



HOSPITAL AUTHORITY CHESHIRE HOME, SHATIN Hospital Information Directory

Index

Hospital Introduction	1
Special Facilities	
Scope of Services	
Disabled Unit	
Infirmery Unit	
Halfway House Service	2
Long Stay Residential Service	
Respite Service	
Hospital Information	3
Admission	
Alcohol/Illegal Drugs	
Allergies	4
Call Button	
Car Parking	
Compliments and Complaints	
Escalating Complaints	
Consent to Patient's Examination /Treatment.....	5
Consumer Panel	
Discharge Planning	
Donating to Cheshire Home, Shatin	
Emergencies – Fire or Evacuation.....	6
Enquiries	
HA Bylaws	
Health Resources Centre	
Hospital Charges	7
Hospitalization (Rules & Regulation)	
Hospital Staff & Rehabilitation Programmes	

Identification Band(s).....	8
Internet Access	
Interpretation Service	
Lost Property	9
Mail	
Meals	
Meals (Brought In)	
Medical Report (Application for Patient Data/Medical Record) .	10
Medical Social Service Unit (MSSU)	
Newspapers /Magazines	
Open Disclosure	
Pastoral Care and Sacred Space	
Patient Classification.....	11
Patient's Property	
Patient Safety	
Patient Satisfaction Monitor	13
Privacy / Personal Data & Update of Personal Information	
Public Transport	
Research	14
Rights and Responsibilities (Patients' Charter)	
Security	
Shroff (Location and Opening hours)	15
Subsidy/ Financial and Other Difficulties	
Television and Radio	
Tuck Shop	
Visiting Policies	
Volunteer Services	

Hospital Introduction

Cheshire Home, Shatin is the second home built by the Hong Kong Cheshire Home Foundation.

The hospital started operation in March 1991 with management taken over by the Hospital Authority in the same year. It is one of the member hospitals of the New Territories East Cluster (NTEC) under the Hospital Authority.

We offer extended care and specialized rehabilitation services to persons with temporary or permanent physical disabilities. We also provide infirmary service to patients referred from the Central Infirmary Waiting List.

Special Facilities

- Activities of Daily Living (ADL) Assessment & Training Room
- Outdoor Wheelchair Training Track
- Residents' Quiet Room
- Residents' Computer Room

Scope of Services

- Infirmary service for patients
- Rehabilitation service for the disabled
 - Halfway House Service
 - Respite Service

Disabled Unit -

(1) General Rehabilitation Beds

They are located in the Chalets, with each Chalet having 3 bedrooms, a sitting room, 2 showers, 2 toilets and a pantry. The facilities inside the Chalets are specially designed for the ambulatory residents who are motivated to lead an independent life. Residents have the support of medical and nursing staff whilst living in an environment close to community settings.

(2) Infirmary Beds (Non-Central Infirmary Waiting List)

There are 2 wards for severely disabled residents who require continuous medical and nursing care.

Infirmary Unit -

(3) Infirmary Beds (Central Infirmary Waiting List)

There are 6 infirmary wards which accommodate infirmary patients referred from the Central Infirmary Waiting List.

Halfway House Service

We provide short-term residential service to disabled adults in order to let them and their families to plan for their long term care with sufficient time. Rehabilitation training during admission will be provided so as to enhance their self-care ability.

Duration of stay: maximum 6 months.

Fees: In accordance with government gazettes as at HK\$2,370 per month. Patients with Comprehensive Social Security Assistance (CSSA) also need to pay for the fees and not applicable for fees waiving.

Application: via our Medical Social Workers or social workers from SWD/NGOs.

Long Stay Residential Service

Mainly for: Severe physically disabled adults who are unable to live independently in the community. With the comprehensive services, we aim at maintaining the quality of life of the patients and to maximize their residual functioning.

Fees: In accordance with government gazettes as at HK\$2,370 per month. Patients with Comprehensive Social Security Assistance (CSSA) also need to pay for the fees and not applicable for fees waiving.

Application: via our Medical Social Workers or social workers from SWD/NGOs.

Respite Service

Aims: Relieving families from the stress of taking care of the disabled at home by offering the latter temporary residence. Thorough assessment of their physical conditions and tailor-made rehabilitation programs are provided, including referrals to sources of assistance after discharge.

Duration of stay: Twice a year, maximum 8 weeks.

Fees: In accordance with government gazettes as at HK\$2,370 per month. Patients with Comprehensive Social Security Assistance (CSSA) also need to pay for the fees and not applicable for fees waiving.

Application: via our Medical Social Workers or social workers from SWD/NGOs.

