

THE SILENT TORMENTOR

COVID 19 & THE ELDERLY

A HelpAge India Report 2021



 **HelpAge India**

Fighting isolation,
poverty, neglect

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1. Executive Summary

The state of elders in our country does not always reflect appropriately on our societal priorities. We as a country are slowly going to be in a position where the demographic dividend is going to be passé'. The nation will soon have a lot of elders but attitudes, perceptions and facilities will therefore need to be doing a lot of catching up. The COVID pandemic has left us all scarred, the impact on the elderly needless to say has remained severe. While work from home came across as a blessing to many people, those who lost jobs and had elders to care for, felt their household budgets flailing. Elders at formal care facilities suffered too and the care they could access during COVID times dipped sharply.

This report which is the second consecutive report Ipsos India has done for HelpAge India flags some very interesting trends that throws light on areas that need focus and some aspects that need preparation, as we progress as a nation. The has four sections, which delve into how elders responded to the COVID complications - both in a household setting and in a formal / institutional setting (old age homes), and how their caregivers felt about the COVID challenge and its impact on their ability to care for the elderly, across formal / institutional and informal settings.

The one thing that stands out across the report both among elders in informal and formal settings is that, elder abuse continues to remain a major area of concern. Its attributes are seeing some changes for instances, this year, verbal abuse has increased across household settings. It may be on account of the pressures of working from home which has restricted the space that elders had earlier or the impact of job losses and the responsibility of elder care in such scenarios on care givers. Nevertheless, the percentage of elders reporting abuse remains high and that is a point of deep concern. Given the methodical limitations of a CATI based survey, these numbers could have been higher than what we are seeing in the report. However, if these numbers are even taken as an indication of the true nature of the problem, the task in front of us as a society is significant. Abuse by family members, both blood relations and otherwise have continued to stay high, daughters have also emerged as a category of abusers over the course of this survey. Safe spaces therefore for the elderly seem to be on the decline. Introspection is required amongst elderly across formal institutions, on their understanding of what constitutes as abuse. It necessitates a need to work closely on helping them define abuse better so that we can have better reporting and also identify areas where formal care institutions can improve. The ability of elders staying at formal institutions to access quality health care during the pandemic has been rated as poor, necessitating some introspection at the facility level. Geriatric care is an emerging sector and one with tremendous potential, as well as immense challenges. The COVID pandemic has seen elderly trying to use health devices to track their well-being in a better manner and it is up to care homes to provide the desired platform too. It may help in reducing disease burdens through better anticipation.

Caregivers who lost their jobs during the pandemic felt apprehensive about their abilities to continue to care for the elderly. Household budgets and incomes have shrunk during this period and considering how critical facilities were rationed during the pandemic, the elderly have truly borne the brunt. What is however intriguing is that the elderly remain beacons of hope for a younger generation that has hit rock bottom in terms of their ability to think of a better future.

2. Salient Findings (Report Highlights)

Survey Base	
Total No of Respondents	3526
Informal Setting	
Elderly in Household Setting	2513
Caregivers in Household Setting	503
Formal Setting	
Elderly living in Old Age Homes	402
Caregivers in Old Age Homes	108
SEC: A, B, C & D	
Survey conducted across 6 major cities: Delhi, Mumbai, Bangalore, Hyderabad, Kolkata and Chennai	

FINDINGS OF INFORMAL SETTING: HOUSEHOLD

ELDERS LIVING IN HOUSEHOLD SETTING

Living & Caregiving Status

- ✓ 74.2% elders lived with their family, 9.4% with spouse and only 9.9% lived alone.
- ✓ 58.6 % elderly stated that during the pandemic, their family member 'worked/ studied from home'.
- ✓ 98% Caregivers were family members, of elderly living at home, of which foremost was Son (27 %) followed by were spouse (21 %).

Dealing with Fear, Worry & Isolation

- ✓ 47.4% of elderly felt that their future was bleak.
- ✓ 44.8% of elderly are worried that their family members, domestic help & others, will get infected by COVID-19 because of them. While, 44.9% said that they are worried that they themselves will get infected because of them.
- ✓ 42.1% elders were most worried of being hospitalized if they were Covid affected, and 34.2% were worried of being isolated. 11.5 % had the 'fear of dying'.
- ✓ A feeling of despondency prevails amongst most elders since the pandemic started, with many waiting for people to call them (35.7%), spending most of their time resting (36.5%), the day seeming to be too long for them (22.6%), wanting someone to be just with them (20.5%) and feeling trapped & frustrated (13.7%).
- ✓ 63.2% elders said that the lockdown has affected their communication with friends, families, neighbours and loved ones.

Dealing with Loss & Expectations

- ✓ As per elderly, amongst things which were acutely required, but difficult to get, in case any family member or domestic help was Covid affected, were: 58.7% elders felt getting oxygen cylinders, 43.3% said hospital beds including the facility of ICU/Ventilators and 37.3% felt medicines / injections.
- ✓ 20.8% elders had lost either their family members or friends due to Covid19. Of these, when asked what could have been done better to save their lives, majority that is 50.8% elders said a better medical / health infrastructure, 44.4% said availability of vaccine and 38.7% said availability of medicines & injections on time.

Financial Dependency & Impact on Income Sources

- ✓ A stark reality was the financial dependency of elders on their family members which was 41.1%, with nearly 50% being Female and 70.2% belonging to age group of 80 – 89 years. Interestingly, 17% elders had their own business.
- ✓ 52.2% elders said that their income has been impacted.
- ✓ Top 3 reasons for impact on income sources was - Loss of job (34.9%) & pay cut of the family members (30.2%) and loss of job of self (14.3%).

Health Issues

- ✓ 52.4% had joint pains which is the most predominating health condition. 44.9 % had difficulty in walking, while 24.4% had poor eyesight and 13.8 % had problem in remembering or suffered from lack of concentration, which restricted their well-being.
- ✓ Cooking (43.2%) & managing groceries (38.8%), emerged as major challenges faced while living alone during Covid-19 pandemic.

Elder Abuse & the Pandemic

- ✓ 62.1% felt that during Covid19 the risk of getting abused has increased.
- ✓ 61.4% said that the 'work from home/study', affected their day-to-day routine. This sharply contrasts with the Caregiver perspective, 71.6% of whom said it did not affected the elder's day-to-day routine.
- ✓ 29.2% felt a change in behaviour during pandemic, of their care takers/family members/friends/domestic help/others.
- ✓ 43.1% elders said that elder abuse is prevalent in society.
- ✓ 15.6% have said to be victims of elder abuse.
- ✓ Disrespect (45.6%) and beating /slapping (23.1%) were the main form of abuse.
- ✓ Main abusers were son (43.8%) and daughter-in-law (27.8%). Surprisingly, 14.2% said that their abusers were their daughter.
- ✓ On a ranking basis - Emotional abuse (60.1%) was the main form of abuse, followed by financial abuse (61.6%) and physical abuse (58.6%).

Covid Care

- ✓ 69.2 % elders were taken care of by their family members when affected by Covid, while 21.9 % were Attendants/ Caregivers and 14.8% medical professionals like doctors & nurses.

Vaccination: Awareness & Misinformation:

- ✓ 77.5% elders were aware of Covid appropriate behaviour to avoid getting affected.
- ✓ While 58.2% elders were aware that a vaccine had been developed, 41.8% were not aware that any vaccine has been developed.
- ✓ Of those aware, 78.7% elders felt that getting vaccinated was really important.
- ✓ It was heartening to see that 66.6% elders had got at least one dose of their vaccination, though gaps remain, as 39.4% elders had not.

CAREGIVERS IN HOUSEHOLD SETTING

- ✓ For Caregivers who were 98% family members, 41.9% said their salary has been decreased during the pandemic, majorly in the 30 – 39 years age group (48.4%). While, 25% said that they lost their jobs. 48.1% Caregivers said that they are facing difficulty in managing their expenses.
- ✓ According to the Caregivers, the major challenges faced by the elderly in their house from other family members during the pandemic, was Need for more attention (37.4%), Behaviour of family members (33.6%), Financial insecurity (26%) and Inability of the family members on understanding the needs/emotions of the elderly (18.3%).
- ✓ 66.7% Caregivers said that 'too much noise' caused inconvenience to the elderly, due to their 'work/study from home' mode.
- ✓ 32.4% of Caregivers felt that once the pandemic subsides, the elderly would be more dependent on family members

- ✓ 36% said it is difficult to give full attention or dedicate time to elderly members in the family during the COVID-19 Pandemic.
- ✓ Interesting to note was that as per Caregivers, post the pandemic amongst the major challenges faced by them while caregiving for the elderly, would be: 36.4% said administering their medicines on time, 32% said taking care of their 'special' food requirements, 28% budgeting for their expenses and 24.7% handling their mood swings.

FINDINGS OF FORMAL SETTING: OLD AGE HOMES

ELDERLY LIVING IN OLD AGE HOMES

Health & Healthcare access

- ✓ 41% of the elderly in old age homes said that they faced some kind of difficulty during the pandemic.
- ✓ 47% of the elderly residents in the old age homes had joint aches & pains, while 29.6% suffered from Hypertension.
- ✓ 51.2% of elderly residents at old age homes had difficulty in walking and 27.9% had poor eyesight.
- ✓ 40.5% of elderly faced difficulty in accessing medical care/medication as a result of the COVID-19 situation.

Dealing with Fear, Worry & Isolation

- ✓ 36.8% of the elderly said that future seemed bleak to them.
- ✓ 46.8% of the elderly were afraid of getting infected with the corona virus.
- ✓ The most worrisome thing about getting infected with Covid19 was isolation & quarantine (60.6%), hospitalization (62.2%), abandonment by caretakers / family members (22.9%) and non-availability of oxygen (21.3%) amongst others.
- ✓ Amongst the top statements that best describes their feelings since the pandemic started are - "I find myself waiting for people to call more than ever before" (56.7%), "Some days I spend most of the time resting" (54.7%) and "I want someone to just be with me" (30.3%) and "The days seem to last too long" (26.4%).
- ✓ The elderly felt depressed thinking and looking at the situation of COVID-19 in the country and it ranged from a little (42.3%), sometimes (20.6%), most of the times (16.9%) and all the times (4%).
- ✓ 58.5% of elderly felt that the COVID-19 pandemic has affected their communication with their loved ones.
- ✓ On being asked about what activities they miss doing/experiencing compared to the time before Covid-19, 80.1% said going out for a walk, 41.8% said meeting with friends and family without any protocols in place, 54.5% said not having to wear a Mask and 21.4% said visiting religious places.
- ✓ On being asked what are the various restrictions imposed / protocols instituted by your Old Age Home to protect you - 81.1% said no visitors are allowed, 68.9% said they were not allowed to go out and 70.4% said Mandatory wearing of Mask.

Elder Abuse & the Pandemic

- ✓ 36.1% said that elder abuse is prevalent in society.
- ✓ 26.9% said they have been victim of elder abuse. Of those abused, 48.7% had been abused by their Children, followed by 23.1% who were Relatives, Cleaners/Maintenance staff again 23.1% and 20.5% by the old age home Manager or Owner.
- ✓ Of those abused, 74.4% faced Disrespect, 25.6% faced Beating/Slapping, 30.8% faced Verbal Abuse and 17.9% faced Economic Exploitation.
- ✓ Of those abused in the last one year, said their abuser was - 56.4% indicated old age home care taker and 23.1% indicated family members.

- ✓ 65.5% of those abused, felt that the COVID-19 pandemic has increased the risk of elder abuse.
- ✓ Emotional Abuse (60%), Financial Abuse (40.7%), Physical Abuse (31%) and Psychological Abuse (18.6%) are main the types of abuse faced by those during the pandemic.
- ✓ 34.1% of elderly in the old age homes, felt a change in the behaviour of care takers/family members during the pandemic.
- ✓ 64.7% of the elderly at old age home attended counselling session organised at the home.

Vaccination: Status, Awareness & Misinformation

- ✓ 93.3% were aware of Covid appropriate behaviour to avoid getting affected.
- ✓ 80.8% knew about vaccine for Covid19 and 85.2% amongst them felt that vaccine is really important for them.
- ✓ 73.5% of them said that they will be totally immune to Covid19 after the vaccination.
- ✓ 66.2% elders had got at least one dose of vaccination, while 33.8% had not been administered
- ✓ a single dose of Covid19 vaccine till now.

CAREGIVERS IN OLD AGE HOMES

- ✓ 60.2% of Caregivers said that access to goods / services / benefits difficult during the COVID-19 pandemic.
- ✓ Amongst the goods / services / benefits where access was a problem - 84.6% said food / groceries, 69.2% said medicines and 53.8% said availability of Caregivers.
- ✓ 36.9% said that the old age home did not get any help in accessing the above goods / services / benefits.
- ✓ Of those who received help, the source of help was 46.3% - HelpAge Helpline, 41.5% - volunteers 39% - Police and 31.7% - family members.
- ✓ 50% old age homes said they faced Scarcity of Funds during the pandemic.
- ✓ In response to the measures did old age homes took, to meet the needs of funds scarcity: 42.6% contacted the local leader for funds, 37% contacted local NGO, and 35.2% reached out to family members of the elderly for support.
- ✓ The measures taken by old age homes to ensure social distancing guidelines are met by elders included - Conducting Counselling sessions for the elderly to make them understand about social distancing (74.1%), Encouraging elderly to make video calls to their family members instead of meeting them physically (62%) and Sanitization of groceries, medicines, daily essentials etc. procured from outside the old age home (58.3%).
- ✓ 93.5% respondents said that regular sanitization/fumigation process were put in place to protect the elderly from Covid-19.
- ✓ 37% said that there is no isolation or quarantine rooms created in the old age home, in case any elderly is infected.
- ✓ 59.3% Caregivers said that visitors are not allowed to meet their parents / grandparents during the pandemic.
- ✓ 83.3% said operational guidelines are in place for the visitors to ensure safety of the elderly.
- ✓ The sources of information for elderly in the old age homes to get information about the COVID-19 situation in the country were: TV (95.4%), radio (36.1%) and phone call (30.6%).
- ✓ 67.6% staff of the old age homes do not have a health insurance cover.
- ✓ 34.3 % old age homes faced the problem of staff shortage always during the pandemic.
- ✓ 56.1% of staff at old age home feel stressed due to shortage of caregivers/attendants during pandemic.
- ✓ 50.9% of Caregivers feared getting Covid19 while taking care of them.
- ✓ While 67% home had PPE kits, 37% of homes do not have PPE kits available to their staff.
- ✓ 51.9% of staff members/caregivers of the old age home are not worried about elderly being infected with Corona virus.
- ✓ Amongst the major worries of Caregivers, if some elder residents get infected with Corona are:

Isolation and Quarantine (61.5%), Hospitalization (55.8%) and Abandonment by caretakers (28.8%).

- ✓ 61.1% old age homes had patients who needed extra care, to do their day-to-day activities like those suffering from Dementia, Alzheimer's, bed ridden etc.

3. Study Background

Staying at home and avoiding large gatherings has definitely helped in controlling the spread of the pandemic but it has had impact on everyone's lives. It has made life difficult for many of the population groups across the world but especially for older population, which is often considered frail and vulnerable. It has not only impacted the population financially but has also had effects on their mental health.

