

**Suggested**

**National Service Delivery Framework**

**For**

**Older Persons In India**



**Compiled by**

**Pankaj Mehrotra, Elderly Care Advisor**

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## **Foreword**

To commemorate the International Day for Older Persons, 2023, I am happy to share the **"Suggested National Service Delivery Framework for Older Persons in India"**.

This document is the second in the series of suggestions for defining the National Road Map for Senior Citizens Care (Aged Care, Elderly Care, Long Term Care).

The primary objective of these suggestions is to develop a National Level implementation service delivery module for the welfare of Older Person in India and the required infrastructure to implement the same.

The suggested National Service Delivery Framework for Older Persons can be referred by Central Government, State Governments, Civil Society and Private Sector to develop the revised National Policy for Older Persons.

Individuals, companies, NGOs and philanthropists interested or involved with the Elderly Care sector may like to read this document and share their feedback.

I genuinely hope this suggested framework can give some direction to the policy makers, decision makers, investors and concerned citizens.

**Pankaj Mehrotra**

Senior Living Consultant & Elderly Care Advisor

## **Introduction**

For any developed and socially advanced Nation it is important that all citizens should be covered under the same welfare policies and standards irrespective of class, creed, religion and income bracket. Looking at the present infrastructure in India, a key priority is to align health and social services for older people in order provide a coordinated system of care.

The current system of elderly care does not offer integrated services due to which many support services are not available at the grassroot level. The services are mainly concentrated in the urban areas due to which the rural elderly are at a disadvantage. Hence, there is an urgent need to develop comprehensive service delivery models that optimizes the quality of life for older people in the entire spectrum of the ageing process.

Isolation, neglect, poverty, access to quality healthcare, support services, limited transportation, lack of government regulations, lack of adequate funding, language barriers and cultural differences are some of the major issues effecting the service delivery system for the Indian elderly.

Health and social care needs of older people are diverse and often complex, senior citizens have multiple factors related to health and well-being which needs to be addressed across all economic strata. While there are different service delivery models followed by socially developed countries, however it is important that India develops its own service delivery framework.

Care delivery should be delivered by multidisciplinary teams, who are qualified in understanding the care needs of older people. There is an urgent need to review and evaluate the existing policies in consultation with concerned stakeholders with a focus on integrated planning and developing an optimal mix of services which meets the diverse needs of the Indian Elderly.

In brief, there is need to address the health, medical, residential, social, recreational and spiritual needs of Older Persons in India. The overall aim should be to provide a holistic approach to

caregiving services in an environment of warmth and person-centered care that shall result in lower isolation, neglect and abuse of older persons.

Literature review and desk research highlights that the existing gaps in service delivery and their related barriers are numerous and complex which affects the services for the poor, underprivileged and elders living in remote areas of the country.

This suggested National Service Delivery Framework is based on the concepts of accessibility, affordability, and cultural sensitivity. The recommendations are focused on ensuring active ageing and ageing in place.

The suggested service delivery framework guidelines are in no way to be construed as exhaustive or exclusive. It is envisaged that these guidelines should be used in conjunction with the existing Legislative Acts, National Policies, Schemes and Programs of Central and State governments.

The recommended Elderly Care Service Delivery Framework has been designed to help all stakeholders to deliver high quality care for older people irrespective of the State or the ruling Government. The framework recommends service delivery through a 2-tiered structure i.e. Center Based Services (CBS), and Home Care Services (HCS). The proposed services can be offered on appropriate charges with a provision to provide free services to the poor, destitute and needy older persons.

