



The Hong Kong Council of Social Service

Future Camp @ GIES

17th June 2017, Day 1

Healthcare, Eating, Living and Mobility: Creating a “Veterpes” Life

Group	Problems Addressed	Implementations and Social Impacts
A1	<ol style="list-style-type: none"> 1. Nuisances in taking the right medication on time 2. Confusion of the elderly towards the large amounts of medications (when and what pills to take) 3. Insufficient knowledge towards different kinds of medicine or treatment 	<p>Household Dispensary Machine (HDM) facilitates the elderly to take medicines regularly and correctly, with each dose readily available in small plastic packets produced by the machines. Different types of medicines can be sorted and packed according to the medication schedules. The household-oriented machines bring convenience to the elderly in taking medications.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Raise startup funds from the Innovation and Technology Bureau and/or the pharmaceutical industry 2. Create a database for the most common medicines the elderly use 3. Research and Design (R&D) in drugs identifying mechanism 4. Prototype-making and application development 5. Testing and feedbacks followed by mass production 6. Entering the market <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Better regulation of the medication-taking condition of the elderly, thus their health status 2. Reassure family members not to worry whether they have taken pills or not 3. Increase the elderly’s self-care ability and confidence



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A2	<ol style="list-style-type: none"> 1. Insufficient gym room for the young elderly since community centers only provide static activities for older elderlies 2. Inadequate health knowledge of the elderly as they seldom pay a visit to professional fitness instructors 3. Insufficient promotion on local innovative technology for elderly service 	<p>yOlympus Gym Center aims to set up a gym center solely for the young elderly aged between 60-80 who may be reluctant to join the current recreational community center. The elderly can receive professional advice from instructors while research on more innovative equipment will be conducted.</p> <p>Implantations</p> <ol style="list-style-type: none"> 1. Set up an elderly gym center solely for the young elderly (Aged between 60-80) 2. Introduce various gym equipment in the center that cater the needs of the elderly 3. Recruit professional fitness instructors to provide advice on the use of the equipments and health issues 4. Introduce a reward system or a ranking table to encourage the elderly to come frequently <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Strengthen the elderly’s knowledge on health issues 2. Enhance the health-life balance of the elderly 3. Encourage local innovations on elderly gym equipment



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A3	<ol style="list-style-type: none"> 1. The elderly may not be able to present the symptoms of their diseases precisely especially after waiting for a long period of time for medical consultation 2. Sometimes it is not feasible to bring the elderly who show few minor symptoms to the hospital immediately 3. The elderly need carers to accompany them to visit the hospital 	<p>VR Medic (醫 · 快捷) aims to help the elderly to describe their symptoms to doctors precisely through virtual medical consultations in district community centers and elderly homes.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Cost comparison, search for cooperation partners and recruit volunteers 2. Implementation in various community centers <ul style="list-style-type: none"> - Volunteers/staff at the community centers/care homes record the elderly’s description of symptoms in the VR system - A platform will be launched to coordinate volunteers to accompany the elderly to visit a hospital if necessary 3. Earn extra income through advertisements <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Help the elderly to rehearse and describe their symptoms precisely by providing a pressure-free setting 2. Validity in medical consultation can be enhanced 3. Allows doctors to keep track on the elderly’s health condition 4. Eliminates non-emergency and unnecessary visits to hospitals 5. Elderly who require treatments in hospitals can have accompanies



