

# 6 Roles of RCHE staff



## 6.1 The basic rule for prevention of communicable disease in RCHEs

Although there are different communicable diseases requiring different control measures, the basic principles remain the same. They should observe personal, environmental and food hygiene, exercise regularly, maintain a balanced diet and take adequate rest to build up immunity.

## 6.2 Responsibilities of persons-in-charge or operators of RCHEs

- The operator should appoint either a nurse or a health worker (for a self-care hostel, the home manager) as an Infection Control Officer who is the key person responsible for dealing with matters related to infection control and prevention of the spread of infectious diseases in the residential care home. The duty list is detailed in [Appendix B](#).
- The home manager should report suspected or confirmed cases of statutory notifiable communicable diseases among the residents or staff of the RCHE to the CENO and the Director of Social Welfare.
- If an individual resident is suspected to have contracted communicable disease, prompt consultation from the relevant CGAT or the VMO should be sought.
- When taking the sick resident to seek consultation at the out-patient clinic or the accident and emergency department or to register for hospitalization, the carer should take along the information card kept by the RCHE and produce the patient referral note.
- Keep proper personal health record for every resident. Body temperature should be checked regularly and recorded. If a resident has difficulties in communication, extra attention and inspections should be given. This helps early detection of

problems and reduces the risk of the spread of communicable diseases.

- Sick leave records of staff members should be kept.
- Encourage staff members to receive healthcare enhancement training especially infection control training from time to time and keep related training record.
- Set up an area or room with proper ventilation and hand washing facilities for isolation to prevent the spread of infection.
- Set up rules for visitors and encourage compliance.
- Encourage residents and staff members to receive influenza vaccination provided by the Department of Health. Provide such vaccination to staff members as far as possible.
- Ensure adequate hand hygiene facilities and PPE in the RCHes.

### 6.3 Actions of Infection Control Officers during outbreaks

- When there is a suspected outbreak, the Central Notification Office (CENO) of the Centre for Health Protection and the Licensing Office of Residential Care Homes for the Elderly of Social Welfare Department should be notified as soon as possible. If the home is covered by CGAT (Community Geriatric Assessment Team), CGAT should also be notified.
- If indicated, please isolate the infected residents according to the instruction of the in-charge doctor to prevent the spread of the infection.

### 6.4 Useful telephone numbers and web pages

#### 6.4.1 Report of suspected outbreak to the Department of Health

Central Notification Office (CENO) of the Centre for Health Protection,

- Telephone No. : 2477 2772
- Fax No. : 2477 2770

#### 6.4.2 Other support and enquiry telephone numbers

##### Department of Health

Elderly Health Service, Department of Health —

Elderly Health Service 24-hour information hotline: 2121 8080

Telephone numbers of Visiting Health Teams under Elderly Health Service —

Operating hours: Monday to Friday: 8:30 am to 1:00 pm  
2:00 pm to 5:30pm

Visiting Health Team	Telephone No.
Central and Western District Visiting Health Team	2816 6555
Eastern District Visiting Health Team	2569 6464
Wan Chai District Visiting Health Team	2891 4443
Southern District Visiting Health Team	2817 1584
Shamshuipo District Visiting Health Team	2779 9389
Kwun Tong District Visiting Health Team	2750 5665
Yau Tsim Mong District Visiting Health Team	2243 3635
Wong Tai Sin District Visiting Health Team	2383 2109
Kowloon City District Visiting Health Team	2383 2053
Shatin District Visiting Health Team	2145 8972
North District Visiting Health Team	2671 6745
Sai Kung District Visiting Health Team	2623 7980
Tai Po District Visiting Health Team	2671 6745
Islands District Visiting Health Team	2816 6555
Tsuen Wan District Visiting Health Team	2439 5806
Tuen Mun District Visiting Health Team	2458 0417
Kwai Tsing District Visiting Health Team	2439 5806
Yuen Long District Visiting Health Team	2458 0417

## Food and Environmental Hygiene Department

Hotline: 2868 0000

## Environmental Protection Department

Territory Control Office: 2835 1055

## Social Welfare Department

Licensing Office of Residential Care Homes for the Elderly (LORCHE):