The underlying principles advocated in this framework are based on;

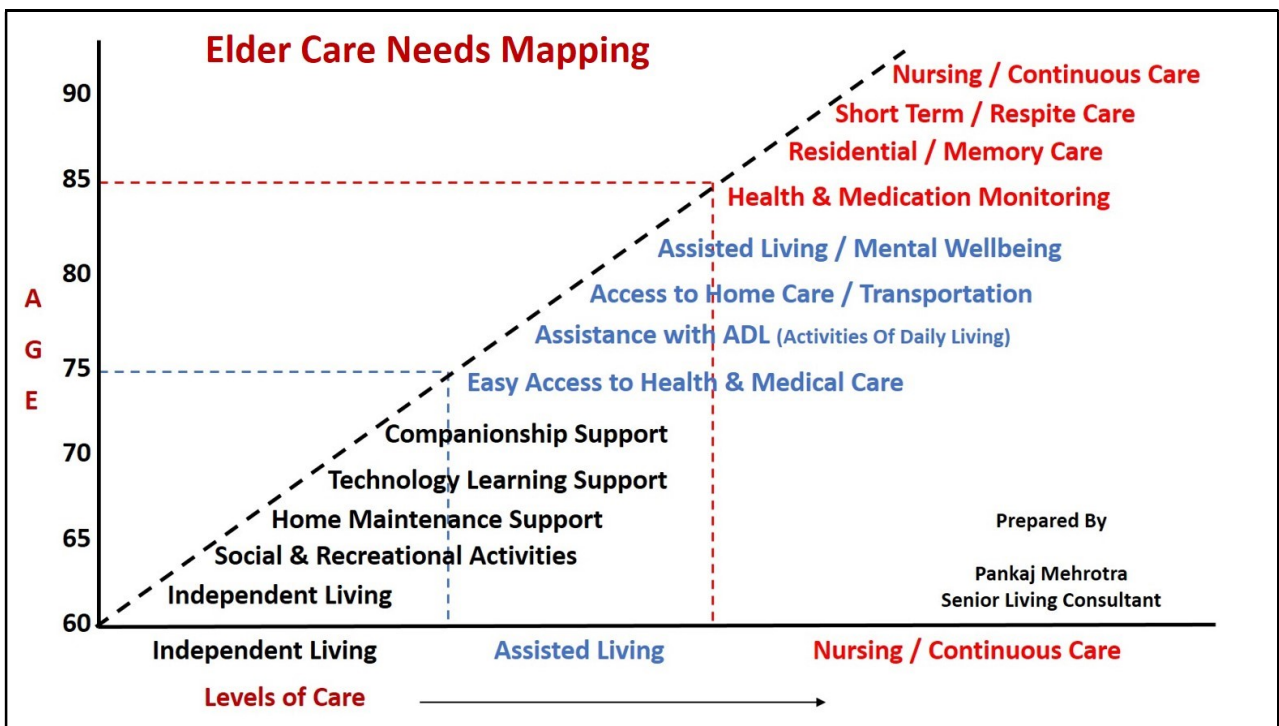
- 1) High quality Day Care, Residential Care and Home Care to protect and promote the health and well-being of older people.
- 2) Affordability of care services which is accessible for all.
- 3) Professional and effective delivery of Aged Care Services and highlight the need for enhanced funding for senior citizens and areas with the greatest need.

- 4) Promote and encourage services that are diverse, flexible and responsive to individual needs.
- 5) Promote Respite Care Services and facilities for families and those who care for older people.
- 6) Promote 'Ageing in Place' through the linking of care and support services to the places where older people prefer to live.
- 7) Promote integrated services which works as a single window solution rather than being delivered in a fragmented manner.