According to "Global Report on Ageism¹" - [This pandemic has not only taken a devastating toll on the lives of many older people around the world but also has exposed ageist stereotypes, prejudice and discrimination against older adults. There have been reports of discriminatory practices in access to health services and other critical resources in several countries, especially among older people living in long-term care facilities.](#)

According to the Longitudinal Ageing Study of India (LASI)², there will be over 319 million elderly people by 2050, threefold the number identified by the Census in 2011; The share of population over the age of 60 is projected to increase from 8 per cent to nearly 20 per cent in 2050. According to the report, two in every three senior citizens in India suffer from some chronic disease. Given that we, as a country are losing on our demographic dividend over time and most of our elderly population has co-morbidities, it is very important to understand and study the issue to find usable solutions.

HelpAge India has since its inception worked in promoting rights of older population to lead dignified, healthy and secure lives. The current study aims at understanding the impact of pandemic and its protocols on older people and their caregivers (both in formal and informal settings) which can be in the form of seeking services, social inclusion, interaction and earning a living, both by the elderly and the care givers.

With changing family structures, increasingly old population, higher prevalence of co-morbidities amongst elders and changing realities while living with the pandemic, it is expected that there is considerable impact on the physical, emotional and mental health of both the elders and the caregivers. The current study will help in understanding the elderly care challenges during pandemic and will also highlight other challenges that elderly has faced or anticipate to be facing in future.

The current study will try to fill a gap in the literature and studies available in India on Elder care. As HelpAge India has been doing such studies for some time, this will provide a comparison overtime on how challenges faced by elders have changed or intensified by the pandemic and the reasons behind it. It also deep dives in the challenges of Caregivers, a section which has not been studied in India. The pandemic has reduced the income of many of the caregivers and have increased the burden of caregiving on this section. The study will provide important insights for the policy makers to understand the increasing challenges faced by elderly and their caregivers in both formal and informal sectors.

¹ <https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/combating-ageism/global-report-on-ageism>

² <https://www.iipsindia.ac.in/lasi>

4. Research Objectives

The objectives of the study is divided between formal (household) and informal (old age home) settings. Here are the objectives for both –

Informal Settings

- ◆ Consequences of pandemic on the family and on the older persons: loss of livelihood of young adults, reverse migration, reduction in salary and impact on remittances; work from home/study from home, contracting C 19 infection and isolation/ quarantine.
- ◆ Changes in behaviour of the young adult care givers of family during the pandemic: health and nutrition, decision making, mobility, social inclusion, digital literacy.
- ◆ Behaviour of the family after pandemic: Restoring care as in pre-Covid 19 period.
- ◆ Challenges faced by the care givers: during and after the pandemic in care giving for old parents/relatives while living with them/ separately.

Formal Settings

- ◆ Consequences of Covid 19 pandemic on life of older persons in old age homes: health and nutrition, mental wellbeing, recreation, social isolation, Covid 19 infection.
- ◆ Consequences of post pandemic on older persons in old age homes: Restoration of Pre Covid 19.
- ◆ Challenges faced by the management of old age homes during pandemic and later in managing the home: consequences of pandemic on the care services provided at the old age home, following protocols of hygiene and distancing, monitoring and adapting services to ensure basic services, health and mental wellbeing, managing exigencies.

5. Target Population

RESPONDENT CATEGORY	RESEARCH TOOL
SURVEY	
Elder Individuals (Elderly in household setting)	Structured Tool
Caregivers for Individuals (Caregiver in household setting)	Structured Tool
OAH Elder Residents	Structured Tool
OAH Staff	Structured Tool

6. Research Design

The research involved secondary desk review for the preparation of tools and primary data collection in four type of respondents mentioned in the table above. The method for collection for informal and formal sector has been different and is explained below.

Informal Sector- this involved interactions with the elderly and caregivers at household level. To reach out to the respondent Random Digit Dialing was used.

RDD is a random selection survey method where telephone numbers are used as the sampling frame. Under RDD, to work on a defined geography the phone numbers are chosen using Department of Telecommunication (DoT)'s national numbering plan- where the first 4 digit refer to the service provider and the circle/state to which the number belongs to.*

*However, we are aware that India has also implemented number portability- hence there would be certain cases that the number dialed will not correspond to the geography to be covered, in such case the call was terminated. Using the national numbering plan- a software program was developed which randomly dialed 10-digit numbers as per the program. It was ensured that all telecom service providers in a city were covered.

Informal Sector – Based on the database received from HelpAge India

The Informal sector interviews were conducted in the Old Age Homes (OAH) with the elderly and the formal caregivers with the contacts shared by HelpAge India.

Data has been captured in our internal system, iField wherein our Data Processing team made scripts separately for all respondents. Data was then collected through CAPI.

7. Sample Size

City	Informal Setting				Formal Setting			
	Target (Elderly)	Achieved (Elderly)	Target (Young caregivers)	Achieved (Young caregivers)	Target (Elderly)	Achieved (Elders)	Target (Caregivers)	Achieved (Caregivers)
Delhi	417	419	83	82	67	67	18	18
Mumbai	417	417	83	83	67	67	18	18
Chennai	417	419	83	89	67	67	18	18
Bangalore	417	423	83	83	67	67	18	18
Kolkata	417	417	83	83	67	67	18	18
Hyderabad	417	418	83	83	67	67	18	18
Total Sample	2502	2513	498	503	402	402	108	108

The overall sample of 3510 was planned to be achieved using structured interview across 6 cities.

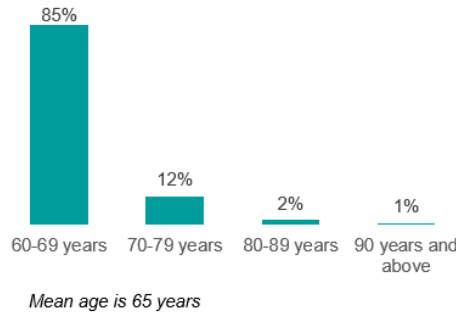
The below table represents the number of interviews planned vs actual number of interviews conducted in each state.

8. Research Findings- Elderly in Household Setting

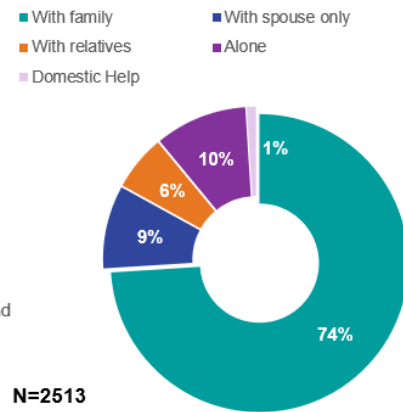


The sample of 2513 elderly respondents (above 60 years) in informal setting were spread across six cities viz. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore which included 72.2% males and 27.8% females at an overall level. About 85% of the respondents were in the age group 60 – 69 years.

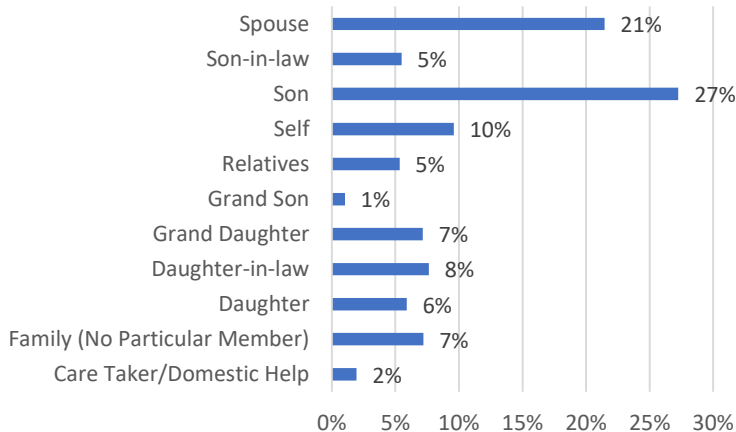
AGE GROUP



LIVING ARRANGEMENT

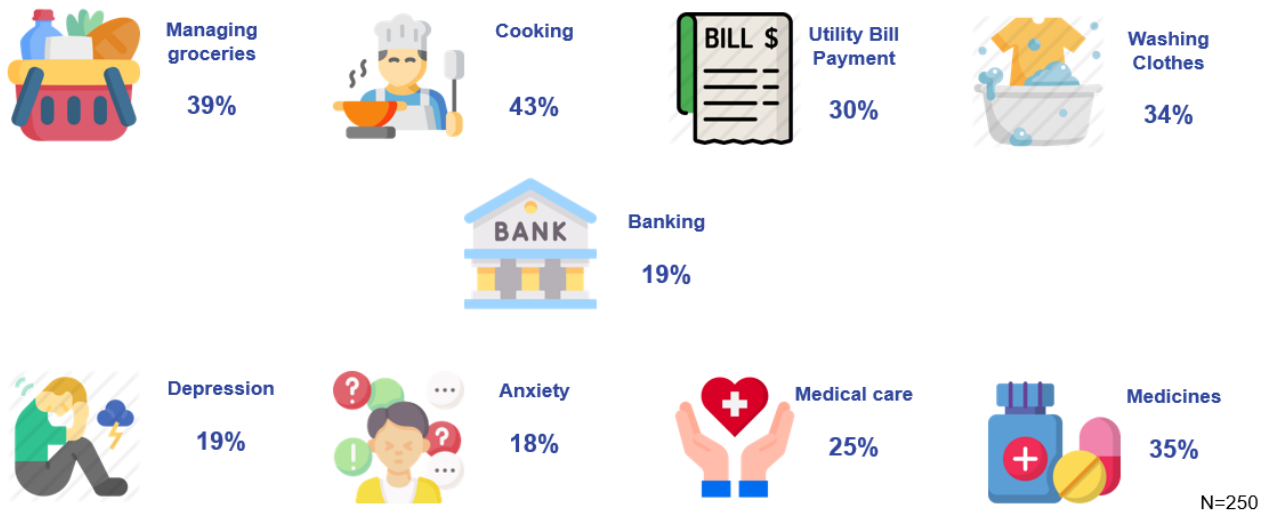


Primary Caregiver



About three-fourth of the elderly respondents (74.1%) reported staying with family (spouse/ son/ daughter/ grandchildren etc.). One in every ten elderly respondents reported staying alone and the main challenges faced by them include ‘cooking’ (43.2%), ‘managing groceries’ (38.8%), ‘managing medicines’ (34.8%) and ‘washing clothes’ (33.6%). 98% caregivers of the elderly were family members, as per elderly, of which 27 % were Son and 21 % were spouse.

What all challenges have you been facing while living alone during Covid-19 pandemic?



*only asked to respondents staying alone



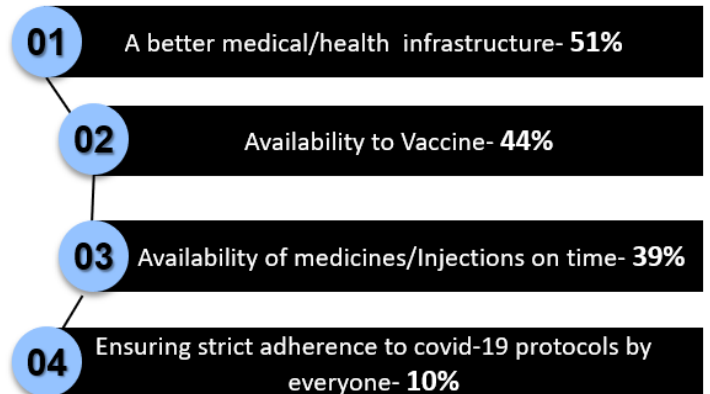
N=2513

The chart on the left gives the summary of SEC grade of the households covered (in percentage). About 45% of the respondents were worried that their family members/ domestic help/ others will get infected by COVID-19. Amongst the cities this fear was least among elderly citizens of Hyderabad (29%) and Delhi (39.1%). Similarly, about 45% of the elderly reported being worried that they might get infected by COVID-19 through their family members/ domestic help/ others at home. For self, another family member or domestic help being infected with Covid-19 ‘oxygen cylinder’ (58.7%), ‘Hospital beds -including ICU/Ventilator’ (43.3%), and ‘medicines/ injections’ (37.3%) were reported as most acutely required but difficult to get commodity across all cities.

Over one-fifth of the respondents (20.8%) reported losing someone among their family or friends due to Covid-19.

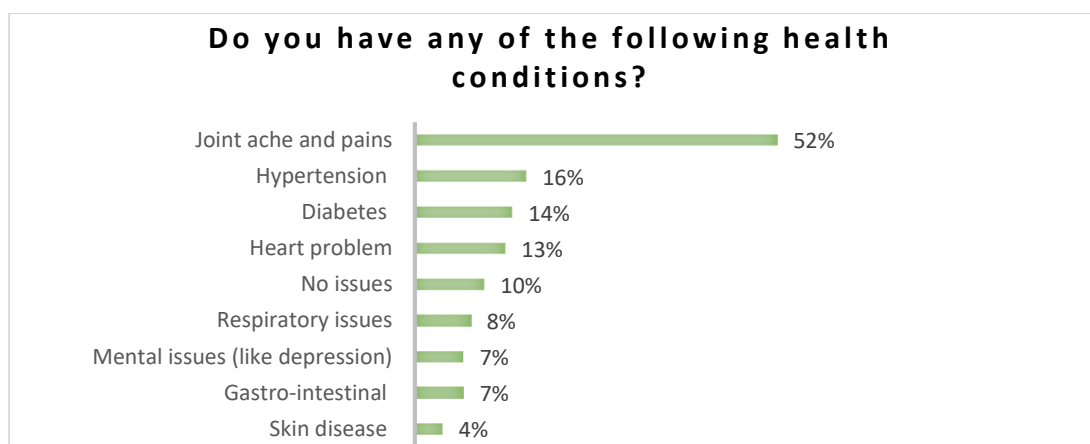
Amongst the cities, elderly in Mumbai reported the most casualties with three in every ten respondents reporting losing someone among their family or friends due to Covid-19. Amongst those elderly respondents who reported losing someone to the pandemic, ‘a better medical/ health infrastructure’, ‘increased availability of vaccine’ and ‘timely availability of medicines/ injections’ were reported as key factors which could have saved their life.

In your opinion, what do you think could have been done better to save their life? (N=522, multi response)



Amongst those elderly respondents who reported staying with a family member, relative or domestic help, nearly three-fifth (58.6%) reported one or more of their family members working/ studying from home. Amongst those who reported one or more of their family members working/ studying from home nearly six in every ten elderly respondents reported their day-to-day routine got affected by the work from home/study from home setting of the family members.

Other health conditions/ co-morbidities reported by elderly respondents include ‘joint ache and pains’ (52.4%), ‘hypertension’ (16.1%), ‘diabetes’ (14.3%) and ‘heart problem’ (13.2%). Other health issues that restrict their wellbeing include ‘difficulty in walking’ (44.9%), ‘poor eyesight’ (24.4%), ‘problem in remembering and lack of concentration’ (13.8%), ‘difficulty in hearing’ (13.7%) and ‘difficulty in communication’ (7.1%).



Primary sources of income reported include ‘Remittances by family members – son, daughter relative etc.’ (41.1%), ‘pension or other cash transfers’ (29.7%) and income from ‘Business’ (17.1%). About 5.8% of the total respondents reported they have ‘no income’. Amongst the cities nearly one-fifth of the elderly in Chennai (17.5%) reported they do not have any source of income.

