
**2009 Annual Report
on Justices of the Peace Visits**

**Administration Wing
of the Chief Secretary for Administration's Office**

2009 Annual Report on Justices of Peace Visits

Introduction

This Annual Report provides an account of the work of Justices of Peace (JPs) in the year 2009 in visiting designated institutions under the JP visit programme, handling complaints from prisoners and inmates, and making suggestions and comments to institutions arising from their visits.

The JP System

2. The Justices of the Peace Ordinance (the Ordinance) (Cap. 510) provides the statutory basis for the operation of the JP system, including the appointment, functions, resignation and removal of JPs, and for matters incidental thereto or connected therewith. JPs are appointed by the Chief Executive under section 3(1) of the Ordinance. For administrative purpose, JPs appointed by virtue of their holding of certain offices in the public service are often referred to as Official JPs while others as Non-official JPs.

Functions of JPs

3. The main functions of JPs, as provided for in section 5 of the Ordinance, are as follows –

- (a) to visit custodial institutions and detained persons;
- (b) to take and receive declarations and to perform any other functions under the Oaths and Declarations Ordinance (Cap. 11);
- (c) in the case of a Non-official JP, to serve as a member of any advisory panel; and
- (d) to perform such other functions as may be conferred or imposed on him/her from time to time by the Chief Executive.

4. The primary role of a JP is to visit various institutions, such as prisons, detention centres, hospitals and remand/probation homes. The objective of the visits is to ensure that the rights of the inmates in the institutions are safeguarded through a system of regular visits by independent visitors.

Visits to Institutions

5. In 2009, 50 and 39 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2009, there were 324 Official JPs and 1 076 Non-official JPs. An up-to-date list of JPs is available at the JP website <http://www.info.gov.hk/jp>.

6. Due to the outbreak of Human Swine Flu in 2009, the non-statutory visits to hospitals were suspended from May to December 2009 and hence, the total number of JP visits was reduced last year. During the year, JPs conducted 718 visits to 113 institutions (see **Annexes A and B**). On average, each Non-official JP⁽¹⁾ conducts one visit per annum while each Official JP conducts three to four visits each year.

7. JP visits to custodial institutions are conducted under the respective legislation. For example, as visits to prisons of the Correctional Services Department (CSD) are provided under the Prison Rules (Cap. 234A). These visits are generally conducted on a fortnightly or monthly basis. For visits to general hospitals of the Hospital Authority (HA) or welfare institutions under the purview of the Social Welfare Department (SWD) and Non-governmental Organisations (NGOs), they are arranged on an administrative basis on a monthly, quarterly or half-yearly interval. Usually, two JPs are appointed to visit each institution according to the prescribed frequency. Non-official JPs may choose to pair with either an Official JP or a Non-official JP for the purpose of JP visits.

8. To ensure an effective monitoring of the management of institutions under the JP visit programme, all JP visits are surprise visits in nature, i.e. the exact date and time are not made known to the institutions beforehand and JPs may conduct their visits at any reasonable time during their tour of duty. They may also request to pay additional visits to specific correctional institutions outside their tour of duty to follow up on or look into specific complaints if they so wish.

9. To facilitate JPs to focus on issues that deserve attention during their visits, they are provided, before their visits, with checklists drawn up by CSD, SWD and HA, etc., to highlight the key areas that JPs may wish to cover in visiting different types of institutions. In addition, the JP Secretariat provides the visiting JPs with reports on those outstanding complaint cases made by inmates of the institutions concerned so that the JPs may follow up on these complaints or other issues during their visits.

⁽¹⁾ Excluding those who are exempted from visiting duties because of old age, health or other reasons.

10. Each year, the JP Secretariat organises a briefing to help newly appointed JPs familiarise themselves with the JP visit system as well as functions and duties of JPs. Representatives of relevant departments, including CSD, SWD and HA, are also present to explain the responsibility of visiting JPs at institutions under their management. A total of 57 JPs attended the briefing in September 2009.

Handling of Complaints and Making Suggestions

11. One of the important functions of JPs conducting visits to institutions is to ensure that complaints lodged by inmates are handled in a fair and transparent manner. The visiting JPs may either initiate investigative actions by making personal inquiries into the complaints (such as seeking background information from staff of the institutions and examining relevant records and documents) or refer the cases to the institutions concerned for follow-up actions. In the latter case, the departments concerned will investigate and report to the JPs the outcome of their investigations in writing. JPs are at liberty to conduct any further investigation personally as they consider necessary.

12. As regards requests or enquiries made to JPs, these cases are referred to the management of the institutions for consideration and the JPs are then informed of the actions taken by the management. In the interest of privacy, visiting JPs may choose to speak to inmates in private if they so wish. If JPs prefer to interview an inmate in private, the institution management will make necessary arrangements to facilitate the interview and render assistance to JPs when required. JPs are also encouraged to make enquiries with the institution management and staff, and inspect the complaint registers as appropriate to satisfy themselves that previous complaints made to the institutions have been handled properly by the management concerned.

13. In 2009, 498 complaints/requests/ enquiries were made to visiting JPs (see **Annex B** for more details). These were mainly related to matters concerning the environment and facilities of institutions, medical services, quality of treatment, early discharge from institutions, insufficient facilities/equipment, personal or welfare issues and referring requests to relevant authorities. About 95 percent of these complaints/requests/enquiries (as compared to 97 percent in 2008) were followed up within one month by the institutions concerned. JPs also made a total of 228 suggestions and comments (see **Annex B** for more details) on matters such as physical environment, facilities, overcrowding of institutions, improvement of staffing, enhancement of training and recreational programmes/ activities and welfares for inmates, etc. All the suggestions made by JPs have been followed up by the institutions concerned and the

JPs concerned have been advised of the actions taken. On average, follow-up actions for about 92 percent (as compared to 91 percent in 2008) of these suggestions/comments were taken within one month. JPs' specific comments and assessments on the facilities or services recorded in the JP Visit Logbooks help institutions focus on areas requiring improvement. The information also enables the institutions and JPs to keep track of the general conditions of the facilities and improvements made.

