
2012 Annual Report on Justices of the Peace Visits

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

2012 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 2012 in visiting designated institutions under the JP visit programme, handling complaints from prisoners, inmates and detainees, 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 2012, 58 and 42 persons were appointed as Non-official and Official JPs respectively. As at 31 December 2012, there were 320 Official JPs and 1 196 Non-official JPs. An up-to-date list of JPs is available at the JP website (<http://www.info.gov.hk/jp>).

6. During the year, JPs conducted 718 visits to 108⁽¹⁾ institutions (see **Annexes A and B**). On average, each Non-official JP⁽²⁾ conducts one visit per annum while each Official JP conducts three to four visits each year. Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 6 and 22 June 2012 due to the activation of the Serious Response Level in public hospitals to tie in with the Government's "Serious" response level for avian influenza.

7. JP visits to custodial institutions are conducted under the respective legislation. For example, 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 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⁾ JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind has been temporarily suspended since July 2010 due to construction work at the Home. Hence it is not included in the total number of institutions visited in 2012.

⁽²⁾ 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 55 JPs attended the briefing in November 2012.

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 cases, the departments concerned will carry out investigations 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 2012, 520 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 referral of requests to relevant authorities. About 93 percent of these complaints/requests/enquiries (as compared to 98 percent in 2011) were followed up within one month by the institutions concerned. JPs also made a total of 174 suggestions and comments (see **Annex B** for more details) on matters such as physical environment, facilities, overcrowding of institutions, improvement of staffing, provision of more variety of market-oriented vocational 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 91 percent (as compared to 94 percent in 2011) of these suggestions/comments were taken within one month. The 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 serves as a useful and effective inspection system and provides 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. Moreover, 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 2013

List of Institutions Visited by JPs in 2012

I. Statutory Visits

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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
C. Institution for drug addicts			
23.	Hei Ling Chau Addiction Treatment Centre ⁽¹⁾	Fortnightly	CSD
24.	Lai Sun Correctional Institution	*Fortnightly	CSD
25.	Nei Kwu Correctional Institution		
D. Rehabilitation centres			
26.	Chi Lan Rehabilitation Centre ⁽⁴⁾	Fortnightly	CSD
27.	Lai Chi Rehabilitation Centre	Monthly	CSD
28.	Lai Hang Rehabilitation Centre ⁽²⁾	Monthly	CSD
29.	Wai Lan Rehabilitation Centre ⁽³⁾	Fortnightly	CSD
E. Detention centres of ICAC & Imm D			
30.	Castle Peak Bay Immigration Centre	Fortnightly	Imm D
31.	Independent Commission Against Corruption Detention Centre	Fortnightly	ICAC
32.	Ma Tau Kok Detention Centre	Quarterly	Imm D
F. Psychiatric hospitals			
33.	Castle Peak Hospital	Monthly	HA
34.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	Monthly	HA
35.	Kwai Chung Hospital	Monthly	HA
36.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	Monthly	HA
37.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of the Pamela Youde Nethersole Eastern Hospital	Monthly	HA
G. Remand home, places of refuge, probation home and reformatory school of SWD			
38.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	Quarterly	SWD
39.	Tuen Mun Children and Juvenile Home	Monthly	SWD

* Denotes visit covering two institutions.

(1) Hei Ling Chau Correctional Institution (No. 5) and Hei Ling Chau Addiction Treatment Centre (No. 23) are jointly visited by JPs.

(2) Pelican House (No. 8), Phoenix House (No. 20) and Lai Hang Rehabilitation Centre (No. 28) are jointly visited by JPs.

(3) Tai Lam Centre for Women (No. 13), Bauhinia House (No. 17) and Wai Lan Rehabilitation Centre (No. 29) are jointly visited by JPs.

(4) Lai King Correctional Institution (No. 19) and Chi Lan Rehabilitation Centre (No. 26) are jointly visited by JPs.