Amongst those respondents who reported having a source of income over half the respondents (52.2%) reported their income reduced due to Covid-19. Amongst the cities, Bangalore (63.4%) and Kolkata (60.9%) reported the maximum elderly respondents whose income was impacted due to the pandemic. The main reasons of reduced income due to the pandemic included 'loss of job of a family member' (34.9%), 'loss in the business due to lockdown' (33.8%), and 'pay cut of a family member' (30.2%). Across the cities the primary reason for reduced income included 'pay cut of a family member' in Bangalore (49.8%), 'loss of job of a family member' in Delhi (49.7%) and in Kolkata (34.6%), and 'loss in the business due to lockdown' in Hyderabad (44.6%), Chennai (35.1) and Mumbai (32%).

Overall, 6.7% of the elderly respondents reported being infected by Covid-19 while 14.1% were unaware whether they contracted the virus or not. The most infection among the cities was reported in Hyderabad where one individual was reported to be infected out of every 10 individuals. Delhi reported the maximum respondents (35.1% who were unaware whether they contracted the virus or not. Amongst those who were being infected by Covid-19, reported being looked after by primarily by 'family members – spouse/son/daughter/grandchildren etc.' (69.2%), 'caregiver – attendant' (21.9%) and 'medical professional – Nurse/ Doctor' (14.8%). A similar situation was seen among the cities except Hyderabad where majority (90.5%) reported being looked after by 'family members'. However, over one-fifth among these respondents (22.5%) reported they did not receive good care and treatment when infected by Covid. Amongst the cities Kolkata (38.1%), Chennai (27.8%) and Delhi (26.7%) reported comparatively a higher percentage of elderly who reported dissatisfaction with the care and treatment received when infected by Covid.

Over one-fifth of the total respondents (22.5%) reported being unaware of Covid appropriate behaviour which, amongst the cities was reported most by nearly half (49.9%) the respondents of Delhi. Three key Covid appropriate actions/ behaviour changes followed by the elderly respondents included 'maintaining physical distancing of 2 meters' (88.9%), 'wearing a mask when going outdoors' (82.7%) and 'washing hands with soap for 20 seconds' (76.3%). The least reported Covid appropriate actions/ behaviour include 'sneezing into a tissue or elbow' (14.4%) 'avoiding travelling (17.3%), 'avoiding touching face/eyes/nose' (18.4%) and 'sanitizing hand with alcohol-based hand rub' (39.7%).

Over two-fifth (41.8%) of the respondents expressed unawareness of any vaccines developed to stop the spread of COVID-19 infection. This awareness was maximum reported in Chennai (62.2%), Delhi (59.9%) and Kolkata (53.9%). Amongst those who are aware of the vaccine about 11% reported that vaccine is not really important for them while another 11% reported not knowing about the same. Amongst the cities, Delhi reported the maximum percentage of respondents believing that vaccine is not really important for them (22.6%) while another 23.8% reported not knowing about the same. Amongst those who are aware of the vaccine the primary benefits reported include 'being completely immune to Covid-19' (61.2%) and 'decrease in the severity of the disease' (50.6%). Amongst the cities, some of the respondents saw no benefits in getting vaccinated (Delhi - 14.3% and Chennai – 13.1%).

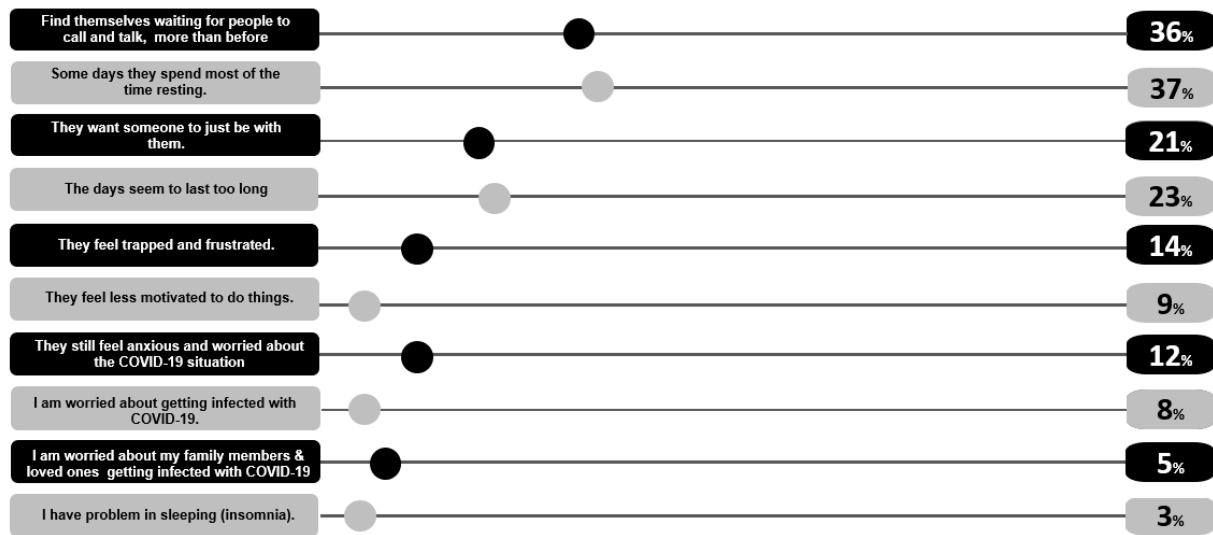
Amongst those who are aware of the vaccine, two-fifth of the respondents (39.4%) reported not yet receiving even a single dose of any vaccine. Again Delhi (65.5%) reported the maximum

percentage of respondents not yet receiving even a single dose of any vaccine followed by Mumbai (45.2%). Amongst those who had received the vaccination, nearly two-third of the respondents (64%) reported having taken the first dose only. Amongst those who have received the first vaccination, 10.4% reported they do not plan to take the second vaccine primarily owing to ‘non-availability of vaccine’ (52.5%), ‘non-availability of vaccination slot’ (44.1%) and expressing ‘inability to travel to the vaccination center’ (13.6%). Amongst the cities two-fifth of such respondents in Bangalore (40%) reported more side-effects of vaccine and over one-fifth of the respondents in Mumbai (22.2%) reported “there is no such thing as Corona’ for not yet administering the second dose.

The most worrying factors reported in case of being infected with Covid were ‘hospitalization’ (42.1%) and ‘isolation & quarantine’ (34.2%). In the cities in addition to the above factors, nearly one-third of the respondents in Bangalore (31.1%) considered ‘non availability of medicine / injections’ and 32.3% respondents in Bangalore, 22.3% respondents in Mumbai and 21.6% respondents in Mumbai considered ‘non-availability of Oxygen’ as the other worrying factors. Given the pandemic situation nearly half of the respondents (47.4%) reported seeing a bleak future for themselves/ family members.

In terms of feelings developed since the start of the pandemic over one-third of the respondents (35.7%) reported ‘they find themselves waiting for people to call (audio/video) and talk, more than before while another one-third (36.5%) reported ‘some days they spend most of the time resting’.

FEELINGS OF THE ELDERLY DURING PANDEMIC



The survey showed that ‘disrespect’ (46.6%), ‘verbal abuse’ (26.8%) and ‘beating/ slapping’ (23.8%) primarily amounts to elder abuse. However, over one-fifth of the respondents (22.7%) also reported not knowing what elder abuse is.

Over two-fifth of the elderly (43.1%) believed that elder abuse in some form is prevalent in our society. This notion was highest among the elderly of Bangalore (67.7%) and Mumbai (57.6%).

By Perpetrators who abuse

Perpetrators	Lifetime
Son	44%
Daughter-in-law	28%
Spouse/partner	4%
Daughter	14%
Grand child	8%
Parent	6%
Caregiver / servant	10%
Son-in-law	18%

Amongst those respondents reporting prevalence of elder abuse in the society, 15.6% of the respondents reported being a victim of elder abuse. The respondents who reported facing elder abuse primarily reported family members as abusers which includes 'son' (43.8%), 'daughter-in-law' (27.8%) and 'son-in-law' (17.8%) and 'daughter' (14.2%). The kinds of abuse faced mainly included 'disrespect' (45.6%), 'verbal abuse' (26%) and 'beating/ slapping' (23.1%). Over one-fourth of the respondents in Hyderabad (28.6%) and Kolkata (26.9%) also reported facing 'neglect' as elder abuse. Type of abuse faced by the above respondents in the last one

year during the Covid-19 pandemic mainly include 'disrespect' (45.6%) and 'verbal abuse' (26%). Further, nearly two-third of these respondents (62.1%) also felt that due to the COVID-19 pandemic the risk of them getting abused has increased.

In terms of severity the elderly respondents 60.1% ranked 'emotional abuse' as one i.e. most severe, 61.6% ranked 'financial abuse' as ranked two in terms of severity and 58.6% ranked 'verbal abuse' as third most severe.

Two-fifth of the elderly respondents reported 'not owning a smart phone' (40.2%) as well as 'having no access to internet' (42.6%). Nearly two-third of the respondents (63.2%) felt the lockdowns & the pandemic has affected their communication with friends, families, neighbours and loved ones. Amongst those elderly respondents who reported having access to internet major online activities which they could do by self includes 'Buying Groceries' (47.2%), 'Buying Medicines' (42.6%), 'Bank Transactions/Money transfer' (34.2%) and 'video conferencing with family members/relatives' (25.3%). 'Normal phone calls' (71.6%) and 'video calls' (40%) were reported as the primary mode of communication with friends and relatives during the Pandemic by the elderly.

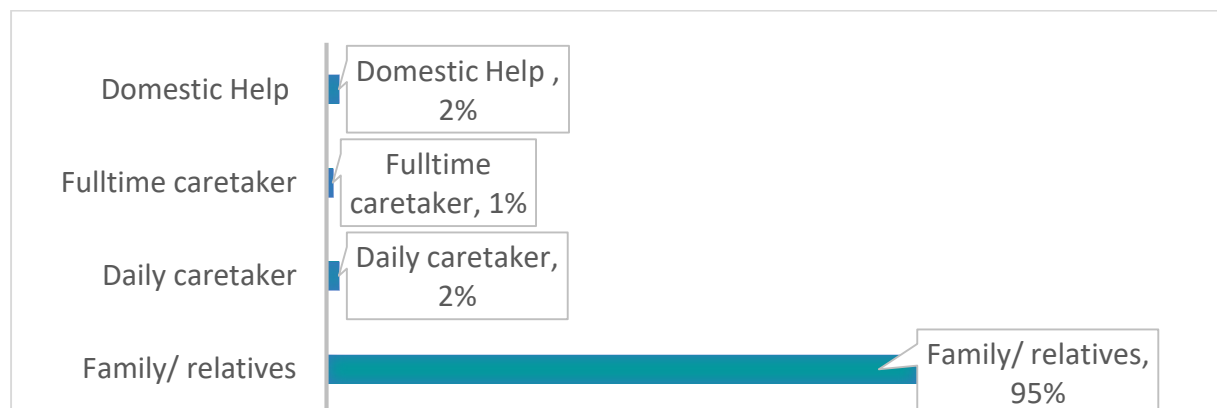
29%

Elderly feel a change in the behavior of their care takers/family members/friends/domestic help/others during the COVID-19 pandemic.

Nearly half the respondents (46.9%) believed they would be able to get back to normal lifestyle as it was before once the pandemic is over while one-third of the respondents (34.8%) said that they do not know what will happen post the pandemic. Further, one-third of the respondents (33.3%) felt they would become more dependent on their family members.

9. Research Findings- Young Caregivers in Household Setting

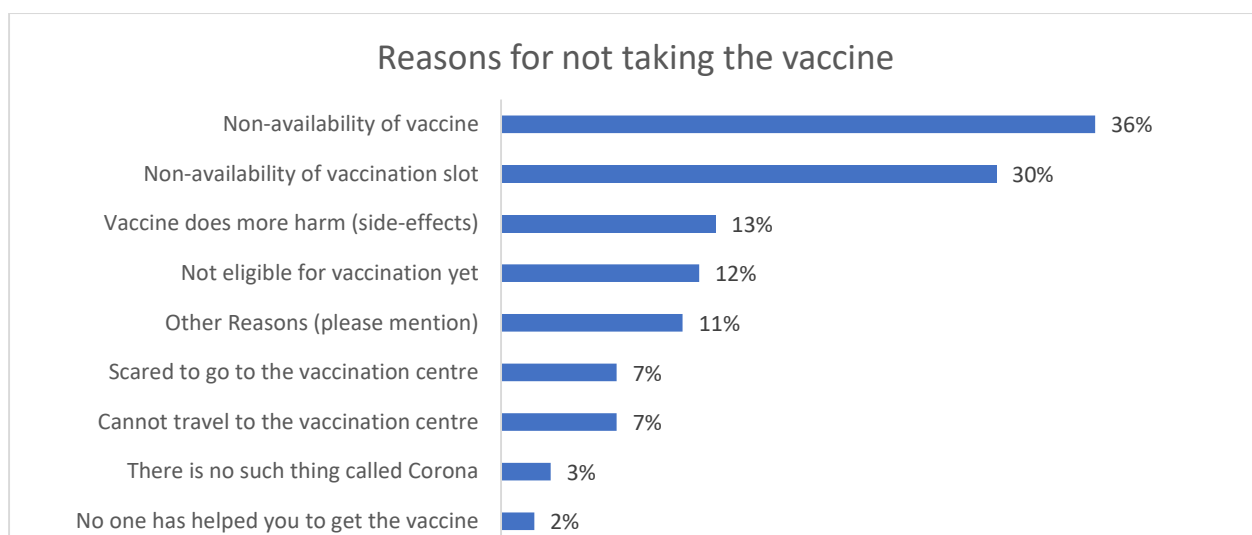
The sample of 503 young caregivers was spread across six cities viz. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore which included 55.7% males and 44.3% females at an overall level. Majority (95%) of the respondents were family members (Spouse/ son/ daughter/ grandchildren).



Majority of the young caregivers (94.2%) reported providing awareness on Covid-19 and its symptoms to the elderly members. In terms of preventive measures majority of respondents (97.4%) reported they ensure all members of the household including them wash their hands for minimum 20 seconds regularly and 87.1% reported ensuring all members of household wear a mask when external people visit the house.

Over one-tenth of the respondents in Chennai (10.8%) and Bangalore (13.3%) reported they did not provide Covid-related awareness to the elderly members while 6% of the respondents in Chennai and Bangalore reported they do not ensure household members wear a mask when external people visit the house.