14. Statistics and more information about complaints, suggestions and comments made to/by JPs, their overall assessments on the facilities and services provided by institutions, and follow-up actions taken in respect of the complaints, suggestions and comments made to/by JPs are set out at **Annex C**.

Conclusion

15. The JP visit system has served as a useful and effective inspection system and has provided an independent channel, in addition to other established channels, for inmates to lodge their complaints and for institutions to investigate or follow up with the complaints as appropriate. In addition, Bureaux/Departments concerned regard comments and suggestions made by JPs as opportunities to improve the management on facilities and services provided by their institutions. The Administration attaches great importance to the JP visit system and will continue to ensure its effectiveness.

Administration Wing
Chief Secretary for Administration's Office
June 2010

List of Institutions Visited by JPs in 2009

I. Statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
A. Prisons/correctional institutions for adults			
1.	Chi Ma Wan Correctional Institution	Fortnightly	CSD
2.	Custodial Ward of Queen Elizabeth Hospital	*Fortnightly	CSD
3.	Lai Chi Kok Reception Centre		
4.	Custodial Ward of Queen Mary Hospital	*Fortnightly	CSD
5.	Ma Hang Prison		
6.	Hei Ling Chau Correctional Institution ⁽¹⁾	Fortnightly	CSD
7.	Lai Chi Kok Correctional Institution	Fortnightly	CSD
8.	Ma Po Ping Prison	*Fortnightly	CSD
9.	Tong Fuk Centre		
10.	Pak Sha Wan Correctional Institution	Fortnightly	CSD
11.	Pelican House ⁽²⁾	Monthly	CSD
12.	Pik Uk Prison	Fortnightly	CSD
13.	Shek Pik Prison	Fortnightly	CSD
14.	Siu Lam Psychiatric Centre	Fortnightly	CSD
15.	Stanley Prison	Fortnightly	CSD
16.	Tai Lam Centre for Women ⁽³⁾	Fortnightly	CSD
17.	Tai Lam Correctional Institution	Fortnightly	CSD
18.	Tung Tau Correctional Institution	Fortnightly	CSD
B. Correctional institutions for young offenders			
19.	Bauhinia House ⁽³⁾	Fortnightly	CSD
20.	Cape Collinson Correctional Institution	Monthly	CSD
21.	Chi Sun Correctional Institution	Fortnightly	CSD
22.	Lai King Correctional Institution ⁽⁴⁾	Fortnightly	CSD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
23.	Lai Sun Correctional Institution ⁽¹⁾	Fortnightly	CSD
24.	Phoenix House ⁽²⁾	Monthly	CSD
25.	Pik Uk Correctional Institution	Fortnightly	CSD
26.	Sha Tsui Detention Centre ⁽⁵⁾	Fortnightly	CSD
27.	Tai Tam Gap Correctional Institution ⁽⁶⁾	Fortnightly	CSD
C. Institution for drug addicts			
28.	Hei Ling Chau Addiction Treatment Centre and Annex	Fortnightly	CSD
D. Rehabilitation centres			
29.	Chi Lan Rehabilitation Centre ⁽⁴⁾	Fortnightly	CSD
30.	Lai Chi Rehabilitation Centre ⁽⁵⁾	Fortnightly	CSD
31.	Lai Hang Rehabilitation Centre ⁽²⁾	Monthly	CSD
32.	Wai Lan Rehabilitation Centre ⁽³⁾	Fortnightly	CSD
E. Reception/detention centres of CSD, ICAC & Imm D			
33.	Castle Peak Bay Immigration Centre	Fortnightly	CSD
34.	Green Island Reception Centre ⁽⁷⁾	Monthly	CSD
35.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
36.	Ma Tau Kok Detention Centre	Quarterly	Imm D
F. Psychiatric hospitals			
37.	Castle Peak Hospital	Monthly	HA
38.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
39.	Kwai Chung Hospital	Monthly	HA
40.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
41.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
G. Remand home, places of refuge, probation home and reformatory school of SWD			
42.	Tuen Mun Children and Juvenile Home	Monthly	SWD
43.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD

* Denotes visit covering two institutions.

(1) Hei Ling Chau Correctional Institution (No. 6) and Lai Sun Correctional Institution (No. 23) are jointly visited by JPs.

(2) Pelican House (No. 11), Phoenix House (No. 24) and Lai Hang Rehabilitation Centre (No. 31) are jointly visited by JPs.

(3) Tai Lam Centre for Women (No. 16), Bauhinia House (No. 19) and Wai Lan Rehabilitation Centre (No. 32) are jointly visited by JPs.

(4) Lai King Correctional Institution (No.22) and Chi Lan Rehabilitation Centre (No.29) are jointly visited by JPs.

(5) Sha Tsui Detention Centre (STDC) (No. 26) and Lai Chi Rehabilitation Centre (LCRC) (No. 30) were jointly visited by JPs until May 2009. LCRC has been relocated to the former site of Tai Tam Gap Correctional Institution (No.27) and has been visited independently by JPs since the first fortnight of June 2009. STDC has been renamed as Sha Tsui Correctional Institution on 15 June 2009.

(6) Tai Tam Gap Correctional Institution (No. 27) was closed w.e.f. late May 2009 after Lai Chi Rehabilitation Centre (No.30) has been relocated to its former site.

(7) JP visit to the Green Island Reception Centre (No. 34) is temporarily suspended following the temporary closure of the Centre.