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 ⁽⁵⁾	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 ⁽⁵⁾	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

No.	Name of institution	Frequency of JP visit	Responsible department/organisation
44.	Society of Boys' Centres – Chak Yan Centre	Half-yearly	SWD
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.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	Half-yearly	SWD
53.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	Half-yearly	SWD
54.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind ⁽⁶⁾	Half-yearly	SWD
55.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	Half-yearly	SWD
56.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Care Home	Half-yearly	SWD
57.	Po Leung Kuk – Y C Cheng Centre	Half-yearly	SWD
58.	The Mental Health Association of Hong Kong – Jockey Club Building	Half-yearly	SWD
59.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	Half-yearly	SWD
60.	Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel	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 ⁽⁷⁾	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 ⁽⁷⁾	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

⁽⁵⁾ Ruttonjee Hospital (No. 16) and Tang Shiu Kin Hospital (No. 38) are jointly visited by JPs.

⁽⁶⁾ JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 54) is temporarily suspended following the temporary closure of the institution w.e.f. July 2010.

⁽⁷⁾ 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 2010 to 2012**

Institutions	No. of institutions			No. of JP visits			No. of complaints/ requests/enquiries made to JPs			No. of suggestions/ comments made by JPs		
	2010	2011	2012	2010	2011	2012	2010	2011	2012	2010	2011	2012
Institutions of Correctional Services Department	32	29	29	469	438	439	160 (66)	131 (58)	186 (71)	78	80	38
Hospitals of Hospital Authority	41	41	41	151	152	140	305 (285)	319 (285)	240 (217)	52	54	53
ICAC Detention Centre	1	1	1	24	24	24	3	2	0	1	2	0
Castle Peak Bay Immigration Centre*	1	1	1	17	24	24	53 (53)	89 (89)	92 (91)	7	12	4
Ma Tau Kok Detention Centre of Immigration Department	1	1	1	4	4	4	0	3 (3)	2 (2)	2	1	3
Po Leung Kuk	1	1	1	4	4	4	0	0	0	1	0	2
Shek Kwu Chau Treatment and Rehabilitation Centre and Sister Aquinas Memorial Women's Treatment Centre	2	2	2	8	7	8	0	1	0	7	6	8
Institutions of Social Welfare Department/ Non-governmental Organisations	33	33	33	75	73	75	0	0	0	61	72	66
Total :	112	109	109	752	726	718	521 (404)	545 (435)	520 (381)	209	227	174

() Number of requests/enquiries

* Castle Peak Bay Immigration Centre was taken over by the Immigration Department from the Correctional Services Department on 15 April 2010. The number of visits, complaints/requests/enquiries made to JPs and suggestions/comments made by JPs before 15 April 2010 were included in the Institutions of Correctional Services Department.

Detailed Information on JP Visits to Individual Institutions

(from 1.1.2012 to 31.12.2012)

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	2
2.	Custodial Ward of Queen Elizabeth Hospital/ Lai Chi Kok Reception Centre [♦]	24	7(2)	5
3.	Custodial Ward of Queen Mary Hospital/Ma Hang Prison [♦]	24	0	1
4.	Hei Ling Chau Correctional Institution/Hei Ling Chau Addiction Treatment Centre [♦]	21	6(5)	2
5.	Lai Chi Rehabilitation Centre	12	1(1)	0
6.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre [♦]	24	0	2
7.	Lai Sun Correctional Institution/Nei Kwu Correctional Institution [♦]	22	0	1
8.	Lo Wu Correctional Institution	24	14(7)	5
9.	Pak Sha Wan Correctional Institution	24	2(1)	2
10.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre [○]	12	0	1
11.	Pik Uk Correctional Institution	24	0	3
12.	Pik Uk Prison	24	13(1)	0
13.	Sha Tsui Correctional Institution	24	0	2
14.	Shek Pik Prison	23	14(8)	1
15.	Siu Lam Psychiatric Centre	24	42(14)	0
16.	Stanley Prison	24	62(22)	2
17.	Tai Lam Centre for Women/Bauhinia House/Wai Lan Rehabilitation Centre [○]	24	20(6)	2
18.	Tai Lam Correctional Institution	24	0	4
19.	Tong Fuk Correctional Institution	25	3(3)	1
20.	Tung Tau Correctional Institution	24	2(1)	2
	Total :	439	186(71)	38