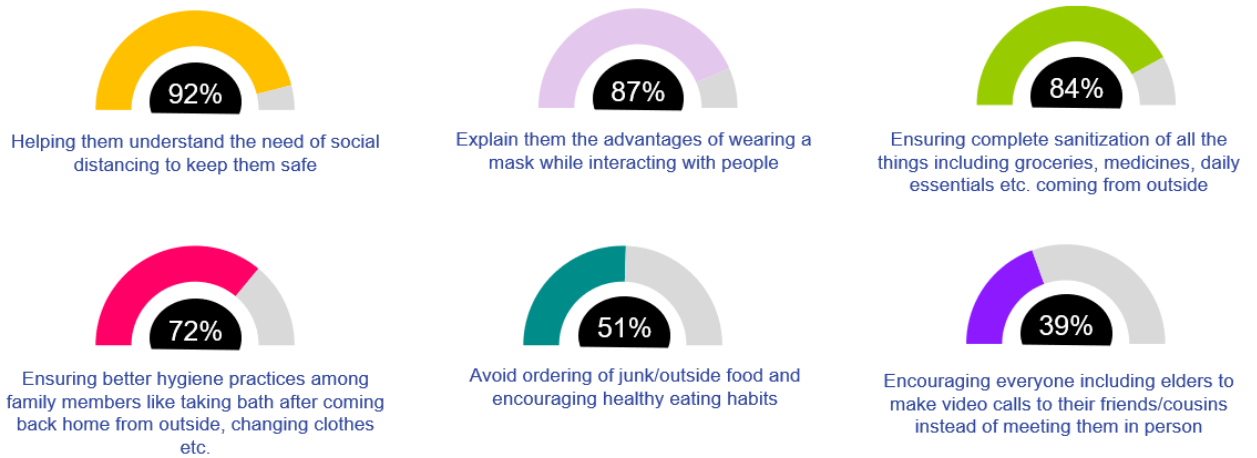
Over two-fifth of the overall youth caregivers (41.4%) reported they are yet to take the vaccination with Bangalore reporting the most non-vaccinated respondents (55.4%). Among those who reported being vaccinated, nearly three-fifth (57.6%) reported being administered only the first dose. Among those who reported not being vaccinated most of the respondents reported 'non-availability of vaccine' (36.1%) and 'non-availability of vaccination slots' (29.8%) as the primary reasons for not yet being vaccinated.



Among cities, Delhi (58.1%) and Hyderabad (54.3%) reported 'non-availability of vaccine' as the primary reason for not being vaccinated while Mumbai (59.5%) and Bangalore (53.8%) reported 'non-availability of vaccination slots' as the primary reason. Nearly two-fifth of the respondents in Hyderabad (39.1%) reported 'non-eligibility' as one of the key reasons for not being vaccinated while nearly one-fifth of the youth caregivers in Chennai (23.1%) reported 'side-effects of vaccine' as one of the primary reasons. In Bangalore nearly one-fifth of the youth caregivers (23.1%) reported not being vaccinated as they believed 'there is no such thing as Corona'.

Nearly one-fourth of the youth caregivers (24.9%) reported they did not ensure the elderly in the household get vaccinated. In terms of cities over one-third of the respondents in Chennai (39.8%) and Hyderabad (33.7%) reported they did not ensure the elderly in the household get vaccinated. Among the youth caregivers, 14.1% reported they were infected by Covid-19 in the past one year. Among the cities over one-fifth of the respondents in Mumbai (26.5%) reported being infected by Covid-19 in the past one year. It was reported by 15.1% of the respondents that other members of their household were infected by Covid. Amongst the cities, over one-fourth of the youth caregivers reported other members of their household being infected by Covid. The main preventive measures being taken by the youth caregivers to keep their family members including adults safe at home included explaining them 'the importance of social distancing' (92.2%); importance of 'wearing a mask when interacting with people' (87.1%) and ensuring 'complete sanitization of purchased products including groceries, medicines and daily essentials' (84.1%).

Steps taken by young caregivers to keep the elders and other family members and safe at home during the pandemic

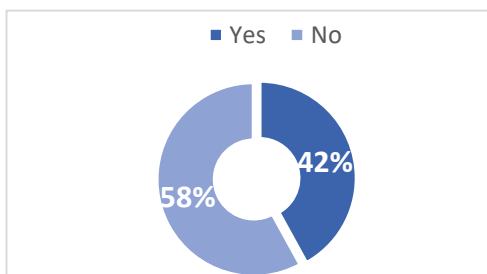


N=503, Multiple response

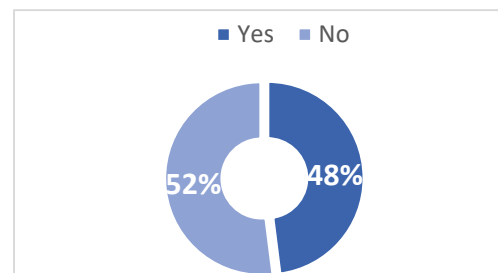
Nearly one-third of the overall youth caregivers (32.2%) reported they were not currently employed which included over half (51.1%) of all the female respondents. Amongst cities, Chennai (47%) followed by Kolkata (37.1%) and Hyderabad (31.3%) reported they were not currently an earning member of the household.

Over two-fifth of the respondents (41.9%) reported their salary has been reduced during the Covid pandemic while, amongst cities Hyderabad (66.3%) reported the most percentage of respondents who faced a salary cut followed by Kolkata (49.4%).

Has your salary been decreased during this time?



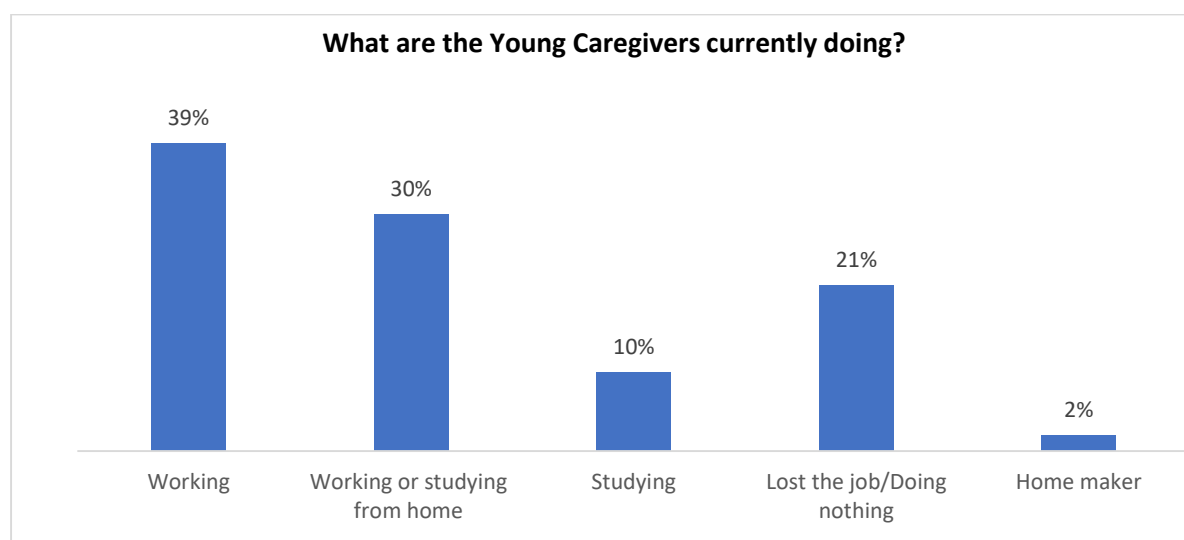
Are you facing any difficulty in managing expenses of your household members during this time?



One-fifth of the overall youth caregivers reported losing their job during the pandemic. Kolkata (46.1%), followed by Delhi (31.7%) and Chennai (30.1%) reported the maximum percentage of respondents who lost their job during the Covid pandemic. Nearly half of the youth caregivers (48.1%) reported facing difficulty in managing the expenses. Respondents in Hyderabad (65.1%), followed by Delhi (53.7%) and Kolkata (50.6%) reported the most percentage of youth caregivers facing difficulty in managing the expenses amongst the surveyed cities.

Amongst the youth caregivers 30% of the respondents reported working/studying from home of which over one-fifth of the respondents (28.4%) felt working/studying from home causes inconvenience to the elderly people at home. Amongst the respondents who reported working/studying from home causes inconvenience to the elderly people at home, the primary

reasons reported include 'too much noise' (66.7%), 'inability to work in peace' (45.2%) and 'less space or crowded home' (38.1%).

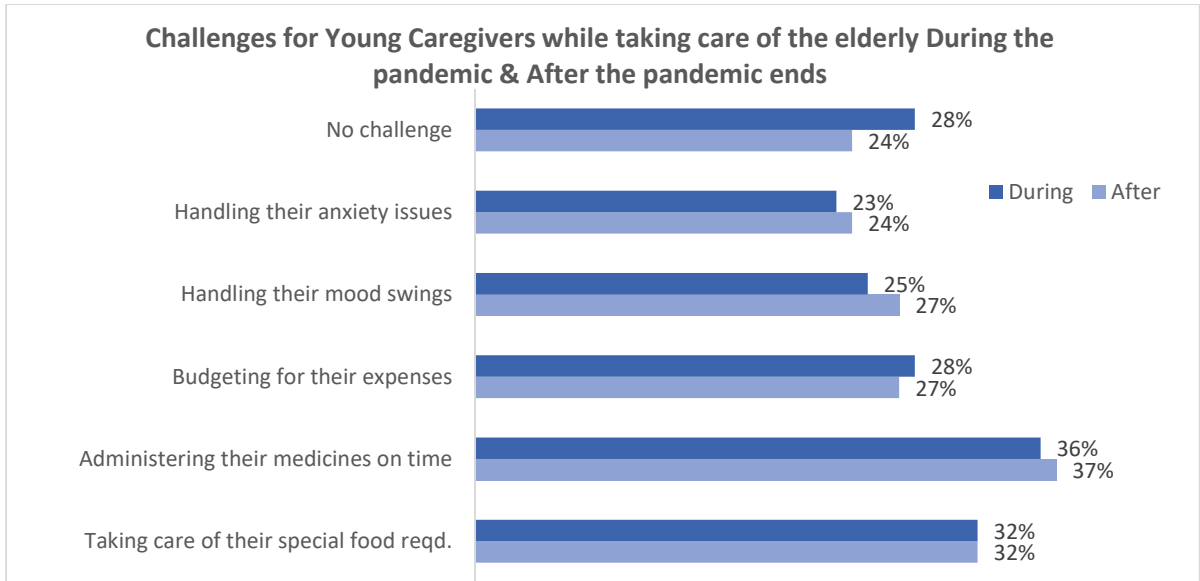


Nearly two-fifth of the respondents (39.4%) reported facing difficulty in accessing essential goods and services during the pandemic. Amongst, the cities this was reported maximum in Kolkata (49.4%) and Hyderabad (45.8%). Most of the youth caregivers (87.3%) reported having access to the internet from their home. Amongst the cities, over one-fourth of the respondents in Chennai (25.3%) reported not having access to internet at home. Over two-fifth of the youth caregivers (42.9%) reported not taking the effort to explain basic smartphone features to those elderly at home who have a smartphone. Amongst the surveyed cities, this was reported most by respondents of Delhi (56.1%) followed by Kolkata (47.2%) and Chennai (44.6%).

Over half the respondents (55.7%) felt that the elderly would become more dependent on the family members once the pandemic subsides. Amongst the cities, this was felt most by respondents of Hyderabad (61.4%), followed by respondents of Kolkata (57.3%), Delhi (56.1%) and Bangalore (54.2%).

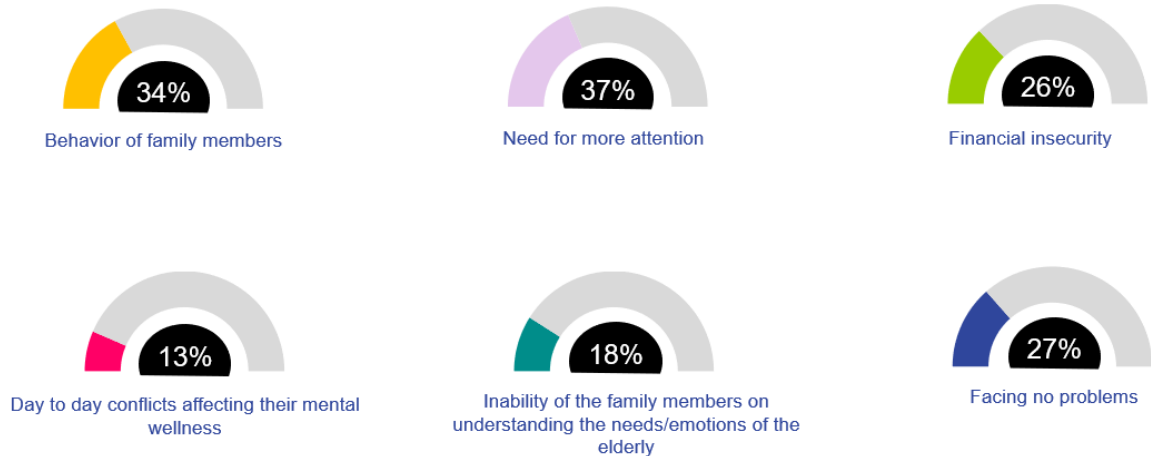
Over one-third of the respondents (36%) reported facing difficulty in giving full attention or dedicating time to elderly members of the family. However, amongst the cities over four-fifth of the respondents in Hyderabad (85.5%) reported facing difficulty in giving full attention or dedicating time to elderly members of the family.

The most challenges faced by the youth caregivers of the elderly during the pandemic include 'timely administration of their medicines' (37%), 'taking care of their special food requirements' (32.2%), 'budgeting for their expenses' (27%), 'handling their mood swings' (27%) and 'handling their anxiety issues' (23.9%). Amongst the cities the most challenge faced by youth caregivers in Delhi was 'taking care of their special food requirements' (37.6%), while respondents in Hyderabad (59%) and Kolkata (46.1%) reported 'timely administration of their medicines' as the primary challenge during the pandemic. In terms of post pandemic challenges, 'timely administration of their medicines' (36.4%) and 'taking care of their special food requirements' (32%) were reported as the primary challenges.



In terms of challenges faced by the elderly from other family members in the house of the youth caregivers include ‘requiring more attention’ (37.4%), ‘behaviour of family members’ (33.6%) and ‘financial insecurity’ (26%).

Challenges faced by the elderly in their house from other family members during the pandemic?



N=503, Multiple response

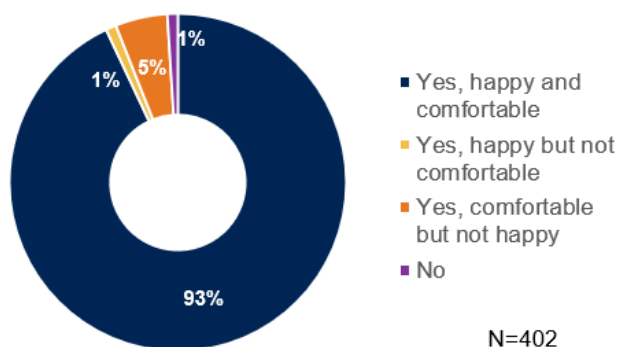
10. Research Findings- Elderly living in Old Age Home



A total of 402 elderly respondents (above 60 years) in a formal setting spread across six cities viz. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore were surveyed which included 47% males and 53% females at an overall level. Over half (53.2%) of the respondents were in the age group 60 – 69 years, 30.6% were in the age group 70 – 79 years and 16.2% were in the age group 80 – 90 years.

Majority of the elders reported they have friends at the centre where they are staying, although one in every 10 elders reported not having any friend. The situation was similar across the cities, except Mumbai where nearly one-fifth of the elders (17.9%) reported not having any friend. Majority of the elders (92.5%) felt 'happy and comfortable', however in Kolkata over one-fourth (26.9%) elders reported being 'comfortable but not happy'.

Are you comfortable and happy at the center?



