



Caritas Hong Kong  
Services for the Elderly –  
Carer Support Services

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# Background

- Seeing the needs, the 1st Carer Support Centre opened in 1999, the only government subvented centre
- Due to service revamping in 2003, all service units in elderly have to provide support to carers
- Caritas forming a new strategy in service provision



# Service Objectives

- Enhance the caring skills and knowledge of elderly carers
- Provide support so as to release their caring burden
- Maintain and improve the quality of life of the carer and the elderlies



# 1. Rehabilitation Support Network (opened in April 2004)

- By selling rehabilitation equipment and health product, to enhance carers' understanding on how these equipment can increase the independence of their elderlies, sort of promote its popularity
- As a mean to contact carers and to provide appropriate services when needed



# Service Output

## ■ Educational Activities

- Publicity 32,500
- Talks 3,013
- Exhibition 2,165
- Groupwork 68
- Mass Activity 3,895
- Volunteer work 36

## ■ Publicity

- Sales counter 4,530
- Visit 537
- Exercise group 196



Total No. of Clients  
Served:

47,907



## 2. Carer Support Hotline - 29581118

- Set up in August 2004 with reference to experience in other countries, showing that carers are extremely busy and over-the-phone counselling is an efficient approach in helping them to reach useful resources and ventilate their stress
- 護老疑難一線通，明愛支援空氣中



# Objective

- Provide over-the-phone support to carers
- Targeting at working carers
- Slogan:



# Findings:

- Data collected from August 2004 to the end of October 2005
- Monday to Sat, 9 to 5 operated by social worker, voice mail outside office hours
- Total Number of Call: 107
- Male: 29.9% and Female: 70.1%
- Relationship with Elderlies: 84.4% offspring (most of them working class), 5.2% elderly personnel and 10.4% friends and neighbour, no call from spousal carer



# What for?

- 69% asking about community resources, e.g. residential home, day care centre and home care service
- 18.6% seeking emotional support, feeling extremely stressful and crying for help
- 12.4% sort of complain, e.g. lack of coordination between medical staff and welfare personnel, medical staff and social worker too busy to listen to them, not being understood



# When they Call?

- Monday 28%
- Tuesday 17.8%
- Wednesday 14%
- Thursday 15.9%
- Friday 13.1%
- Saturday 11.2%
- Identifying the needs during holiday and asking for help on 1st day of the week
- Sat. received least call, may be not knowing this hotline's operation hour
- More calls before and after long holiday



# Points to note

- No spousal carer, elderly not familiar with over-the-phone support, still prefer face to face contact?
- Female take up most of the caring duties
- Having role conflict, working class having to take care of children and parents
- Not ready to take up the role as a carer, not prepared for this and not knowing where to get what, even some of the resources only within walking distance



# Continued

- Elderly personnel, medical staff or social worker, extremely busy and not having the time to listen to them
- Long waiting list in formal service, no confidence in private service (private aged home)



# Recommendations

- Care for the Carer
- In meeting the government's policy in elderly care, i.e. for elderlies, even with multiple illness to aging in place, must increase the supply of long term care services
- Provide more medical/welfare support after discharged from hospital



# Continued...

- Monitor the performance of private aged home
- Long term care insurance, be more prepared for one's own aging and be a carer



### 3. PT/OT Consultation Service

- To provide training activities to carer so as to enhance their ability and readiness to take care of their frail elders in their own place
- Fill up the service, clients can receive PT service in a friendly environment
- Interdisciplinary Support: PT and social workers



# Service Output

- Start in August 2004
- No. of Activity: 16
- No. of carer served: 97
- Provided in 6 districts: Shamshuipo, Tsuen Wan, Tung Tau, Shatin, Yuen Long and Aberdeen



# Feedback from Carer

- 100% found it useful and can enhance their knowledge
- 50% found it hard to locate similar service in the community
- 95% found the service user friendly in a sense that they can talk with the PT and social worker for more than 15 mins



# Future Development

- With positive feedback, Caritas will continue these service: Rehabilitation Support Network, Hotline and PT/OT Consultation Service
- Will further consolidate and extend some of the service, to provide it in other units and extend the service hours
- Forming the Carer Ambassador; provide chance whereby ex-carer can exchange their knowledge and experience to new carer and carers can learn together and support each other. The ceremony for setting up this Carer Ambassador already done in 19 November 2005.



Thank You.