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June 2020 ISSUE 42

## Holistic Care Centre Quarterly Newsletter

*Caring Love  
in Times of Pandemic*



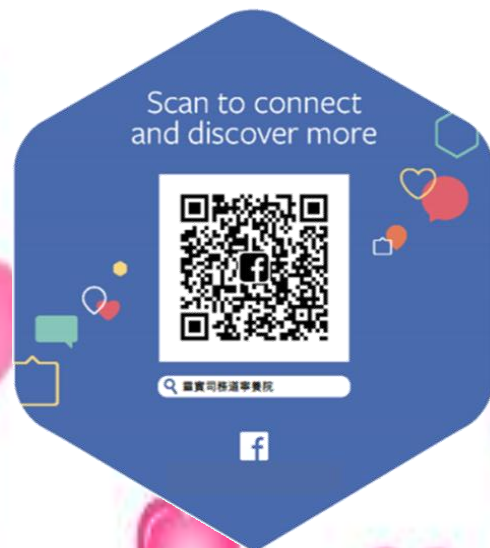
## Caring Love in Times of Pandemic

In the past six months, the "Coronavirus disease" has brought great fear and economic impact to the Hong Kong society. Residents of the Holistic Care Centre (HCC) and fellow colleagues here face many difficulties too. Due to the virus outbreak, residents have to reduce contact with their family members. Besides battling their own illness and worrying about getting infected, they are burdened because they know their family members must be very concerned about their well-being. Ordinary people like us may not be able to fully comprehend the complex emotions these residents are going through. I am grateful that HCC has a dedicated staff team to provide medical and spiritual care to the residents. They exhaust all means, such as increasing the frequency of virtual visit and bedside counselling, to help relieve their longing to see one another and also alleviate the residents' depressed mood for not being able to enjoy outdoor activities.

Also, our administrative team has never ceased to improve the surrounding facilities of HCC and strengthen measures to disinfect the Centre to ensure that every resident can spend the day in a quiet and safe environment. Recently, a 90-year-old elderly man who had a fractured left thighbone was admitted to HCC because the fracture caused him foot pain and mobility problems. With specialist-led nursing care and suitable rehabilitative treatment, his pain was significantly reduced, and his pressure ulcers gradually healed. Although the fracture affects his mobility, he very much enjoys his stay in HCC since admission. He watches TV in the living room, and he visits the rooftop garden to bask in the sun. He has regained the joy of life and our fellow colleagues are happy for him!

Besides affecting the everyday life of our residents, the pandemic has also greatly impacted our fundraising. HCC is not under any government subsidy, and because we charge much lower fees than private hospitals, we count on the generous donations of donors to sustain our operation. In the past six months, we are forced to cancel our fundraising events due to the pandemic. Yet we still receive supports from many of our constant donors, and to this we give thanks. Thank you so much for your persevering and caring love for the Holistic Care Centre!

Recently, we have updated and upgraded our way of communication through Facebook and the monthly e-Flash. We sincerely invite you to share the services and needs of HCC with friends and family, invite them to pray for us and walk alongside us, and consider becoming one of our monthly donors, together you can support our service to "Embrace the Last Journey with Love"!



*"There is no fear in love. But perfect love drives out fear....." (1 John 4:18)*

Your servant Superintendent,  
Dr. Antony Leung

## Things We Still Do During Coronavirus

Chaplain Lai Ka Hon

The fact is COVID-19 has become an ongoing global pandemic. Amidst fighting the virus, the economic situation continues to worsen. Challenges, wave after wave, are coming our way. Yet we still need to carry on with our lives, and there are works to do tomorrow. So how can we face tomorrow?

“Always guard your heart!” is the first thing that comes to my mind.

### Keep exercising your body, mind and spirit

To minimise the risk of spreading, we have been highly recommended to stay home as much as possible. Unfortunately, a prolonged stay in a confined unit may cause harm to our physical and mental health. Therefore, I suggest all of you to replace physical exercise with energy-consuming housework. The time when you are working hard on the housework is also a good time to meditate on God’s grace. We could see ourselves as domestic helpers for our respective families, but we could also treat doing housework as our way to guard our beloved homes. We should be grateful for such opportunities.