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

○ Denotes visits covering three 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.	Cape Collinson Correctional Institution	12	11	0	12	0	
2.	Custodial Ward of Queen Elizabeth Hospital [△]	24	23	0	23	0	
	Lai Chi Kok Reception Centre [△]		16	0	23	0	
3.	Custodial Ward of Queen Mary Hospital [△]	24	18	0	21	0	
	Ma Hang Prison [△]		17	0	21	0	
4.	Hei Ling Chau Correctional Institution [△]	21	19	0	21	0	
	Hei Ling Chau Addiction Treatment Centre [△]		19	0	21	0	
5.	Lai Chi Rehabilitation Centre	12	9	0	11	0	
6.	Lai King Correctional Institution/Chi Lan Rehabilitation Centre	24	14	0	20	0	
7.	Lai Sun Correctional Institution [△]	22	18	0	19	0	
	Nei Kwu Correctional Institution [△]		18	0	20	0	
8.	Lo Wu Correctional Institution	24	19	0	23	0	
9.	Pak Sha Wan Correctional Institution	24	17	0	22	0	
10.	Phoenix House/Pelican House/Lai Hang Rehabilitation Centre	12	11	0	11	0	
11.	Pik Uk Correctional Institution	24	23	0	24	0	
12.	Pik Uk Prison	24	17	0	23	0	
13.	Sha Tsui Correctional Institution	24	17	0	23	0	
14.	Shek Pik Prison	23	19	0	20	0	
15.	Siu Lam Psychiatric Centre	24	18	0	20	0	
16.	Stanley Prison	24	15	0	20	0	
17.	Tai Lam Centre for Women [△]	24	20	0	23	0	
	Bauhinia House/Wai Lan Rehabilitation Centre [△]		20	0	23	0	
18.	Tai Lam Correctional Institution	24	20	0	20	0	
19.	Tong Fuk Correctional Institution	25	17	0	23	0	
20.	Tung Tau Correctional Institution	24	20	0	23	0	
Total :		439	435	0	510	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 115 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, etc.) – 14 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 and handling of complaints/requests, etc.) – 62 complaints;
- (c) against conduct of staff (e.g. unnecessary or excessive use of force, use of abusive language, collusion and abuse of authority, etc.) – 24 complaints; and
- (d) against other departments (Judiciary and Legal Aid Department) – 15 complaints.

Cases under categories (a) – (c) have been handled by concerned institutional management, among which 32 have been referred to the CSD Complaints Investigation Unit (CIU)* for investigation. Of these cases referred to CIU, 20 cases were not further investigated by the Unit since they were either repeated complaints, or they were subsequently referred to the institutional management and resolved, or the complainants withdraw their complaints afterwards. For the remaining 12 cases followed up by CIU, none of them was found to be substantiated after investigation. The JPs and complainants have been informed of the outcome of the investigations in writing. None of the complainants made representation thereafter.

For cases handled by individual institutional management, JPs were given explanations on the spot that the issues alleged by the complainants had been properly dealt with in accordance with the established procedures or guidelines. In general, JPs were satisfied that the cases were handled properly. Following the JPs' visits, the complainants were interviewed and JPs' comments were relayed to them.

Cases under category (d) were referred to relevant departments for attention and follow-up actions. The JPs and the complainants were informed of the referrals made.

* 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.

Furthermore, 71 requests or enquiries were made to the JPs seeking assistance in areas such as medical treatment, early repatriation, arrangement of bail, interview with government officials, work assignment, transfer to another institution, and referring letters to relevant authorities, etc. The backgrounds of the cases have been explained to the JPs by the management of the institutions. In most cases, the JPs responded to the persons in custody regarding their requests or enquiries 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 have been 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) enhancement of training programmes for the persons in custody; and
- (c) miscellaneous.

Some of the penal institutions were not purposely-built and had been established for decades. Although some of the facilities were outdated, CSD conducted regular maintenance to ensure that the facilities would function properly. Some JPs suggested carrying out refurbishment and renovation of the institutions, as well as implementing minor upgrading works and improvement projects. In respect of renovation works in progress, JPs opined that the projects should be speeded up and follow-up actions had been 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.

The major suggestions of JPs on training programmes for persons in custody included providing more choices of market-oriented vocational training, soliciting assistance from voluntary organisations in providing training, and facilitating persons in custody to further their study, and career placement. To enhance the vocational training programme for persons in custody, CSD provides full-time and part-time vocational training courses for qualified local adult persons in custody. 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 including diversification of planting species in institutions, enhancement of translation and interpretation arrangement given the increasing number of persons in custody of overseas nationalities, promoting of smoke-free environment in more institutions, provision of colourful posters in baby wards, and selection of suitable books and reading materials for persons in custody, etc.

