



香港大學秀圃老年研究中心
Sau Po Centre on Ageing
The University of Hong Kong

Holistic Carer Support: A Care Management Approach

Dr. Vivian Lou

Director, Sau Po Centre on Ageing
The University of Hong Kong

29 June 2019

Agenda

Profile, Well-being, and Needs of Carers

Care Management Approach

Policy / Service Implications



香港大學秀圃老年研究中心
Sau Po Centre on Ageing
The University of Hong Kong

Profiles, Well-being and Service Needs of Family Caregivers

Background – New Budget for Carer Support

Policy Address 2017

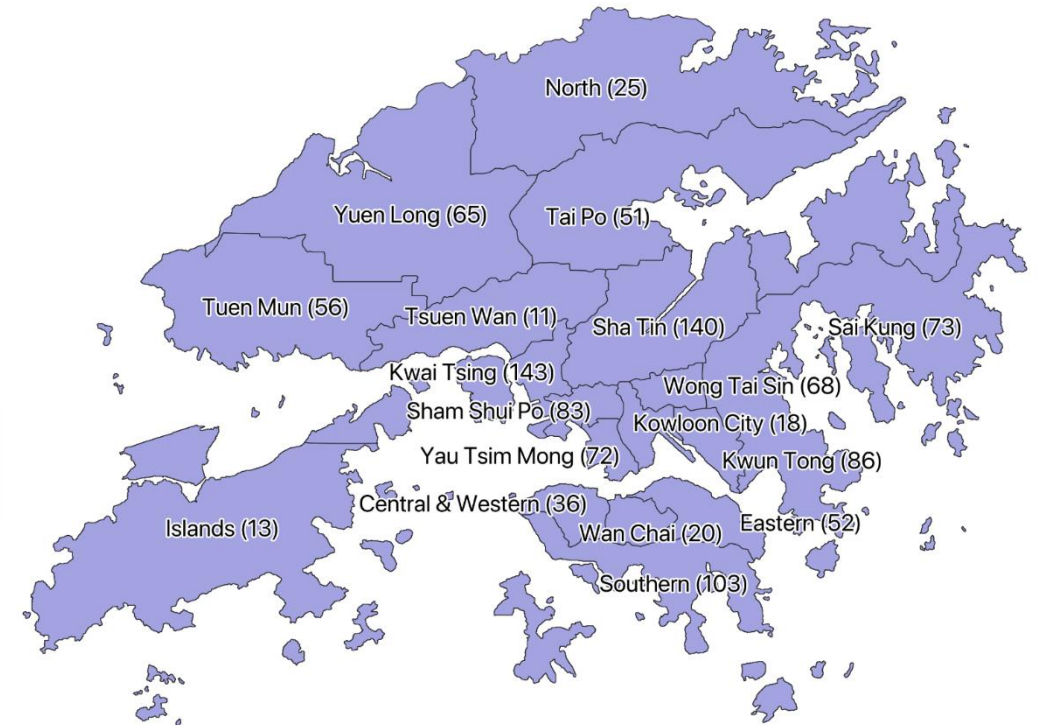
- Allocating more resource to elderly centres and home care service team to enhance outreaching services for support those needy carers living in the community
- Additional manpower to provide caregiver services at district level, including
 - 1 ASWO, 1 SWA and 2 PCW at each DECC
 - 1 SWA and 1 PCW at each NEC
 - 1 SWA and 1 PCW for every 70 cases under IHCST
- Supportive groups / programmes and training activities to needy carers

Policy Address 2018

- Provide designated respite place in private RCHEs participating in EBPS to relieve the stress of carers



The First Territory Wide Research

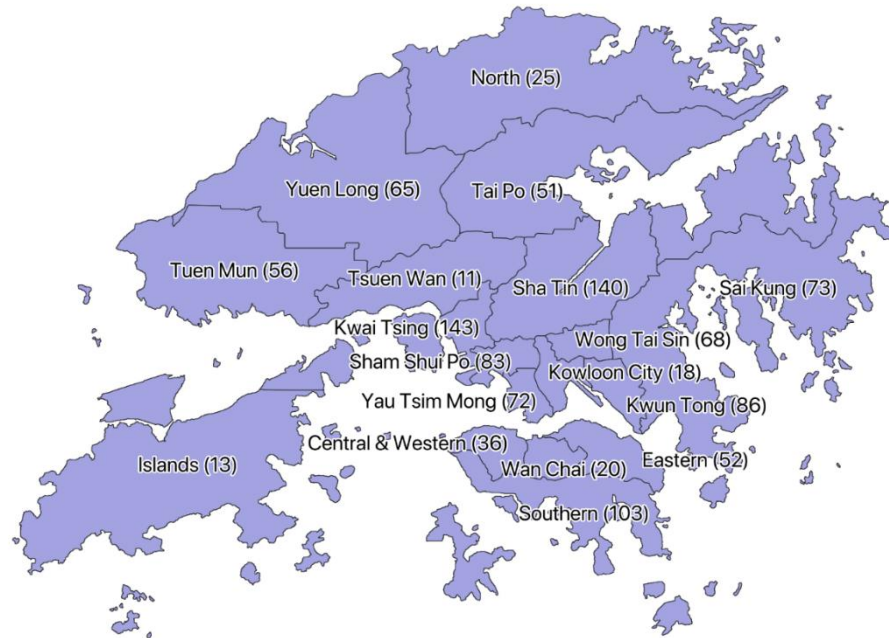


- The first territory wide research and to study profile and needs of family caregivers in HK
- Mixed method research through qualitative focus group (19 participants in 3 focus groups) and quantitative questionnaire

