**「安老服务统一评估机制」**

社会福利署推行的「安老服务统一评估机制」（统评机制）及「中央轮候册」，提供一站式的统一评估及登记，集中处理为长者而设的受资助的长期护理服务的申请、轮候和服务编配。

申请人在提出需要长期护理服务时，均需要接受「安老服务统一评估」，经评估确定其长期护理需要后，方可根据评估结果申请获配对的长期护理服务。

「统评机制」适用于申请受资助的长期护理服务，分别为

1. 社区照顾服务 ［综合家居照顾服务（体弱个案）、改善家居及社区照顾服务及长者日间护理中心／长者日间护理单位］
2. 院舍照顾服务
* 护理安老院 （津助护理安老院、合约院舍、参与「改善买位计划」的私营安老院、参与「广东院舍住宿照顾服务计划」的广东安老院舍）；
* 护养院 （津助护养院、合约院舍、参与「护养院宿位买位计划」的护养院）

**Q1如何评估长者的服务需要及配对长期护理服务？**

在统评机制下，由认可评估员，采用一套国际间认可的「长者健康及家居护理评估」工具，评估长者在护理方面的需要，并为他们配对合适的长期护理服务。

社会福利署在2021年7月推行更新的统评机制，这包括将评估工具由2.0版本更新至「interRAITM家居照顾」9.3版本及更新了服务配对机制。

更新的统评机制透过全面评估个人生活功能的缺损程度、临床特征和护理需要，同时加入考虑其他因素，包括认知障碍、环境危机及照顾者的情况等，使更有效地区分长者对各种长期护理服务的需要，并以配对适切的服务。

* **认可评估员**

认可评估员包括社会工作者、护士、职业治疗师和物理治疗师等；他们已接受使用评估工具的训练并取得执行评估工作所需的认可资格。

* **评估内容**

评估员会就长者申请人的日常活动能力、认知与沟通、情绪与行为、身体功能、健康状况、社交支援和家居环境等方面作全面的评估，从而识别申请人的长期护理需要。

* **服务配对**

长者可根据评估结果申请及轮候获配对的长期护理服务。获配对院舍照顾服务的长者，除可申请院舍照顾服务外，可选择申请或同时申请社区照顾服务，方便其留在熟悉的家居及社区环境接受护理及照顾服务，并维持最高的活动能力。

**Q2 甚么时候提出申请？有甚么程序？**

当长者身体状况日差，自我照顾能力及/或家人照顾能力未及应付，担心日后的照顾安排时......

**步骤 1 提出申请**

长者或其家人向医务社会服务部、所属地区的综合家庭服务中心或长者服务单位的负责工作员提出申请受资助的长期护理服务。

**步骤 2 初步甄别**

负责工作员进行初步甄别，并按需要转介长者接受统一评估。

**步骤 3 进行评估**

评估员透过家访及会面为长者进行评估。

**步骤 4 解释评估结果**

负责工作员向长者解释评估结果及已配对的服务选择。

**步骤 5 制定照顾计划**

负责工作员协助长者制定照顾计划，并申请适切的服务。评估结果显示有长期护理需要的长者，可申请合适的受资助的长期护理服务。

**Q3 轮候院舍照顾服务期间，长者想继续留在社区生活，怎办？**

在更新的统评机制下，正在轮候院舍照顾服务的长者申请人在获编配院舍照顾服务之前，可因应其意愿透过负责工作员将院舍照顾服务的申请转为「非活跃个案」。若该长者身体状况其后转差或有其他情况，亦可随时提出要求将其院舍照顾服务个案重新列为「活跃个案」，而无须重新轮候。

**Q4 轮候社区照顾服务期间，长者身体转差，怎办？**

在更新的统评机制下，长者如根据「interRAITM家居照顾」9.3版本的评估结果首次获配对并轮候社区照顾服务，当身体状况其后转差时，可再接受评估。若该长者经重新评估后获配对及轮候院舍照顾服务，不论是否正在轮候、使用或已终止使用社区照顾服务，其首次轮候社区照顾服务的申请日期，将适用于轮候院舍照顾服务的申请。上述安排会在长者获编配院舍照顾服务后不再适用，无论最终入住与否。