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	2	0	1
2.	Bradbury Hospice	1	0	0
3.	Caritas Medical Centre	3	0	0
4.	Castle Peak Hospital	12	5(4)	2
5.	Cheshire Home, Chung Hom Kok	2	0	1
6.	Cheshire Home, Shatin	2	0	0
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	0	1
8.	Grantham Hospital	2	0	2
9.	Haven of Hope Hospital	2	0	0
10.	Hong Kong Buddhist Hospital	1	0	1
11.	Hong Kong Eye Hospital	2	0	0
12.	Kowloon Hospital	3	0	1
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	40(37)	3
14.	Kwai Chung Hospital	12	15(11)	11
15.	Kwong Wah Hospital	4	0	0
16.	MacLehose Medical Rehabilitation Centre	1	0	0
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	144(130)	1
18.	North District Hospital	2	0	1
19.	Our Lady of Maryknoll Hospital	1	0	0
20.	Pamela Youde Nethersole Eastern Hospital	3	0	0
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	36(35)	4
22.	Pok Oi Hospital	2	0	0
23.	Prince of Wales Hospital	4	0	2
24.	Princess Margaret Hospital	3	0	1
25.	Queen Elizabeth Hospital	4	0	1
26.	Queen Mary Hospital	3	0	1

() 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♦	2	0	1
28.	Shatin Hospital	1	0	0
29.	Siu Lam Hospital	2	0	1
30.	St John Hospital	2	0	2
31.	Tai Po Hospital	2	0	3
32.	Tseung Kwan O Hospital	1	0	0
33.	Tuen Mun Hospital	4	0	2
34.	Tung Wah Eastern Hospital	2	0	0
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	0	0
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	4
37.	Tung Wah Hospital	2	0	4
38.	United Christian Hospital	4	0	1
39.	Wong Chuk Hang Hospital	2	0	0
40.	Yan Chai Hospital	3	0	1
	Total :	140**	240(217)	53

() Number of requests/enquiries.

♦ Denotes visits covering two institutions.

** Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 6 and 22 June 2012 due to the activation of the Serious Response Level in public hospitals to tie in with the Government's "Serious" response level for avian influenza.

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	2	2	0	2	0	
2.	Bradbury Hospice	1	1	0	1	0	
3.	Caritas Medical Centre	3	3	0	3	0	
4.	Castle Peak Hospital	12	11	0	10	0	
5.	Cheshire Home, Chung Hom Kok	2	1	0	2	0	
6.	Cheshire Home, Shatin	2	2	0	2	0	
7.	The Duchess of Kent Children's Hospital at Sandy Bay	2	2	0	2	0	
8.	Grantham Hospital	2	2	0	2	0	
9.	Haven of Hope Hospital	2	2	0	2	0	
10.	Hong Kong Buddhist Hospital	1	0	0	1	0	
11.	Hong Kong Eye Hospital	2	2	0	2	0	
12.	Kowloon Hospital	3	3	0	3	0	
13.	Kowloon Psychiatric Observation Unit of Kowloon Hospital	12	11	0	12	0	
14.	Kwai Chung Hospital	12	11	0	12	0	
15.	Kwong Wah Hospital	4	2	0	2	0	
16.	MacLehose Medical Rehabilitation Centre	1	1	0	1	0	
17.	New Territories East Psychiatric Observation Unit of Tai Po Hospital	12	11	0	8	0	
18.	North District Hospital	2	2	0	1	0	
19.	Our Lady of Maryknoll Hospital	1	1	0	1	0	
20.	Pamela Youde Nethersole Eastern Hospital	3	3	0	2	0	
21.	Pamela Youde Nethersole Eastern Psychiatric Observation Unit of Pamela Youde Nethersole Eastern Hospital	12	8	0	8	0	
22.	Pok Oi Hospital	2	2	0	2	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	
23.	Prince of Wales Hospital	4	3	0	3	0	
24.	Princess Margaret Hospital	3	3	0	3	0	
25.	Queen Elizabeth Hospital	4	3	0	2	0	
26.	Queen Mary Hospital	3	2	0	2	0	
27.	Ruttonjee Hospital/Tang Shiu Kin Hospital	2	2	0	1	0	
28.	Shatin Hospital	1	1	0	1	0	
29.	Siu Lam Hospital	2	2	0	2	0	
30.	St John Hospital	2	2	0	2	0	
31.	Tai Po Hospital	2	2	0	2	0	
32.	Tseung Kwan O Hospital	1	1	0	1	0	
33.	Tuen Mun Hospital	4	4	0	4	0	
34.	Tung Wah Eastern Hospital	2	2	0	1	0	
35.	Tung Wah Group of Hospitals Fung Yiu King Hospital	2	1	0	2	0	
36.	Tung Wah Group of Hospitals Wong Tai Sin Hospital	2	0	0	0	0	
37.	Tung Wah Hospital	2	1	0	1	0	
38.	United Christian Hospital	4	4	0	3	0	
39.	Wong Chuk Hang Hospital	2	1	0	2	0	
40.	Yan Chai Hospital	3	2	0	2	0	
	Total :	140**	119	0	115	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.
- ** Apart from statutory visits to psychiatric hospitals and wards, JP visits to other hospitals were suspended between 6 and 22 June 2012 due to the activation of the Serious Response Level in public hospitals to tie in with the Government's "Serious" response level for avian influenza.