Hospital Information (A to Z)

Admission (Preparation)

- Bring the patient's ID and proof of address
- Bring the patient's private examination and laboratory reports, if any.
- Bring a padlock for keeping your property in the bedside locker

Admission Office

- Location: Lift lobby of ground floor
- Opening Hours: -
 - Monday to Friday : 8:30am – 5:30pm
 - Saturday : 8:45am – 1:00pm & 2:00pm – 5:30pm
 - Closed on Sundays and Public Holidays

Admission (Registration)

- Original copy of the patient's Identity Card/Passport
- Proof of address (e.g. electricity/ telephone bill, etc. dated within the last 6 months)
- No admission registration would be performed if patients are unable to present valid identification documents upon registration.
- Should patient wish to cancel the admission appointment, please contact Admission Office at ☎ 2636 7288.
- If typhoon No. 8 or above or rainstorm black warning is hoisted, non-emergency admission will be withheld and hospital would inform patients about rescheduling arrangement.

Admission (Daily necessities required to be brought to hospital)

- They include cups, face towels/towels, toothbrushes, toothpaste, shampoo, comb, toilet paper, slippers and shavers (for male patients)
- Relatives have to order adult diapers for patients who have such need. In view of space constraint of our wards, quantity delivered is limited to one carton box (10 packs) per week.

Alcohol/illegal Drugs

Patients may not drink alcohol or use drugs on hospital premises unless prescribed by medical staff.

Allergies

If you have an allergy to any medications or types of food, please inform medical and nursing staff once you are admitted to the hospital.

Call Button

A call button is equipped at each bedside console, allowing patients to alert the nursing staff at any time assistance is needed.

In case a fellow patient needs help (such as in a fall), please do not offer physical assistance. Use the call button to ask for help instead.

Car Parking

Hourly fee-paying visitor car parking service is available in our hospital. In the lower level carpark, 6 car-parking spaces are assigned for visitors, with 2 of them are designated for disabled drivers.

Compliments and Complaints – we welcome your comments

Any compliments or complaints regarding our services can be directed to the Nursing Officer, Ward Manager of the respective ward or the Suggestion Box which is placed in the lift lobby of each floor.

You can also contact our Patient Relations Office in person, by phone, fax or e-mail

Address

Service Hours Monday to Friday 9:00am – 1:00pm
2:00pm – 5:30pm
Closed on Saturdays, Sundays and Public Holidays

Fax 2647 7850

Escalating Complaints

If you are dissatisfied with the reply provided by the hospital regarding your complaint, you may approach Public Complaints Committee (PCC) of Hospital Authority Head Office for appeal. Our Patient Relations Officer will provide

information requested by PCC to facilitate the investigation.

Consent to Patient's Examination /Treatment

When admitted into a HA hospital, you may be

- examined by medical students and nursing students and treated by House Officer under supervision of corresponding supervisor.
- subsequently be transferred to another HA hospital for examination and/or treatment.
- asked to consent to such tests, examination and treatment considered appropriate or necessary by the HA hospital.

In the course of treatment process, the hospital would try to provide interpretation service as far as possible if the patient cannot speak Cantonese, Putonghua or English. As it may take time to arrange for interpreters, patients are advised to contact the hospital staff in advance if interpretation services are needed.

Consumer Panel

Your opinion is important to us! You can become a member of our two groups; The Carer Focus Group and the Patient Focus Group. Regular meeting will be held in each of the group so as to allow the hospital management better understand the needs of the patients and carers. For more details, please contact our Patient Relations Officer by email to sch_enquiry@ha.org.hk

Discharge Planning

Patients have to be discharged from hospital if they were assessed as no longer require hospital treatment. Or they have to accept the discharge plan arranged for them by hospital in conjunction with medical social worker.

On day of discharge, nursing staff will give a discharge form to the patient and direct patient to the Shroff office to finalise the account.

Donating to Cheshire Home, Shatin

The hospital is a non-profit making organisation and donations are welcome.

Donation Box is available in :

- G/F
- 1/F
- 2/F

Receipts for donations are available upon request.

To find out more about donation, please call 2636 7288.

Emergencies – Fire or Evacuation

In cooperation with the nearby Fire Department, regular Fire Drills are arranged in our hospital and so our staff is fully trained in emergency procedures. It is most important that you stay calm, do not panic and follow the instructions of staff if a fire or other emergency occurred. In the event of an emergency, you should stay where you are until a member of hospital staff tells you what to do.

Enquiries

For enquiries on services and facilities of the hospital, you can:

- Contact the General Office on ground floor or by ☎ 2636 7288
- Browse the hospital website – www.ha.org.hk

The General Office is located at the lift lobby of ground floor.