Sample Source

Community Caregivers (n=1115)

Survey for this group was distributed at 62 elderly centres across 18 districts between June and August 2018



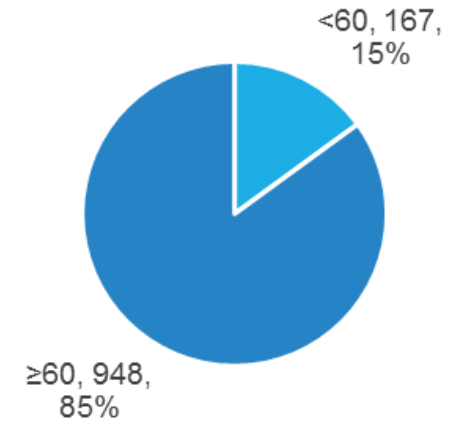
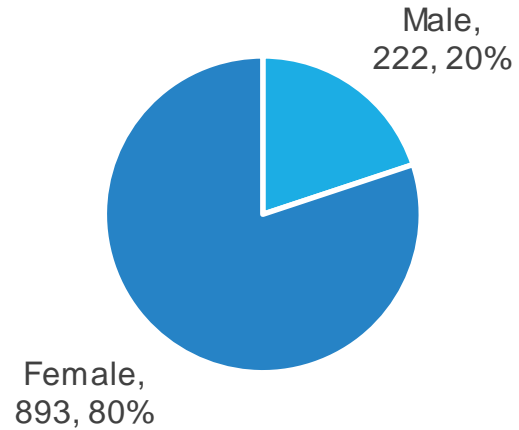
Working Caregivers (n=523)

Survey was distributed to selected employees at 17 corporates between August and October 2018

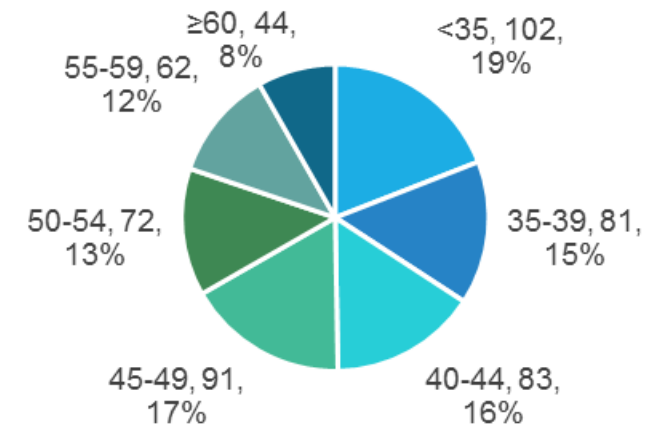
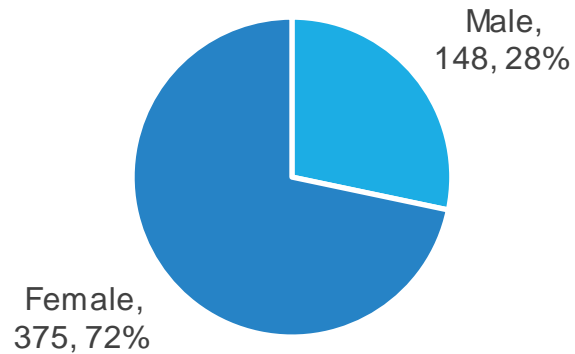
- 2623 people participated, of which 523 qualified as valid data

Caregivers - Females of All Ages

Community Caregivers (n=1115)

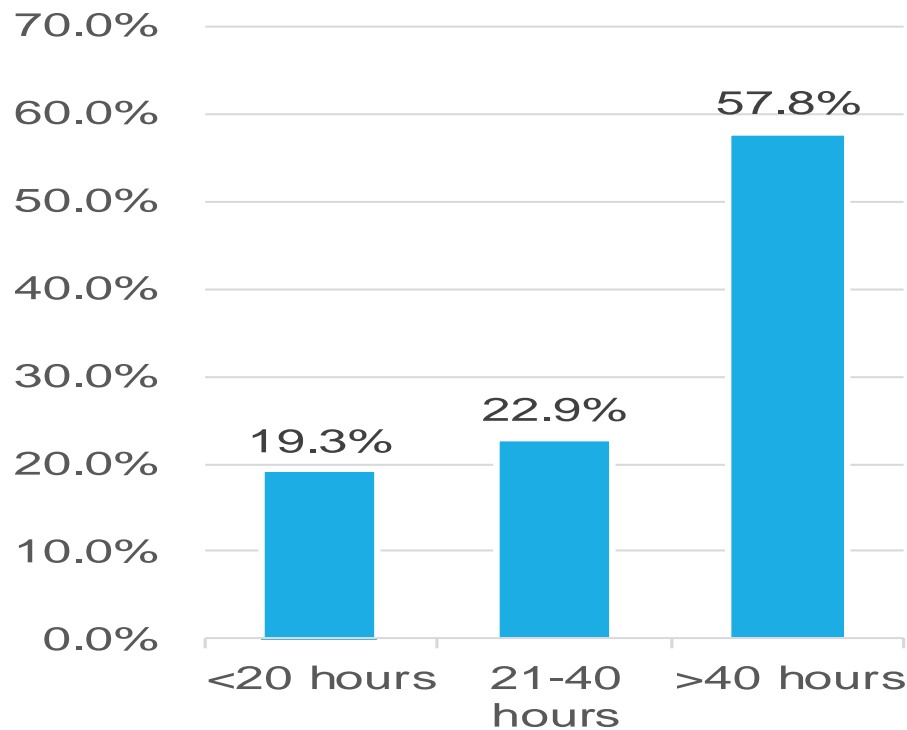


Working Caregivers (n=523)