Over two-fourth of the elders (41%) reported facing difficulties at the centre. Amongst the cities over four-fifth of the elders of Delhi (83.6%) and nearly half the elders of Mumbai (49.3%) reported facing difficulties at the centre. The two major chronic diseases reported by elders include 'joint ache and pains' (47%) and hypertension (29.6%). In terms of key health issues which pose a challenge and cannot be taken care by self, include 'difficulty in walking', (51.2%) 'poor eyesight' (27.9%), 'difficulty in hearing' (13.2%) and 'Problem in remembering & lack of concentration' (10.9%).

Nearly one in every 10 elderly respondents reported not having access to regular medical care/medication at the centre. Nearly two-fifth of the elders (40.5%) faced difficulty in accessing medical care/medication because of the COVID-19 situation in the country. Amongst the cities it was reported highest in Delhi (79.1%).

Over 15% of the elderly reported being infected by Covid in the last one year. Amongst the cities Delhi (41.8%) reported the most cases followed by Mumbai (23.9%) and Chennai (16.4%). Amongst those who were infected by Covid over half the respondents (56.5%) rated the care and treatment received to be the lowest.

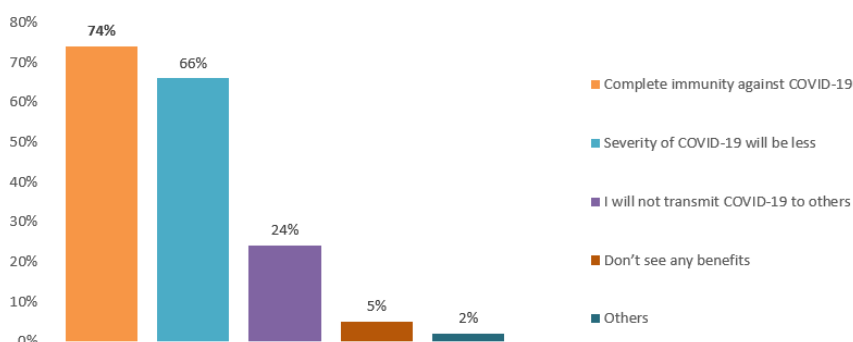
93% of the respondents are aware of the COVID-19 appropriate behaviour to be followed to avoid getting infected

Majority of elders (93.3%) reported being aware of COVID-19 appropriate behaviour to be followed to avoid getting infected. However, two elderly out of every ten in Mumbai and one elderly out of every ten in Kolkata accepted being unaware of COVID-19 appropriate behaviour. Amongst those elders who reported awareness of COVID-19

appropriate behaviour reported the primary behaviours they follow include 'maintaining physical distancing' (96.3%), 'Washing Hands with soap for 20 seconds' (89.3%), 'wearing a mask when going outdoors' (85.9%), 'wearing a mask when indoors with other members' (74.7%) and 'Sanitising hands with Alcohol based hand rub' (42.9%).

Nearly two elderly out of every 10 reported being unaware of any of the vaccines developed to stop the spread of COVID-19 infection. Amongst the cities one-third of the elders in Kolkata (34.3%) and about one-fourth of the elderly in Mumbai (26.9%) and Hyderabad (23.9%) reported being unaware of any of the Covid-19 vaccines. Amongst those respondents who were aware of the Covid-19 vaccine nearly one in every 10 respondents perceived that the vaccine is not important for them. Amongst the cities over one-fourth of the elders in Hyderabad (27.5%) and 17.5% of elderly in Bangalore perceived that the vaccine is not important for them. Amongst those respondents who were aware of the Covid-19 vaccine the benefits perceived included 'I will be completely immune to Covid19' (73.5%), 'severity of the disease will be lessened' (66.2%) and 'I will not transmit to others' (23.7%).

Benefits of taking Vaccination (N=325)

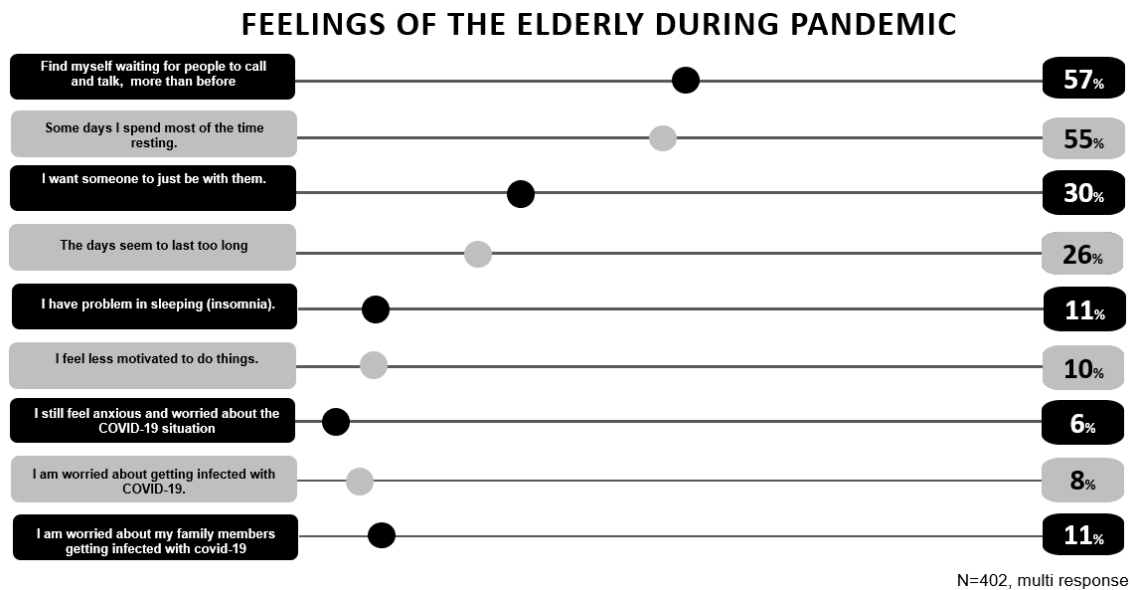


Amongst those respondents who were aware of the Covid-19 vaccine one-third (33.8%) reported not yet being vaccinated. Among the cities nearly half the elders of Chennai (47.5%) and Hyderabad (47.1%) reported not yet being vaccinated. Of the respondents who reported being vaccinated 13% reported they do not intend to take the second dose. The most of such respondents were in Mumbai (30.8%) and Hyderabad (25.9%).

Amongst those respondents who were yet to take the first dose of Covid vaccine the primary reasons for not being vaccinated include 'non-availability of vaccine' (58.2%), 'non-availability of vaccination slot' (30.9%) and 'inability to travel to the vaccination centre' (18.2%).

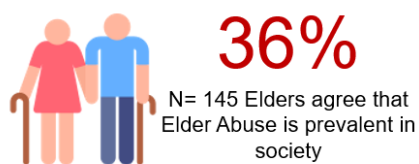


Over half the elders (52.7%) reported not being worried of getting infected with Coronavirus. In terms of cities, over three-fourth (77.6%) of the respondents in Hyderabad reported not being worried. Amongst those respondents who reported being worried of getting infected with Coronavirus, the top worries include ‘Hospitalization’ (62.2%), ‘Isolation and Quarantine’ (60.6%), ‘Abandonment by caretakers/family members’ (22.9%), ‘Non-availability of Oxygen’ (21.3%), ‘non-availability of adequate hospital beds’ (19.7%), and ‘No one to take care of them’ (18.6%).



Post the onset of pandemic, the main feelings of the elderly include ‘finding self, waiting for people to call (audio/video) and talk more than before’ (56.7%), ‘spend some days most of the time resting’ (54.7%), ‘wanting someone to just be with them’ (30.3%) and ‘the days appearing to last too long’ (26.4%).

Over half (53.7%) the respondents reported not knowing what amounts to elder abuse while remaining elderly reported ‘Disrespect’ (37.8%), ‘Beating/ Slapping/ Pushing’ (27.1%), ‘Verbally Abusing’ (26.9%), ‘neglect’ (22.4%), ‘economic exploitation’ (12.2%) and ‘Unwelcome or forcible Sexual Contact’ (6%) amounts to sexual abuse. Majority of the elders in Kolkata (92.5%) and Hyderabad (86.6%) reported not knowing what amounts to elder abuse.



Over one-third (36.1%) of the elders reported that Elder Abuse in any form is prevalent in their society or around them. Amongst the cities 68.7% in Delhi, 44.8% in Chennai, 37.3% in Bangalore, 31.3% in Bangalore, 23.9% in Kolkata and 10.4% in Hyderabad. Amongst those elders who reported that elder abuse is prevalent in the society, the kind of abuse seen or experienced include 'Disrespect' (46.9%), 'Beating/ Slapping/Pushing' (29.7%), 'Verbally Abusing' (27.6%), 'neglect' (23.4%), 'economic exploitation' (11.7%) and 'Unwelcome or forcible Sexual Contact' (2.8%) amounts to sexual abuse.

Amongst those elders who reported being aware of elder abuse, one-fourth (26.9%) reported having been a victim of verbal abuse themselves. They reported being abused primarily by their 'children' (48.7%), relatives (23.1%), Cleaners/Maintenance staff (23.1%), Old age home manager/owner (20.5%) and as well as doctors/ nurses (17.9%). The abuses faced by these respondents include 'Disrespect' (74.4%), 'neglect' (35.9%), 'Verbally Abusing' (30.8%), 'Beating/ Slapping' (25.6%), and 'economic exploitation' (17.9%).

In the last one year during the pandemic the abuses faced by these respondents include 'Disrespect' (48.7%), 'Beating/ Slapping/Pushing' (25.6%), 'Verbally Abusing' (20.5%), 'economic exploitation' (10.3%), 'neglect' (7.7%) and 'Unwelcome or forcible Sexual Contact' (2.6%). Their abusers in the last one year include 'Old Age Homes Care Takers' (56.4%), 'Family Members' (23.1%) while over one-fifth (23.1%) did not give any response.

By Perpetrators who abuse

Perpetrators	Lifetime
Children	49%
Relatives	23%
Friends	3%
Peon	3%
Old Age home manager/owner	21%
Doctors/nurse	18%
Visitors	10%
Receptionist	13%
Cleaners/maintenance staff	23%
Other OAH members	8%
Don't want to disclose	8%

Amongst those respondents who reported that elder abuse is prevalent in the society, nearly two-third (65.5%) feel that the COVID-19 pandemic has increased the risk of elderly abuse. Further, these elderly feel several elderly like them are facing abuses that mainly include 'emotional abuse' (60%), 'financial abuse' (40%), 'physical abuse' (31%), 'psychological abuse' (18.6%) and verbal abuse (17.9%).

Nearly one-fifth of the elderly (20.9%) reported that they feel depressed 'all the time' or 'most of the time' while nearly three-fifth (62.9%) of the elderly reported that they feel depressed 'a little' or 'sometimes' looking at the situation of COVID-19 in the country.

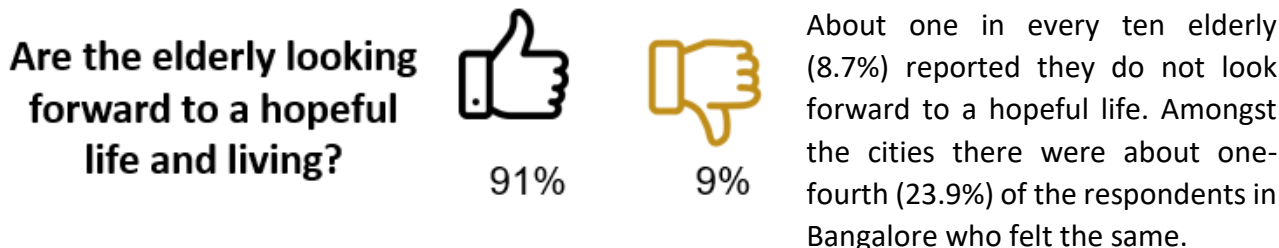
Nearly one-third of the elderly (34.1%) reported seeing/feeling a change in the behaviour of their care takers/family members during the pandemic. This was reported most by elderly respondents of Delhi (77.6%) followed by Mumbai (47.8%), Bangalore (26.9%), Hyderabad (25.4%), Chennai (20.9%) and Kolkata (6%).

Three-fifth (58.5%) of the elderly respondents felt that COVID-19 pandemic has affected their communication with their friends, families, neighbours and loved ones. Mostly the respondents of

Delhi (86.6%) and Hyderabad (73.1%) felt that COVID-19 pandemic has affected their communication with their friends, families, neighbours and loved ones.

In terms of counselling sessions, 12.7% of the respondents reported they rarely attended any counselling sessions organised by the old age home for the elderly while one in every ten respondents reported that no such sessions are held in their old age home. Further, 12.1% of the respondents also reported being unaware of such sessions.

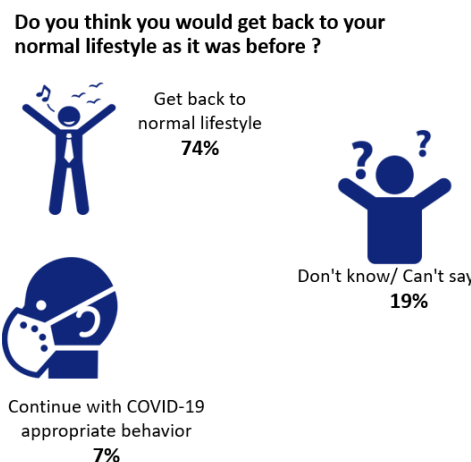
Over one-third (36.8%) of the respondents reported seeing a bleak future given the pandemic situation. Amongst the cities three-fifth (61.2%) of the respondents of Kolkata, nearly half the respondents of Hyderabad (53.7%) and Bangalore (46.3%) and one-fourth of the elderly of Chennai (26.9%) reported seeing a bleak future given the pandemic situation.



Over three-fifth of the elderly (61.9%) reported that sessions for yoga/meditation are conducted by caregivers/yoga guru. Amongst the cities two-fifth of the respondents in Kolkata (43.3%) and one-fourth of the elderly in Chennai (28.4%) and Delhi (25.4%) reported that no such sessions are conducted.

About three-fourth (74.1%) of the elderly believed that they would be able to get back to their normal lifestyle as it was before once the pandemic ends.

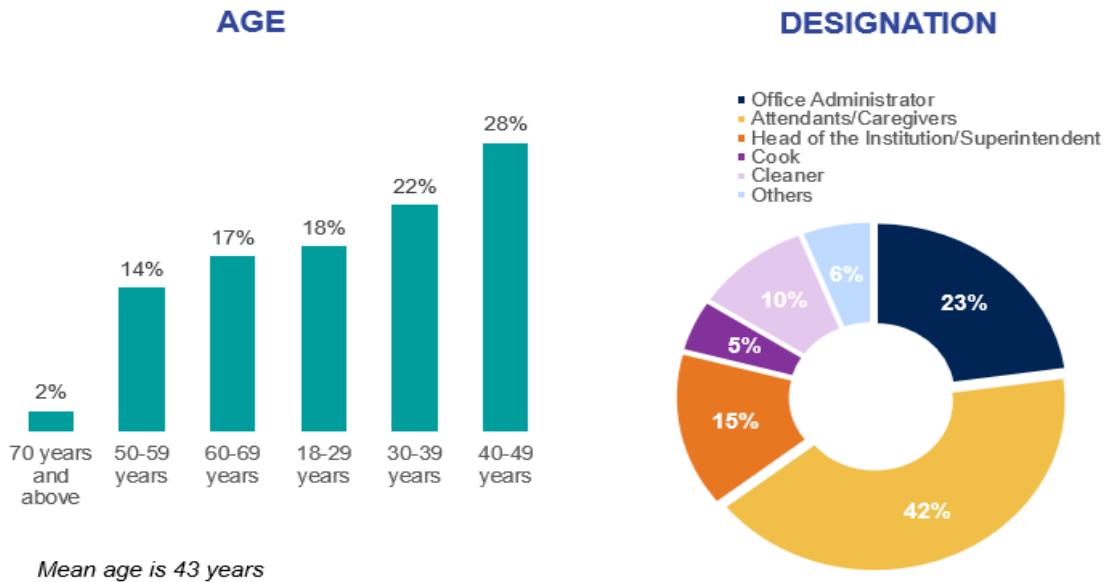
Some of the things that the elderly reported missing doing/experiencing compared to the time before Covid-19 include 'going out for a walk' (80.1%), 'not having to wear a mask' (54.5%), 'meeting friends/ families without Covid protocols' (41.8%) and 'visiting religious places' (21.4%).