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

No complaints/requests were received from the non-psychiatric wards. The 23 complaints and 217 requests made by psychiatric patients to visiting JPs were mainly related to early release/home leave and catering services. 21 out of the 23 complaints were unsubstantiated. Most of unsubstantiated cases were related to patients' hallucination thoughts (e.g., poisoned by relatives/staff or unreasonable admission). One of the other two complaints was about defect on hand rails and sharps on door. Both were followed up immediately by the Facilities Management Department. The remaining complaint was about poor communication with case doctor. Patient complained that the case doctor ordered him to follow medicinal instructions with little respect. The case could not be followed up because the patient was discharged on the day of the JP visit and the patient did not pursue the complaint.

The majority of the requests were made by psychiatric patients for early release from hospital or for home leave. All requests were reviewed by case doctors and senior clinical staff. Patients considered clinically unsuitable for discharge or home leave were explained and handled in accordance with the relevant provision of the Mental Health Ordinance (Cap. 136). They were also advised of the rights to raise their case with the Mental Health Review Tribunal.

Other requests were about quality and variety of food, including requests for salty food, fruit and sweet soup at wards. With reference to the dietary needs of the patients, Hospital Dietetic Departments had put in place quality control systems and introduced more choices on the daily menu. Some complaints were about sanitary condition of the toilets. Toilet cleansing was stepped up and patients had been reminded proper use of toilets.

Patients also requested for more recreational facilities and telephone access. These were acceded to where clinical conditions of the patient allowed and resources were available. Other requests related to personal or welfare issues such as provision of housing after discharge were handled by medical social workers.

JPs concerned had been 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;
- (c) physical activities for patients;
- (d) shortage of manpower support; and
- (e) staff welfare issues.

Majority of the comments by JPs were concerned with the physical environment and the state of the hospital building. Funding for repair/renovation was secured in most of the cases. HA would continue to ensure that all hospitals would be adequately maintained.

Arrangements were made to ease the congestions caused by occasional influx of patients within the constraints. Renovation and re-deployment of spaces was done for the pressured areas. In the long run, hospital redevelopment would be planned to facilitate more effective use of spaces.

JPs were also concerned with the adequacy of outdoor activities for psychiatric patients. Outdoor activities would be arranged for psychologically stable patients if manpower allows.

HA would continue to recruit and retain staff to ensure adequate manpower. Apart from the Special Honorarium Scheme arranged for medical and nursing staff to work extra hours, temporary and part-time nurses had been employed to provide extra working hands to the hospitals. To enhance staff retention and reduce wastage, HA had enhanced communication between staff and management and resources had been allocated to improve the working conditions.

A few comments were related to staff benefit including on-call subsidies and transportation for staff working in remote hospitals. Concerned hospitals had taken appropriate actions to address the concerns.

JPs had shown great support to enhanced funding for hospital redevelopment projects, recruitment of staff and improvement of working conditions.