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A4	<ol style="list-style-type: none"> 1. The existing public transport network fails to meet the elderly’s demands for hospital commutes in certain areas, e.g. elderly living in housing estates who have to wait for several buses due to full capacity of passengers who get on the bus before them 2. Difficulties in traveling to hospitals during peak hours in which buses and trains are crowded with people 3. Inconvenient public transportation system for elderly patients who live in remote housing estates where stations are not easily accessible with many slopes and stairs along the way 	<p>Medical Shuttle (耆護號) aims to provide a convenient transportation system for elderly patients living in places with low accessibility who have to travel to hospitals for follow-up medical treatments. It utilizes idle shuttle buses after morning peak hours to offer point-to-point shuttle bus services for the elderly from their homes to the hospital.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Gather demands and data of the elderly commuting to hospital for follow-up medical appointments 2. Approach shuttle bus service providers 3. Route planning and operation management 4. Start up a few routes in pilot areas 5. Expansion of shuttle bus network and business <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Saves the time spent for the elderly patients on medical issues and follow-up treatments 2. Enhances the elderly’s incentives to go out and attend follow-up medical treatments 3. The elderly can regain safe-care ability by improving the safety of travelling journeys; self-esteem will hence be improved



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A5	<ol style="list-style-type: none"> 1. A lack of elderly-friendly facilities in the neighborhood (e.g. Lack of barrier-free facilities for elderly on wheelchairs) 2. Street signs are unclear so the solitary elderly may get lost easily even in their own neighborhood 3. Solitary elderly find it difficult to go out so they prefer to stay at home most of the time and fail to socialize with others 	<p>“Companions” app (同行者 - 多功能專業看護) aims to provide a large base of multifunctional and professional carers who are trained to accompany the solitary elderly (especially for those on wheelchairs) when they go out. Family members can choose suitable carers and hire them in advance through the app.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Develop and launch the “Companions” app 2. Recruit a large base of professionally trained carers 3. Provide the elderly with special wheelchairs that can climb stairs when necessary 4. Carers guide the way for solitary elderly on a one-to-one basis when they go out 5. Carers act as solitary elderly’s companions and chat with them <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Solitary elderly can hang out more often and socialize with others 2. Conflicts between the elderly and family members regarding safety concerns can be reduced and thus promotes harmony 3. Provide job opportunities and raise salaries of carers in the implementing districts



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A6	<ol style="list-style-type: none"> 1. The elderly lacks mobility (may be handicapped/fail to see road signs clearly) 2. The elderly lack confidence to travel on their own without family members' accompany 3. The elderly and their family members cannot access the most updated healthcare information 	<p>MedicInfo Bus (一站式車上健康平台小巴), a new minibus service line, is proposed to ease the difficulties the elderly encounter when visiting the hospital. By adopting point-to-point transit, the elderly can go to the hospital directly from the estate. Besides, televisions will be installed to broadcast healthcare information</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Introduce a healthcare minibus which adopts point-to-point transition service 2. Provide an affordable price for the elderly to go to the hospital 3. Install television system and play promotional videos produced by the government or medical organizations during the minibus trip <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Facilitate the elderly to travel to the hospital to receive medications by themselves 2. Relieve the pressure of public transportation service 3. Provide the latest healthcare products and news to the elderly and their family members 4. Increase accessibility for the elderly to gain medical support



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A7	<ol style="list-style-type: none"> 1. Lack of safety when the elderly go out alone 2. Caregivers and family members restrict the elderly from going out due to safety concerns 3. It is easy to lose contact with the elderly when they go out because some may forget to bring their electronic device with them 	<p>Elderly Watch aims to develop a personal and convenient electronic watch to make the elderly feel comfortable and safe when they go out. The watch is equipped with functions specially-designed for the elderly, such as automatic SOS, GPS location finder and emergency alarm system etc.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Research and Design (R&D) collaboration with universities and watch companies 2. Free prototypes undergone User Acceptance Testing (UAT) together with elderly care centers 3. Mass production and market entry 4. Data about the elderly’s daily habit is collected in Big Data and used for profit-making. The Big Data Centre is also responsible for handling customer enquiries <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Ensure safety of the elderly when they go out 2. Get immediate assistance in case of accidents. 3. Encourage the elderly to participate in social activities to ease their emotions and slow down degeneration 4. Ease the pressure and concerns of the elderly’s caregivers 5. Improves Hong Kong’s social image by creating innovative product