The various restrictions imposed / protocol instituted by their Old Age Home (OAH) to protect the elders reported include 'no visitors being allowed' (81.1%), 'mandatory wearing of the mask' (70.4%), 'not allowed to go outside the OAH' (68.9%), 'change in diet' (23.1%) and 'not being allowed to congregate in the OAH for recreational activities' (9%).

11. Research Findings- Caregivers in Old Age Home

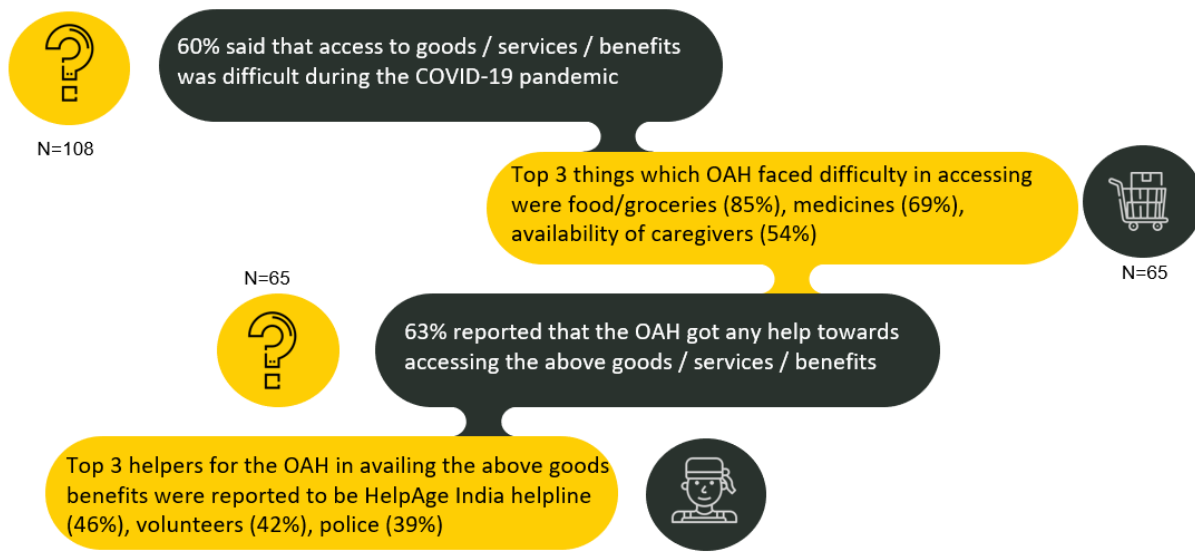
The sample of 108 young caregivers was spread across Old Age Homes (OAH) in six cities viz. Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangalore which included 51.9% males and 48.1% females at an overall level. Close to 40% of the OAH staff interviewed are under 40 years of age. Around 42% of them are caregivers by designation however most of them are helping the staff in caregiving.



N=108

The staff at OAH felt and reported difficulty in accessing goods/services/benefits during pandemic (60.2%). Most of the goods/services found difficult in accessing are food/groceries (84.6%) but they reported finding support in accessing these services at center (63.1%). The top three supports available in availing these goods/services are HelpAge India Helpline (46.3%), Volunteers (41.5%), and Family members (31.7%) of the elderly.

ACCESSIBILITY TO GOODS AND SERVICES



Half of the OAHs have reported facing shortage of funds in meeting the resident's requirements during the pandemic. The staff reported having regular fumigation process at the OAHs (93.5%) and reported having at everyday (75.2%).



The elderly reported to be washing hands/sanitizing hands (95.4%) by the caregivers.

More than 86% of the caregivers reported having facility of resident doctors. Only 67% of them have any tie up with any hospital for medical emergency. Not all of the OAHs have reported conducting regular health check ups (only 65.7% reported having check-ups always). The staff working at the OAHs informed that only 26.9% of them are covered under health insurance. There needs to more support (financial and non-financial as well) to these OAHs to have better support for medical support and general check-ups. This may also include activities for general well-being for elders. Only 25% of the all Old Age Homes are covered by any insurance.

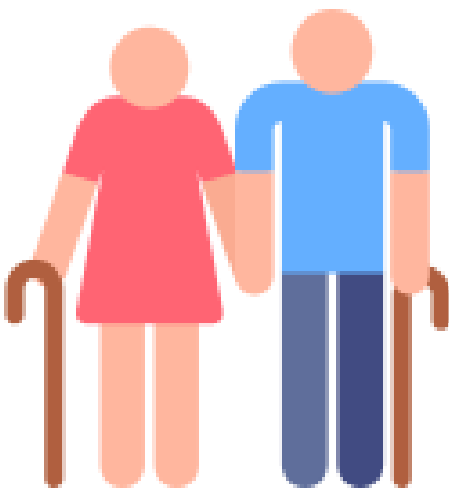
Close to 62% of the respondents in this category have been vaccinated, amongst them 30% are reported to have taken both the doses. As mentioned in the informal sector, the main reason for not being able to get vaccines by those who didn't get vaccinated are non-availability of vaccine (55.3%) and non-availability of vaccination slot (38.3%).

Close to 44% of the respondents reported having acute shortage of staff at the OAHs during pandemic creating stress for them. The staff also is afraid of getting infected with Covid while

taking care of the elderly (51%). This will not only have impact on the mental health of the caretakers but also on the quality of care.

Around 48% of the caregivers said that they are worried about elderly being impacted by Covid and the top two worries are Isolation and Quarantine (61.5%) and Hospitalization (55.8%).

Caretakers also reported having patients who need extra care such as dementia, bed ridden patients etc (61%).

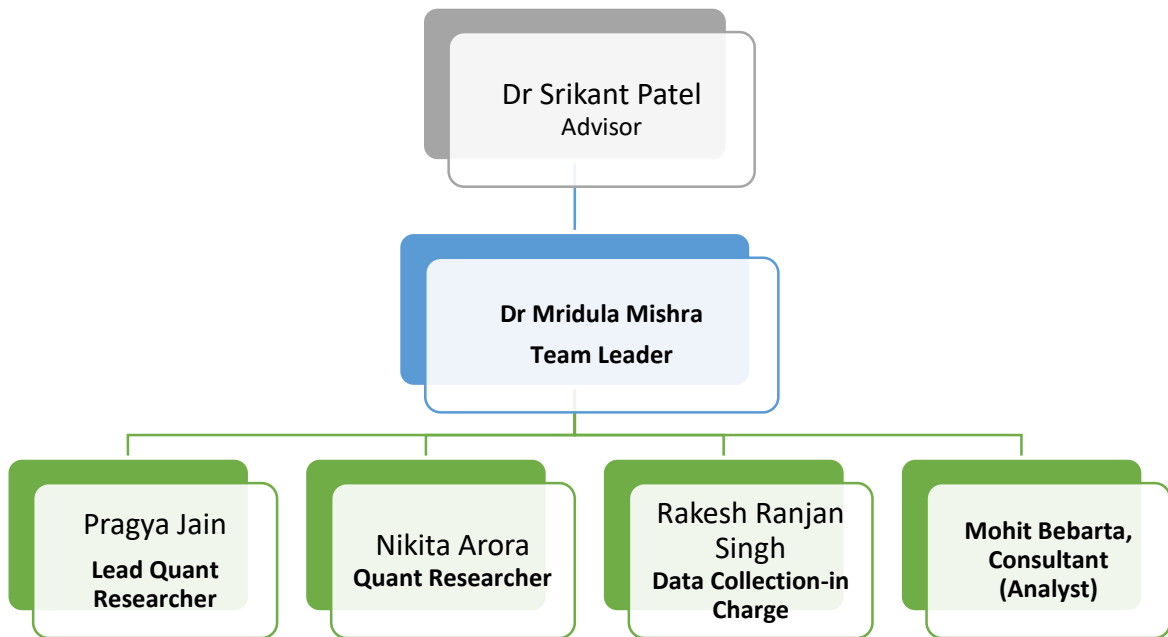


61%

Caregivers responded that their old age home have patients who needs extra care in their day-to-day activities (like Dementia, Alzheimer, bed ridden patients)

86% believes that elderly with special needs get adequate care during pandemic

Project Team



CONFORMITY TO ISO STANDARD SLIDE

- ✓ This work will be undertaken in accordance with the standards laid out in ISO 20252:2019, ensuring a consistent quality of work to the highest standards in the industry. Ipsos's processes are annually audited by external certified to external accredited quality assessors.
- ✓ Ipsos has over 18,000 plus employees across 90 markets and 5000+ clients.
- ✓ Ipsos is member of most key market research bodies and we abide by their quality standards.



ANNEXURE

GAME CHANGERS



Survey Tool- Informal Setting Elderly

Screener Questions				
Q. No.	Question	Response	Code	Skip/Instructions
1	What is the name of the city you are living in? (SA)	Delhi	1	
		Mumbai	2	
		Kolkata	3	
		Chennai	4	
		Hyderabad	5	
		Bangalore	6	
		None of the above	7	Terminate the interview
2	Gender of the Respondent (SA)	Male	1	
		Female	2	
3	What is the absolute age of the respondent?	_____ years		If < 18 years, terminate the survey. If 18-59 years, continue. If above 60 years, skip to Q11.
4	Do you have an elderly person in your home? (SA)	Yes	1	
		No	2	Terminate Interview
5	How many elderly members do you have at home?	_____		
6	Who takes care of the elderly in the house?	Members of the family take care of the elderly (Son/ daughter/daughter in law / son in law / grandson/granddaughter, myself, or Any other)	1	
		An hired help takes care of the elderly	2	

7	Can you please share the name and contact number of the elderly in your house ?	Yes	1	
		No	2	
		I can pass on the phone	3	INSTRUCTION: Request them to pass on the phone after their interview is complete.
8	Please Note down the name of the Elderly in the household	_____		Depending on the number of elderlies mentioned in Q7
9	Please Note down the phone Number of the Elderly	-----		
10	Are you responsible for taking care of the elderly at your home?	Yes	1	Start Young Care Giver Module
		No, other family member or hired help	2	
11	Can you share the contact number of the caregiver who takes care of the elderly/you?	Can pass on the phone	1	IF AGE IS > 60 yrs IN Q3- Start with Elderly Module and request to start caregiver module after that. IF AGE BETWEEN 18-59 IN Q3- Start with Young care giver module.
		Can share the contact number	2	
		No	3	Start with Elderly Module
13	Please Note down the name of the Care Giver	_____		
14	Please Note down the phone Number of the Care Giver	_____		Start Elderly Module

INFORMED CONSENT**Interviewer to read:**

Hello, my name is _____, I am from the IPSOS Research Pvt. Ltd. We are conducting a study for HELP AGE INDIA on ELDERLY CARE CHALLENGES DURING THE PANDEMIC. By speaking with you today, we are hoping to learn more about the topic just mentioned. The interview would take about 20 minutes. We are interested in your views, so please feel comfortable to say what you honestly feel like. Finally, I'd like to remind you that I am just an interviewer and not an expert on anything we discuss today, rather your views and opinions are most important to us.

Participation in this survey is voluntary and you may withdraw your participation any time. However, we hope that you will take part since your participation is important. During the interview process if you are not able to understand any question, please feel free to ask me to repeat.

For quality control purposes on the survey, this interview would be recorded. This will be done automatically by the device. We appreciate your consent in advance.

Do you agree?

Interviewer instruction:

Code Yes unless the respondent says No. If Yes, The respective Module will begin.

Do you have any questions now? If YES, Interviewer should respond to the queries.

Informal Setting (Elderly)**Household attributes**

Q. No.	Question	Response	Option Code	Skip/Instructions
1	Name of the Respondent (elderly)			
2	Please tell me which of these items do you have at home?	Electricity Connection	01	Item(s) should be in working condition
		Ceiling Fan	02	
		LPG Stove	03	
		Two-Wheeler	04	
		Color TV	05	
		Refrigerator	06	
		Washing Machine	07	
		Personal Computer/ Laptop	08	
		Own Smart Phone	09	
		Car/Jeep/Van	10	
		Air Conditioner	11	
		Agricultural Land under cultivation	12	

3	Could you tell me something about the person who makes the biggest contribution to the running of the household? To what level has he/she studied?	Illiterate	01	
		Literate without formal schooling	02	
		School-Up to 4 years	03	
		School-5 to 9 years	04	
		Secondary / Matric passed (Class-X)	05	
		Hr./Sr. Secondary passed (Class-XII)	06	
		Some College (including Diploma) but not graduate	07	
		Graduate (general degree)	08	
		Post graduate (general degree)	09	
		Graduate (professional degree)	10	
		Post graduate (professional degree)	11	
4	SEC Grade of Household	Auto Display		

Section 1: Consequences of lockdown on the family and on the older persons				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Who do you stay/live with? (SA)	With family (spouse/son/daughter/grand children etc.)	1	Skip to Q3
		With spouse only	2	Skip to Q3
		With relatives	3	Skip to Q3
		Alone	4	Don't ask Q8, Q9
		Domestic Help	5	Skip to Q3
		Other (please specify)	98	Skip to Q3
2	What all challenges have you been facing while living alone during Covid-19 pandemic? (MA)	Managing groceries	1	
		Cooking	2	
		Utilities Bill	3	
		Washing clothes	4	
		Managing medicines	5	
		Regular Medical Care	6	
		Anxiety	7	
		Banking	8	
		Depression	9	
		Other (please specify)	98	