**Q5 甚么时候需要重新评估？**

评估结果有效期为12个月。在正常情况下，不会在这段时间重新作出评估。

如申请人在评估后情况或健康出现重大转变而需要接受另一类长期护理服务，负责工作员应安排重新评估，确定申请人当前的长期护理需要，或跟进更改轮候服务的类别。

申请人在获编配长期护理服务前，应具备有效的评估结果，以确定该项服务适合申请人。如评估结果已逾期失效，他们届时需要接受重新评估。

**Q6 当对评估结果或服务建议有不同意见，有机制处理吗？**

统评机制设有上诉前调解及上诉渠道，以便申请人或服务提供机构对评估结果和服务建议有不同意见时，在初步阶段澄清并解决分歧，有需要时可安排重新评估。

**小贴士 （一）**

所有在推行更新机制前（经「长者健康及家居护理」2.0版本评估）已在中央轮候册上轮候服务的申请人，若需要在编配进入服务时以新评估工具再评定其长期护理服务需要，其评估结果会与中央轮候册上所轮候的服务比较，并会以两者较高护理服务需要的建议作服务编配。

**小贴士 （二）**

接受评估申请轮候长期护理服务不需收费。

**安老服务统一评估管理办事处**

社会福利署于港岛、东九龙、西九龙、东新界及西新界分别成立了「安老服务统一评估管理办事处」（简称「统评办事处」）。「统评办事处」的主要职责是安排评估、检视评估质素、处理上诉、培训评估员、统筹及处理中央轮候服务的机制等。

**查询**

**（1 ）安老服务统一评估管理办事处**

**港岛**

安老服务统一评估管理办事处（港岛）

（服务中西及离岛区、东区及湾仔区、南区）

电话：2546 7491 传真：2543 7495

电邮：scnamoeshkenq@swd.gov.hk

**东九龙**

安老服务统一评估管理办事处（东九龙）

（服务观塘区、黄大仙及西贡区）

电话：2350 4116 传真：2320 2644

电邮：scnamoesekenq@swd.gov.hk

**西九龙**

安老服务统一评估管理办事处（西九龙）

（服务九龙城及油尖旺区、深水埗区）

电话：2399 2356 传真：2390 2459

电邮：scnamoeswkenq@swd.gov.hk

**东新界**

安老服务统一评估管理办事处（东新界）

（服务沙田区、大埔及北区、元朗区）

电话：2607 1215 传真：2699 7846

电邮：[scnamoesnteenq@swd.gov.hk](file:///C%3A%5C%5CUsers%5C%5Cchongcandyky%5C%5CAppData%5C%5CLocal%5C%5CTemp%5C%5Cnotes758E9C%5C%5Cscnamoesnteenq%40swd.gov.hk)

**西新界**

安老服务统一评估管理办事处（西新界）

（服务荃湾及葵青区、屯门区）

电话：2439 4754 传真：2439 0175

电邮：[scnamoesntwenq@swd.gov.hk](file:///C%3A%5C%5CUsers%5C%5Cchongcandyky%5C%5CAppData%5C%5CLocal%5C%5CTemp%5C%5Cnotes758E9C%5C%5Cscnamoesntwenq%40swd.gov.hk)

**（ 2 ）受资助长者服务单位（如长者地区中心、长者邻舍中心等）**

**（ 3 ）医务社会服务部**

**（ 4 ）社会福利署及非政府机构综合家庭服务中心 / 综合服务中心**

**（ 5 ）社会福利署热线：2343 2255**

**（ 6 ）社会福利署网址：[https://www.swd.gov.hk](http://www.swd.gov.hk)**

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社会福利署网页

（安老服务）

社会福利署

2021年6月

**Standardised Care Need Assessment Mechanism for Elderly Services**

The Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES) and the Central Waiting List for Subsidised Long Term Care Services (CWL) implemented by the Social Welfare Department provide assessment and registration for subsidised long term care (LTC) services at single entry points so as to facilitate elderly persons in making applications, waitlisting and allocation of such services.

Elderly persons are required to undergo standardised care need assessment at the time of their application for subsidised LTC services, with a view to assessing their LTC needs and matching them with appropriate service according to the assessment results.