II. Non-statutory Visits

No.	Name of institution	Frequency of JP visit	Responsible department/ organisation
A. Institutions for drug addicts			
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	Quarterly	D of H
2.	Sister Aquinas Memorial Women's Treatment Centre	Quarterly	D of H
B. General acute hospitals with 24-hour accident and emergency services and hospitals with a mix of acute & non-acute services			
3.	Alice Ho Miu Ling Nethersole Hospital	Half-yearly	HA
4.	Caritas Medical Centre	Quarterly	HA
5.	Haven of Hope Hospital	Half-yearly	HA
6.	Hong Kong Buddhist Hospital	Half-yearly	HA
7.	Kowloon Hospital	Quarterly	HA
8.	Kwong Wah Hospital	Quarterly	HA
9.	North District Hospital	Half-yearly	HA
10.	Pamela Youde Nethersole Eastern Hospital	Quarterly	HA
11.	Pok Oi Hospital	Half-yearly	HA
12.	Prince of Wales Hospital	Quarterly	HA
13.	Princess Margaret Hospital	Quarterly	HA
14.	Queen Elizabeth Hospital	Quarterly	HA
15.	Queen Mary Hospital	Quarterly	HA
16.	Ruttonjee Hospital ⁽⁸⁾	Half-yearly	HA
17.	Shatin Hospital	Half-yearly	HA
18.	Tai Po Hospital	Half-yearly	HA
19.	Tseung Kwan O Hospital	Half-yearly	HA
20.	Tuen Mun Hospital	Quarterly	HA
21.	Tung Wah Eastern Hospital	Half-yearly	HA
22.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Half-yearly	HA

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
23.	Tung Wah Hospital	Half-yearly	HA
24.	United Christian Hospital	Quarterly	HA
25.	Yan Chai Hospital	Quarterly	HA
C. Psychiatric hospital			
26.	Siu Lam Hospital	Half-yearly	HA
D. Non-acute or infirmary hospitals			
27.	Cheshire Home, Chung Hom Kok	Half-yearly	HA
28.	Cheshire Home, Shatin	Half-yearly	HA
29.	MacLehose Medical Rehabilitation Centre	Half-yearly	HA
30.	Tung Wah Group of Hospitals Fung Yiu King Hospital	Half-yearly	HA
31.	Wong Chuk Hang Hospital	Half-yearly	HA
E. Acute hospitals of special nature			
32.	Bradbury Hospice	Half-yearly	HA
33.	The Duchess of Kent Children's Hospital at Sandy Bay	Half-yearly	HA
34.	Grantham Hospital	Half-yearly	HA
35.	Hong Kong Eye Hospital	Half-yearly	HA
36.	Our Lady of Maryknoll Hospital	Half-yearly	HA
37.	St. John Hospital	Half-yearly	HA
38.	Tang Shiu Kin Hospital ⁽⁸⁾	Half-yearly	HA
F. Children's homes of NGOs			
39.	Caritas-Hong Kong – Caritas Pelletier Hall	Half-yearly	SWD
40.	Hong Kong Juvenile Care Centre – Bradbury Hostel	Half-yearly	SWD
41.	Hong Kong Student Aid Society – Holland Hostel	Half-yearly	SWD
42.	Hong Kong Student Aid Society – Island Hostel	Half-yearly	SWD
43.	Sisters of the Good Shepherd – Marycove Centre	Half-yearly	SWD
44.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/ organisation
45.	Society of Boys' Centres – Cheung Hong Hostel	Half-yearly	SWD
46.	Society of Boys' Centres – Shing Tak Centre	Half-yearly	SWD
47.	Society of Boys' Centres – Un Chau Hostel	Half-yearly	SWD
48.	Tung Wah Group of Hospitals – Wing Yin Hostel	Half-yearly	SWD
G. Day and residential units for people with disabilities of SWD/NGOs			
49.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	Half-yearly	SWD
50.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	Half-yearly	SWD
51.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	Half-yearly	SWD
52.	Hang Ngai Manufacturing and Hostel	Half-yearly	SWD
53.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
54.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
55.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	Half-yearly	SWD
56.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
57.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
58.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
59.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
60.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
61.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	Half-yearly	SWD
62.	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel ⁽⁹⁾	Half-yearly	SWD

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
H. Residential care homes for the elderly of NGOs			
63.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	Half-yearly	SWD
64.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
65.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	Half-yearly	SWD
66.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	Half-yearly	SWD
67.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	Half-yearly	SWD
68.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home ⁽⁹⁾	Half-yearly	SWD
69.	Yan Chai Hospital – Chinachem Care and Attention Home	Half-yearly	SWD
I. Charitable organisation providing social services			
70.	Po Leung Kuk	Quarterly	HAD

⁽⁸⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

⁽⁹⁾ Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel (No. 62) and Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home (No. 68) are jointly visited by JPs.

Key : CSD – Correctional Services Department
D of H – Department of Health
HA – Hospital Authority
HAD – Home Affairs Department
ICAC – Independent Commission Against Corruption
Imm D – Immigration Department
NGOs – Non-governmental Organisations
SWD – Social Welfare Department

**Statistics on Complaints/Requests/Enquiries Received and
Suggestions/Comments Made by JPs
from 2007 to 2009**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2007	2008	2009	2007	2008	2009	2007	2008	2009	2007	2008	2009
Institutions of Correctional Services Department	34	34	34	497	488	514	480 (289)	404 (246)	286 (104)	108	115	96
Hospitals of Hospital Authority	41	41	41	152	152	91	135 (129)	209 (179)	209 (194)	47	48	36
ICAC Detention Centre	1	1	1	24	24	24	0	9 (4)	3 (1)	3	3	1
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	2 (2)	2 (2)	0	13	8	2
Po Leung Kuk	1	1	1	4	4	4	0	0	0	9	1	1
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	8	7	6	0	0	0	6	5	3
Institutions of Social Welfare Department/ Non-governmental Organisations	40	33	33	103	76	76	0	1 (1)	0	71	57	89
Total :	120	113	113	792	755	719	617 (420)	625 (432)	498 (299)	257	237	228

() Number of requests/enquiries.