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A8	<ol style="list-style-type: none"> 1. Current signage and information are not clear enough for the elderly to comprehend (small signage and information scattered across different platforms) 2. Clinical appointments are complicated and trivial for the elderly to remember 3. Lack of motivation to go out as various difficulties are experienced, such as long waiting times and feeling unsafe 	<p>HangingOut (去街囉 !) aims to be a personal electronic device and software which can act as the elderly’s a secretary. The product will be a small handheld device with a built-in application specialized for scheduling (medical appointment) and for gathering transportation information and displaying them in a clear format. It is hoped that the project will facilitate the elderly going out, enjoying interactions with others.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Collaboration with bus and minibus operators in obtaining data on bus arrival times 2. Product design on the device and application development 3. Prototype making and testing with elderly and elderly care centers recruited 4. Modification, optimization and mass production 5. Marketing and sales collaboration with elderly care center <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Encourage the elderly to engage in communal and social activities, enhancing their self-esteem 2. Ensure a more comfortable and safer trip for the elderly 3. Reduce caregiving stress, improving family relationship



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B1	4. Current food delivery service is not on time 5. Community centers lack manpower to deliver food 6. Taste and texture of food fail to address elderly's differential needs and expectations	<p>Eat Better (食好 D) aims to improve food delivery services by introducing a vacuumed food reheat machine in elderly's home.</p> <p>Implementations</p> <ol style="list-style-type: none"> 4. Research and design (R&D) of the machine with following functions: <ul style="list-style-type: none"> - Automatically reheat vacuumed food by activating the barcode on the food packaging - Food ordering by clicking the graphics of meals on the touchscreen - Monitor and suggest proper nutrition intake regarding the meal ordering records 5. Contact various food-providing community centers and electricians for collaboration 6. Promotion via community centers 7. Installation of machine in elderly's home and vacuumed food delivery twice a week <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Improve health of the elderly, thus reducing medical expenses 2. The elderly would have flexible mealtime and choices 3. The elderly can receive more care from deliverers 4. For the organization, expenses on manpower will be reduced 5. Better allocation of their workforce on other issues 6. Lighten burden on medical services



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B2	<ol style="list-style-type: none"> 1. Food delivery offered in the market is of low quality with limited choices (unsuitable for to the elderly’s tastes and needs) 2. Some food delivery service providers have poor customer services, e.g. bad attitude and a lack of feedback collection channel 3. Some of the elderly may not be able to control the amount of food intake due to dementia 	<p>Wise Eat (智識食) aims to launch an app to help the elderly order quality tailor-made meals delivered from the community canteen.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Collaborate with IT companies for developmental and technical support 2. Pilot in few districts with high elderly populations 3. Gradually expand to other urban areas and suburbs if positive feedbacks are received. 4. Keep track on the eating habit of the elderly through the app to prevent them from over-ordering food 5. History of past ordering records in the app helps to suggest favorable meal choices for the elderly regarding their preference of food 6. Monthly charges (depends on the elderly’s financial status) will be imposed for operation <p>Social impacts</p> <ol style="list-style-type: none"> 1. Cater the need of the elderly, i.e. higher quality and greater variety of food 2. Encourage higher nutrition intake and improve the elderly’s physical health condition 3. Offer the elderly a feeling of satisfaction and joy and thus improve their mental health



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<p>B3</p>	<ol style="list-style-type: none"> 1. The current meal delivery services are of relatively low quality, e.g. unfavorable delivery times, food temperatures and flavors 2. Central kitchen has a high demand as delivery services are concentrated on one service provider, leading to a fixed set of menus and this cannot cater for individual needs 3. Isolation of the elderly from the community when they cannot go out 	<p>Kindness Kitchen (饜心廚房) focuses on utilizing idle resources in providing meal delivery services with high quality and nutrition intake for the elderly. This can be done so by empowering housewives in the community to prepare meals for the elderly in idled restaurants’ and/or NGOs’ kitchens. This also strengthens bonding and networks within the community and makes use of the surplus labor to provide service within the district.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Partner with NGOs to research on current delivery services and locate available kitchens 2. Design with nutritionists a pilot menu with around 3 to 5 choices 3. Contact customers (elderly) and plan delivery services 4. Commence the delivery service 5. Build up relationships with the elderly and personalize the delivery service <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Offering of quality and nutritious food according to the elderly’s preferences 2. Empower housewives by giving them an opportunity to earn extra income and to expand their social network 3. Enhance connections within the community 4. Relieve current pressure of NGOs, letting them to focus more on the ones most in need 5. Effectively utilizes the surplus and idling resources