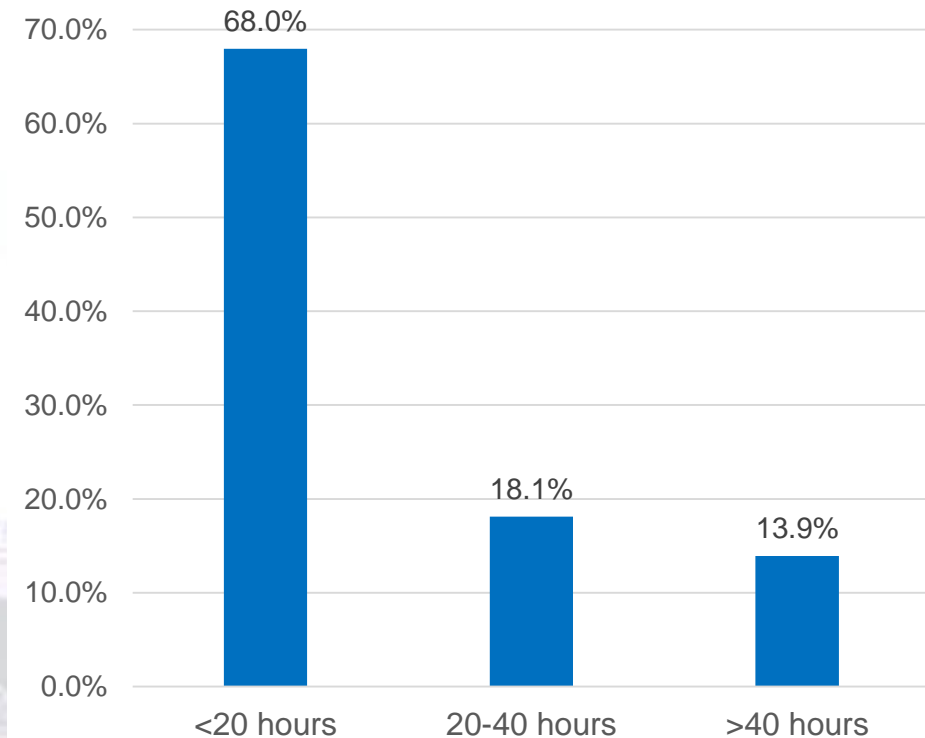


Caregivers - “Full-time” or “Dual Responsible”

Community Caregivers' Caregiving Duration
(Hours / week)



Working Caregivers' Caregiving Duration
(Hours/week)

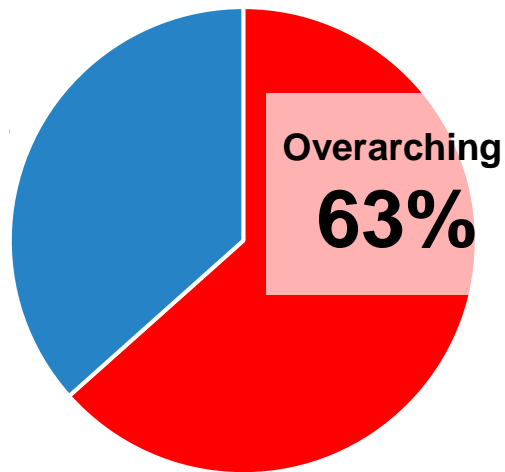


Caregivers - “Poor” in Health

	Community Caregivers	Population	Working Caregivers	Population All Ages
	Survey Sample aged over 65 or above	Aged 65 or above	Survey Sample	
Self-rated Health (Very Good, Good)	24%	46%	34%	69%
Consulted a Doctor within 30 days	46%	38%	46%	24%
Sleeping quality (Very Bad, Quite Bad)	44%		31%	