3	Are you worried that your family members/Domestic help/ others will get infected by COVID-19 because of you? (SA)	Yes	1	
		No	2	
4	Are you worried that you would get infected by COVID-19 through your family members/ domestic help/ any others at home? (SA)	Yes	1	
		No	2	
5	In case you / your family member/domestic help/relative is or was affected by COVID-19, what were the things which were/was most acutely required but was difficult to get? (MA)	Oxygen cylinder	1	
		Hospital beds (including ICU/Ventilator)	2	
		Medicines/Injections	3	
		Oximeter	4	
		Other (please specify)	98	
6	Have you lost anyone in your family or friends due to COVID-19? (SA)	Yes	1	
		No	2	Skip to Q8
7	In your opinion, what do you think could have been done better to save their life? (MA)	A better medical/health infra.	1	
		Availability to Vaccine	2	
		Availability of medicines/Injections on time	3	
		Ensuring strict adherence to covid-19 protocols by everyone	4	
		Others (please specify)	98	
8	During the COVID-19 pandemic, did the family members work from home/study from home? (SA)	Yes	1	
		No	2	Skip to Q10
9	Did the work from home/study from home setting of the family members, affect your day-	Yes	1	
		No	2	

	to-day routine? (SA)			
10	Do you have any of the following health conditions? (Multiple code) (Read Out)	Joint ache and pains	1	
		Hypertension	2	
		Heart problem	3	
		Diabetes	4	
		Respiratory issues	5	
		Gastro-intestinal	6	
		Mental issues (like depression)	7	
		Skin disease	8	
		Others (Please mention)	98	
11	Do you face any health issues that restrict your well-being? (MA)	Difficulty in walking	1	
		Poor eyesight	2	
		Problem in remembering and lack of concentration	3	
		Difficulty in hearing	4	
		Difficulty in communication	5	
		ADL	6	
		IADL	7	
		Difficulty in taking care of self (general weakness/disease related issue)	8	
		Others (Please mention)	98	
12	What is/are your source(s) of income? (MA)	Remittances by family members (son, daughter relative etc.)	1	
		Personal investments (FD, Mutual funds, etc.)	2	
		Pension or other cash transfers	3	
		Covid-19 related government aid or other NGO assistance	4	
		Business	5	
		Regular salary	6	
		No Income	7	Skip to Q15
		Formal or informal loans	8	
		others (Please mention)	98	
13	Has your source of income been impacted due to Covid-19 pandemic? (SA)	Yes	1	
		No	2	Skip to Q15

14	What was/were the reason(s) that your source of income was impacted during the COVID-19 pandemic? (MA)	Loss of job of the family member	1	
		Pay cut of the family member	2	
		Loss of job of self (due to lockdown)	3	
		Pay cut of self (due to lockdown)	4	
		Loss in the business due to lockdown	5	
		Loss of family member(s)	6	
		Any other (Please mention)	98	
15	Have you been infected with COVID-19 ? (SA)	Yes	1	
		No	2	Skip to Q18
		Don't know	3	Skip to Q18
16	Who took care during your illness due to COVID - 19? (MA)	Family members (spouse/son/daughter/grand children etc.)	1	
		Caregiver (Attendant)	2	
		Medical professional (Nurse, Doctor)	3	
		NGO staff	4	
		Others (please specify)	98	
17	Did you receive good care and treatment when you were infected? (SA)	Yes	1	
		No	2	
18	Are you aware of the COVID-19 appropriate behaviour to be followed to avoid getting infected? (SA)	Yes	1	
		No	2	Skip to Q20
19	Mention at least 3 actions/behavior changes that you follow to avoid getting coronavirus? (Multi Code)	Maintaining Physical Distancing (6ft or 2 meters)	1	
		Wearing a Mask when indoors with other members	2	
		Wearing a mask when going outdoors	3	
		Washing Hands with soap (20 seconds)	4	
		Sanitising your hand with Alcohol	5	

		based hand rub		
		Sneezing into a tissue or elbow	6	
		Avoid touching face/eyes/nose	7	
		Avoid Travelling (unless very necessary)	8	
		I don't do anything	9	
20	Are you aware of any of the vaccines developed to stop the spread of COVID-19 infection? (SA)	Yes	1	
		No	2	Skip to Q27
21	Do you think vaccination is really important for you? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
22	What do you think are the benefits of taking the vaccination? (MA)	I will be completely immune to Covid-19	1	
		The severity of the disease will be lessened	2	
		I will not transmit to others	3	
		I don't see any benefits in taking the vaccination	4	
		Other (Please specify)	98	
23	Have you been administered a dosage of COVID-19 vaccine? (SA)	Yes	1	
		No	2	Skip to Q26
24	How many dosage of the vaccine have you been administered? (SA)	1		
		2		Skip to Q27
25	Are you planning on your second dose? (SA)	Yes	1	Skip to Q27
		No	2	
26	What is/are the reason(s) for not taking the COVID-19 vaccine shot yet? (Multi Code)	Non-availability of vaccine	1	
		Non-availability of vaccination slot	2	
		Cannot travel to the vaccination centre	3	
		Vaccine does more harm (side-effects)	4	

		There is no such thing called Corona	5	
		No one has helped you to get the vaccine	6	
		Scared to go to the vaccination centre	7	
		Other Reasons (please mention)	8	
27	What according to you is worrisome about being infected with Coronavirus? (MA)	Isolation and Quarantine	1	
		Hospitalisation	2	
		Abandonment by caretakers/family members	3	
		Non-availability of adequate hospital beds	4	
		Non availability of medicine / injections	5	
		Non-availability of Oxygen	6	
		No one to take care of me	7	
		People wearing the PPE kits	8	
		Nothing is worrisome	9	
		There is no such thing as Coronavirus	10	
		Fear of Dying	11	
28	What future do you see for yourself and/or your family / given the pandemic situation? (SA)	Future seems to be bright	1	
		Future seems to be bleak	2	
		No change	3	
		Others (please specify)	4	
SECTION 2: CHANGES IN BEHAVIOR OF THE YOUNG ADULT CAREGIVERS OF FAMILY DURING PANDEMIC				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Please indicate the response that best describes your feelings since the pandemic started. There are no right or wrong answers here. (Read out) (Multi code)	I find myself waiting for people to call (audio/video) and talk, more than before	1	
		Some days I spend most of the time resting	2	
		I want someone to just be with me.	3	
		The days seem to last too long	4	
		I feel trapped & frustrated		
		I feel less motivated to do things	5	

		Neglect	6	
		Others (Specify_____)	7	
7	From how long have you been facing elder abuse? Please mention the number of years/months?	_____ Years		
		_____ Months		
		Don't know	99	
8	In the last one year during the Covid-19 pandemic, what type of abuses have you faced? (MA)	Disrespect	1	
		Beating/ Slapping	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Didn't face any abuse	7	
		Others (Specify_____)	98	
9	Do you feel that due to the COVID-19 pandemic the risk of you getting abused has increased? (SA)	Yes	1	
		No	2	
10	Please rank the following types of abuses which older people are facing today in the order of severity i.e., most severe to least severe. (Read out)	Emotional Abuse	1	
		Financial Abuse	2	
		Physical Abuse	3	
		Psychological Abuse	4	
		Sexual Abuse/violence	5	
		Verbal Abuse	6	
		I don't think older people face any such abuses	7	
11	Did you see/feel a change in the behavior of your care takers/family members/friends/domestic help/others during the COVID-19 pandemic? (SA)	Yes	1	
		No	2	
		Can't say	3	
12	Do you own a smart mobile phone? (SA)	Yes	1	
		No	2	
13	Do you have access to internet? (SA)	Yes	1	
		No	2	Don't ask Q15

14	Do you feel the lockdowns & the pandemic has affected your communication with your friends, families, neighbors and loved ones? (SA)	Yes	1	
		No	2	
15	What online activities are you able to do by yourself? (MA)	Buying Groceries	1	
		Buying Medicines	2	
		Bank Transactions/Money transfer	3	
		Video Conferencing with Doctors	4	
		Video Conferencing with Family members/relatives	5	
		Watching content on websites	6	
		Others (Please specify) _____	98	
16	How do/did you stay in touch with your friends and relatives during the Pandemic? (MA)	Normal Phone calls	1	
		Video calls	2	
		Instant messages	3	
		They visit me	4	
		I visited them	5	
		Letters/Emails	6	
		Others (Please specify) _____	98	
Section 3: Behavior of the family after lockdown				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	When pandemic subsides, do you think you would get back to your normal lifestyle as it was before? (SA)	Get back to normal lifestyle	1	
		Continue with Covid appropriate behavior	2	
		Don't know/ Can't say	3	
2	When pandemic subsides, do you feel that you would become more dependent on your family members? (SA)	Yes	1	
		No	2	
		Don't know/ Can't say	3	
Thank You for your time. Please Take care and Stay Safe.				

Survey Tool- Informal Setting Young Caregivers

Informal Setting (Young Caregivers)				
Section 1: Introduction				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Age of the Young Care Giver			
2	Gender of the Young Care Giver (SA)	Male	1	
		Female	2	
3	What is your relationship with the elderly? (SA)	Spouse/son/daughter/grand children	1	
		Professional caretaker- comes everyday	2	
		Professional caretaker- stays with the family	3	
		Domestic Help	4	
		Others (please specify)	98	
4	Contact Number	----- Don't have a personal contact number	99	
Section 2: COVID-19 INFECTION & ISOLATION				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Have you created awareness regarding Covid-19 and its symptoms among elderly members in the house? (SA)	Yes	1	
		No	2	
2	Do you ensure that everyone including you in the household are washing their hands for at least 20 seconds regularly as per the government guidelines to safeguard from Covid-19? (SA)	Yes	1	
		No	2	

3	Do you ensure that all members of the household (including the elderly) are wearing a mask, incase an external person is coming to the house? (SA)	Yes, always	1	
		Yes, but sometimes	2	
		No	3	
4	Have you been administered with the COVID-19 Vaccine? (SA)	Yes	1	
		No	2	Skip to Q6
5	How many dosages of the vaccine have you been administered? (SA)	1	1	
		2	2	Skip to Q7
6	What is/are the reason(s) for not taking the COVID-19 Vaccine shot yet? (Multi Code)	Non-availability of vaccine	1	
		Non-availability of vaccination slot	2	
		Cannot travel to the vaccination centre	3	
		Vaccine does more harm (side-effects)	4	
		There is no such thing called Corona	5	
		Not eligible for vaccination yet	6	
		No one has helped you to get the vaccine	7	
		Scared to go to the vaccination centre	8	
Other Reasons (please mention)	9			
7	Have you ensured that the elderly in the household have got vaccinated? (SA)	Yes	1	
		No	2	
8	Have you been infected by Covid-19 in past one year? (SA)	Yes	1	
		No	2	
		Maybe, never got tested	3	

9	Did anyone in your house got infected by the virus? (SA)	Yes	1	
		No	2	
		Maybe, did not get tested	3	
10	From the following, what all steps has been taken to implement to keep your family members and the elders safe at your home?	Helping them understand the need of social distancing to keep them safe	1	
		Explain them the advantages of wearing a mask while interacting with people.	2	
		Ensuring complete sanitization of all the things including groceries, medicines, daily essentials etc. coming from outside	3	
		Ensuring better hygiene practices among family members like taking bath after coming back home from outside, changing clothes etc.	4	
		Avoid ordering of junk/outside food and encouraging healthy eating habits	5	
		Encouraging everyone including elders to make video calls to their friends/cousins instead of meeting them in person	6	
Section 3: CONSEQUENCES OF LOCKDOWN & CORONAVIRUS				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Are you an earning member of your household? (SA)	Yes	1	
		No	2	
2	Has your salary been decreased during this time? (SA)	Yes	1	
		No	2	
3	Did you lose your job during pandemic? (SA)	Yes	1	
		No	2	
4	Are you facing any difficulty in managing expenses of your household members during this time? (SA)	Yes	1	
		No	2	

Section 4: WORK FROM HOME/STUDY FROM HOME				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	What are you currently doing? (SA)	Studying	1	Skip to next section
		Working	2	Skip to next section
		Working or studying from home	3	
		Doing nothing	4	Skip to next section
		Lost the job	5	Skip to next section
		Others (please specify)	98	Skip to next section
2	Do you feel that working/studying from home causes inconvenience to the elderly people at home? (SA)	Yes	1	
		No	2	Skip to next section
3	What do you think causes inconvenience to the elderly people at home because of you working/studying from home? (MA)	Space in the home is less	1	
		Home too crowded	2	
		Too much noise	3	
		Unable to work in peace	4	
		There is no individual space / sense of freedom	5	
		Lacks the required infrastructure & technology	6	
Section 5: MOBILITY, SOCIAL INCLUSION AND DIGITAL LITERACY				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Are you facing difficulty in accessing essential goods and services during the pandemic? (SA)	Yes	1	
		No	2	
2	Do you currently have access to the internet from your home (broadband/data on	Yes	1	
		No	2	

	mobile)? (SA)			
3	If the elderly has a smartphone, have you taken the effort to explain basic features of a smartphone to elderly people at home? (SA)	Yes	1	
		No	2	
		I don't know how to operate a smart phone	3	
Section 6: RESTORING CARE (PRE COVID-19)				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	When pandemic subsides, do you feel that elderly would become more dependent on the family members? (SA)	Yes	1	
		No	2	
		Don't know/ Can't say	3	
Section 7: CHALLENGES				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Is it difficult for you to give your full attention or dedicate time to elderly members of your family during the COVID-19 Pandemic? (SA)	Yes	1	
		No	2	
2	What are the different challenges faced by you while caregiving of the elderly during the pandemic? (MA)	While taking care of their special food requirements	1	
		Administering their medicines on time	2	
		Budgeting for their expenses	3	
		Handling their mood swings	4	
		Irregularity of regular medical check-ups	5	
		Handling their anxiety issues	6	
		Others (please specify)	98	

3	What would be the different challenges faced by you while caregiving of the elderly after the pandemic ends? (Multi code)	While taking care of their special food requirements	1	
		Administering their medicines on time	2	
		Budgeting for their expenses	3	
		Handling their mood swings	4	
		Handling their anxiety issues	5	
		Others (please specify)	98	
4	What according to you are the challenges faced by the elderly in your house from other family members during the pandemic? (Multi code)	Behavior of family members	1	
		Need for more attention	2	
		Financial insecurity	3	
		Day to day conflicts affecting their mental wellness	4	
		Inability of the family members on understanding the needs/emotions of the elderly	5	
		Others (please specify)	98	
Thank You for your valuable time. Please Take Care and Stay Safe.				

Survey Tool - Formal Setting Elderly

Screener Questions				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Name of the City (SA)	Delhi	1	
		Mumbai	2	
		Kolkata	3	
		Chennai	4	
		Hyderabad	5	
		Bangalore	6	
		None of the above	7	Terminate the interview
2	Age of the Respondent (SA)	<18 years	1	Terminate the Interview
		18-29 years	2	
		30-39 years	3	
		40-49 years	4	
		50-59 years	5	
		60-69 years	6	
		70-79 years	7	
		80-90 years	8	
3	Gender of the Respondent (SA)	Male	1	
		Female	2	
4	What is the absolute age of the respondent?	_____ years		
5	Type of Respondent (SA)	Elderly	1	
		Care Giver	2	
6	Designation of the respondent in Old Age Home	Office Administrator (primary contact for the survey)	1	
		Attendants/Caregivers (primary respondent)	2	

		Head of the Institution/Superintendent	3	
		Cook	4	
		Cleaner	5	
		Other (specify)	98	
7	Name of the Old Age Home	_____		
8	Address of the Old Age home	_____		
9	Contact Number of Old Age Home	_____		Start with Care Giver Module

INFORMED CONSENT (COMMON FOR BOTH MODULES)

Interviewer to read:

Hello, my name is _____, I am from the IPSOS Research Pvt. Ltd. We are conducting a study for HELP AGE INDIA on ELDERLY CARE CHALLENGES DURING THE PANDEMIC. By speaking with you today, we are hoping to learn more about the topic just mentioned. I want to emphasize that the information provided by you would be kept completely confidential and will only be used for programme purpose. The interview would take about 20 minutes. We are interested in your views, so please feel comfortable to say what you honestly feel like. Finally, I'd like to remind you that I am just an interviewer and not an expert on anything we discuss today, rather your views and opinions are most important to us.