Detailed Information on JP Visits to Individual Institutions
(from 1.1.2009 to 31.12.2009)

I. Institutions of the Correctional Services Department

A. Statistics on complaints/requests/enquiries and suggestions/comments

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Cape Collinson Correctional Institution	12	0(0)	3
2.	Castle Peak Bay Immigration Centre	24	9(5)	0
3.	Chi Ma Wan Correctional Institution	24	13(0)	8
4.	Chi Sun Correctional Institution	24	9(2)	5
5.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	33(9)	4
6.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison [♦]	24	2(0)	4
7.	Hei Ling Chau Addiction Treatment Centre and Annex	23	2(0)	4
8.	Hei Ling Chau Correctional Institution/Lai Sun Correctional Institution [♦]	23	5(2)	10
9.	Lai Chi Kok Correctional Institution	24	2(0)	2
10.	Lai Chi Rehabilitation Centre ^(a)	14	0(0)	2
11.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre [♦]	24	0(0)	8
12.	Ma Po Ping Prison/Tong Fuk Centre [♦]	23	4(1)	5
13.	Pak Sha Wan Correctional Institution	24	7(2)	3
14.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0(0)	3
15.	Pik Uk Correctional Institution	24	0(0)	4
16.	Pik Uk Prison	24	1(1)	7
17.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre ^{♦(b)}	10	0(0)	3
18.	Shek Pik Prison	24	34(18)	0
19.	Siu Lam Psychiatric Centre	24	52(33)	5
20.	Stanley Prison	24	88(21)	1
21.	Sha Tsui Detention Centre ^(c)	1	0(0)	0
22.	Sha Tsui Correctional Institution ^(d)	13	0(0)	0
23.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	11(2)	12

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
24.	Tai Lam Correctional Institution	23	1(1)	1
25.	Tung Tau Correctional Institution	24	13(7)	2
	Total :	514	286(104)	96

() Number of requests/enquiries.

• Denotes visits covering two institutions.

○ Denotes visits covering three institutions.

(a) Lai Chi Rehabilitation Centre has been visited independently by JPs with effect from the first fortnight of June 2009.

(b) Sha Tsui Detention Centre and Lai Chi Rehabilitation Centre (LCRC) were jointly visited by JPs until May 2009. LCRC has been relocated to the former site of Tai Tam Gap Correctional Institution on the Hong Kong Island since late May 2009.

(c) With effect from 15 June 2009, Sha Tsui Detention Centre (STDC) has been renamed as Sha Tsui Correctional Institution to serve dual functions as a training centre and a detention centre for male young offenders. STDC was visited by JPs up to first fortnight of June 2009 only.

(d) Sha Tsui Correctional Institution was visited by JPs with effect from the second fortnight of June 2009 after its decommissioning.

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Cape Collinson Correctional Institution	12	10	1	10	0	The unsatisfactory grading on facilities was given due to inconvenient transportation and ageing facilities of the Institution.
2.	Castle Peak Bay Immigration Centre	24	20	0	24	0	
3.	Chi Ma Wan Correctional Institution	24	17	0	22	0	
4.	Chi Sun Correctional Institution	24	21	0	23	0	
5.	Custodial Ward of Queen Elizabeth Hospital [△]	24	23	0	22	0	
	Lai Chi Kok Reception Centre [△]		16	0	22	0	
6.	Custodial Ward of Queen Mary Hospital [△]	24	16	0	21	0	
	Ma Hang Prison [△]		17	0	21	0	
7.	Hei Ling Chau Addiction Treatment Centre and Annex	23	13	0	21	0	
8.	Hei Ling Chau Correctional Institution [△]	23	14	0	18	0	
	Lai Sun Correctional Institution [△]		9	0	14	0	
9.	Lai Chi Kok Correctional Institution	24	18	0	22	0	
10.	Lai Chi Rehabilitation Centre	14	13	0	12	0	
11.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre	24	19	0	24	0	
12.	Ma Po Ping Prison/Tong Fuk Centre	23	19	0	21	0	
13.	Pak Sha Wan Correctional Institution	24	16	0	21	0	
14.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	8	0	9	0	
15.	Pik Uk Correctional Institution	24	21	0	22	0	
16.	Pik Uk Prison	24	15	0	21	0	
17.	Sha Tsui Detention Centre/Lai Chi Rehabilitation Centre	10	4	0	6	0	
18.	Shek Pik Prison	24	20	0	22	0	
19.	Siu Lam Psychiatric Centre	24	20	0	21	0	
20.	Stanley Prison	24	19	0	19	0	
21.	Sha Tsui Detention Centre	1	0	0	1	0	
22.	Sha Tsui Correctional Institution	13	10	0	12	0	

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
23.	Tai Lam Centre for Women [△]	24	14	0	21	0	
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		18	0	20	0	
24.	Tai Lam Correctional Institution	23	20	0	20	0	
25.	Tung Tau Correctional Institution	24	17	0	19	0	
Total :		514	447	1	531	0	

Key : S – Satisfactory
U – Unsatisfactory

- * During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises) and services (including training programmes, recreational activities and management services, etc.) provided by the institutions concerned and gave their assessments on these areas.
- † The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.
- △ Separate reports were completed by JPs for the specific institution.

C. Summary of follow-up actions taken in respect of complaints/requests/enquiries made to JPs

The complaints made to JPs fall within the following categories –

- (a) against disciplinary action (e.g. improper or unfair disciplinary charges or proceedings and improper award of punishments) - 12 complaints;
- (b) against administrative actions/measures/procedures taken by CSD or individual institutions (e.g. provision of medical care and treatment, insufficient daily necessities, quality of food, earnings, handling of letters, handling of complaints/requests) - 116 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, collusion and abuse of authority) - 35 complaints; and
- (d) against other departments/organisations (e.g. Hong Kong Police Force, Judiciary, Legal Aid Department, Immigration Department and Hospital Authority) - 19 complaints.

The 12 complaints against disciplinary action were handled by the institutions concerned and no evidence was found to substantiate the allegations. The JPs and the complainants were informed of the findings. The JPs were satisfied that all the cases had been properly dealt with.

Out of the 116 complaints against administrative actions/measures/procedures taken by CSD or individual institutions, 10 cases were referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Both JPs and the complainants were informed of the referrals made. CIU found no evidence to substantiate any of the allegations after investigation. The rest of the complaints were considered by individual institutions. None of them were found to be substantiated. The JPs and the complainants were informed of the outcome of the investigations of all these cases. The JPs were satisfied that the cases had been handled properly.