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	0	0
Total :	24	0	0

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	24	0	24	0	
Total :	24	24	0	24	0	

Key : S - Satisfactory
U - Unsatisfactory

* 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.

IV. Castle Peak Bay Immigration 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
Castle Peak Bay Immigration Centre	24	92(91)	4
Total :	24	92(91)	4

() 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	
Castle Peak Bay Immigration Centre	24	24	0	24	0	
Total :	24	24	0	24	0	

Key : S - Satisfactory
U – Unsatisfactory

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

During the JP visits to the Centre, there were 91 requests made to the JPs which fell within the following categories -

- (a) checking case progress;
- (b) requesting for interview by case officers;
- (c) requesting to be released on recognizance; and
- (d) requesting for the provision of medical care and treatment.

* 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.

After JPs visits, requests under categories (a) to (c) were referred to the relevant sections for actions while requests under category (d) were handled by in-centre medical officer for further treatment. The JPs concerned have been informed of the actions taken.

There was a detainee who complained about the unfair treatment he received in the Centre. The investigation was completed and no evidence was found to substantiate the allegations. The JPs and the detainee were informed of the findings. Regarding the detainee's allegation of being assaulted by staff, the case has been reported to the Police for investigation prior to the JPs visit.

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

The JPs have made four suggestions/comments during their visits to the Centre. One JP commented that the facilities were nearly saturated. Another JP suggested that the Centre should conduct chest X-ray examination of tuberculosis for all detainees upon their admission, maintain a mosquito-free environment and arrange the detainees to leave Hong Kong to increase the chance of rehabilitation.

Regarding the comments that the facilities were nearly saturated and the Administration has to solve the problem in the context of persons making torture claims in Hong Kong; and suggestion that arrangement should be made to allow the detainees to leave Hong Kong, it should be clarified that the majority of torture claimants are released on recognizance pending decision from the Immigration Department (ImmD) and they may withdraw their claim and leave Hong Kong if they so choose. As regards the matter of saturation, the detention capacity of the Centre has been increased by 100 places to a total of 484, with effect from 9 May 2013.

The Centre will consider the recommendation of conducting chest X-ray examination of tuberculosis for all detainees upon their admission when reviewing the treatments for detainees in the future. Currently, the in-centre medical officer conducts medical examination for each and every newly admitted detainee. When any symptom of infectious or contagious disease is found, the detainee will be referred to hospital for further examination and treatment.

As to ensuring a mosquito-free environment for the detainees, the Centre has all along taken up relevant preventive measures, such as regular pest control and cleansing work, which are considered to be effective. The Centre will continue to adopt such measures and step up its vigilance so as to prevent any possible outbreak of diseases relating to mosquito.

V. 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	2(2)	3
Total :	4	2(2)	3

() 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 complaints/requests/enquiries made by JPs*

The JPs received a total of two requests during their visits to the Centre. One detainee requested to see his relative and another detainee requested to receive medical treatment. Their requests were addressed in the presence of the JPs and entertained on the same day, in line with the usual arrangement.

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

The JPs made a total of three suggestions/comments during their visits to the Detention Centre. One JP suggested enlarging the activity area or adding an outdoor resting area. The same JP also suggested adding a separate dining area. He was aware of the space limitation and that his suggestions would be taken into account during future renovation plan. Another JP mentioned that the room temperature was on the low side. He however agreed that maintaining a low humidity was conducive to the overall hygiene.

* 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.

VI. 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	2
Total :	4	0	2

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 a total of two suggestions after their visits to Po Leung Kuk including -

- (a) exploring the possibility of expanding the facilities to cater for services for New Comers' Ward and co-operation with other organisations for projects; and
- (b) improvement of the ventilation of dormitories by opening more windows and installation of disinfection lamp.

In response to suggestion (a), the Kuk has reflected the case to the Social Welfare Department and will monitor the service demand and seek service expansion when need arises. The Kuk will also explore opportunities to collaborate with other organisations. For suggestion (b), the Kuk has reminded the staff to open more windows and will study the feasibility of installation of disinfection lamp in the dormitories.

* 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.

