

*Setting Standards for High Quality Residential Care –
Developments in Guidelines and Practice Models in
Hong Kong*



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Background


- The elderly population in HK is continuously growing and in 2006, the number of elderlies over 65 years of age is 850,000 (about 12% of the total population).
- Among this elderly population, more than 50,000 is living in residential homes.

Background

- There are about 750 residential homes in Hong Kong. Among them, the level of care varies a great deal.
- The mission of Hong Kong Association of Gerontology is to promote development of elderly services in Hong Kong and to improve quality of life among elderly people



Background

- From 2002 to 2004, our Association conducted the Pilot Project on Accreditation System for Residential Care Homes for the Elderly.
- From 2005 onwards, the project becomes a self-financed project and named as Residential Aged Care Accreditation Scheme (RACAS).
- The accreditation scheme is a 5-year accreditation cycle with annual review and totally has [40 standards](#)
- In 2008, International Society for Quality in Health Care approved and recognized the accreditation system and standards of the RACAS. 

Background

- In 2006, we applied successfully to obtain a government fund to publish a manual to give a practice guidelines of nursing care, rehabilitation and psycho-social care to the residential homes.

Professional Nursing and Rehabilitation Services Manual for the Elderly Homes



Objectives

- To provide knowledge and directions of elderly care to the staffs in residential homes.
- To enhance the quality service of residential homes.
- To facilitate the quality management of residential homes.

Content

- Including quality service standard, procedures and guidelines, e.g. :
 - management and daily operations
 - the procedures of nursing care and rehabilitation
 - psycho-social activities etc.

Editorial Procedures

1. Producing the manual :

- to set up a working group
- the group members include management staffs of residential homes and professionals
- to compose modules of the manual through literature review and evidence base

Editorial Procedures

2. To collect the opinions and comments from the staffs of residential homes :
 - to arrange 17 training workshops
 - over 390 participants attend the workshops. They are management staffs and professionals of residential homes
 - to introduce our manual to the participants and collect their opinions and comments so as to bring our manual to perfection and to be useful in residential homes



Editorial Procedures

3. Focus groups :

- to arrange 10 focus groups
- the members are not only professionals but also experts of their fields
- to discuss and revise the content of the modules in details



Editorial Procedures

4. Editorial board :

- senior and well-experienced professionals were invited to be the members of the editorial board
- to edit the modules of the manual



Content




- It is divided into 3 parts
- 21 modules, including :
 1. Quality Service
 2. Clinical Care
 3. Quality Management



Module

A. Quality Service	B. Clinical Care	C. Quality Management
1. Quality of Life	3. Skin care / Wound care	15. Drug Management
2. Individual Care Plan	4. Feeding	16. Nutrition
	5. Mobility assessment	17. Environmental Safety
	6. Lifting	18. Environmental and Food Hygiene
	7. Management of Fall	19. Infection Control
	8. Elimination	20. Social Activities
	9. Psycho-social Need	21. Documentation Management
	10. Communication	
	11. Senile Dementia-Behavior Problem	
	12. Use of Restraint	
	13. Chronic Pain Management	
	14. Special Nursing Care	

Characteristics of the Manual

- Over 80 samples of forms, including :
 - ✓ assessment forms 
 - ✓ clinical record forms and clinical audit forms 
- Over 30 flow charts of different caring procedures 

Characteristics of the Manual

- Attached with a DVD to show the practical situation of residential homes in drama form
- To emphasize the main points of each module and the risks involved
- To introduce the practical clinical care and management methods



「安老院舍醫護專業服務手冊」指南
如何推行優質生活？
護理知識話你知 (一)
護理知識話你知 (二)
護理知識話你知 (三)
護理知識話你知 (四)
院舍風險管理
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HKAG
HONG KONG ASSOCIATION OF GERIATRICS
香港老年學會

安老院舍醫護專業服務手冊

Characteristics of the Manual

- To focus on daily caring procedures of frail elderly
- To facilitate the nursing staff to carry out their duties by giving a clear care procedures and guidelines



How to use the manual to improve the services of residential homes?




Example :




《*Fall*》

Management Procedure of Fall


- Flow Chart :

To point out clearly the caring procedures of fall and fall prevention 

Forms

- To use the Morse Fall Scale  for the assessment of the risk of fall of the elderly so as to establish the individual care plan
- Caring guidelines of fall 
- To use the 《院友摔倒後記錄/評估表》  to record clearly the situation, causes and follow up of the fall to facilitate the evaluation and prevention of fall

Staff Training

- To assist the residential homes to train their staffs, a DVD is attached in the manual
- It helps to make the caring staffs to understand the procedure of elderly care and to maintain quality care in their residential homes . 

Conclusion

- Our manual provides invaluable knowledge of elderly care with diagrams.
- It is practical and client-focus
- To provide sufficient guidelines of nursing care, forms and clinical audit forms
- To assist residential home for the establishment of quality management system so as to provide quality services

Thank you !