High Burden + Depressive Symptoms + Poor Family Function

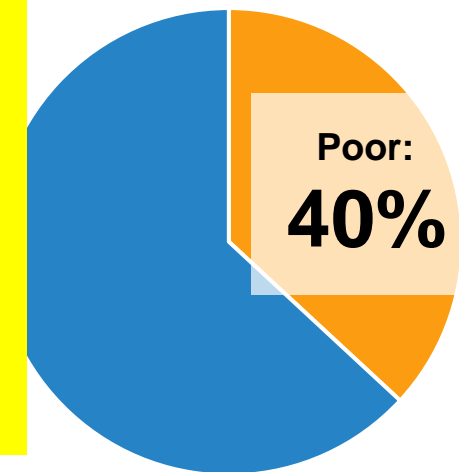
Burden



High-risk Caregivers

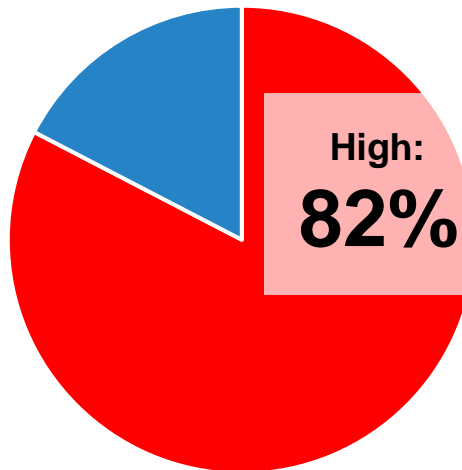
25%

Family Function



High Burden + Depressive Symptoms + Poor Family Function

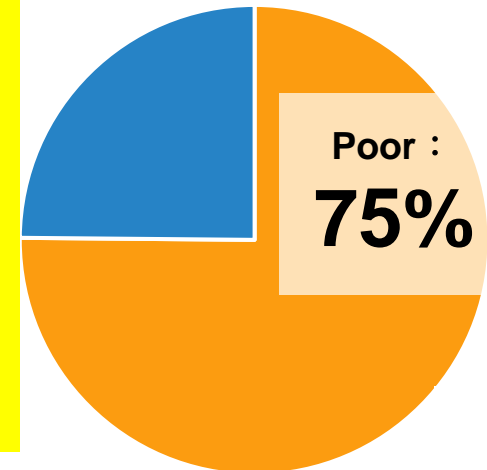
Burden



High-risk Caregivers

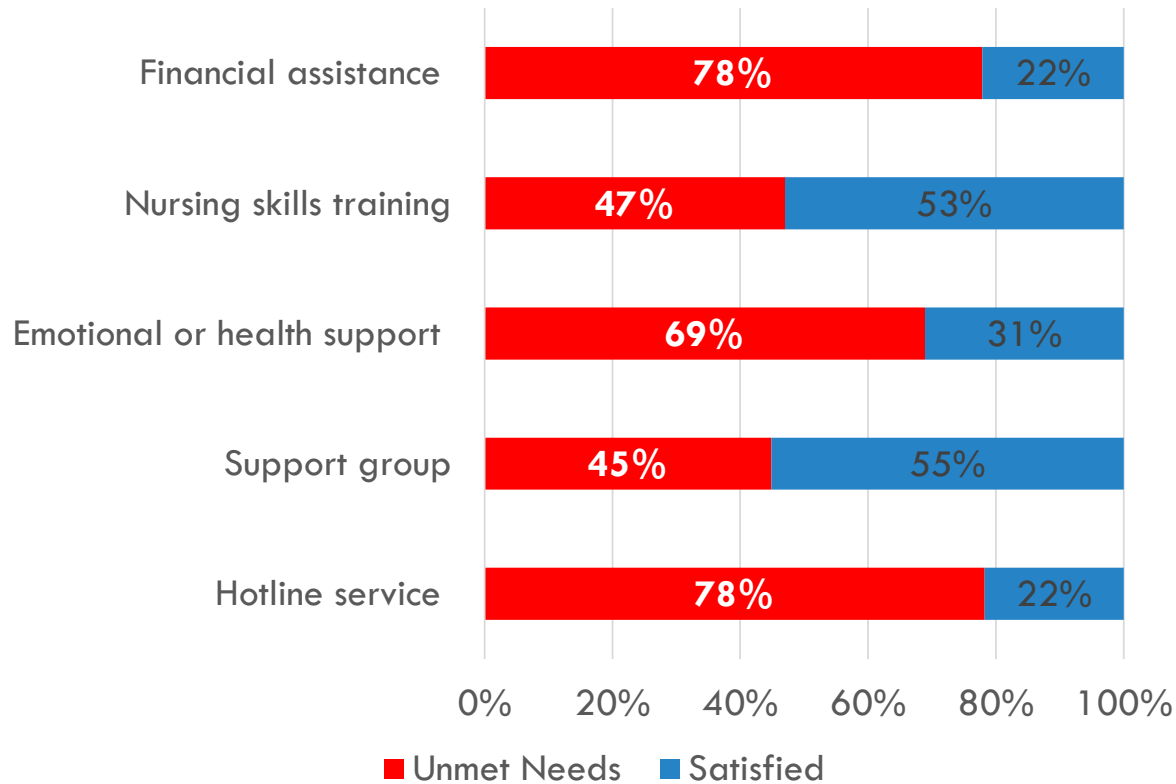
44%

Family Functions