Opening Hours: -

Monday to Friday : 8:30am – 5:30pm

Saturday : 8:45am – 1:00pm & 2:00pm – 5:30pm

Closed on Sundays and Public Holidays

Our staff can assist you with any questions about the location of services or patients.

HA Bylaws

Under Section 7(1)(c) and 7(1)(d) of the Hospital Authority Bylaws, no person shall in a hospital use any language likely to cause offence or annoyance to any person or behave in an indecent or disorderly manner. Any person who contravenes Bylaw 7(1)(c) or 7(1)(d) commits an offence and is liable on first conviction to a fine of HK\$1,000 and on second or subsequent conviction to a fine of HK\$2,000 and to imprisonment for 1 month.

Health Resources Centre

The centre is located on the ground floor, which aims at;

- Providing psychological and social support to patients and carers and which help create a community with harmony.
- Serving as a platform for patients and carers in order to enhance the patients empowerment and their ability of self-management
- Serving as a bridge to promote the collaborative partnership between patients, carers, volunteers and community organization.

Hospital Charges

Infirmery Unit : HK\$100 per day

Disabled Unit : HK\$2,370 per month

Payment could be made at the Shroff Office or by the following means:

1. In Person at Shroff
2. Cheque by Post
3. By PPS
4. Internet Banking
5. Automated Teller Machine (ATM)
6. Cash Payment at 7-Eleven

Hospitalization (Rules & Regulation)

Please refer to "Patient Charter" (P.15) for the information on patient's right and responsibilities

- Electrical Sockets – Do not use hospital electricity for recharging private or non-hospital owned electrical appliances/equipment (eg. Mobile phone, laptop computer) without the hospital's prior permission)
- No member of hospital staff is permitted to accept gratuity or presents.
- Mobile Phone – Keeping mobile phones at a distance of at least 1 meter away from medical equipment must be observed. To avoid inference to the medical equipment, please switch off mobile phone in areas where large numbers of highly sensitive medical equipment are in use. The use of mobile phone cameras is prohibited without the permission of staff or the person involved.
- We would prefer that the mobile phones be used in public spaces such as the lift lobby and the Day Room in the interest of noise reduction and privacy.
- No Smoking – To protect the health of our patients and staff, smoking making use of a naked light within the hospital premises is forbidden. Offenders may be prosecuted.
- Leaving the ward – You are required to inform ward staff before leaving the ward. For your safety, the hospital would seek police assistance to locate your whereabouts if the ward staff cannot find you.

Hospital Staff & Rehabilitation Programmes

During your stay in hospital, you will be cared for by a team of health professionals which include:

- Doctors, nurses, physiotherapists, occupational therapists, medical

social workers, speech therapists, dietitians and radiographers.

- Clerical, catering and supporting staff are also of your support during your stay.

Each patient is assigned with a primary nurse who works out a nursing care plan on individual basis, and follows up with the progress. Nursing team also conduct multidisciplinary round or case conference to review each resident's care plan regularly.

Rehabilitation Programmes include:

- Social, psychological and vocational well-being.
- Activities of daily living assessment & training.
- Cognitive assessment & training
- Wheelchair assessment & training
- Prescription of splintage and assistive device
- Consultation for home modification
- Pain management
- Mobility and balance training
- Fall risk assessment and prevention measures
- Communication and swallowing assessment & training
- Comprehensive foot assessment and management.

Identification Band(s)

Each patient is required to wear an identification band with the name and other important details on it during the stay in our hospital. With the band, the patient will be easily identified and he/she will be offered with the right treatment and care.

Internet Access

Internet service is available in the computer room in Chalets. With prior successful registration, patient can use the internet services free. For details, please contact our Medical Social Services Unit.

Interpretation Service

The hospital provides on-site/ telephone interpretation service for some languages. Please contact the Nursing Officer / Ward Manager of the respective ward for enquiries or when the interpretation service is needed.

Lost Property

For any personal property left behind, they will be temporarily kept in the Shroff. They shall be considered abandoned if unclaimed for three months. The HA hospital may dispose of it in any way it considers fit, and the proceeds of disposal (if any) will be retained by the HA hospital for its own use. However, if the personal property is perishable, noxious or otherwise offensive, the HA hospital may, without prior notice, dispose of it as soon as is practicable.

When claiming ownership of your personal property subsequent to or when you leave the HA hospital, you shall be required to identify it yourself to the reasonable satisfaction of the HA hospital.

Mail

Our General Office will help deliver mails to the patients. Please make sure that the mails are sent to our hospital, addressed to you, with your ward and bed number clearly shown. If you need to post mails, please seek assistance from our staff in General Office.