2961 7211 or 2834 7414

Enquiry Time: Monday to Friday: 8:45am - 1:00pm  
2:00pm - 6:00pm

### Inspectors of LORCHE (telephone list)

Inspector	Telephone No.
1	2961 7220
2	2961 7221
3	2961 7226
4	2961 7223
5	2961 7225
6	2961 7222
7	2961 7207
8	2961 7217

Inspector	Telephone No.
9	2961 7209
10	2961 7233
11	2961 7213
12	2961 7215
13	2961 7212
14	2961 7252
15	2961 7218
16	2961 7219
17	2961 7208

## Hospital Authority

Enquiry hotline: 2300 6555

Hospital Authority's enquiry hotlines  
(Community Geriatric Assessment Teams)

Hospital	Telephone No.
Tung Wah Group of Hospitals Fung Yiu King Hospital	2855 6144
Ruttonjee Hospital	2291 1947
Caritas Medical Centre	3408 7871
Haven of Hope Hospital	2703 8632
Kowloon Hospital	3129 7824
Queen Elizabeth Hospital	2332 4554
Kwong Wah Hospital	3517 5026 / 3517 5456
United Christian Hospital	2379 5154
Princess Margaret Hospital	2749 8212
Shatin Hospital	2636 7618
Tai Po Hospital	2607 6932
North District Hospital	2683 7745
Tuen Mun Hospital	2468 5801

Hospital Authority's enquiry hotlines and fax numbers (Community Nursing Services)

Hospital Cluster	Community Nursing Service Centre	Tel. No.	Fax No.
Hong Kong East Cluster	Pamela Youde Nethersole Eastern Hospital CNS Hotline	2595 6298	2960 1498
Hong Kong West Cluster	Tsan Yuk CNS Centre	2589 2280	2549 8474
	Queen Mary Hospital CNS Station	2855 3314	2855 4535
	Tung Wah Hospital CNS Station	2589 8266	2548 2912
Kowloon Central Cluster	Queen Elizabeth Hospital CNS Referring Station	2958 2451	2374 5897
	Kowloon Hospital CNS Centre	3129 6969	2761 4258
Kowloon East Cluster	Kowloon East Cluster CNS Headquarter	2340 0815 3513 4517	2349 6616
Kowloon West Cluster	Caritas Medical Centre Main Centre	3408 7701	2745 8301
	Kwong Wah Hospital CNS Centre	3517 5187 3517 2762	3517 5188
	Princess Margaret Hospital CNS Station	2741 4317	2990 3482
	Yan Chai Hospital CNS Station	2417 8831	2405 0015
	Our Lady Maryknoll Hospital CNS Centre	2354 2222	2354 9867
New Territories East Cluster	Alice Ho Miu Ling Nethersole Hospital CNS Centre	2689 2777	2666 9404
	North District Hospital CNS Centre	2683 7742	2683 7743
	PWH Community Outreach Service Team Centre	2604 9639	2693 9619
	SH Community Outreach Service Team Centre	2636 7745	2637 4228
New Territories West Cluster	Tuen Mun Hospital CNS Liaison Office	2468 5713 2468 6664	2453 2317

### 6.4.3 Websites

Organization	Website
Department of Health	<a href="http://www.dh.gov.hk">http://www.dh.gov.hk</a>
Centre for Health Protection	<a href="http://www.chp.gov.hk">http://www.chp.gov.hk</a>
Central Notification Office (CENO)	<a href="http://www.chp.gov.hk/ceno">http://www.chp.gov.hk/ceno</a>
Elderly Health Service	<a href="http://www.elderly.gov.hk">http://www.elderly.gov.hk</a>
Central Health Education Unit	<a href="http://www.cheu.gov.hk">http://www.cheu.gov.hk</a>
Food and Environmental Hygiene Department	<a href="http://www.fehd.gov.hk">http://www.fehd.gov.hk</a>
Hospital Authority	<a href="http://www.ha.org.hk">http://www.ha.org.hk</a>
Social Welfare Department	<a href="http://www.swd.gov.hk">http://www.swd.gov.hk</a>
Center for Disease Control and Prevention	<a href="http://www.cdc.gov">http://www.cdc.gov</a>
World Health Organization	<a href="http://www.who.int">http://www.who.int</a>