## Elderly Care Service Delivery Framework

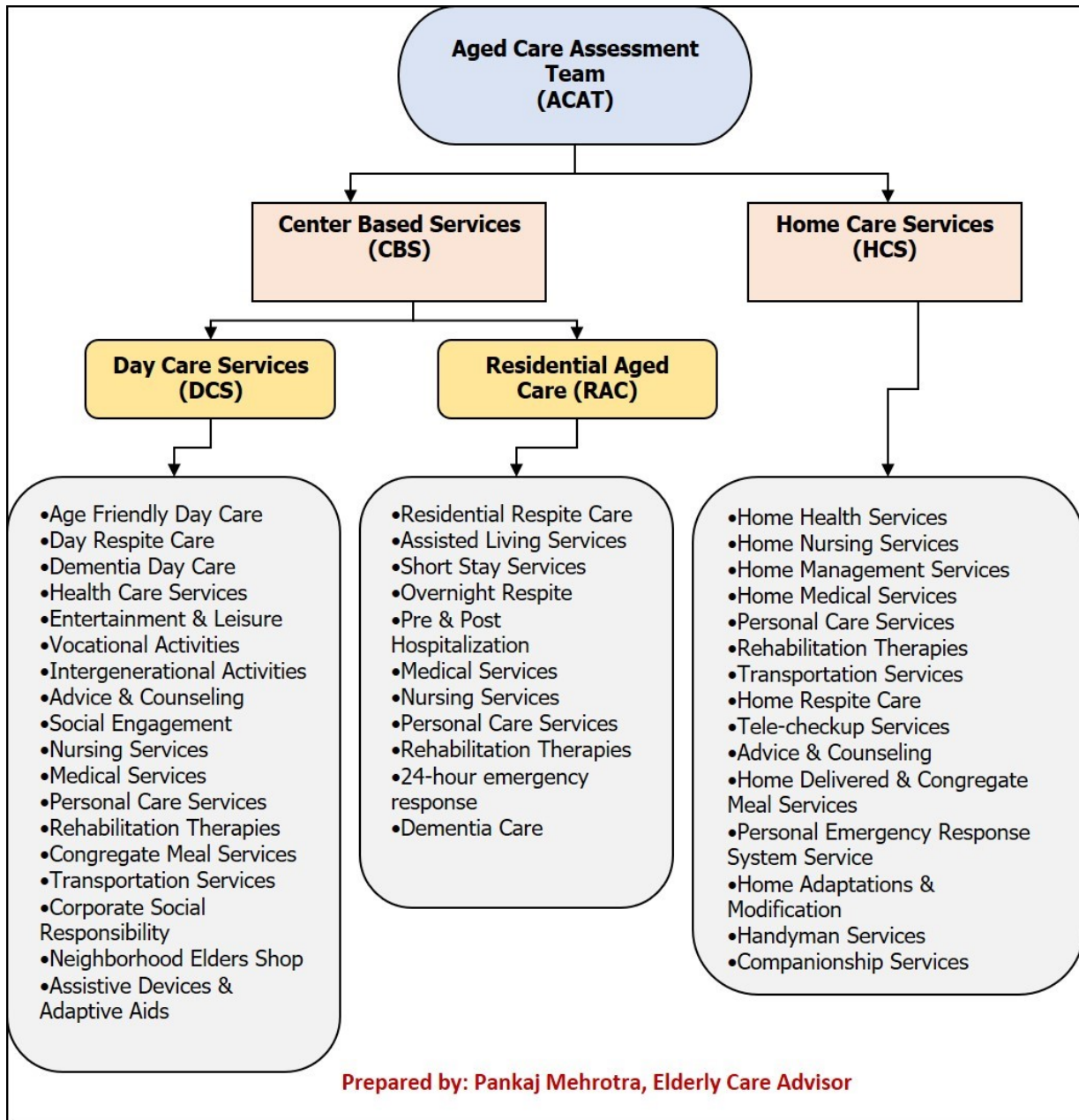
An underlying principle of the aged care service delivery is to understand that older people need access to affordable housing, transport, health care, information, education, recreation and leisure activities in order to remain living independently in their own homes. For older people who are no longer able to live at home, there must be alternative supportive accommodation within their respective communities.

It is important for all stakeholders to understand the varying needs of the elderly as they age. The spectrum of services is vast hence the challenges at the ground level would also be challenging. Below is a graph showing the suggested changing needs as people grow older.



An Aged Care Assessment Team (ACAT) should assess the medical, physical, cultural, psychological, social and restorative care needs of older people and provide information and assistance for people to access a range of appropriate care services.

Snapshot of the proposed care services and service delivery model is given below.