There were 35 complaints against the conduct of staff, out of which the CIU had completed investigation in 13 cases and found no evidence to substantiate the complaints. The other cases were followed up by the institutions concerned and no evidence was found in support of the allegations. In all cases, the JPs and the complainants were informed of the outcome. The JPs were satisfied that the cases had been handled properly and no follow-up action was required.

There were 19 complaints against other departments or organisations and they were referred to the relevant authorities for attention and follow-up actions. The JPs and the complainants were informed of the referrals made.

In addition to the above, there were 104 requests or enquiries made to the JPs seeking assistance in areas such as medical services, legal aid application, early repatriation, arrangement of bail, interview with government officials, work assignment, transfer to another institution, referring letters to relevant authorities, etc. The background of the cases was explained to the JPs by the management of the institutions. In most cases, the JPs responded to the persons in custody on the spot. The other cases were referred to the management of the institutions or other relevant authorities for follow-up. The JPs and the persons in custody were informed of the action taken.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

The suggestions/comments made by JPs can be classified into the following categories –

- (a) improvement to penal premises and facilities (particularly the ageing and out-dated facilities);
- (b) improvement to relieve overcrowding of institutions;
- (c) enhancement of training programmes for the persons in custody ; and
- (d) miscellaneous.

Some of the penal institutions were not purpose-built. They had been established for decades and the facilities were outdated. Some JPs suggested carrying out refurbishment and renovation of the institutions, as well as implementing minor upgrading works and improvement projects on the ventilation system. In respect of

*The CIU is an internal complaints handling channel to look into allegations concerning CSD's work. For operational complaints that are simple and less serious in nature, investigations are conducted by the institutions concerned.

renovation works in progress, JPs opined that the projects should be speeded up and follow-up actions were taken by the institutions concerned accordingly. For those suggestions that required large-scale enhancement works, they were referred to the Architectural Services Department and relevant departments for consideration.

To alleviate overcrowding at certain types of institutions such as female institutions and remand facilities, CSD has been trying to provide adequate penal places by redeveloping existing penal institutions and changing the use of some institutions. In this regard, the former Lo Wu Correctional Institution is being redeveloped into a modern correctional complex comprising three new penal institutions with 1 400 penal places. The new correctional complex, which will commence operation around mid 2010, will be used to accommodate female offenders.

The major suggestions of JPs on training programmes for prisoners included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations in providing training, and facilitating prisoners to further their study. To enhance the vocational training programme for prisoners, CSD provides full-time and part-time vocational training courses for qualified local adult prisoners. CSD will continue to review and strengthen the programme. In addition, CSD is working towards adding more vocational training elements into the industrial activities in the prison workshops.

The other suggestions raised by JPs were related to promoting anti-smoking, encouraging volunteers to visit the persons in custody and allowing the inmates' infants to stay with them in the institutions, providing more activities/programmes on health, anti-drugs and sex education, following strictly the procedures of conducting body examination when inmates first enter a prison or correctional institution, and publicising the services of non-government organisations and voluntary organisations. These suggestions have been considered and followed up as appropriate by CSD and the institutions concerned.

II. Hospitals of the Hospital Authority

A. *Statistics on complaints/requests/enquiries and suggestions/comments*

Serial no.	Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
1.	Alice Ho Miu Ling Nethersole Hospital	1	0	0
2.	Bradbury Hospice	1	0	1
3.	Caritas Medical Centre	1	0	1
4.	Castle Peak Hospital	12	8(6)	2
5.	Cheshire Home, Chung Hom Kok	0	0	0
6.	Cheshire Home, Shatin	1	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	1	0	0
8.	Grantham Hospital	0	0	0
9.	Haven of Hope Hospital	1	0	1
10.	Hong Kong Buddhist Hospital	1	0	0
11.	Hong Kong Eye Hospital	1	0	0
12.	Kowloon Hospital	1	0	0
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	54(52)	5
14.	Kwai Chung Hospital	12	1	7
15.	Kwong Wah Hospital	2	0	1
16.	MacLehose Medical Rehabilitation Centre	1	0	0
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	94(92)	8
18.	North District Hospital	1	0	0
19.	Our Lady of Maryknoll Hospital	1	0	0
20.	Pamela Youde Nethersole Eastern Hospital	2	0	2
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	51(43)	3
22.	Pok Oi Hospital	0	0	0
23.	Prince of Wales Hospital	2	0	1
24.	Princess Margaret Hospital	1	0	0
25.	Queen Elizabeth Hospital	2	0	1
26.	Queen Mary Hospital	1	0	0

() Number of requests/enquiries.

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/enquiries made to JPs	No. of suggestions/ comments made by JPs
27.	Ruttonjee Hospital/ Tang Shiu Kin Hospital♦	1	0	0
28.	Shatin Hospital	1	0	1
29.	Siu Lam Hospital	0	0	0
30.	St John Hospital	0	0	0
31.	Tai Po Hospital	0	0	0
32.	Tseung Kwan O Hospital	1	0	0
33.	Tuen Mun Hospital	1	0	0
34.	Tung Wah Eastern Hospital	1	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	1	1(1)	0
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0
37.	Tung Wah Hospital	0	0	0
38.	United Christian Hospital	2	0	0
39.	Wong Chuk Hang Hospital	0	0	0
40.	Yan Chai Hospital	1	0	2
	Total :	91	209(194)	36

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

Note : As non-statutory hospital visits were suspended from May to December 2009 due to the outbreak of Human Swine Flu, the number of JP visits to public hospitals was reduced in 2009.