Meals

Food provided by the hospital will be sufficient in quantity and can cater for patients' needs. There is no need for patients' relatives to bring too much food for them. For tube feeding patients and those who have swallowing problems, they should be assessed before feeding and be fed directly by clinical staff. For patient's feeding questions or problems, please do not hesitate to consult our clinical staff.

If patient has the following conditions during the stay in our hospital, please notify nursing staff for further arrangement:

- Require smaller or larger portion of meal or not requiring any meal.
- Allergic to any kinds of food.
- Require special diet due to religious reasons, eg. Halal meal or vegetarian meal.

Meals (Brought In)

- Make sure your brought-in food can be tolerated by your hospitalized individual.
- Ensure your brought-in food is prepared and packed hygienically, and transported safely without contamination/decay.
- Do not bring raw/undercooked/ easily decayed food.

- Only bring clean and intact fruit. Do not skin/cut it beforehand.
- Do not leave any brought-in food behind after visiting.
- Properly dispose the food residue and its packing.

Medical Report (Application for Patient Data/Medical Record)

Your doctor will provide you with information that you need. No other person, except those authorised by law, can have access to your medical record. Requests for access must be made to the General Office.

Details for applying patient data such as copy of medical records, medical report, clinical information, medical certificate and on-loan of X-Ray films are available at one of the following channels :

- The hospital website - www.ha.org.hk
- Admission Office on G/F, Telephone No. 2636 7288

The minimum charge of HK\$895 should be paid when submitting an application for medical report. Payment by cheque should be crossed and made payable to the 'Hospital Authority - Cheshire Home, Shatin'.

Medical Social Service Unit (MSSU)

Application to admission to our hospital must be referred from our Medical Social Workers in MSSU department or social workers from SWD or NGOs.

Our Medical Social Workers are well trained to help relieve the stress and worry that the patients and their carers may have during the stay in hospital. Please ask any staff if you wish to talk to our Medical Social Worker.

Newspapers / Magazines

Newspaper and magazines are provided free of charge in dayroom of Chalets.

Open Disclosure

Medical incidents happened in our hospital will be reported to and followed up by an established mechanism and guidelines which was developed by Hospital Authority. Follow-up action will be monitored.

Pastoral Care and Sacred Space

Medical Social Service Unit of our hospital addresses the physical, psychological,

social and spiritual concerns of residents and families and to respond to their needs when appropriate.

The NTEC Spiritual Care Service (SCS) Team aims to respond to the diverse spiritual and emotional concerns experienced by those who are hospitalised and those who care for them.

The Sacred Space is in the Quiet Room (room #11 in Chalets), and is an ambient space for all faiths and traditions where everyone is welcome at any time.

Patient Classification

Patients in our hospital are (i) referred from the Central Infirmary Waiting List, and (ii) people with moderate or severe physical disabilities.

Patient's Property

- You are requested not to bring any sharp, dangerous or inflammable objects to wards for safety reasons.
- You are advised not to bring personal belongings or valuables into HA hospitals as far as possible.
- You should take care of your personal property during your stay at any HA hospital. HA and the HA hospital are not liable for any loss or damage to your personal property, howsoever arising. When you leave the HA hospital, you must ensure that you bring along all your personal property.

Patient Safety

1) Medication

- For a safe and effective treatment, it is very important that we have detailed knowledge of all the medications you are taking.
- Some health food may not be safe for you to take during your stay in hospital, for instance, some herbal products may increase bleeding and some eye drops may affect your heart beat or breathing.
- You are advised to consult your doctor first before taking any other medicines or health food that is not prescribed by your doctor.

2) Infection Control

To reduce the risk and spread of infections, the following measures had been implemented:

- Sanitary hand rub solutions are equipped at ward entrances and visitors are strongly advised to wash their hands and wear their own face masks

before entering the ward areas.

- All the staff had been receiving regular infection control trainings so that they are able to adopt the most updated and effective measures against the prevailing virus or bacteria.
- Patients with infectious risks may be required to be transferred to different wards with enhanced infection control facilities, thereby minimizing cross infection within the hospital premises. In addition, to protect yourself and safeguard public health, please undertake precautionary measures such as wearing surgical mask if you have respiratory symptoms and perform hand hygiene before eating, taking medicine and after using toilet.
- Our health care workers are also required to clean their hands before and after taking care of patients. If you are aware of any healthcare staff not doing so, please make a friendly reminder to them.

3) Fall Prevention

- If the bedside rail has been lowered during your visitation, please have it re-set before you leave the ward. Please seek help from ward staff whenever necessary.

