



Patient and Carer Support Services



葵涌醫院
KWAI CHUNG
HOSPITAL



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Patient and Carer Support Services

Kwai Chung Hospital endeavors to foster a caring and human-oriented culture, provide quality healthcare and rehabilitation services for people with emotional and mental disturbances, establish a comprehensive mental health service network that serves people of all ages (adolescents, adults and elderly people) in the community, to provide appropriate diagnosis, treatment, community outreach services, offering a wide range of services for patients and carers, including inpatient and outpatient services, day hospital, counseling and consultation, and community psychiatric services.

For people with early onset of emotional and mental disturbances, Kwai Chung Hospital provides immediate treatment and follow-up, actively implements the recovery model, and commits to building partnerships with people in recovery. Through multi-disciplinary collaboration across districts, Kwai Chung Hospital aims to develop more comprehensive rehabilitation programs. Our various departments are also forming support groups for persons in recovery and their carers, so as to provide them with suitable rehabilitation support services.

Support for Persons in Recovery

- Support group gatherings
- Mental health education seminars and Recreational activities
- Participation in Health promotion activities
- Recreational and Social activities among members

Support for Families and Carers

- Support groups for families
- Programs for understanding mental health
- Family counseling
- Thematic seminars
- Participation in mental health activities for strengthening the family as a unit

Patient Resource and Social Centre

Provides patients with social, educational, recreational and encouraging activities; Help and teach residents to restore confidence, self-esteem, ability to manage daily life, normal work routines, interests and hobbies, to achieve the ultimate goal of helping patients adapt to and be integrated into society.

Coordination of Support Services for Persons in Recovery and Carers

The Center also supports or coordinates educational activities for persons in recovery and carers, to promote their understanding of mental illnesses and facilitate their rehabilitation processes.

Mental Health Support

Through cooperation with medical staff in the hospital, the Center organizes different forms of social and psychological support activities, such as lectures, workshops and groups, so as to provide emotional support for persons in recovery and carers to promote rehabilitation. Activities held by the Center include: mental health education seminars, social psychology groups, emotion management workshops... and so on.

Projects in which the Center is involved include: Regular seminars for carers, conducted by doctors, psychiatric nurses, clinical psychologists, pharmacists or other allied health professionals, with question-and-answer sessions to address participants' inquiries.

Links with Community Resources

In collaboration with service agencies and organizations in the community, the Center establishes service platforms that unite community resources and rehabilitation information. Through multi-disciplinary collaboration with professional healthcare partners, the Center provides diversified activities and services, strengthens support network for persons in recovery and carers, so as to achieve the goal of facilitating rehabilitation and integration into society.

Information Stations for Patients and Carers

Establishes information stations for patients and carers, providing mental health education materials to promote carers' mental health, enhance awareness of mental illnesses, improve skills of taking care of persons in recovery, in order to more effectively assist them in their recovery processes. The Center also provides information regarding different departments' services for persons in recovery and their carers, to encourage them to participate in related activities, foster mutual exchange of experience and support among carers, to relieve their carer stress.

Emotional Support

To help persons in recovery reintegrate into the community to start a new page of life, support and acceptance from the family and community are very important. If family members notice that persons in recovery are subjected to emotional distress, or family members feel stressed themselves, please do not hesitate to seek help from mental health hotline.

Hospital Authority Mental Health Hotlines

2466 7350 (24 hour hotline)

Introduction of services:

- Provides 24-hour mental health services consultation and counseling services to the public, people with emotional and mental disturbances, and their families.
- Professional psychiatric nurses provide information about psychiatric disorders and community support services, and help callers deal with emergency situations, answer general medication and referral service inquiries.

Volunteer Services

Recruits and trains persons in recovery, carers, community members and volunteer groups as volunteers, to offer volunteer services for the hospital, to increase care and expand social networks for patients through visits and recreational activities.

If you have any queries about the above information, please feel free to contact Patient Resource and Social Centre at Kwai Chung Hospital

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