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B4	<ol style="list-style-type: none"> 1. Poor physique of elders resulting from body deterioration 2. Disconnection of the hidden elders from the community results in horrifying family tragedies 3. The elderly have impaired self-care ability, becoming less able to maintain their basic living 4. Insufficient resources from community centers to provide proper services to the elderly in need 	<p>Hand in hand together building color dreams (「兒孫滿堂」——大手握小手) provides a platform for the elderly to have more interaction with younger generations. Children are encouraged to take care of the elderly and have regular contacts with them through visits and video communication.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Launch a voluntary service platform for recruiting participants at tender age 2. Organize regular visits to the elder’s place and set up video-call systems 3. Collaboration with community centers in organizing group activities 4. Issue certifications so as to increase participants’ incentive to join the scheme <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Help the elderly to engage in the community 2. Encourage children to participate in voluntary services 3. Relieve the pressure of community center in providing services for the elderly 4. Provide a platform for older and younger generations to interaction



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<p>B5</p>	<ol style="list-style-type: none"> 1. The elderly are unable to manage daily housekeeping issues such as washing and drying clothes due to their deteriorating health status 2. Potential danger on the part of the elderly when drying clothes, especially ones living in old estates 3. The hygiene problem is of concern when the elderly has low incentives to frequently wash their clothes 	<p>Convenient Indoor Clothes-drying Rack is an invention which aims to assist the elderly to handily dry clothes without having to raise their arms for a long time. The invention incorporates a manual roller which the elderly can easily hang their clothes and roll it up to the ceiling with no electricity needed. It also prevents the danger of hanging clothes while having too much furniture at home.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Seek sponsorships from social welfare institutions and NGOs 2. Design drying racks with special features that protect muscles and joints 3. Recruit elderly from different age groups to conduct tests on quality controls 4. Recruit designers and engineers through collaboration with universities and design institutes 5. Manufacturing the products with all mechanisms settled 6. Recruit students to assist in product delivery and maintenance 7. Promote the convenient clothes-drying rack within the community <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Improve the elderly’s mental and physical health; levels of confidence and self-esteem increase as self-care ability increases 2. Reduce potential danger the elderly are prone to in home environment



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<p>B6</p>	<ol style="list-style-type: none"> 1. The elderly delays fixing their home appliances because of economic reasons and the fact that they are not familiar with repairing work 2. The current inspection and repairing costs incurred by the manufacturers are high 3. Safety issues caused by faulty home appliances 	<p>Home Appliances Fixing Club (維理好俱樂部) targets the elderly who are not familiar with repairing home appliances, who find that contacting technicians could be too expensive. By offering repairing work in a reasonable cost, the elderly could get their home appliances fixed without being bounded by economic reasons. An annual membership fee of \$500 would be collected. It is hoped that the elderly would fix their home appliances once a problem emerges, improving their home environment and safety.</p> <p>Implementations</p> <ol style="list-style-type: none"> 1. Recruit a team of technicians 2. Start up the club and recruit members (elderly) 3. Organize a team volunteers who have experience in doing basic inspections 4. Launch pilot services in certain areas with certain amount of cases 5. Expand to full service and conduct quality checks frequently <p>Social Impacts</p> <ol style="list-style-type: none"> 1. Improve the elderly’s quality of life and home safety 2. Reduce the repairing cost bearded by the elderly 3. Reduce the disposal of home appliances