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Alice Ho Miu Ling Nethersole Hospital	1	1	0	1	0	
2.	Bradbury Hospice	1	0	0	0	0	
3.	Caritas Medical Centre	1	1	0	1	0	
4.	Castle Peak Hospital	12	10	0	11	0	
5.	Cheshire Home, Chung Hom Kok	0	0	0	0	0	
6.	Cheshire Home, Shatin	1	1	0	1	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	1	1	0	1	0	
8.	Grantham Hospital	0	0	0	0	0	
9.	Haven of Hope Hospital	1	1	0	1	0	
10.	Hong Kong Buddhist Hospital	1	1	0	1	0	
11.	Hong Kong Eye Hospital	1	1	0	1	0	
12.	Kowloon Hospital	1	1	0	1	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	10	0	12	0	
14.	Kwai Chung Hospital	12	10	2	12	0	The two unsatisfactory gradings on facilities were given because of the deterioration in condition of the building and urgent revamping was required.
15.	Kwong Wah Hospital	2	2	0	1	0	
16.	MacLehose Medical Rehabilitation Centre	1	0	0	1	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	10	0	11	0	
18.	North District Hospital	1	0	0	0	0	
19.	Our Lady of Maryknoll Hospital	1	1	0	1	0	

* During the visits, JPs looked at the facilities (such as facilities of the ward, outpatient department and general state of the premises) and services (including patient care and catering/supporting/management services) provided by the institution concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
20.	Pamela Youde Nethersole Eastern Hospital	2	2	0	0	0	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	11	0	12	0	
22.	Pok Oi Hospital	0	0	0	0	0	
23.	Prince of Wales Hospital	2	2	0	0	0	
24.	Princess Margaret Hospital	1	1	0	1	0	
25.	Queen Elizabeth Hospital	2	2	0	2	0	
26.	Queen Mary Hospital	1	1	0	1	0	
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital	1	1	0	1	0	
28.	Shatin Hospital	1	1	0	1	0	
29.	Siu Lam Hospital	0	0	0	0	0	
30.	St John Hospital	0	0	0	0	0	
31.	Tai Po Hospital	0	0	0	0	0	
32.	Tseung Kwan O Hospital	1	0	0	0	0	
33.	Tuen Mun Hospital	1	1	0	1	0	
34.	Tung Wah Eastern Hospital	1	1	0	1	0	
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	1	0	0	1	0	
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	0	0	0	0	0	
37.	Tung Wah Hospital	0	0	0	0	0	
38.	United Christian Hospital	2	2	0	2	0	
39.	Wong Chuk Hang Hospital	0	0	0	0	0	
40.	Yan Chai Hospital	1	1	0	1	0	
	Total :	91	77	2	81	0	

Key : S - Satisfactory
U – Unsatisfactory

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

C. *Summary of follow-up actions taken in respect of complaints/requests/enquiries made to JPs*

Except for one complaint which was made by a patient in the general hospital, all 15 complaints and 194 requests made to visiting JPs were from patients of psychiatric wards. The majority of the complaints related to quality and variety of hospital food. The Dietetic Department of HA has in place a quality control system to monitor the dietary need of the patients and to provide more choices on the daily menu. Some complaints received were about the inadequacy of toilet facilities and sanitary condition of the toilets. To solve the problem, staff toilets are made available when necessary. Moreover, patients are educated to use the toilet properly and the frequency of cleansing has been increased. A few complaints were related to disturbance by other patients. The hospitals have made appropriate arrangements to address the issue.

The majority of the requests were made by patients for early release from hospital or for home leave. Upon receipt of these requests, the case doctors together with their supervisors reviewed the clinical justification for keeping the patients concerned in hospital and requests were acceded to in appropriate cases. For patients who were considered not suitable for discharge or home leave after review, they were handled in accordance with the relevant provision of the Mental Health Ordinance (Cap.136). Patients were also advised of their right to raise their case with the Mental Health Review Tribunal.

Some requests were related to personal or welfare issues of the patients such as provision of housing after discharge and application for disability allowances. These requests were handled by the social workers. Requests relating to provision of more recreational facilities and telephone access were acceded to where clinical conditions of the patient allowed and the resources were available.

JPs concerned were informed of the follow-up actions taken by the institutions.

D. *Summary of follow-up actions taken in respect of suggestions/comments made by JPs*

The suggestions/comments made by JPs can be classified into the following categories –

- (a) physical state of the buildings and re-development need of the hospitals;
- (b) overcrowding condition in the wards and waiting area in the pharmacy;
- (c) well-being of psychiatric patients; and
- (d) arrangements in wards.

Most of the comments made by JPs were concerned with the physical environment of public hospitals or the state of the building. HA will continue to keep the maintenance and renovation need of the hospitals under review and to ensure that all hospitals would be adequately maintained in timely manner through the three-year rolling plan. The planning of the re-development of Kwai Chung Hospital is in progress. Queen Elizabeth Hospital has commenced a project to further expand the number of storage compartments in the mortuary.

The overcrowding condition in the wards and common room of psychiatric hospitals is caused by the large number of patients. The hospitals concerned are making suitable arrangements to ease the congestion within the constraints. To address the problem of over-crowded condition in the Pharmacy of Prince of Wales Hospital, a plasma TV displaying the chit number ready for drug collection has been installed in near-by waiting areas so as to divert the crowd.

JPs have suggested that the Mental Health Ordinance should be reviewed to provide for community treatment order. JPs have also suggested having more activities/facilities to engage patients during hospital stay. The management concerned will conduct on-going review and planning for more structured, intensive and varieties of therapeutic and recreational activities for patients.

The other suggestions raised by JPs were that children should be kept in a separate ward and short-stay patients should not mix with long-stay patients. As there is currently no provision for separate child and adolescent psychiatric wards in the Hong Kong East Cluster (HKEC), child and adolescent patients will be put in single rooms if their mental state allows and if vacant rooms are available until Child & Adolescent Mental Health Service is available in HKEC. Long-stay patients will be transferred to extended care wards if their mental state allows.

III. ICAC Detention Centre

A. *Statistics on complaints/requests/enquiries and suggestions/comments*

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
ICAC Detention Centre	24	3(1)	1
Total :	24	3(1)	1

() Number of requests/enquiries.