VII. 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	4	0	4
2.	Sister Aquinas Memorial Women's Treatment Centre	4	0	4
Total :		8	0	8

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	4	4	0	4	0	
2.	Sister Aquinas Memorial Women's Treatment Centre	4	4	0	4	0	
Total :		8	8	0	8	0	

Key : S - Satisfactory
U - Unsatisfactory

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

The eight suggestions/comments made by the JPs are mostly general impression about operation and facilities provided in the Centres. JPs recommended provision of additional resources to replace capital items, e.g. vehicles, computers and other facilities. The Centres' bids will be processed in accordance with the established funding mechanism. On JPs' suggestion for the Sister Aquinas Memorial Women's Treatment Centre to display house number outside the building to facilitate visitors to identify the Centre, the Centre has taken action accordingly.

* 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.

VIII. 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	1
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	2
5.	Fu Hong Society – Fu Hong Society Rehabilitation Centre	2	0	3
6.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	0	3
7.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	0	2
8.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	0	2
9.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	0	0
10.	Hong Kong Sheng Kung Hui Welfare Council – Hong Kong Sheng Kung Hui Li Ka Shing Care and Attention Home for the Elderly	2	0	2
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	0	4
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	0 [#]	-	-
13.	Hong Kong Student Aid Society – Holland Hostel	2	0	0
14.	Hong Kong Student Aid Society – Island Hostel	2	0	0
15.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	0	3
16.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	0	2

JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 12) is temporarily suspended following the temporary closure of the institution w.e.f. July 2010.

Serial No.	Name of institution	No. of JP visits	No. of complaints/ requests/ enquiries made to JPs	No. of suggestions/ comments made by JPs
17.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	0	4
18.	Po Leung Kuk – Y C Cheng Centre	2	0	2
19.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	0	2
20.	Sisters of the Good Shepherd – Marycove Centre	2	0	5
21.	Society of Boys' Centres – Chak Yan Centre	2	0	3
22.	Society of Boys' Centres – Cheung Hong Hostel	2	0	1
23.	Society of Boys' Centres – Shing Tak Centre	2	0	1
24.	Society of Boys' Centres – Un Chau Hostel	3	0	0
25.	The Mental Health Association of Hong Kong – Jockey Club Building	2	0	2
26.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	0	2
27.	Tuen Mun Children and Juvenile Home	12	0	2
28.	Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel	2	0	2
29.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	0	4
30.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	0	4
31.	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	0	2
			0	2
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	0	1
Total :		75	0	66

♦ 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.	Haven of Hope Christian Service – Haven of Hope Hang Hau Care and Attention Home for Severely Disabled	2	2	0	2	0	
7.	Heung Hoi Ching Kok Lin Association – Buddhist Li Ka Shing Care and Attention Home for the Elderly	2	2	0	2	0	
8.	Heung Hoi Ching Kok Lin Association – Buddhist Po Ching Home for the Aged Women	2	2	0	2	0	
9.	Hong Kong Juvenile Care Centre – Bradbury Hostel	2	2	0	2	0	
10.	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	
11.	Hong Kong Society for the Blind – Jockey Club Centre for the Blind	2	2	0	2	0	
12.	Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind	0 [#]	-	-	-	-	
13.	Hong Kong Student Aid Society – Holland Hostel	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.

JP visit to Hong Kong Society for the Blind – Jockey Club Tuen Mun Home for the Aged Blind (No. 12) is temporarily suspended following the temporary closure of the institution w.e.f. July 2010.

