

16 Service Quality Standards (SQSs) and Criteria

SQS 12

The service unit respects the service users' right to make informed choices of the service they receive as far as practicable.

SQS 13

The service unit respects the service users' rights in relation to private property.

SQS 14

The service unit respects the service users' rights for privacy and confidentiality.

SQS 15

Each service user and staff member is free to raise and have addressed, without fear of retribution, any complaints he or she may have regarding the agency or the service unit.

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SQS 16

The service unit takes all reasonable steps to ensure that service users are free from abuse.



社會福利署資助服務
Subsidised Service by the Social Welfare Department



九龍樂善堂
Since 1880 成立

The Lok Sin Tong Benevolent Society Kowloon

Visiting Medical Practitioner Service for Residential Care Homes

Service Quality Standards (SQSs)

SQS 1

The service unit ensures that a clear description of its purpose, objectives and mode of service delivery is publicly available.

SQS 2

The service unit should review and update the documented policies and procedures describing how it will approach key service delivery issues.

SQS 3

The service unit maintains accurate and current records of service operations and activities.

SQS 4

The roles and responsibilities of all staff, managers, the Management Committee and/or the Board or other decision-making bodies should be clearly defined.

SQS 5

The service unit/agency implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.

SQS 6

The service unit regularly plans, reviews and evaluates its own performance, and has an effective mechanism by which service users, staff and other interested parties can provide feedback on its performance.

SQS 7

The service unit implements policies and procedures to ensure effective financial management.

SQS 8

The service unit complies with all relevant legal obligations.

SQS 9

The service unit takes all reasonable steps to ensure that it provides a safe physical environment for its staff and service users.







SQS 10

The service unit ensures that service users have clear and accurate information about how to enter and leave the service.

SQS 11

The service unit has a planned approach to assessing and meeting service users' needs (whether the service user is an individual, family, group or community).



Service will be suspended on:	 黑	 8	 9	 10
Normal services are maintained:	 黃	 紅	 1	 3