

RAPID ASSESSMENT SURVEY OF OLD AGE HOMES IN DELHI & NATIONAL CAPITAL REGION (NCR)¹ June 2007

Summary of Key Findings

Ownership of Homes: Most homes established and run by Trusts or Societies. Others established and run by Philanthropic families. Out of 12 homes surveyed, 10 run by Trusts and 2 by families.

Building and infrastructure: Homes run by families were in better condition than those run by Trusts or Societies.

Financial commitments: Both Trusts/Societies or families have mobilized funds for capital expenditure to establish the homes with basic infrastructure and facilities. However, running expenses (including salary of staff) is posing the biggest problem in providing minimum standard of care in their respective socio-economic context.

Running cost: In most of the homes surveyed the cost of food is tied to donation in cash or kind from the external sources. This source of funding seems to be partly sustainable as in most cases food has been provided to beneficiaries from the time they entered the home. However, in the case of all homes a serious problem faced is with regard to payment of staff salaries.

Quality of staff and services provided: 90% of the staff employed are un-trained and are competent to provide only minimal services based on their experiences to the beneficiaries. Need of trained and competent and experience staff will itself enhance standard of services provided within these homes without additional financial assessment or infrastructure and equipment.

Selection of beneficiary: This varies from home to home in most cases beneficiaries are identified through a personal network of Trusts/Societies members, who are also community leaders. Thus while there is potential for the home to provide service to a larger number of elders in the community financial constraints is the single biggest factor for lack of outreach of service to elders in the community who are not residents of the home.

Recreation and emotional care: For residents of any home, after meeting basic necessities of food and shelter, recreation and emotional care are necessary to ensure minimal standard for quality of life. Due to paucity of funds this is the most neglected area in the entire home surveyed. The limited resources available are used primarily for food and staff salary.

Health Care: Only two homes, within the campus has a resident doctor, all the remaining have a facility for "doctor on call". Overall health care in terms of regular care is poor in all cases.

Age friendly building and infrastructure: Though most homes are modest and well suited to local conditions however, they were not necessarily designed keeping in mind age friendly standards. Simple fixtures and modifications such as grab rails, non-skid tiles, chairs for sitting/seating arrangements etc. will greatly enhance self-confidence of beneficiary.

Physical well being for beneficiaries: 6 old age homes provide daily regular Yoga, Spiritual meetings (Satsangs). The remaining homes surveyed do not provide any similar activities.

Preliminary Recommendations for HI Intervention:

To promote and achieve a minimum Elder Care Standard in Old Age Homes in Delhi and NCR it is necessary to develop an HI Old Age Home Intervention Package to provide a combination of services as per identified needs in respect each selected home

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The HI *OAH Support Package* should include:

- Care Giver Training
- Experienced Home Manager
- Recreation & Emotional care
- Outreach for home-based elders' in adjoining community
- Day Care Services
- Health Care
- Income Generation Activities (for working and assisted elders)

Summary Details of Old Age Homes in Delhi & National Capital region (NCR)

No of OAHs surveyed (12) (Run by NGOs/Trusts/Pvt.)	8 Free 1 Paid 3 Mixed (partly paid & partly Free)
Avg Bed Capacity	50 Beds per home
Avg Occupancy Level	5 % - 70 % occupancy in homes providing free stay 75% plus occupancy in homes offering charged & mixed
Type of accommodation	30 % Large Dormitories (6 – 12 beds) 60 % two beds to 4 beds occupancy 10 % single occupancy
Residential Criteria	75 % only for active elderly 25 % for disabled and limited mobility
Gender Criteria	10% - 15% for women only 90 % mixed
Income Group	30% BPL/Destitute 60% lower middle class 10% middle class
Location	50% urban area 50% rural area
Avg. Staff Ratio	1 Staff for every 6-7 residents 3 – 4 staff per old age home
Caregiver Qualifications / Education Level	10% trained staff / nursing (Avg education 12 class and above) 90% is untrained / unskilled staff (Avg education below 12th class)
Recreation & Social Activities	50% offer activities like satsang, indoor games, cable television, place for worship, private park
Medical, Health & Wellness Services	Access to doctor services – 90% visiting doctor(twice in a week)/ on call ,10% resident doctors 15% - 20% OAH's offer services like physiotherapy, yoga classes etc
Documented Standards, Policies & Aged Care-living	20% OAHs having written standards or performance criteria regarding aged care giving and aged needs

Survey List of Old Age Homes in Delhi & National Capital Region (NCR)

Purpose: To investigate old age homes in Delhi & NCR region run by trusts / societies / private agencies on aspects of their present functioning levels in areas like service delivery models / levels, policies, standards / guidelines, sustainability models etc of old age homes.

<i>Name of OAHs</i>	<i>Type of Agency</i>	<i>capacity</i>	<i>No.of inmates</i>	<i>No. of Staffs</i>	<i>Problems</i>	<i>Services</i>	<i>Feasibility for our plan</i>	<i>Running Cost (Rs/month)</i>
(1) Gharauda Asola Village South Delhi	Private	25...	19 (M-7,F12)	5	Trained Staffs	Free	Nil	50000
(2) Home for the Aged,Asola Vill South Delhi	NGO	20	8 (M-3,F-5)	3	Staffs/Finance	Free	Positive	12000
(3)Rana Home for the Senior Citizens South Delhi	Private/NGO	20	11 (M-2, F-9)	10	Nothing	Paid @Rs 6000/Res	Nil	
(4)Shree Vridhawas, Faridabad, Sec-19 NCR	Trust	25	19 (M-7,F-12)	4	Trained staffs	Mix paid/free	Nil	60000 (paid & partially free)
(5)Sabbarwal Vridhashram Nagloi NJFG Rd Outer/West Delhi	Private	26	10 (M-7,F-3)	2	Trained staffs	Mix paid/free	20000
(6) Anandham Vridhashram Outer/West Delhi	Trust/NGO	80	32 (M-8,F24)	...	Nothing	Free	Nil	70000
(7)Krishnadham, Vridhashram Budhpur vill,G.T.Karnal Rd	Trust	150	15	5	Management/staffs	Free	Excellent opportunity	30000 including all expenditure
(8) Sree Geeta Vridhashram, Rajinder Nagar	Trust	40	20 (M-12,F-8)	6	Nothing	Free	Nil	35000
(9) Arya Mahila Ashram, Rajinder Nagar,Delhi	Trust	110	110 Only Female	5/ondemand	Nothing	Mix (paid/free)	Nil	70000 paid
(10) Darshan Vishram Vridh Ashram,Nr. Kingsway Camp	NGO	16	15(M-8,F-7)	5	Financial	Free	positive	40000
(11) Guru Vishram Vridh,Ashram, Nr NTPC,Badarpur	NGO	8	8 only Female	5	Financial	Free	Positive	35000
(12) Sukladham Vridhashram Ghevra Village) West Delhi	Trust	100	4 (M-3,F-1)	2	Management	Free	Positive.....	15000