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Claudia LAI is Honorary Professor and Founding Director of the Centre for Gerontological Nursing, the School of Nursing at The Hong Kong Polytechnic University. She has practiced nursing in Hong Kong, Canada, and England, and has worked briefly as a volunteer nurse in India.

Her programme of research focuses on various aspects of care for people with dementia and their families including non-pharmacological interventions to mitigate behavioural and psychological symptoms of dementia. She has also developed interventions to promote the quality of life for people with dementia and their families. In 2010, she established the Health and Cognitive Assessment Service at the Integrated Health Clinic, SN. In 2012, she led her team to establish the Centre for Gerontological Nursing under the auspice of SN, and developed a second research programme on the care of frail older people and their families. Professor Lai has published widely in this field and has won a number of awards for her work. She is dedicated to the cause of dementia care and has volunteered her time at the Hong Kong Alzheimer's Disease Association since 1996. She serves as an honorary nursing advisor to many non-governmental organizations and voluntary service groups in Hong Kong. She has been inducted into the American Academy of Nursing in 2015.