### Always share meals at home

Hong Kong people are known for their long working hours and numerous business functions. It is difficult for them to go home on time and have dinner with their family. Today, a by-product of coronavirus is people are forced to their meals at home. Perhaps it is hard to think of what to cook every day, but let us cherish the days we can all be home and sharing meals together as a family. Even if it is just a simple meal, or the sharing of a pot of tea or coffee, such togetherness is a blessing.

### Always love one another

Although we cannot meet our friends for now, we can still love them. Instead of only making a one off visit at Chinese New Year, how about calling friends and relatives whom you have not met for a long time? You can also surprise them by

purchasing some small gifts online to courier to them. A good use of available Apps plus willing hearts, we can be close in spirit although we are physically apart.

### **Always remember to rest**

We used to hold on to our phone to make sure we would not miss any chance. Where we can by masks, we will rush and queue up. Whenever a government official or council member says anything that is regarded as over-the-top, those words go viral and that person severely criticised. The pandemic exposes the ugliness of humanity, we share content and make judgment without thinking. With the advancement of Internet, information changes rapidly, and it is hard to say which one is true and which one is not. Perhaps it is time for us to move our eyes away from the screens, pay attention to our surrounding and be aware of the present, to feel our body, pause and take a deep breath in order to sense and identify our emotions and body reactions. We can allow God's forbearance, kindness and acceptance to come into our hearts which have been filled with tensions. Sometimes, annoying people and things may come to us, but more often they are the result of our unwillingness to let go. "Be still, and know that I am God..." (Psalm 46:10)

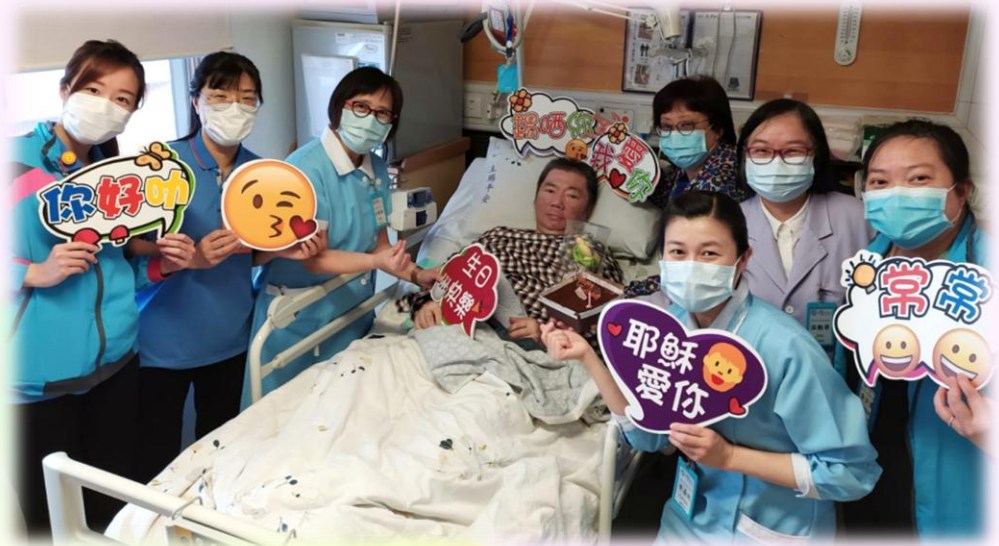
### **Always be hopeful for the future**

We went through SARS in 2003, H1N1 in 2009.....We overcame them no matter how difficult it was then, we also learnt from these experiences. Now is not yet the time to relax, but we know the pandemic will end one day. We must not despair, but should stay hopeful for the future because this is the attitude of life. Every cloud has a silver lining, the rainbow will reappear one day and let us look forward to that. One day, we will be able to talk freely without the masks.

**"Above all else, guard your heart, for everything you do flows from it."  
(Proverbs 4:23)**

# HAPPY MOMENTS

## Birthday Celebration



# Residents volunteer group



## When a patient says, “I Wish to Die Soon!”

By Dr. Chen Wai Tsan (Haven of Hope Sister Annie Skau Holistic Care Centre Palliative Care Specialist)

Working at the Holistic Care Centre, at times we will hear terminal patients say, “I want to die soon!” “I don’t want to live anymore!” In 2011, a local research in Hong Kong found that 38% of terminal patients have expressed the wish to hasten their death (Wish to Hasten Death)<sup>1</sup>. As their family members or friends, or their medical and nursing personnel, how do we face this?