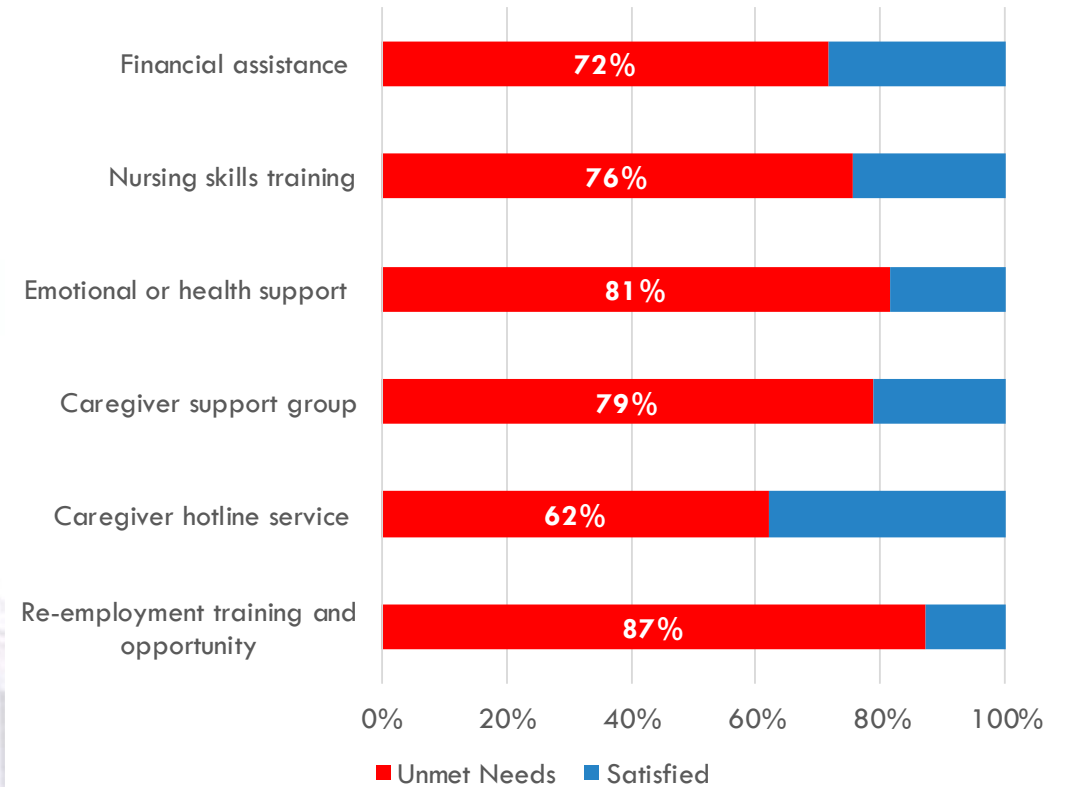


Unmet Needs of Caregivers

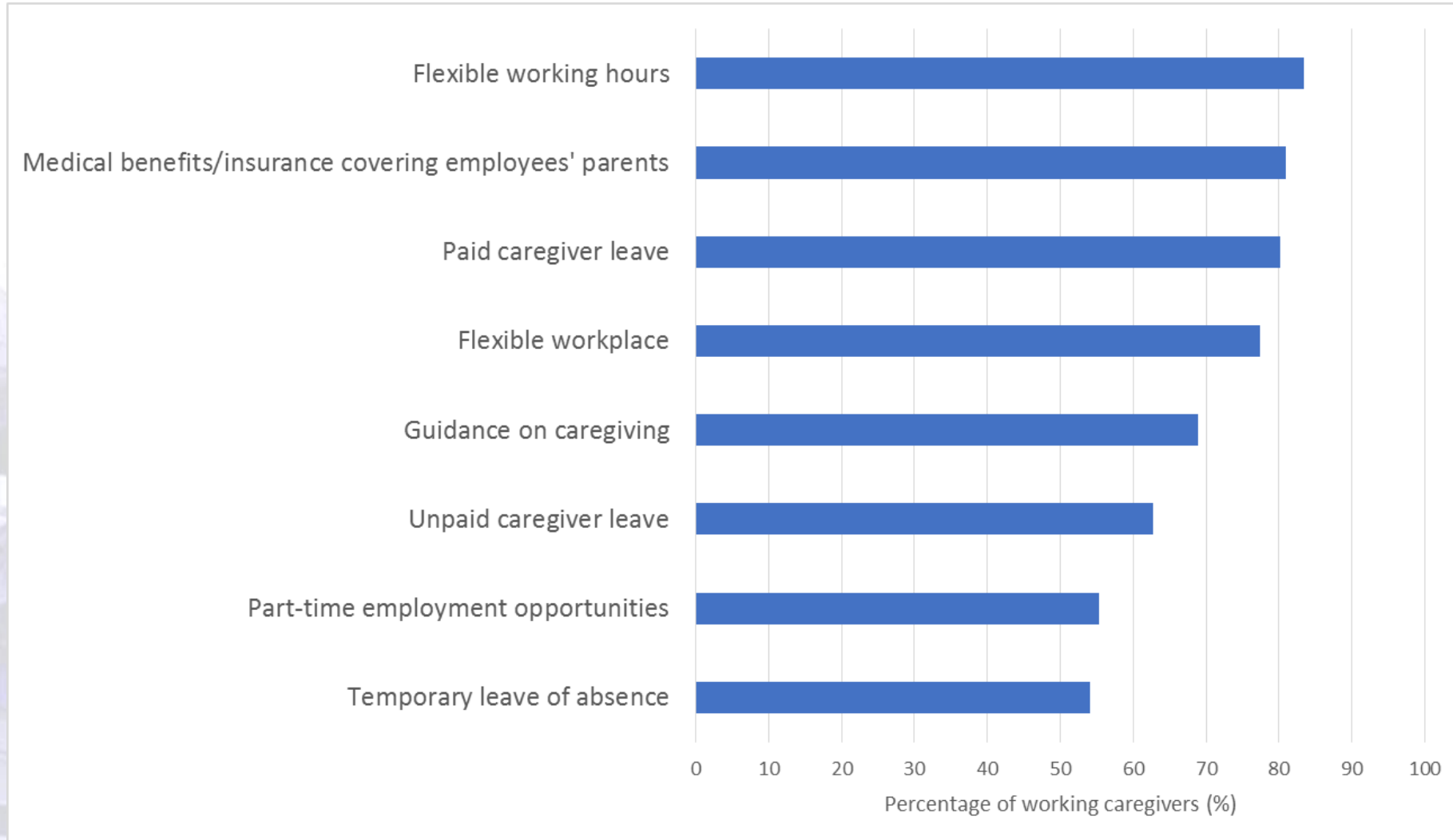
Community Caregivers (among those who expressed need for such service)



Working Caregivers (among those who expressed need for such service)



How Corporates Can be Helpful





香港大學秀圃老年研究中心
Sau Po Centre on Ageing
The University of Hong Kong

Care Management Approach to Support Carers

What is Care Management?

