



# 跨專業協作 互補不足 最安心

## Overcoming shortcomings through cross disciplinary collaboration

本會近年面對服務使用者高齡及老化問題，他們身體機能急速退化，不論心理及生理都需要更專業的照顧，因此本會提倡跨專業協作，並依照服務使用者的意願，為他們提供專業的服務。本會言語治療師崔龍逸 (Ronald) 指自己會定期與不同專業同工，如社工、護士、職業治療師、物理治療師及臨床心理學家就不同服務使用者的情況交換意見，希望為服務使用者提供更多選項。

### 多角度審視 服務使用者為先

跨專業會議往往可以令服務使用者得到更完備的服務，Ronald 指自己在評估服務情況後，也需要社工協助執行，「早前有一個 50 幾歲嘅服務使用者，因為患新冠肺炎（新型冠狀病毒病）之後，進食能力大不如前，需要更改進食嘅習慣，包括少食多餐及改食比較滑身嘅食物等等。因為餵食習慣嘅改變，前線員工會有壓力，所以就要靠社工同前線員工解釋，咁先可以執行得好啲。」



### 加強溝通 相互諒解

除了照顧服務使用者的需要外，Ronald 指兼顧服務使用者家屬的感受同樣重要，「因為喺疫情期間，家屬無得探病，但咁啱個服務使用者就患咗新冠肺炎（新型冠狀病毒病），令佢嘅吞嚥能力大幅下降，家屬唔知佢嘅突發身體狀況，就會覺得我哋為咗方便自己，所以唔餵食，喺咁嘅情況，就好需要社工同家屬解釋，令佢哋理解我哋嘅決定。」

### 需要與需求的抉擇

尊重服務使用者的意願是本會的核心價值，我們希望在需要和他們的需求兩者中作出平衡，Ronald 在處理個案時，往往會面對這個情況，「例如好多服務使用者都鍾意食花生，但係花生就屬於高危食物，因為有機會塞住氣管，所以好多中心就會有唔准食花生呢個規定。但我哋就會去諗點樣平衡呢，如果煲湯嘅花生，無咁大粒，又無咁硬，又係咪可以俾吞嚥能力比較好嘅服務使用者食呢，當然事前我哋都會搵唔同嘅專業同事做評估先。」談到最後，Ronald 指服務使用者的福祉永遠是他們最先決的考慮因素。

Service user's aging with health issues is a challenge that the Society faced in recent years. With rapidly deteriorating bodily functions, our service users require psychological and physical care that needs to be more professional. Therefore, the Society is an advocate of cross disciplinary collaboration, so that we can provide professional services that are tailored to our service users' wishes. Ronald, the Society's speech

therapist pointed out the necessity of regular communication with other professionals, such as social workers, nurses, occupational therapists, physical therapists and clinical psychologists when it comes to exchanging opinion on the individual situations of service users, so as to provide service users with more options.

### Multi-perspective assessments that place the service user first

Cross disciplinary meetings can often lead to better services for service users. Ronald mentioned that after his own evaluation of the service situation, he also needs the assistance of social workers in its execution. "A while ago, a service user in his 50s experienced a decline in his ability to eat after suffering from COVID-19. There was a need for a change in eating habits, such as consuming smaller meals in higher frequency, and switching to more chewable food. Such a change in eating habits required more effort from our frontline staff. So, we have to rely on social workers to clarify the situation to ensure a better execution."

### Strengthened communication with mutual understanding

In addition to taking care of the needs of service users, Ronald brought up the importance in considering the feelings of the family members of the service users. "Family members were not allowed to make visits to service users during the pandemic. That particular service user suffered from COVID-19, which affected his ability to swallow, because family members were not aware of his sudden condition, they

felt that the service user was not fed for the sake of our own convenience. In a situation such as this, there is a need for our social worker to explain the situation to family members, so that they can understand our decision."

### Choosing between needs and wants

It is the Society's core value to respect the wishes of our service users. We hope to strike a balance between their needs and their wants. This is a situation that Ronald often faces. "For example, many service users like eating peanuts. But peanuts are a high-risk food because they can block the trachea, which is why many service units prohibit peanuts. Meanwhile, we try to maintain a balance when it comes to such a need. If the peanuts cooked in soup are not as big, or as hard, perhaps they can be served to service users with better swallowing ability. Of course, we would also consult colleagues from other professions beforehand." As a final remark, Ronald concluded that the welfare of service users will always be the primary factor to consider.