### 1. Do Not Ignore

Usually, patients will only tell you because they trust you. This is therefore a distress signal, do not ignore it! Never say “Don’t say something like that!” to brush them off. If you do not know how to handle the situation, you must seek help from an experienced person instead of ignoring this distress signal.

### 2. Stop and Think

Do not respond in reflex to a patient’s plea. What is a reflective response to a plea? If one night, the husband invites his wife for a candlelight dinner, but the wife answers, “I am not going, you go ahead!” How should the husband respond? Go for the candlelight dinner alone? I believe not! The husband will show concern towards his wife, and ask if she is not feeling well. What is the matter? Did something affect her mood? The husband will show concern towards his wife by communicating with her and understanding her needs, and not reflexively going to the candlelight dinner on his own. Similarly, if a late stage cancer patient who has tumours spread throughout his body, has been bedridden, needs assistance in order to excrete properly, and suffers from immense pain, tells us he wishes to hasten death, we cannot and should not respond in reflex to his plea. Instead of helping him to hasten

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<sup>1</sup> Cheung W. Cross sectional study on the desire for hastened death among Hong Kong patients with advanced cancer in an acute hospital. 8th Hong Kong Palliative Symposium : free paper presentation. 2011. HKSPM Newsletter 2011 Issue 2. P14-15. <http://hkspm.com.hk/newsletter/index.htm>



his death, we should spend time to understand and care about the reasons behind his wish to die, or help him to seek proper help.

### 3. Communicate and understand the reasons

Research has found that patients' requests to "hasten death" are usually associated with the following factors:

<b>Physically:</b>	The body suffers from immense pain, which has not been handled properly.
<b>Psychologically:</b>	Insufficient understanding of the sickness's prognosis, fear or despair towards the future, afraid of one's own will would not be respected, that one will have to accept life-sustaining treatment in the future and be forced to prolong the painful process of death. Many times, candid communication and the setting of an Advance Directive <sup>2</sup> can give patients a sense of control, lessening their feelings of anxiety and loss of control. Patients suffering from depression or anxiety do not receive proper treatment. Research has shown that among patients who constantly request to hasten death, 52% of them are suffering from depression or anxiety disorders <sup>3</sup> .
<b>Socially:</b>	Socially, illness resulted in inability to fulfil family roles or it creates financial burdens, etc. For instance, the patient used to be the breadwinner of the family and is now incapable of work due to illness; the patient is a housewife who can no longer care for her family's everyday life and feels like a burden to the family etc.
<b>Spiritually:</b>	Spiritual problems, such as feeling like there is nothing else to live for, there is no purpose and meaning to in life. Losing one's ability to self-care is like living without dignity.

<sup>2</sup> 2 March 2020. Wong Kin Shing. Wholeheartedly: "Advance Directive" Establish a law as soon as possible. Walk peacefully in the last journey of life, Ming Pao.

<sup>3</sup> Wilson KG, Dalgleish TL, Chochinov HM et al. Mental disorders and the desire for death in patients receiving palliative care for cancer. *BMJ Supportive & Palliative Care*. 2016 Jun; 6(2):170-7.

Research from around the world all proposed that terminal patients should receive palliative care as soon as possible.<sup>4</sup> Through holistic care, the problems mentioned above can be identified earlier and tackled actively, which helps terminal patients improve their quality of life, lessens their family members' caregiving stresses, and enhances family members' ability to recover from grief.

#### 4. Reflection and Mutual Support

Witnessing how terminal patients' live in despair and pain, you may feel extremely stressed and anxious, or even powerless and defeated. As their family members, friends, or medical and nursing personnel, we must learn to care for ourselves, to find time talking to people we trust and seek mutual support and encouragement. At the same time, we need to reflect on our limitations and understand that we can only try our best for all things. "Good enough is good enough." "Good enough" is already good enough, how can everything be perfect? Admitting one's own imperfections is not cowardly, because only by admitting one's own weaknesses, one can then receive God's grace.