“A procedure to plan, seek, and monitor services from different social agencies and staff **on behalf of a client.**”

The Social Work Dictionary (Barker, 2003)



“A process of planning and coordinating the care of the elderly and disabled to **improve their quality of life and maintain their independence** for as long as possible.

(National Association of Professional Geriatric Care Managers of the US.)



A Care Management Approach to Provide Holistic Support

Values	<ul style="list-style-type: none">▪ Carers have the right to access to service▪ Carers at risk deserves early identification▪ Facilitate carers to identify strengths/risks would bring long-term positive impacts on both carers and care recipients
Objectives	<ul style="list-style-type: none">▪ To provide service information▪ To assess risks / strengths▪ To bridge and/or provide appropriate services with regularly monitor/evaluation
Strategies and Procedures	<ul style="list-style-type: none">▪ Carer-centered▪ Step-care▪ Balance instrumental needs fulfillment and psychosocial oriented interventions
Protocols	<ul style="list-style-type: none">▪ Screening▪ Assessment▪ Evidence-based Practice▪ Management procedure

Five-Step Towards Holistic Carer Support

STEP 1 - Screening

Assessment

Care Plan
for Carers

Reducing
Burden

Reducing
Depressive
Symptoms

Enhancing
Family
Functioning

照顧者危機及需求篩查

透過交談、觀察或者詢問，評估照顧者的危機及需求：

		有	沒有
1	傷害自己或者被照顧者	<input type="checkbox"/>	<input type="checkbox"/>
2	虐待被照顧者或者遭受虐待（精神、身體、經濟、忽視等）	<input type="checkbox"/>	<input type="checkbox"/>
3	跌倒	<input type="checkbox"/>	<input type="checkbox"/>
4	疼痛	<input type="checkbox"/>	<input type="checkbox"/>
5	經濟困難	<input type="checkbox"/>	<input type="checkbox"/>
6	室內或者室外環境未能配合照顧需要	<input type="checkbox"/>	<input type="checkbox"/>
7	未能為被照顧者提供日常生活照顧（ADL&IADL）	<input type="checkbox"/>	<input type="checkbox"/>
8	提不起興趣做事	<input type="checkbox"/>	<input type="checkbox"/>
9	心情低落、抑鬱或沒有希望	<input type="checkbox"/>	<input type="checkbox"/>
10	家庭支援不足	<input type="checkbox"/>	<input type="checkbox"/>
11	照顧壓力大	<input type="checkbox"/>	<input type="checkbox"/>

Crisis Intervention

		有	沒有
1	傷害自己或者被照顧者	Trigger Any One Take Immediate Action according to agency guideline	
2	虐待被照顧者或者遭受虐待（精神、身體、經濟、忽視等）		
3	跌倒		
4	疼痛	<input type="checkbox"/>	<input type="checkbox"/>
5	經濟困難	<input type="checkbox"/>	<input type="checkbox"/>
6	室內或者室外環境未能配合照顧需要	<input type="checkbox"/>	<input type="checkbox"/>
7	未能為被照顧者提供日常生活照顧（ADL&IADL）	<input type="checkbox"/>	<input type="checkbox"/>
8	提不起興趣做事	<input type="checkbox"/>	<input type="checkbox"/>
9	心情低落、抑鬱或沒有希望	<input type="checkbox"/>	<input type="checkbox"/>
10	家庭支援不足	<input type="checkbox"/>	<input type="checkbox"/>
11	照顧壓力大	<input type="checkbox"/>	<input type="checkbox"/>

Risk Management

		有	沒有
1	傷害自己或者被照顧者	<input type="checkbox"/>	<input type="checkbox"/>
2	虐待被照顧者或者遭受虐待（精神、身體、經濟、忽視等）	<input type="checkbox"/>	<input type="checkbox"/>
3	跌倒	<input type="checkbox"/>	<input type="checkbox"/>
4	疼痛	Trigger Any One Bridge / Arrange Corresponding Services	
5	經濟困難		
6	室內或者室外環境未能配合照顧需要		
7	未能為被照顧者提供日常生活照顧（ADL&IADL）		
8	提不起興趣做事	<input type="checkbox"/>	<input type="checkbox"/>
9	心情低落、抑鬱或沒有希望	<input type="checkbox"/>	<input type="checkbox"/>
10	家庭支援不足	<input type="checkbox"/>	<input type="checkbox"/>
11	照顧壓力大	<input type="checkbox"/>	<input type="checkbox"/>

Psycho-social Needs Fulfillment

		有	沒有
1	傷害自己或者被照顧者	<input type="checkbox"/>	<input type="checkbox"/>
2	虐待被照顧者或者遭受虐待（精神、身體、經濟、忽視等）	<input type="checkbox"/>	<input type="checkbox"/>
3	跌倒	<input type="checkbox"/>	<input type="checkbox"/>
4	疼痛	<input type="checkbox"/>	<input type="checkbox"/>
5	經濟困難	<input type="checkbox"/>	<input type="checkbox"/>
6	室內或者室外環境未能配合照顧需要	<input type="checkbox"/>	<input type="checkbox"/>
7	未能為被照顧者提供日常生活照顧（ADL&IADL）	<input type="checkbox"/>	<input type="checkbox"/>
8	提不起興趣做事	Trigger Any One Intervention on Psychosocial Needs	
9	心情低落、抑鬱或沒有希望		
10	家庭支援不足		
11	照顧壓力大		