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provided**

Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
		S	U	S	U	
ICAC Detention Centre	24	23	0	22	0	
Total :	24	23	0	22	0	

Key : S - Satisfactory
U - Unsatisfactory

C. *Summary of follow-up actions taken in respect of complaints/requests/enquiries made to JPs*

There were two complaints received by JPs. One complaint was about the humming sound of the cell's electronic door-lock which caused disturbance to the detainee. The other complaint was related to the water tap of the washing basin inside the cell which took a long time to stop running after use. The management had taken immediate repair works upon receipt of the complaints.

Regarding the request for provision of more varieties of reading materials, it had been acceded to immediately. More newspapers, periodicals and fictions were provided to the detainee.

JPs concerned were informed of the actions taken.

* During the visits, JPs looked at the facilities (such as cells, interview room, search/medical/charge room and general state of the premises) and services (including food, bedding, management services) provided by the institution concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

D. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

In order to optimize resources and provide greater operational flexibility, JPs suggested outsourcing the medical services for detainees. The management had considered the suggestion. However, according to the current policy, the suggestion could not be acceded to.

IV. Ma Tau Kok Detention Centre of the Immigration Department

A. *Statistics on complaints/requests/enquiries and suggestions/comments*

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Ma Tau Kok Detention Centre	4	0 (0)	2
Total :	4	0 (0)	2

() Number of requests/enquiries.

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provided**

Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
		S	U	S	U	
Ma Tau Kok Detention Centre	4	4	0	4	0	
Total :	4	4	0	4	0	

Key : S - Satisfactory
U - Unsatisfactory

C. *Summary of follow-up actions taken in respect of suggestions/comments made by JPs*

The JPs made a total of two suggestions after their visits to the Detention Centre. Both suggestions concerned better communications with detainees upon their admission. The first suggestion was to encourage the Centre to give full explanation to the detainees on any full-body search upon admission so as to avoid any misunderstanding on the part of the detainees. The second one was to encourage the Centre to brief the detainees regarding their treatment rights after admission. As follow-up actions, new notices to the detainees in different languages had been displayed on the cell walls to inform them the procedures and reason of full body-search, as well as their treatment rights after admission. JPs concerned have been informed of the actions taken.

* During the visits, JPs looked at the facilities (such as dormitories, sanitation and hygiene, security and general state of the premises) and services (including meal/medical treatment arrangements, custody of detainees' properties and management services) provided by the institution concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

V. Po Leung Kuk

A. *Statistics on complaints/requests/enquiries and suggestions/comments*

Name of institution	No. of JP visits	No. of complaints/requests/enquiries made to JPs	No. of suggestions/comments made by JPs
Po Leung Kuk	4	0	1
Total :	4	0	1

B. *Statistics on satisfactory ratings given by JPs on the facilities and services provided**

Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
		S	U	S	U	
Po Leung Kuk	4	4	0	4	0	
Total :	4	4	0	4	0	

Key : S - Satisfactory
U - Unsatisfactory

C. *Summary of follow-up actions taken in respect of suggestions/comments made by JPs*

The JPs made one suggestion after their visits to Po Leung Kuk. They suggested Po Leung Kuk to collaborate with the Social Welfare Department (SWD) in respect of the services provided to hyperactive or autistic children. In response to the suggestion, Po Leung Kuk has regularly worked with SWD in identifying service needs and reflected to the Department the need for more resources for caring of the growing number of children with special needs.

* During the visits, JPs looked at the facilities (such as dormitories, sheltered workshop and general state of the premises) and services (including residential/day care/rehabilitation services) provided by the institution concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

VI. Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre

A. Statistics on complaints/requests/enquiries and suggestions/comments

Serial no.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	3	0	0
2.	Sister Aquinas Memorial Women's Treatment Centre	3	0	3
Total :		6	0	3

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Shek Kwu Chau Treatment and Rehabilitation Centre	3	3	0	3	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	3	3	0	3	0	
Total :		6	6	0	6	0	

Key : S - Satisfactory
U - Unsatisfactory

C. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

JPs made three suggestions/comments after their visits to the two Centres. One suggestion was to enhance the privacy of one of the Centres when the residential development beside the Centre began to move in. The other suggestion was about the difficulties in engaging qualified registered nurses.

* During the visits, JPs looked at the facilities (such as facilities of the hospital, living accommodation, kitchen and general state of the premises) and services (including training programmes, recreational activities and management services) provided by the institutions concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities during a particular visit.

To address the issue of privacy, the management of the Centre has been exploring various measures. An option being considered is to erect a tulle around the playground of the Centre. The management has been liaising with the contractor for further evaluation of the feasibility and merits of the option.

Concerning the difficulties in engaging qualified registered nurses in the Centre, the management has implemented the revised salaries and conversion arrangement for affected serving nurses based on the Civil Service Starting Salary Survey upon approval of the Department of Health since January 2008. The Department of Health has also adopted a flexible approach in considering incremental credits for experience of newly appointed nurses, subject to the maximum salary of the rank not being exceeded.

VII. Institutions of the Social Welfare Department/Non-governmental Organisations

A. *Statistics on complaints/requests/enquiries and suggestions/comments*

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	0	2
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	0	1
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	0	2
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	0	4
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	1
6.	Hang Ngai Manufacturing and Hostel	2	0	4
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	2
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	0
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	2
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	3
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	0	2
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	3
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	2
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	4
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	2
18.	Po Leung Kuk – Y C Cheng Centre	2	0	12

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	3
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	0	0
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	0
22.	Sisters of the Good Shepherd – Marycove Centre	2	0	6
23.	Society of Boys' Centres – Chak Yan Centre	2	0	2
24.	Society of Boys' Centres – Cheung Hong Hostel	2	0	1
25.	Society of Boys' Centres – Shing Tak Centre	2	0	2
26.	Society of Boys' Centres – Un Chau Hostel	2	0	1
27.	Tuen Mun Children and Juvenile Home	12	0	7
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	7
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	8
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home	2	0	0
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel♦		0	2
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	4
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	0
	Total :	76	0	89

♦ Denotes visits covering two institutions.