*He said to me, "My grace is sufficient for you, for my power is made perfect in weakness." Therefore I will boast all the more gladly about my weaknesses, so that Christ's power may rest on me. (2 Corinthians 12:9)*

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<sup>4</sup> Haun MW, Estel S, Rücker G, et al. Early palliative care for adults with advanced cancer. Cochrane Database Syst Rev. 2017 Jun 12; 6(6): CD011129.

## Thank you card from family members

To: The Palliative Home Care Team, The Medical and Nursing Team, Supporting Team, Chaplains and Social Workers of Haven of Hope Sister Annie Skau Holistic Care Centre ("HCC")

My father, Ng Chung Fu passed away peacefully at HCC in the early morning of 3rd April. Our family experienced warm and attentive support in these past few weeks. We wish to express our deep appreciation.

Because of the End-of-Life Community Care service, my father was able to have Miss Lo to pay home visits to him despite the pandemic. Miss Lo not only took care of my father's wound, she also provided us with many useful tips on how to take care of a terminal patient and made detailed arrangement in respect of my father's admission to HCC.

The medical and nursing team of HCC took care of my father with tenderness and love, and they endeavoured to minimize his pain and discomfort during his very last days on earth. My frail father could enjoy a few comfortable showers, and Ms Lam took a beautiful family picture for us! With appropriate protective gear, our family was still allowed to spend time with my father during the pandemic; and in his final days, he had the family there with him, and he was able to pass away with dignity. To all of these my family is deeply grateful, and we are so thankful for all of you!

Our family had also experienced spiritual support and pastoral care during this period of time. Although we were in sorrow, we could peacefully say goodbye to my father. In the afternoon of the day my father passed away, he could hardly speak. But when he saw the chaplain, he waved his hand hinting the chaplain to lead him and the family in a prayer. That scene greatly comforted the family!

Thank you for all the care and support, which allowed our family to accompany my father in the final days of his life despite the pandemic, thank you also for helping our family to get through the difficult moment when we had to bid farewell to my father. Let's all add oil! Keep the good work going!

Family of Ng Chung Fu

19.4.2020

# Result of Service Satisfaction Survey 2019

Overall Rating (Rate 1-5, 5 is the most satisfied)		
A	The overall cleanliness and cosiness of the environment	4.56
B	The overall service attitude of staff	4.66
C	The overall quality of the professional service of staff	4.64
D	The overall quality of service	4.61

The top-three most satisfying service : 



*Thank you for supporting us.*

*We will endeavour to provide quality integrated medical and spiritual care to our residents and their family members.*





- Doctors are very experienced. They are tactful in answering my mother' s questions. Their responses are affirmative and positive, which suitably contain any excessive expectations of my mother.
- The doctor-in-charge is able to communicate the patient' s latest condition to their family, and is able to decide on the treatment plan expeditiously.
- The doctors, nurses, and staff are very polite and they attend the residents with great patience, we are very thankful!
- The doctors, nurses, and physiotherapists are all very kind, and they have taken good care of the residents.



### Nursing Care

- The nurses on duty have a good knowledge of the medication dosage of each resident. The health-carers are also very professional.



### Overall Quality of Service

- The enthusiasm and service attitude of all the staff are much appreciated.
- The entire team of staff is dedicated and dutiful in performing their duties. They serve the residents with love.
- The positive and loving attitude of the staff is the most praise worthy, it helps to create a peaceful ambiance.
- Shortly after my mother was admitted to Wah Wing Block, a nurse gave me a set of books ( "Lovely on the Mountains" and "On the Barren Upland" ). I finished reading them in one go and was greatly touched! Besides thanking that nurse, I must give thanks for Sister Annie Skau, for her compassion toward the world and also her love for God and mankind. I hope that the fruit of the Holy Spirit will keep growing and glowing within and beyond the Holistic Care Centre, bringing glory to the Lord.

### Psycho-social Spiritual Care



- Professional, serve with heart and attend to details
- The chaplains are able to communicate with residents sincerely, and they also spend time talking and encouraging the family members.



### Rehabilitation

- In reference to the health condition of each resident, he or she is provided with appropriate hands and feet stretching exercises.