Five-Step Towards Holistic Carer Support

Screening

Assessment

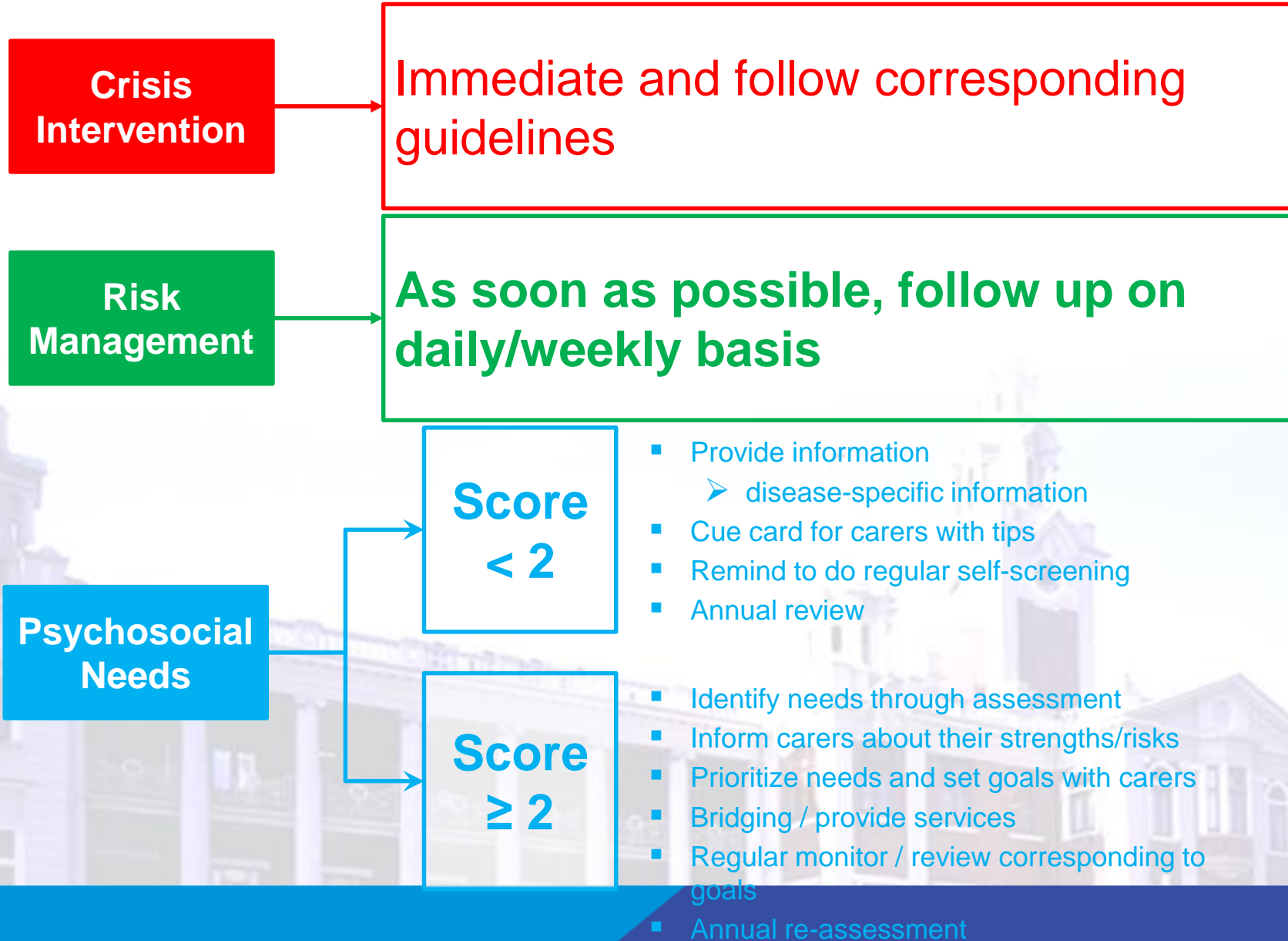
Step 2 -
Care Plan
for Carers

Reducing
Burden

Reducing
Depressive
Symptoms

Enhancing
Family
Functioning

Step 2 Care Plan for Carers



Five-Step Towards Holistic Carer Support

Screening

Step 3 - Assessment

Care Plan
for Carers

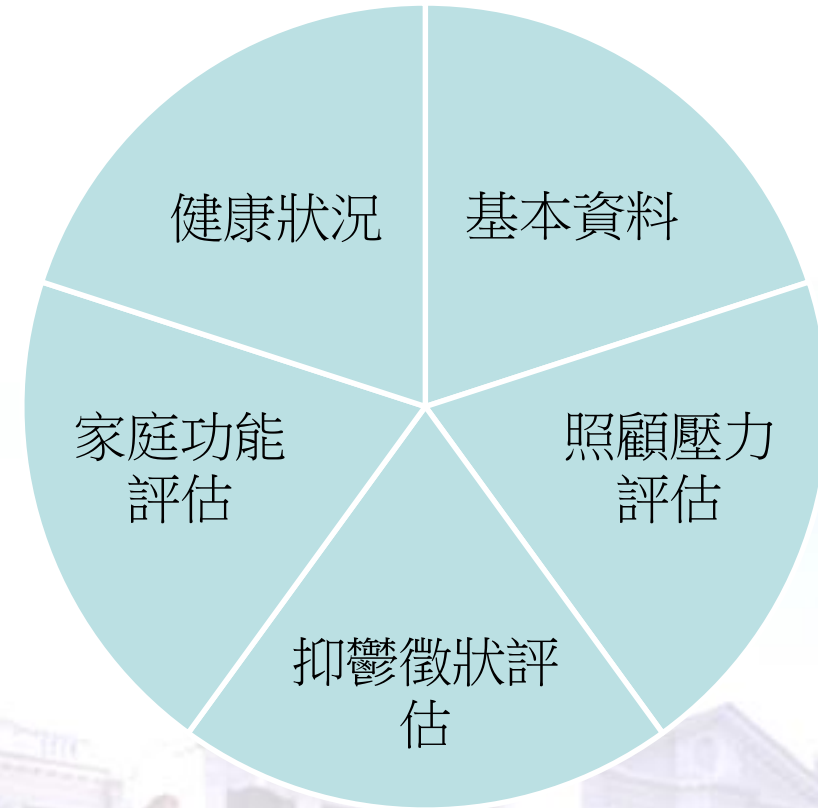
Reducing
Burden

Reducing
Depressive
Symptoms

Enhancing
Family
Functioning

Assessment Tool for Professional Workers

- Brief 24 questions
- Standardized
- Multi-dimensional
 - Demographic characteristics
 - Caregiving burden
 - Depressive symptoms
 - Family function
 - Health conditions



Five-Step Towards Holistic Carer Support

Screening

Assessment

Step 2 -
Care Plan
for Carers

Step 4

Reducing
Burden

Reducing
Depressive
Symptoms

Enhancing
Family
Functioning

STEP 4 Psycho-social Intervention(s)

	Strengths	Risks
Health	<input type="checkbox"/>	<input type="checkbox"/>
Burden	<input type="checkbox"/>	<input type="checkbox"/>
Depressive symptoms	<input type="checkbox"/>	<input type="checkbox"/>
Family function	<input type="checkbox"/>	<input type="checkbox"/>

Step 5 Impact Review / Evaluation

Crisis

- Crisis averted → Exit
- Crisis continuous → Review and adjustment intervention(s) when applicable

Risk

- Goal-focused review
- Immediate review with any clinical change
- Regular review 3 months

Psychosocial Intervention Score < 2

- Invite to join peer support group / gathering
- Immediate review after crisis (sudden changes)
- Regular review 12 months

Psychosocial Intervention Score ≥ 2

- Goal-focused review
- Immediate review with any clinical change
- Regular review 6 months

Carer-centered Multi-Sector Collaborative Efforts

Thorough and Regular Census on Caregivers



2005 > 2009 > **2018?**

Capacity Building – Professional Workers / Cooperates



Development of case management model

Review and Strengthening Financial Support to Carers using a life-course approach



78% of needs were unmet

Promote Public Awareness and Service Accessibility



照顧者需求篩查

作為照顧者，照顧人也要照顧自己。請問您在過去兩周有否感到以下情況：

- | | | |
|-----------------|----------------------------|----------------------------|
| 1. 提不起興趣做事 | 是 <input type="checkbox"/> | 否 <input type="checkbox"/> |