The SCNAMES covers applications for the following subsidised LTC services:

1. Community Care Services (CCS):
* Integrated Home Care Services (Frail Cases), Enhanced Home and Community Care Services and Day Care Centres/Units for the Elderly
1. Residential Care Services (RCS):
* Care and Attention Homes for the Elderly (subvented Care and Attention Homes, Contract Homes, Private Homes participating in the Enhanced Bought Place Scheme and Elderly Homes in Guangdong participating in the Residential Care Services Scheme in Guangdong)
* Nursing Homes (subvented Nursing Homes, Contract Homes and Nursing Homes participating in the Nursing Home Place Purchase Scheme)

**Q1 How to assess the service needs of elderly persons and match them with LTC services?**

Under the SCNAMES, accredited assessors assess the care needs of elderly persons with an internationally recognised assessment tool named “interRAI-Home Care” (interRAI-HC) and match them with appropriate LTC services.

Since July 2021, the Social Welfare Department has implemented the updated SCNAMES, including the updating of the assessment tool from the Minimum Data Set-Home Care version 2.0 (MDS-HC 2.0) to the interRAI-Home Care version 9.3 (interRAI-HC 9.3). The service matching mechanism has also been updated.

Under the updated SCNAMES, comprehensive assessments are conducted taking into account the impairment in functional performance of daily activities, clinical characteristics and care needs of the elderly persons. Due considerations are also given to other factors like cognitive impairment, environmental risks and carer’s condition, so as to better identify the various LTC service needs of the elderly persons, and match them with appropriate services.

* **Accredited Assessors**

Accredited assessors include social workers, nurses, occupational therapists and physiotherapists, etc. They have received training and obtained the required accreditation on the use of the assessment tool.

* **Areas of Assessment**

Assessors conduct comprehensive assessments on the applicants’ abilities in activities of daily living, cognition and communication, emotion and behaviour, physical functioning, health condition, social support and living environment, etc., so as to identify their LTC needs.

* **Service Matching**

Elderly persons may apply and waitlist for LTC services based on the assessment results. For elderly persons matched with RCS, they may also apply for CCS solely or at the same time, in addition to RCS. Such an arrangement enables the elderly persons to receive care support services in their familiar home and community environment and to maintain their maximum level of functioning.

**Q2 When and How should an elderly person make the application?**

When an elderly person worries about his/her care arrangement as his/her health condition is deteriorating and the care need cannot be coped with by himself/herself or his/her family……

**Step 1 Raise a Request**

An elderly person or his/her family raises a request for subsidised LTC services to a responsible/ referring worker of a Medical Social Services Unit, an Integrated Family Service Centre or an elderly service unit in the district.

**Step 2 Initial Screening**

Responsible/referring worker conducts initial screening and refers the elderly person for arrangement of assessment as appropriate.

**Step 3 Conduct Assessment**

Assessor carries out the assessment through home visit and face-to-face interview.

**Step 4 Explain the Assessment Result**

Responsible/referring worker explains to the elderly person the assessment result and service matched.

**Step 5 Formulate a Care Plan**

Responsible/referring worker draws up a care plan for the elderly person and assists him/her to apply for suitable service. The elderly persons assessed to have LTC needs may apply for appropriate subsidised LTC services.

**Q3 What can an elderly person do if he/she wants to remain living in the community while waitlisting for RCS?**

Under the updated SCNAMES, elderly persons waitlisting for RCS may request their responsible/referring workers to change the status of their RCS application to “inactive” on their own accord before offered with admission to RCS. If their health conditions subsequently deteriorate or there are other circumstances, they may at any time request to change their application status back to “active” without the need to queue for the services all over again.

**Q4 What can an elderly person do if his/her health condition deteriorates while waitlisting for CCS?**

Under the updated SCNAMES, if elderly persons are first assessed by interRAI-HC 9.3 to match with CCS and are put on the waiting list, and their health conditions subsequently deteriorate, they can request for a re-assessment. If the concerned elderly persons are re-assessed subsequently to match with RCS and are put on the waiting list, their original application date for CCS will be used to waitlist for subsidised RCS, irrespective of whether they are waitlisting, receiving or have ceased receiving subsidised CCS. The above arrangement is no longer valid when they are offered with admission to RCS, irrespective of whether they accept the offer.

**Q5 When should a re-assessment be required?**

The assessment results are valid for 12 months. Under normal circumstances, re-assessment will not be conducted within this period.

If applicants need to receive another LTC service type due to significant changes in their health conditions or circumstances after the assessment, the responsible/referring worker may arrange re- assessment to ascertain the applicants’ LTC needs or adjust the service(s) to be waitlisted for the applicants as appropriate.

Applicants should have valid assessment results to confirm that the services offered are suitable for them before their admission to services; otherwise, they are required to receive re-assessment.

