



# 服務監察系統

## Service Monitoring System

### 服務監察制度

本會設有內部探訪機制，以確保各服務單位能順利執行社會福利署的服務表現監察制度內各項要求。本會每年最少挑選六間服務單位進行服務質素評估，評估模式與社會福利署相同。去年共探訪了六間服務單位，共有48人次參與評估工作，成員包括董事局委員、委員會、員工和服務使用者家屬。本會各區域亦設有地區探訪制度，同區的服務單位定期互訪交流有關提升服務質素的心得，確保服務達到要求。

### 內部協作

本會擁有五個專業團隊，包括社工、護士、物理治療師、職業治療師及臨床心理學家。他們透過不同的溝通平台，貢獻專業知識及進行協作，使每名智障人士、自閉症及發展障礙人士、精神康復者及其他殘疾人士均得到綜合的照顧服務。每位服務使用者皆有個案經理聯繫各專業，為服務使用者制訂訓練及發展計劃，並至少每年舉行一次個案會議，讓服務使用者、其家屬及各專業團體一起討論服務使用者的需要及審視訓練及發展計劃。

本會每間服務單位均有康復及發展團隊，成員包括各專業，為服務單位設計訓練流程以配合服務使用者的需要。此外，每個專業團隊均定期舉行會議，交流各服務單位的實務經驗，並為全會性的發展制訂各專業服務的發展方向及工作計劃。

此外，本會成立多個工作小組，結集來自不同服務類型及不同專業的員工，就不同工作範疇，包括安全、服務質素標準及服務使用者的需要，進行研究及檢討，並制訂相關政策及策略，供所有服務單位參考及跟進。

### 服務成效

禾峯成人訓練中心及澤安成人訓練中心於本年度接受了社會福利署外評，兩間服務單位均能符合服務質素標準。

## Service Monitoring Mechanism

An internal visit mechanism has been established in our Society to ensure the smooth implementation by service units of all the requirements laid down in the Service Performance Monitoring System of the Social Welfare Department. Each year, at least six service units are selected for service quality assessment based on a model similar to that of the Social Welfare Department. Last year, visits were made to six service units with a total of 48 participations involved in the assessment, including Council members, Committee members, staff and service users' families. A regional visit system is also set up by our Society, service units within the same region will conduct regular visit and exchange to share about experiences in service promotion and to ensure the standards of our services.

## Internal Coordination

Our Society has five professional teams including social workers, nurses, physiotherapists, occupational therapists and clinical psychologists. Through different communication platforms, the different teams contribute their professional knowledge to the service and coordinate among themselves for the provision of integrated care services to persons with intellectual disabilities, autism and developmental disabilities, psychiatric disabilities and other disabilities. A case manager who keeps contact with different professionals and devise relevant training and development plan will be assigned to each service user. In addition, a case conference will be held at least once a year between the service user, their families and the professionals to discuss about the needs of the service user and review the progress of training and development.

Every service unit of our Society is equipped with a rehabilitation and development team that comprises different professionals. The team is responsible to design training arrangement based on the needs of our service users. Moreover, each professional team will conduct regular meeting to facilitate exchanges on one another's practical experiences as well as laying down directions and work plans for each service according to the development of the Society as a whole.

Apart from that, our Society has also set up a great variety of working groups that gather together staff from different service types and professions. These working groups will conduct research and review on different aspects of work including safety, service quality standards and needs of service users, as well as formulate relevant policies and strategies for reference and follow-up by all service units.

## Achievements

This year, external assessments by the Social Welfare Department were conducted at Wo Che Adult Training Centre and Chak On Adult Training Centre, both Centres were able to meet the service quality standards.