two-year project has been completed, the research proved that the service has significantly helped for the caregivers in need. Among 44% service users were hidden caregivers who had not received any formal social services, it showed the importance of the project. To meet the needs of hidden/high-risk caregivers, it is also important to provide professional and systematic training for the "Substitute Caregivers."

Although the project has been completed, it is not over! We are contacting different social service organizations and funds to prepare for the next phase of service, in order to continue supporting the elderly caregivers in need in the community.



**Hong Kong Association of Gerontology**  
**(Limited by guarantee)**  
**Statement of income and expenditure and other comprehensive income**  
**For the year ended 30 June 2023**

	2023 HK\$	2022 HK\$
Income		
Donations, Sponsorship and Project Grants		
- The Hong Kong Jockey Club Charities Trust	26,981,407	26,054,783
- Others	422,000	412,000
Service income		
- Course fees	7,091,652	7,956,978
- Others	6,281,744	6,444,861
Government grants	408,000	856,000
Dues and fees	125,237	154,955
Investment and interest income	152,256	25,533
Others	891,260	246,494
	<u>42,353,556</u>	<u>42,151,604</u>
Less :		
Expenditure		
Staff costs	26,329,566	23,105,584
Programme, administration and others	11,911,884	14,229,397
Operating lease rentals - office premises and equipment	272,915	263,540
Depreciation on property, plant and equipment	74,983	65,966
Depreciation on right-of-use assets	1,332,949	1,367,268
Interest expense	72,048	91,576
Auditor's remuneration	28,000	27,000
	<u>40,022,345</u>	<u>39,150,331</u>
Surplus for the year	2,331,211	3,001,273
Other comprehensive income:		
Item that will not be reclassified to income and expenditure :		
Financial assets at fair value through other comprehensive income :		
Net movement in the fair value reserve (non-recycling)	106,899	77,744
Total comprehensive income for the year	<u>2,438,110</u>	<u>3,079,017</u>

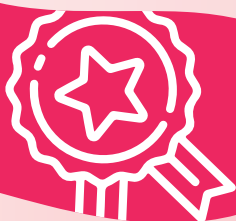
**Hong Kong Association of Gerontology**  
**(Limited by guarantee)**  
**Statement of financial position**  
**As at 30 June 2023**

	2023 HK\$	2022 HK\$
<b>Non-current assets</b>		
Property, plant and equipment	121,363	149,996
Right-of-use assets	2,493,583	1,841,878
Financial assets at fair value through other comprehensive income	<u>697,413</u>	<u>590,514</u>
	<u>3,312,359</u>	<u>2,582,388</u>
<b>Current assets</b>		
Rental deposits	281,760	280,800
Prepayments and other deposits	233,456	318,696
Other receivables	19,698,743	16,709,206
Time deposits	3,750,288	-
Cash and bank balances	<u>19,879,683</u>	<u>20,224,789</u>
	<u>43,843,930</u>	<u>37,533,491</u>
<b>Deduct :</b>		
<b>Current liabilities</b>		
Contract liabilities	14,783,486	11,131,280
Other payable and accruals	1,013,187	707,347
Lease liabilities	<u>1,312,450</u>	<u>1,260,075</u>
	<u>17,109,123</u>	<u>13,098,702</u>
<b>Net current assets</b>	<u>26,734,807</u>	<u>24,434,789</u>
<b>Total assets less current liabilities</b>	<u>30,047,166</u>	<u>27,017,177</u>
<b>Non-current liability</b>		
Lease liabilities	<u>1,204,018</u>	<u>612,139</u>
<b>Net assets</b>	<u>28,843,148</u>	<u>26,405,038</u>
<b>Representing :</b>		
<b>General fund</b>	29,088,603	26,757,392
<b>Fair value reserve (non-recycling)</b>	<u>(245,455)</u>	<u>(352,354)</u>
	<u>28,843,148</u>	<u>26,405,038</u>