Serial no.	Name of institution	No. of JP visits	Overall grading on facilities †		Overall grading on services †		Remarks
			S	U	S	U	
14.	Hong Kong Student Aid Society – Island Hostel	2	2	0	2	0	
15.	New Life Psychiatric Rehabilitation Association – New Life Building Long Stay Care Home	2	2	0	2	0	
16.	New Life Psychiatric Rehabilitation Association – Tuen Mun Long Stay Home	2	2	0	2	0	
17.	Po Leung Kuk Wing Lung Bank Golden Jubilee Sheltered Workshop and Hostel	4	4	0	4	0	
18.	Po Leung Kuk – Y C Cheng Centre	2	2	0	2	0	
19.	Sik Sik Yuen – Ho Yam Care and Attention Home for the Elderly	2	2	0	2	0	
20.	Sisters of the Good Shepherd – Marycove Centre	2	2	0	2	0	
21.	Society of Boys' Centres – Chak Yan Centre	2	2	0	2	0	
22.	Society of Boys' Centres – Cheung Hong Hostel	2	2	0	2	0	
23.	Society of Boys' Centres – Shing Tak Centre	2	2	0	2	0	
24.	Society of Boys' Centres – Un Chau Hostel	3	3	0	3	0	
25.	The Mental Health Association of Hong Kong – Jockey Club Building	2	2	0	2	0	
26.	The Salvation Army – Cheung Hong Community Day Rehabilitation and Residential Service	2	1	0	2	0	
27.	Tuen Mun Children and Juvenile Home	12	12	0	12	0	
28.	Tung Wah Group of Hospitals Hang Ngai Workshop cum Hostel	2	2	0	2	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	
29.	Tung Wah Group of Hospitals – Jockey Club Rehabilitation Complex	2	2	0	2	0	
30.	Tung Wah Group of Hospitals – Wing Yin Hostel	2	2	0	2	0	
31.	Tung Wah Group of Hospitals – Wong Cho Tong Care and Attention Home [△]	2	2	0	2	0	
	Tung Wah Group of Hospitals – Wong Cho Tong Integrated Vocational Rehabilitation Centre cum Hostel [△]		2	0	2	0	
32.	Yan Chai Hospital – Chinachem Care and Attention Home	2	2	0	2	0	
Total :		75	76	0	77	0	

Key : S – Satisfactory
U – Unsatisfactory

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

66 suggestions/comments were made by JPs and they can be classified into the following categories –

- (a) improvement to the environment and facilities of the homes (e.g. enhancing the lighting system in the dormitory, installing handrails along corridors and air-conditioners, expanding toilets to accommodate disabled/elderly inmates, further expansion to facilitate variety of activities, renovating and upgrading some areas of the premises);
- (b) health and welfare concerns about residents (e.g. providing more training in art and design, arranging more physical activities, further promoting Rugby or other sports for the residents, providing medical support, providing fruits during lunch time and consulting dietitians on the design of daily menu); and
- (c) miscellaneous suggestions for improving service quality (e.g. providing additional resources to enhance the service and to cope with the changes due to ageing of the residents, improving the manning and shift pattern to help address the problem in staff recruitment, and increasing the capacity of senior secondary classes).

✦ 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.

As regards the suggestions/comments on the environment and facilities of the homes, renovation and improvement works, such as refurbishment of the internal walls, replacement of old furniture, provision of desk-lamps, cleaning up of over-crowded rooms, installation of air-conditioners, etc. have been and would be carried out accordingly. The homes would also take steps to seek funding and liaise with relevant parties for conducting the required renovation and take appropriate actions to arrange residents to take temporary abode in other institutions during the course of renovation.

For JPs' concern on residents' health and welfare matters, the homes have organised two photography and art related groups in May 2012, reviewed the school time table with a view to providing more physical activities, made arrangement to ensure that appropriate venue and gears were provided to facilitate residents' sports training, and collaborated with concerned parties to arrange residents to continue the Rugby training after discharge. Also, special training programmes have been provided to enhance the work skills and motivation to those trainees who required special attention. To enhance the medical support, an application to the Partnership Fund for the Disadvantaged has been submitted to carry out a pilot project on enhancing medical support to the residents. In response to JPs' suggestions, fruits have already been provided during lunch time and nutritionist has been consulted to improve the daily menu.

Concerning JPs' suggestions on improvement of service quality, follow-up action has been taken to enhance health care service of all hostels for moderately mentally handicapped persons. As to the concern about the ageing of service users, SWD had formed a task group on ageing of users of rehabilitation services in December 2011 to review and recommend strategies in handling related issues. The homes have also taken measures, such as submitting funding application for installation of ceiling hoist, providing training on occupational health to care workers to avoid occupational injury, carrying out a service enhancement project to explore more space for caring of frail residents, restructure and review the manpower from time to time to meet the needs of its service users, and providing medical services, physiotherapy service, specific programmes and rehabilitative facilities to meet the changing needs of ageing service users. To address the problem in staff recruitment and ease the workload of staff, the homes would recruit nursing students from universities to work as care workers in summer, re-opened the health care trainee programme and hired the trainees. As to the suggestion of increasing the capacity of senior secondary classes, it has been passed to the attached school for exploring with the Education Bureau on the feasibility.