

# Standardised Care Need Assessment Mechanism for Elderly Services



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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.



## 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.



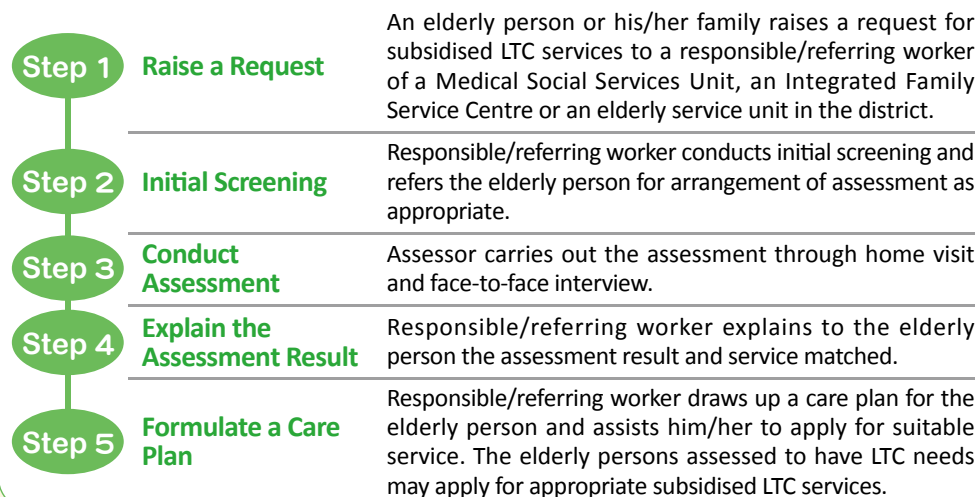
The SCNAMES covers applications for the following subsidised LTC services:

- (I) Community Care Services (CCS):
  - Integrated Home Care Services (Frail Cases), Enhanced Home and Community Care Services and Day Care Centres/Units for the Elderly
- (II) 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)



## 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.....



## 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

##### 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

##### 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

##### 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

##### 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

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



Social Welfare Department  
Homepage  
(Elderly Services)