# 鳴謝

## Acknowledgements



美納里尼香港有限公司	A.Menarini Hong Kong Limited
美國雅培製藥有限公司	Abbott Laboratories Limited
而久醫療香港有限公司	Arjo Hong Kong Limited
家利物業管理服務有限公司	Cayley Property Management Limited
基督教家庭服務中心	Christian Family Service Centre
城市專業管理有限公司	City Professional Management Limited
港基物業管理有限公司	Citybase Property Management Limited
愉景灣服務管理有限公司	Discovery Bay Services Management Limited
衛材香港有限公司	Eisai (HK) Co. Limited
愉景灣長樂會	Elderly Group (Discovery Bay)
和達企業有限公司	Forton Enterprises Limited
費森尤斯卡比集團	Fresenius-Kabi Hong Kong Limited
高衛物業管理有限公司	Goodwell Property Management Limited
世衛實業有限公司	Guardman Products Limited
夏利文物業管理有限公司	Harriman Property Management Limited
香港浸會大學社會工作系	Hong Kong Baptist University Department of Social Work
香港房屋協會	Hong Kong Housing Society
香港物業管理師學會	Hong Kong Institute of Certified Property Managers
香港賽馬會慈善信託基金	Hong Kong Jockey Club Charities Trust
香港都會大學	Hong Kong Metropolitan University
香港哲學諮詢師協會	Hong Kong Philosophical Practitioners Association
香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre
康業服務有限公司	Hong Yip Service Company Limited
希慎物業管理有限公司	Hysan Property Management Limited
仲量聯行物業管理有限公司	Jones Lang LaSalle Management Services Limited
啟勝物業管理有限公司	Kai Shing Management Services Limited
堅偉物業管理有限公司	Kenwide Management Services Limited
港豐遠東有限公司	Kingsford Far East Limited
香港中文大學醫學院	Medical School of the Chinese University of Hong Kong
香港鐵路有限公司	MTR Corporation Limited
香港鐵路有限公司	MTR Corporation Limited
-	Ng Kai Man Carmen
瑞士諾華製藥(香港)有限公司	Novartis Pharmaceuticals (HK) Limited
柏齡物業管理有限公司	Parkland Property Management Limited
加康物業管理有限公司	PP Property Management
培僑書院	Pui Kiu College
帝譽服務有限公司	Royal Elite Service Company Limited
信和集團	Sino Group
聖雅各福群會	St. James' Settlement
昇捷物業管理有限公司	Synergis Management Services Limited
香港護士協會	The Association of Hong Kong Nursing Staff
香港保險業聯會	The Hong Kong Federation of Insurers
香港房屋經理學會	The Hong Kong Institute of Housing
香港理工大學 時裝及紡織學院	The Hong Kong Polytechnic University School of Fashion & Textiles
大埔富雅花園業主立案法團	The Incorporated Owners of Charming Garden
維港灣業主立案法團	The Incorporated Owners of Island Harbour view
錦泰苑業主立案法團	The Incorporated Owners of Kam Tai Court
利東邨業主立案法團	The Incorporated Owners of Lei Tung Estate
新輝大廈業主立案法團	The Incorporated Owners of Sun Fair Building
聽濤雅苑業主立案法團	The Incorporated Owners of Vista Paradiso
救世軍	The Salvation Army
香港大學秀圃老年研究中心	The University of Hong Kong Sau Po Centre on Ageing
-	Tse Sze Pan
-	Tsui Tan Tung
東華學院	Tung Wah College
富城物業管理有限公司	Urban Property Management Limited



## 香港老年學會 HONG KONG ASSOCIATION OF GERONTOLOGY

### 港島區 Hong Kong Island

賽馬會港島訓練及發展中心 Jockey Club Island Training and Development Centre

香港鴨脷洲利東邨東昌樓地下101-107室

Unit 101-107, G/F, Tung Cheong House, Lei Tung Estate, Ap Lei Chau, Hong Kong

電話：(852) 2775 5155 | 傳真：(852) 2775 3500

### 九龍區 Kowloon

尖沙咀會址 Tsim Sha Tsui Centre

九龍尖沙咀金巴利道35號金巴利中心1樓

1/F, Kimberley House, No. 35 Kimberley Road, Tsim Sha Tsui, Kowloon

電話：(852) 2775 5756 | 傳真：(852) 2775 5586

### 新界區 New Territories

葵涌會址 Kwai Chung Centre

新界葵涌石籬(一)邨石興樓地下18-20號

No. 18-20, G/F, Shek Hing House, Shek Lei (1) Estate, Kwai Chung, New Territories

電話：(852) 2727 3250 | 傳真：(852) 3705 2507