**Q6 Is there a mechanism to deal with disagreement over assessment results and services matched?**

For applicants or service providers who disagree with the assessment results and services matched, there are pre-appeal mediation and appeal channels under the SCNAMES. Clarification and resolution of disagreed areas will be carried out at the initial stage and re-assessment will be arranged as necessary.

**Tips 1**

For applicants having been on the CWL for services before the implementation of the updated SCNAMES (assessed by MDS-HC 2.0), their services already in CWL will be grandfathered unless the latest assessment result by interRAI-HC at the time of pre-admission assessment recommends a service option of “higher care level”.

**Tips 2**

The assessment for application for subsidised LTC services is free of charge.

**Standardised Care Need Assessment Management Offices (Elderly Services)**

The Social Welfare Department has set up five multi-disciplinary Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] in the regions of Hong Kong, East Kowloon, West Kowloon, New Territories East and New Territories West. Their main roles are to arrange assessment and quality review, deal with requests for appeal, train assessors and implement the CWL, etc.

**Enquiry**

1. Standardised Care Need Assessment Management Offices (Elderly Services)

**Hong Kong**

Standardised Care Need Assessment Management Office (Elderly Services) (Hong Kong)

(Service areas: Central, Western and Islands District, Eastern and Wanchai District, Southern District)

Tel. No.: 2546 7491 Fax No: 2543 7495

Email address: [scnamoeshkenq@swd.gov.hk](file:///D%3A%5CUserDocument%5Cchongcandyky%5CDocuments%5CPublicity%5CProduction%20of%20Pamphlet%5CPamphlet%20Text%5Cscnamoeshkenq%40swd.gov.hk)

**East Kowloon**

Standardised Care Need Assessment Management Office (Elderly Services) (East Kowloon)

(Service areas: Kwun Tong District, Wong Tai Sin and Sai Kung District)

Tel. No.: 2350 4116 Fax No: 2320 2644

Email address: [scnamoesekenq@swd.gov.hk](file:///D%3A%5CUserDocument%5Cchongcandyky%5CDocuments%5CPublicity%5CProduction%20of%20Pamphlet%5CPamphlet%20Text%5Cscnamoesekenq%40swd.gov.hk)

**West Kowloon**

Standardised Care Need Assessment Management Office (Elderly Services) (West Kowloon)

(Service areas: Kowloon City and Yau Tsim Mong District, Sham Shui Po District)

Tel. No.: 2399 2356 Fax No: 2390 2459

Email address: [scnamoeswkenq@swd.gov.hk](file:///D%3A%5CUserDocument%5Cchongcandyky%5CDocuments%5CPublicity%5CProduction%20of%20Pamphlet%5CPamphlet%20Text%5Cscnamoeswkenq%40swd.gov.hk)

**New Territories East**

Standardised Care Need Assessment Management Office (Elderly Services) (New Territories East)

(Service areas: Shatin District, Tai Po and North District, Yuen Long District)

Tel. No.: 2607 1215 Fax No: 2699 7846

Email address: [scnamoesnteenq@swd.gov.hk](file:///D%3A%5CUserDocument%5Cchongcandyky%5CDocuments%5CPublicity%5CProduction%20of%20Pamphlet%5CPamphlet%20Text%5Cscnamoesnteenq%40swd.gov.hk)

**New Territories West**

Standardised Care Need Assessment Management Office (Elderly Services) (New Territories West)

(Service areas: Tsuen Wan and Kwai Tsing District, Tuen Mun District)

Tel. No.: 2439 4754 Fax No: 2439 0175

Email address: [scnamoesntwenq@swd.gov.hk](file:///D%3A%5CUserDocument%5Cchongcandyky%5CDocuments%5CPublicity%5CProduction%20of%20Pamphlet%5CPamphlet%20Text%5Cscnamoesntwenq%40swd.gov.hk)

1. Subsidised Elderly Service Units (District Elderly Community Centres, Neighbourhood Elderly Centres, etc.)
2. Medical Social Services Units
3. Integrated Family Service Centres/Integrated Service Centres of Social Welfare Department and Non-governmental Organisations
4. Social Welfare Department Hotline: 2343 2255
5. Social Welfare Department Homepage:[**https://www.swd.gov.hk**](https://www.swd.gov.hk)



Social Welfare Department Homepage

 (Elderly Services)

Social Welfare Department

June 2021