## 捐款表格 Donation Form

盼望得到您的支持，讓我們能為院友及家屬提供全人生命晚期照顧、長者復康治療及優質療養/ 長期護理照顧服務，一起攜手「用愛擁抱晚晴」。

We need your support in order to provide holistic end-of-life care, specialist geriatric rehabilitation service and quality infirmary/ long-term care. Let's join hands to “**Embrace the Last Journey with Love**”.

- 按月捐款 Monthly donation       一次性捐款 One-off donation      ( 請在適當方格內加 “✓”)
- \$500       \$1,000       \$2,000       \$5,000       其他 Others : \_\_\_\_\_
- 上述捐款有指定用途 Designated purpose of Donation (請註明 Please specify : \_\_\_\_\_)

### 捐款方法 Donation Method

1. 劃線支票 Crossed Cheque : 祈付 Payable to “Haven of Hope Christian Service – HCC”
2. 直接存入戶口 Direct Debit : 匯豐銀行 HSBC 808-8-000610
3. 信用卡 Credit Card :  
 VISA       MasterCard       American Express

持卡人姓名 : \_\_\_\_\_

Cardholder Name :

信用卡號碼 : \_\_\_\_\_

Credit Card Number :

有效日期 : \_\_\_\_\_

Card Valid Until :

持卡人簽署 : \_\_\_\_\_

Authorized Signature :

請將支票或銀行入數收據連同填妥之表格寄回：新界將軍澳靈實路 19-21 號或傳真至 2703 5575。  
**Please send cheque or deposit slip together with completed donation form to: 19-21, Haven of Hope Road, Tseung Kwan O, N.T. or by Fax: 2703 5575.**

### 捐款人資料 Donor's Details

姓名 Name : \_\_\_\_\_ 聯絡電話 Telephone No. : \_\_\_\_\_

電郵 Email Address : \_\_\_\_\_

如要索取收據 (HK\$100 或以上)，請填寫地址：

Please provide address if receipt required (for HK\$100 or above) :

#### 個人資料收集聲明 Use of Personal Data Declaration

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- 本人同意基督教靈實協會(包括靈實司務道寧養院)使用本人個人資料作傳遞服務通訊、活動宣傳及慈善籌款募捐之用。  
I AGREE to the use of my personal data by HOHCS (SASHCC inclusively) for service promotion and fund raising purposes.

簽署 Signature : \_\_\_\_\_

日期 Date : \_\_\_\_\_

## Haven of Hope Sister Annie Skau Holistic Care Centre

Haven of Hope Sister Annie Skau Holistic Care Centre (SASHCC) is a non-profit, self-financed nursing home with a total of 100 beds. Upholding Sister Annie Skau's spirit of "Respecting Life · Impacting Life", the Centre provides integrated services and holistic care to the frail elders, chronically sick and late-stage cancer patients. With our professional care team, comprehensive facilities and tranquil environment, the Centre aims at bringing comfort, dignity and peace to the residents in the face of physical illness and even death.

### Prayer items:

1. Due to the coronavirus and for the safety of our residents, SASHCC has suspended admitting new cases for nearly 3 months. Our revenue has been significantly reduced as a result. May the Lord provide for our needs. Also, please pray for our online charity concert "Love in the Air" to be held on June 28th. The concert aims to fundraise for our Centre's services (including Relief & Charity Bed Service) and future development. May the Lord bless us so that more terminal patients can be benefited from our service.
2. Please pray for the expansion project of SASHCC. May the Lord protect and guide the work of our preparation team, and provide us both financial support and manpower for the construction project and service development of our Centre.
3. Please pray for wisdom for the infection control team for establishing effective measures in light of the circumstances. Also, please pray for the physical, psychological and spiritual health of all our fellow staff, and for them to stay alert and honour their duties diligently during the pandemic.
4. Different activities organized by the Psycho-social Spiritual Department will be resumed gradually from June onwards. May the Lord bless all arrangements so that our residents and their family members could be nourished and experience healing through these programs, encountering the kind of peace that only God can give.

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靈實司務道寧養院

**Haven of Hope  
Sister Annie Skau Holistic Care Centre**

香港新界將軍澳靈實路十九至廿一號

**19-21, Haven of Hope Road, Tseung Kwan O,  
New Territories, Hong Kong**

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