4) Nutritional Care

- Healthcare staff might conduct nutritional assessment such as interviewing and measuring body height and weight as necessary. Patients with choking risk should comply with the hospital's recommendations on diet texture and fluid consistency. Please ask help from ward staff if you have any questions.

5) Risk of Skin Injury

Since most of our patients are bed bound patients, the following measures are adopted to prevent /soothe the Pressure Ulcer :

- All the nurses and ward staff had been receiving regular trainings on Pressure Ulcer Prevention and Management organised by NTEC.
- Our ward staff will help turn the patient on bed once every few hours, frequency of turn will be depending on the patient's skin condition. Thirty-degree lateral turning, an effective pressure relieving method, will be practised. The angle between the bed and patient's hip will be about 30 degree by applying wedge cushion or pillow.
- Pressure relieving devices, such as gel cushion, heel protector and skin care items will be provided to patients in need.
- Special types of mattress, such as air or foam mattress will be provided to patients in need. The provision will be based on the risk assessment by our professional nursing staff and the availability of the mattress.

Patient Satisfaction Monitor

To better understand the level of patient satisfaction with the Cheshire Home, Shatin, 2 Patient Satisfaction Surveys are conducted every year. Results of the surveys will help us make ongoing improvements for the benefit of all our patients.

Privacy / Personal Data & Update of Personal Information

- It is vital for us to maintain your privacy and the confidentiality of your personal information.
- Your medical history, treatment and any information provided to the hospital will be kept confidential. We cannot use or pass on your information to anyone unless you agree, or unless it is required by law.
- It is important that you read the “Personal Data (Privacy) Ordinance – Notice to Patient” regarding the use and disclosure of personal data.
- Any changes in personal information, please return with relevant document to the Admission office for updates

Public Transport

Public light bus no. 67K runs a direct route from the Shatin MTR Station via Shatin Hospital to our hospital.

Address: No.30 A Kung Kok Shan Road, Shatin, N.T.



Research

You may be invited to participate in hospital's research projects. You are under no obligation to participate in any kinds of research. Please feel free to refuse but we hope that you will agree, as your participation is vital to student's education and investment in future health care.

No matter you participate in the research or not, it will have no effect on the treatment and care you receive.

Rights and Responsibilities (Patients' Charter)

The partnership between you and the staff who provide your care is an important one. Your rights and responsibilities are displayed in ward areas.

The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the services of any of Hong Kong's public hospitals. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually beneficial one.

The Charter sets out the ways in which the community and the hospital work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

Your rights include right to medical treatment, right to information, right to choices, right to privacy, and right to complaint.

Your responsibilities include the following:-

1. Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.
2. Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.
3. Show consideration for the rights of other patients and health care providers, by following the hospital rules concerning patient conduct.
4. Should not ask health care providers to provide incorrect information, receipts or certificates.
5. Should not waste medical resources unnecessarily.

Security

Security services are provided to patients, visitors and staff 24 hours a day by our contracted security service provider. Annual security review exercise is conducted to assist the hospital management to identify areas for improvement.

Shroff (Location and Opening hours)

- Location: Ground floor, opposite the Shop
- Opening Hours: -
Monday to Friday : 9:00am – 1:00pm & 2:00pm – 5:15pm
Closed on Saturdays, Sundays and Public Holidays

Subsidy/ Financial and Other Difficulties

Patients with financial difficulties may request a nurse of the ward to have their cases referred to the Medical Social Worker for financial assessment so that an application for fee exemption or reduction may be submitted.

Television and Radio

Television is equipped in each ward and each room in Chalets. Patients may bring their radios and MP3 player but they must be used with earpieces to avoid disturbing other patients.

Tuck Shop

It is located on the ground floor, opposite the Shroff. It sells snacks, drinks and some basic necessities items. Service hours are flexible, please contact the staff in Admission Office during office hours in weekdays if you would like to make a purchase.

Visiting Policies

Unless you disagree, the HA hospital may disclose your ward / bed number to persons requesting to visit you in hospital.

Children under age 12 are not allowed to enter wards.

Visiting hours: 11:00 am - 2:00 pm & 5:00 pm - 8:00pm
(3 hours & 2 visitors maximum per visit).

The above visiting hours will be changed subject to HA Response Level for Infection Control. Please contact Admission Office at 2636 7288 for details.

Volunteer Services

Our teams of volunteers are giving their time and talents to make a special contribution to the comfort and care of the patients and their carers. With their help, many activities and events are organized. There are indeed so many areas where volunteers can help! If you are interested in joining our volunteer team, please contact our Medical Social Service Unit at ☎ 2636 7249