## Center Based Services

### 1) Day Care Center / Services

Day care shall offer various programs for the health, safety and well-being of older persons. A variety of activities shall be offered including therapeutic and health programs such as exercise, health screening, assessment, counseling, treatment, rehabilitation therapies, diet and nutrition counselling, dementia care etc. The day care will also provide or coordinate the provision of, other health care services, such as: medical screening, blood pressure checks, blood glucose, diabetes, day nursing services etc.

Day Care services includes social interactions, counseling for older people, family interactions and counselling, caregiver support, transportation to and from the day care center. Services would be supervised by a licensed nurse, social worker or recreational therapist as per the need. Food should be provided, as well as nutritional education and counseling should be offered. Leisure activities are to be planned in the form of group activities which shall include arts and crafts, hobbies, outings, and other outdoor activities. Other group activities that may be planned are:

- Community interaction through linking older people to community activities and building of social / support networks, social activities.
- Group exercises, strength training, walking group, health and fitness classes, massage therapy, aromatherapy.
- Music, games, gardening, cooking, reading, discussions.
- Educational classes including memory improvement, stress management, self-management, internet classes and other technology-based information.
- Low vision group, falls prevention.
- Rehabilitation information and support for people who have had a stroke, chronic conditions etc.

## **2) Day Therapy Program**

The Day Therapy Centre (DTC) Program should offer a range of therapies to frail older people living in the community. Different therapies shall be offered to individuals or groups of older persons to assist them to either maintain or recover a level of independence that will allow them to enjoy sound health and wellbeing.

Older people are more likely to use individual assistance for rehabilitation therapies and nursing services.

Day Therapy Centre services could include:

- Occupational Therapy
- Speech Therapy
- Physiotherapy
- Hydrotherapy
- Podiatry
- Diversional Therapy
- Nursing Services
- Social Work
- Personal Care Services

## **3) Day Respite Care Services**

Family members caring for a loved one at home often need to take a break from caregiving due to various reasons. Respite Care gives them the assurance of professional care in managing the individual's health care needs along with the flexibility to suit family schedules.

This program is also an option for seniors who are being discharged from the hospital, or who have recently been ill and need Day Therapy and health monitoring.

Day Respite Care could include:

- Meals and snacks
- Assistance with medications
- Health monitoring
- Therapeutic care services
- Safe and secure environment

#### **4) Intergenerational Programs**

"Intergenerational programming," as defined by the National Council on Aging, involves those "activities or programs that increase cooperation, interaction or exchange between any two generations. It involves the sharing of skills, knowledge or experience between old and young." Depending on program design, intergenerational initiatives also function to promote educational objectives, arts and recreation, religious and spiritual well-being etc. Furthermore, intergenerational programs have been found to diminish ageist stereotypes, strengthen communities, and lead to improved services for children, youth and older adults.

As per research, Intergenerational volunteering helps keep older generations active. Elder adults who volunteer with children regularly burned 20% more calories per week, relied less on canes, had fewer falls and exhibited better memory than their peers.

Adults experiencing dementia and other cognitive impairments have more positive effects during interactions with children than they did during non-generational activities.

Intergenerational programs could include:

- Children teaching computers to older persons

- Academic tuitions to school children by retired teachers
- Education counseling
- Career counseling
- Eldercare counseling
- Sports activities and competitions
- Painting competitions

## **5) Enrichment Centre**

The day care centre shall act as an enrichment centre for visiting older people and neighborhood elders. A senior enrichment centre is an accessible and affordable solution for retirees and older adults looking for a way to fill their days while maintaining the freedom to live in the comfort of their own homes.

Not only do senior enrichment centres allow aging adults to connect with peers, they also provide easy access to a variety of activities, programs, and special events designed to help improve seniors' quality of life.

Enrichment Centre programs could include:

- Entertainment and leisure activities
- Library
- Indoor games – Table tennis, badminton, caroms
- Movies
- Hobby classes

## **6) Vocational Training Centre**

It is never late to acquire new skills that can help an elderly person both financially and personally. Numerous seniors stay in the same occupation while others are willing to work in different occupations. By participating in such new vocational trainings, seniors can learn new skills, required for the new job, relevant career field or volunteering.