| 2. 心情低落、抑鬱或沒有希望 | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. 自身家庭支援不足 | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. 照顧壓力大 | <input type="checkbox"/> | <input type="checkbox"/> |

如果有 2 個或以上 ☒ 是，請關注您的身心健康。

Screening tool

Acknowledgement

Strategic Partner
and Sponsor:



嘉里集團
KERRY GROUP

Participating agencies (in alphabetical order)

- Aberdeen Kai-fong Welfare Association Social Service Centre
- Association of Baptists for World Evangelism (Hong Kong) Ltd.
- Baptist Oi Kwan Social Service
- Caritas - Hong Kong
- Christian and Missionary Alliance Church Union Hong Kong Ltd.
- Christian Family Services Centre
- Evangelical Lutheran Church Social Service - Hong Kong
- Free Methodist Church of Hong Kong
- Haven of Hope Christian Service
- Hong Kong Christian Service
- Hong Kong Lutheran Social Service, Lutheran Church – Hong Kong Synod
- Hong Kong Sheng Kung Hui Welfare Council Limited Lady MacLehose Centre
- Institute of Active Ageing, The Hong Kong Polytechnic University
- Hong Kong Society for the Aged
- Hong Kong Women Foundation Ltd.
- Hong Kong Young Women's Christian Association
- International Church of the Four-Square Gospel - Hong Kong District Ltd.
- Methodist Centre
- Mongkok Kai-Fong Association Limited
- Neighbourhood Advice-Action Council
- Pok Oi Hospital
- Salvation Army
- Sik Sik Yuen
- St. James' Settlement
- Tung Wah Group of Hospitals
- Yan Oi Tong
- Yang Memorial Methodist Social Service

Thank you to all participating caregivers and their families!

Acknowledgement

Strategic Partner
and Sponsor:



嘉里集團
KERRY GROUP

Participating companies (in alphabetical order)

- Bank of East Asia
- Big Silver
- Cultural Homes
- Hang Lung Properties
- Hong Kong Broadband
- HK Electric
- Hong Yip Service
- Kerry Holdings
- Kerry Logistics Network
- Kerry Properties
- Link REIT
- Maxim's Caterers
- New World Development
- Our Hong Kong Foundation
- Peterson Group
- Pullman Group
- Repulse Bay Clubhouse
- Shangri-La Hotels & Resorts
- Sino Group

Thank you to all participating caregivers and their families!

Thank You

SAU PO CENTRE ON AGEING

2/F, The Hong Kong Jockey Club Building for Interdisciplinary Research, 5 Sassoon Road, Pokfulam

Tel: (852) 2831 5210

Fax: (852) 2540 1244

Email: ageing@hku.hk

Website: <http://ageing.hku.hk>