B. Statistics on satisfactory ratings given by JPs on the facilities and services provided*

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
1.	Caritas-Hong Kong – Caritas Jockey Club Lai King Rehabilitation Centre	2	2	0	2	0	
2.	Caritas-Hong Kong – Caritas Li Ka Shing Care and Attention Home	2	2	0	2	0	
3.	Caritas-Hong Kong – Caritas Pelletier Hall	2	2	0	2	0	
4.	Evangelical Lutheran Church Hong Kong – Kwai Shing Hostel	2	2	0	2	0	
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	2	0	2	0	
6.	Hang Ngai Manufacturing and Hostel	2	2	0	1	1	The unsatisfactory grading on services concerned cleanliness of the cabinets and utensils in the kitchen. Moreover, there was no one looking after the reception duty and management of cars. The management of the unit seemed very loose and poorly organised.
7.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	2	0	2	0	
8.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
9.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	2	0	2	0	
10.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	2	0	2	0	

* During the visits, JPs looked at the facilities (such as dormitories, kitchen/canteen, recreational facilities and general state of the premises) and services (including academic/prevocational training programmes and medical/management services) provided by the institutions concerned and gave their assessments on these areas.

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	2	2	0	2	0	
13.	Hong Kong Student Aid Society – Holland Hostel	2	2	0	2	0	
14.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	
15.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0	
16.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	
17.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
18.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
19.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	2	0	2	0	
20.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
21.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	0	
22.	Sisters of the Good Shepherd – Marycove Centre	2	1	0	2	0	
23.	Society of Boys' Centres – Chak Yan Centre	2	2	0	2	0	
24.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	0	
25.	Society of Boys' Centres – Shing Tak Centre	2	2	0	2	0	
26.	Society of Boys' Centres – Un Chau Hostel	2	2	0	2	0	
27.	Tuen Mun Children and Juvenile Home	12	12	0	12	0	

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities during a particular visit.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
28.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	1	0	2	0	
29.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
30.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [△] /Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [△]	2	2	0	2	0	
			2	0	2	0	
31.	Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	3	1	4	0	The unsatisfactory grading on facilities was given because the hostel needed renovation, in particular replacement of the false ceiling. It should be designed for a tidier and warmer atmosphere.
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
Total :		76	75	1	77	1	

Key : S – Satisfactory
U – Unsatisfactory

† The total number of overall gradings on facilities or services may not add up to the total number of JP visits to an institution since some JPs may not have provided an overall grading on facilities or services during a particular visit.

△ Separate reports were completed by JPs for the specific institution.

C. Summary of follow-up actions taken in respect of suggestions/comments made by JPs

The suggestions/comments made by JPs can be classified into the following areas –

- (a) improvement to the environment and facilities of the homes (e.g. improvement of water supply system, hygienic condition and appearance of drainage in the dormitories; overcrowding of the training room; renovation of premises and replacement of furnitures to make the environment a more tidy, warmer and more home-like atmosphere; provision of air-conditioners in the hall; replacement of false ceiling, washing and drying machines and worn-out physiotherapy equipment; and stepping up the cleanliness of the kitchen);
- (b) provision of more areas, facilities and equipments for recreational and physical exercise purposes;
- (c) health and welfare concerns about residents (e.g. provision of support services for escorting the residents to out-patient appointments; improvement of meal service; arrangement of more doctor visits for aging residents; strengthening occupational therapy and physiotherapy services and emergency night-time evacuation; increasing spaces between beds in the dormitories and telephone conversation time between residents and their family; refraining from using soft drinks as incentive for the residents; and disturbance and obstruction brought about by the upcoming MTR line to one of the homes); and
- (d) miscellaneous suggestions for improving the service quality (e.g. increasing interface activities to help residents' re-integration into the society and to trace the development and effectiveness of the programmes; conducting researches on causes of admission of the residents into the homes; making use of vacant beds for providing respite services for non-residents; strengthening the reception service and management of the unit; and reviewing the staff level for aging residents who require more care and attention).

In response to JPs' comments on the environment and facilities of the homes, renovation/improvement works, such as communication with government departments concerned for long term solution to improve the water supply system; submission of proposals/funding applications for renovation works and additional equipments/facilities; refurbishing the homes concerned and replacing the existing sofa in the living rooms with the colourful ones for setting up a more pleasant living environment; and carrying out large scale of cleansing for the kitchen and regular cleansing up, have been or would be carried out accordingly.

To address JPs' suggestions of provision of more recreational facilities and areas for residents, the homes concerned have purchased non-fiction English books and National Geographic magazines for the residents. The homes would also take into account increasing covered area for the residents to play and do exercises in the long term development plan.

On JPs' concerns about the residents' health and welfare, the homes would enhance the physiotherapy services as well as other related facilities and equipments. Medical consultation and psychiatric treatment would continue to be provided to the residents in the homes concerned. Moreover, a nursing team would continue rendering close monitoring on health conditions of the residents while annual physical examination had been and would be arranged for each of them. In addition, the homes would maintain close liaison with the authority concerned for the visiting escort services for the residents and medical services for the aging residents. They would also conduct regular reviews on the service needs and strengthen the services as and when necessary. For the upcoming MTR line, the homes concerned had submitted a request to the government for re-designing of the MTR line. In response to the suggestion of increasing telephone communication time between residents and family and refraining from using soft drinks as incentive, follow-up actions have been taken up as appropriate.

For JPs' suggestions on improvement of service quality, the homes concerned would consider increasing interface activities in their future programme planning. The homes have collaborated with a tertiary institute and a clinical psychologist to conduct relevant researches to the residents with a view to exploring their needs and reasons leading to their admission. In regard to the reception service and car park management, the home concerned would install a door bell or other facilities to enhance communication between car users and the home at the main entrance. Suitable training would continue to be provided to the staff for strengthening the management and reception service.

Regarding other miscellaneous suggestions made by JPs, follow-up actions have been or would be taken by SWD or NGOs as appropriate.