Many seniors, after retirement, search for the job that is related to their hobbies. Some wish to work as freelancers that accomplish the free-living style while enjoying their retirement. There are wide number of areas in which the elders can gain expertise, certification and in a variety of different occupations.

Vocational Training Centre programs could include:

- Computer Training
- Tailoring
- Incense / Candle making
- Handmade paper products
- Pottery
- Handicraft items

## **Residential Care**

### **1) Residential Respite Care**

Respite Care (Short Stay) is a facility for those who want temporary placement. Family members caring for a loved one at home may have a need to take a break from caregiving due to various reasons. Respite care gives them the assurance of professional expertise and experience in managing the individual's health care needs along with the flexibility to suit family schedules.

This program is also an option for seniors who are being discharged from the hospital, or who have recently been ill and need a temporary place to stay until they feel healthy enough to return home. Services can be provided for overnight or short stay.

Residential Respite Care includes:

- Assistance with bathing / showering
- Assistance with dressing / undressing
- Assistance with personal hygiene and grooming
- Meals and snacks
- Assistance with medications
- Daily therapeutic care services
- 24-hour monitoring by care staff
- Safe and secure environment
- Health monitoring

### **2) Assisted Living Facilities (ALF)**

Assisted Living Facilities provide housing, meals and personal care services like Activities of Daily Living (eating, grooming, walking, bathing, toilet use etc). Assisted Living typically do not cater to

bedridden elderly or those who require 24-hour nursing supervision. Additional services can include management of the resident's care, including assessment of the resident's needs, planning services, coordinating and assisting residents to gain access to needed medical, monitoring service delivery and evaluating effects of the service, providing or arranging for transportation to needed medical appointments, providing or assisting in arranging for personalized nursing services, assisting with self-administration of medication, offering social , educational and leisure activities.

Assisted Living services includes a range of care services:

- Assistance with activities of daily living (ADL)
- Health monitoring
- Meals
- Sheltered residential services

### **3) Transitional Care / Rehabilitation Care**

Residential-based rehabilitative services are also referred to as 'Transitional Care Centres'. Rehabilitative services provide rehabilitation to elderly who are accommodated in a residential aged care facility. Elderly in residential based rehabilitation care are usually those who have suffered acute illness or injury but are no longer in the acute phase (deemed medically stable), and are expected to regain a high level of functioning.

Rehabilitation Therapy and Allied Health care support includes assistance by care staff who implement a person-centered rehabilitation plan. The care plan is generally for a defined length of time, and outlines assistance that is aimed at the person to reach and maintain their optimal physical, sensory, intellectual, psychiatric and/or social functional levels.

A rehabilitation plan may include measures to provide and/or restore functions, or compensate for the loss or absence of a function or a functional limitation. Allied health care also known as

paramedical care refers to professional allied health care services, including podiatry, occupational therapy, physiotherapy, speech pathology and advice from a dietician or nutritionist.

Transitional / rehabilitation service includes:

- Provide patients with the opportunity to receive appropriate clinical care without admission to acute care.
- Appropriate accommodation for people unable to go home from hospital, who require rehabilitation services.
- Geriatrician consultation
- Nursing Care
- Physiotherapy
- Occupational Therapy
- Speech Therapy
- Cognitive Therapy
- Other care plans

#### **4) Nursing Care**

Nursing Care in residential facilities refers to professional care from a registered or enrolled nurse. Services planned to be provided are nursing care, personal care, custodial care, and rehabilitative care to persons who are ill, recuperating after surgery, or physically weak.

Nursing Care services includes;

- Tube Feeding
- Wound Care
- Oxygen Care/Breathing Treatment
- Injections
- Intravenous Therapy



## **Home Care Services**

### **1) Home Respite Care**

Home care includes assistance received by the care recipient from a caregiver or a nursing staff who provides supervision and assistance to the care recipient in their own home. Services include nursing care, physical, occupational, respiratory, speech therapy, home health aide services, homemaker and companion services and medical equipment and supplies.

Home Care services includes:

- Home Respite Care
- Home Health Care
- Weight Monitoring
- Blood Pressure Checks
- Medication Administration–oral
- Bath/Showers
- Meals
- Toilet Assistance
- Walking
- Hair Care
- Podiatry
- Behavior Management

### **2) Home Delivered & Community Meal Services**

Home Delivered Meals refers to meals that are prepared centrally and then delivered to the person's home whereas Congregate Meal Services, refers to meals served in a community cafeteria.

Home delivery meals covers:

- Community cafeteria
- Home delivery services
- Guidance on effective diet planning

### **3) Transportation**

Refers to assistance with transportation to help an elderly person go shopping, attend appointments, or attend social activities. Transport services can either be provided directly or through a contracted agency.

Transport services could have services like:

- Monthly city tour trips
- Assistance with vehicle / driver services
- Airport / railway station pick-up drop services
- Visiting friends and relatives
- Scheduled weekly pick-up and drop to main centers

### **4) Social Care Services**

Social Services and Social Support refers to assistance provided by a care worker, either within the home environment or while accessing community services or facilities, which is primarily directed towards meeting the person's need for social contact and/or accompaniment in order to participate in community life. Social support includes services to assist the person to maintain their personal affairs such as managing paperwork, making telephone-based contacts, shopping, bill payments, banking, companionship services and, accompanying an elderly to social activities.

Social care services could include:

- Tele-checkup services
- Elder rights and laws
- Assistance with will making and legacies
- Assisted visit to hospitals, physicians

## **5) Home Management and Domestic Assistance Services**

Home Management and Domestic Assistance refers to assistance with domestic chores, including assistance with cleaning, dishwashing, clothes washing and ironing, shopping, meals cooking etc.

Home Management services could include:

- Assistance with shopping
- Housekeeping services
- Assistance with hiring domestic help
- Housing helpline
- Meal preparation and cooking

## **6) Home Maintenance & Home Modification Services**

Home maintenance refers to assistance with the maintenance and repair of the person's home, garden to keep their home in a condition of functional safety and provide an adequate level of security. Home maintenance includes minor repairs and maintenance, such as changing light bulbs, minor carpentry and painting services, garden maintenance. Home modification services includes installation of fixtures and fittings to make the home elder friendly and accessible.

Home maintenance services could include:

- Minor repairs / Handyman services / Garden maintenance
- Home modification

## About Us

Pankaj is a post management graduate having 29 years' experience in Project Management, Strategic Planning, Sales & Marketing and Business Development across the NGO, Telecom, and Hospitality sectors.

He has been in consulting role for Senior Living (Care Homes, Retirement Homes, Assisted Living, Old Age Homes) and Elderly Care from the past 18 years. He assists clients with support and development of Senior Living projects by providing technical expertise in conceptualizing, designing and operations of Aged Care facilities. He advises care operators to step in as the facility managers once the project is commissioned.

He has in-depth planning experience of Aged Care Sector including development of design standards, market surveys and Old Age Homes/ Senior Citizens Housing management. He has sound understanding of Accessibility Standards, Universal Designs and Sustainable Business Plans.

He is experienced in audit and surveys of existing senior living projects including development of manuals for operational standards, guidelines & standard operating procedures. He advises clients on developing systems and processes to improve the existing standards and service delivery levels.

He has served leading organizations like Age Ventures India (HelpAge India social business venture), HelpAge India, ICICI Prudential, Tata Teleservices Ltd, and others.

He is a passionate and strong supporter for the need to care for the elderly especially for people with Dementia / Alzheimer's. He is a regular contributor on LinkedIn with posts related to Elder Care needs, senior living formats, domiciliary care models etc. His LinkedIn profile is: <https://www.linkedin.com/in/pankajmehrotra-seniorlivingconsultant>

Pankaj Mehrotra

[elderlycareadvisor@gmail.com](mailto:elderlycareadvisor@gmail.com)