Participation in this survey is voluntary and you may withdraw your participation any time. However, we hope that you will take part since your participation is important. During the interview process if you are not able to understand any question please feel free to ask me to repeat.

For quality control purposes on the survey, this interview would be recorded. This will be done automatically by the device. We appreciate your consent in advance.

Do you agree? Yes/No

Interviewer instruction:

Code Yes unless the respondent says No.

Do you have any questions now? If YES, Interviewer should respond to the queries.

Formal Setting (Elderly Module)				
Section 1: Living Conditions				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Do you have friends at the center, where you are staying? (SA)	Yes	1	
		No	2	
2	From how long you have been staying at this center?	_____ Years	1	
		_____ Months	2	
3	Are you comfortable and happy at the centre? (SA)	Yes, happy and comfortable	1	
		Yes, happy but not comfortable	2	
		Yes, comfortable but not happy	3	
		No	4	
4	During the COVID-19 pandemic, did you face any difficulties at the centre? (SA)	Yes	1	
		No	2	
5	Do you have any chronic disease? (MA)	Joint ache and pains	1	
		Hypertension	2	
		Heart problem	3	
		Diabetes	4	
		Respiratory issues	5	
		Gastro-intestinal	6	
		Mental issues (like depression)	7	
		Skin disease	8	
		No chronic conditions	9	
		Others (Please mention)	98	
6	Do you face any health issues that pose a challenge to take care of yourself? (MA)	Difficulty in walking	1	
		Poor eyesight	2	
		Problem in remembering and lack of concentration	3	
		Difficulty in hearing	4	

		ADL	5	
		IADL	6	
		Difficulty in communication	7	
		Difficulty in taking care of self (general weakness/disease related issue)	8	
		No problem	9	
		Others (Please mention)	98	
7	Do you have access to regular medical care/medication at the centre?(SA)	Yes	1	
		No	2	
		Don't need medication/medical care	3	
		Use Traditional medications	4	
		Home based treatment	5	
8	Whether you faced any difficulty in accessing medical care/medication as a result of the COVID-19 situation in the country? (SA)	Yes	1	
		No	2	
		Don't Need medication/medical care	3	
Section 2: COVID-19 Infection and Awareness				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Have you been infected with COVID-19 in the past one year? (SA)	Yes	1	
		No	2	Skip to Q3
		Don't know/can't say	3	Skip to Q3
2	On a scale of 1-5, 1 being the lowest and 5 being the highest, how would you rate the care and treatment you received when you were infected? (SA)	1	1	
		2	2	
		3	3	
		4	4	
		5	5	
3	Are you aware of the COVID-19 appropriate behaviour to be followed to avoid getting infected? (SA)	Yes	1	
		No	2	Skip to Q5

4	Mention any 3 measures that you follow to avoid getting coronavirus? (Multi Code)	Maintaining Physical Distancing (6ft or 2 meters)	1	
		Wearing a Mask when indoors with other members	2	
		Wearing a mask when going outdoors	3	
		Washing Hands with soap (20 seconds)	4	
		Sanitising your hand with Alcohol based hand rub	5	
		Sneezing into a tissue or elbow	6	
		Avoid touching face/eyes/nose	7	
		Disinfect all outside items that come in to the old age home	8	
		Avoid Travelling (unless very necessary)	9	
		I don't do anything	10	
5	Are you aware of any of the vaccines developed to stop the spread of COVID-19 infection? (SA)	Yes	1	
		No	2	skip to next section
6	Do you think vaccination is really important for you? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
7	What do you think are the benefits of taking the vaccination? (MA)	I will be completely immune to Covid19	1	
		The severity of the disease will be lessened	2	
		I will not transmit to others	3	
		I don't see any benefits	4	
		Other (Please specify)	98	
8	Have you been administered a dosage of COVID-19 vaccine? (SA)	Yes	1	
		No	2	Skip to Q10
9	Are you planning on your second dose? (SA)	Yes	1	
		No	2	

10	What is/are the reason(s) for not taking the COVID-19 vaccine shot yet? (Multi Code)	Non-availability of vaccine	1	
		Non-availability of vaccination slot	2	
		Cannot travel to the vaccination centre	3	
		Vaccine does more harm (side-effects)	4	
		There is no such thing called Corona	5	
		No one has helped you to get the vaccine	6	
		Scared to go to the vaccination centre	7	
		Other Reasons (please mention)	8	
Section 3: COVID-19 Pandemic, Lockdown and its Consequences				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Are you worried of being infected with Coronavirus? (SA)	Yes	1	
		No	2	skip to next section
		No such thing as coronavirus	3	skip to next section
2	What according to you is worrisome about being infected with Coronavirus?(MA)	Isolation and Quarantine	1	
		Hospitalisation	2	
		Abandonment by caretakers/family members	3	
		Non-availability of adequate hospital beds	4	
		Non-availability of Oxygen	5	
		No one to take care of me	6	
		People wearing the PPE kits	7	
		Nothing is worrisome	8	
		Fear of Dying	9	
There is no such thing as Coronavirus	10			

Section 4: Mental Well Being and Elder Abuse				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	I am going to read out some statements, please indicate the response that best describes your feelings since the pandemic started. There are no right or wrong answers here. (Read out) (Multi code)	I find myself waiting for people to call (audio/video) and talk, more than before	1	
		Some days I spend most of the time resting	2	
		I want someone to just be with me.	3	
		The days seem to last too long	4	
		I feel less motivated to do things	5	
		I still feel anxious and worried about the COVID-19 situation	6	
		I am worried about getting infected with covid-19	7	
		I am worried about my family members & loved ones getting infected with covid-19	8	
		I have problem in sleeping (insomnia)	9	
		Any other (please specify)	98	
2	What according to you amounts to Elder Abuse? (MA) MULTIPLE RESPONSE. Probe for more	Disrespect	1	
		Beating/ Slapping/Pushing	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Don't Know	7	
		Others (Specify_____)	98	
3	Do you think Elder Abuse in any form is prevalent in your society or around you? (SA)	Yes	1	
		No	2	Skip to Q13
4	What kind of elder abuse you have seen in your experience at old age home or outside old age home?	Disrespect	1	
		Beating/ Slapping/Pushing	2	

	(Multiple choice)	Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Don't Know	7	
		Others (Specify_____)	98	
5	Have you ever been a victim of Elder Abuse? (SA)	Yes	1	
		No	2	Skip to Q11
6	Who were/are the abuser(s)? (Multi code)	Children	1	
		Relatives	2	
		Friends	3	
		Peon	4	
		Caretakers	5	
		Old age home manager/owner	6	
		Doctors/Nurse	7	
		Visitors	8	
		Receptionist	9	
		Cleaners/Maintenance staff	10	
		Other old age home members	11	
		Don't want to disclose	12	
		Others (specify)	98	
7	What abuses did you face? (Multiple choice)	Disrespect	1	
		Beating/ Slapping/Pushing	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Others (Specify_____)	98	
8	From how long have you been facing elder abuse? Please mention the number of years/months?	_____ Years		
		_____ Months		

9	In the last one year during the Covid-19 pandemic, what type of abuses have you faced ? (MA)	Disrespect	1	
		Beating/ Slapping	2	
		Verbally Abusing	3	
		Economic Exploitation	4	
		Unwelcome or forcible Sexual Contact	5	
		Neglect	6	
		Not faced any abuse in the last one year	7	
		Others (Specify_____)	98	
10	Can you tell who/who all abused you in the last one year? (MA)	Old Age Homes Care Takers	1	
		Family Members	2	
		Residents	3	
		Others (Please specify)	98	
		Don't want to disclose the name	4	
	No response	5		
11	Do you feel that the COVID-19 pandemic has increased the risk of elderly abuse? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
12	Which of the following do you feel are the types of abuses that older people like you today are facing during the pandemic? (MULTIPLE CHOICE) (Read Out)	Emotional Abuse	1	
		Financial Abuse	2	
		Physical Abuse	3	
		Psychological Abuse	4	
		Sexual Abuse/violence	5	
		Verbal Abuse	6	
		I don't think older people face any such abuses	7	
	Any Others (please specify)	98		
13	Do you feel depressed thinking and looking at the situation of	A little	1	
		Sometimes	2	

	COVID-19 in the country? (SA)	Most of the times	3	
		All the time	4	
		None at all	5	
14	Did you see/feel a change in the behaviour of your care takers/family members during the COVID-19 pandemic? (SA)	Yes	1	
		No	2	
		cant say	3	
15	Do you feel the COVID-19 pandemic has affected your communication with your friends, families, neighbours and loved ones? (SA)	Yes	1	
		No	2	
16	Whether you have attended any counselling sessions organised by the old age home for the elderly? (SA)	Yes, often	1	
		Yes, but Rarely	2	
		No such sessions are held here	3	
		Don't know	4	
Section 5: Recreation and Positive Environment				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	What future do you see for yourself given the pandemic situation? (SA)	Future seems to be bright	1	
		Future seems to be bleak	2	
		No change	3	
		Others (please specify)	98	
2	Are you looking forward to a hopeful life and living? (SA)	Yes	1	
		No	2	
3	Are there any sessions for yoga/meditation conducted by caregivers/yoga guru? (SA)	Yes, Every day	1	
		Yes, Alternative day	2	
		Yes, Once in a week	3	
		Yes, Once in a month	4	

		No, such sessions are conducted	5	
4	When pandemic will end, do you think you would be able to get back to your normal lifestyle as it was before? (SA)	Yes	1	
		No	2	
		Maybe	3	
		Cant say	4	
5	What are the things that you miss doing/experiencing compared to the time before Covid-19 pandemic? (MA)	Going out for a walk	1	
		Meeting the friends and family without any protocols in place	2	
		Not having to wear a Mask	3	
		Visiting religious places	4	
		Others (please specify)	98	
6	What are the various restrictions imposed / protocol instituted by your Old Age Home (OAH) to protect you? (Multiple Choice)	No visitors are allowed	1	
		Not allowed to go out of the OAH	2	
		Mandatory wearing of Mask	3	
		Change in Diet/food menu	4	
		Not allowed to Congregate/gather in the home for recreational activities	5	
		Any others (Please specify)	98	
Thank You for your valuable time. Please Take Care and Stay Safe.				

Survey Tool- Formal Setting Caregivers

Formal Setting (Care Giver Module)				
Section 1: Disruption of services to old age home during COVID-19 Pandemic				
Q. No.	Question	Response	Option Code	Skip/ Instructions
1	Was/Is access to goods / services / benefits difficult during the COVID-19 pandemic? (SA)	Yes	1	
		No	2	Skip to Q5
2	What are the goods / services / benefits where center face difficulty in access? (MA)	Food / groceries	1	
		Medicines	2	
		Availability of Caregivers	3	
		Physiotherapy services	4	
		Pension	5	
		Access to ATM / banking services	6	
		Online banking	7	
		Health services / doctor's consultation	8	
		Market	9	
		Savings & credits	10	
		Other specify (_____)	98	
3	Did the center get any help towards accessing the above goods / services / benefits? (SA)	Yes	1	
		No	2	skip to Q5
4	Can you tell us who helped the center in availing the above goods / services / benefits? (MA)	Police	1	
		Neighbors	2	
		Family members	3	
		SCA	4	
		HelpAge India Helpline	5	
		e-SHG	6	
		Panchayat	7	
		Federation	8	
		Volunteers	9	
		NGO/Voluntary organizations- outreach program	10	
		Others (please specify)	98	
5	Has your old age home ever faced shortage of funds/resources to meet the needs of the residents during the pandemic? (SA)	Yes	1	
		No	2	Skip to next section

		Don't know/can't say	3	Skip to next section
6	What measures did Old Age home take to meet the needs of funds scarcity? (MA)	Reached out to family members of the elderly for support	1	
		Reached out to Help Age for support	2	
		Contacted local NGO's for funds	3	
		Contacted local leaders for funds	3	
		Reached out to local Philanthropy/ CSR/ Corporates for support	4	
		Other specify (_____)	98	
Section 2: COVID preventive behaviours & Practices				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	What are the measures that are taken by Old Age home to ensure social distancing guidelines and covid-19 appropriate behaviors among elderlies? (MA)	Encouraging elderly to make video calls to their family members instead of meeting them physically. (not allowing visitors)	1	
		Conducting Counselling for the elderly to make them understand about social distancing and wearing mask etc.	2	
		Sanitization of groceries, medicines, daily essentials etc. which are being procured from outside the Old Age Home.	3	
		Ensuring that the members are wearing masks while interacting with each other	4	
		Ensuring that the common areas in the old age home are redesigned (moving furniture etc.) to keep 6ft/2mtrs distance maintained at all times	5	
		Don't know/ no idea	6	
		Other specify (_____)	98	
2	Is there a regular sanitization/fumigation process in place to protect the elderly from Covid-19? (SA)	Yes	1	
		No	2	Skip to Q3
		Don't know/no idea	3	
3	How often does sanitization/fumigation process takes place? (SA)	Every day	1	
		Alternative days	2	
		Once a week	3	
		Fortnightly	4	
		Monthly	5	
		Don't know/ no idea	6	

		Others (Please specify)	98	
4	Are elderly people in your Old age home wash/sanitize their hands more regularly now than prior to Covid 19 pandemic? (SA)	Yes, all of them	1	
		Yes, most of them	2	
		Some of them only	3	
		Not at all	4	
5	How many isolations or quarantine rooms do you have in case any elderly is infected?	_____ No. of rooms		
		No, isolation or quarantine rooms created in the center	2	
6	Are visitors allowed to meet their parents/grandparents during the pandemic? (SA)	Yes, always	1	
		Yes, sometimes on special request	2	
		No	3	Skip to next section
7	Are there any operational guidelines in place for the visitors to ensure safety of the elderly people? (SA)	Yes		
		No		
Section 3: Information and communication				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	What are the sources of information for Elderly at the Old Age home to get information about the COVID-19 situation in the country? (Multiple choice) (MA)	TV	1	
		Radio	2	
		Word of mouth	3	
		Poster	4	
		Phone call	5	
		Community meeting	6	
		SMS	7	
		Don't keep a track of it.	8	
		Family members	9	
		Old Age staff provides information when someone asks about it	10	
		Regular sessions conducted by Old age staff to inform the elderlies	11	
		Any others (Please specify)	98	
Section 4: C-Vaccine				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Have you been administered a dosage of COVID-19 vaccine? (SA)	Yes	1	
		No	2	skip to Q3
2	How many dosage of the vaccine have you been administered? (SA)	1		
		2		Skip to next section

3	What are the reason(s) for not taking the COVID-19 Vaccine shot yet? (Multi Code)	Non-availability of vaccine	1	
		Non-availability of vaccination slot	2	
		Cannot travel to the vaccination center	3	
		Vaccine does more harm (side-effects)	4	
		There is no such thing called Corona	5	
		No one has helped you to get the vaccine	6	
		Scared to go to the vaccination centre	7	
		Other Reasons (please mention)	8	
Section 5: Well-being of elderly and staff				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Does your old age home has a facility of resident doctors in case of medical emergency? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
		No Response	4	
2	Whether the old age home residents are covered under any health insurance? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
		No Response	4	
3	Is there any tie up between your old age home and some nearby hospital to cater the emergency medical needs during the pandemic? (SA)	Yes	1	
		No	2	
4	Does old age home conduct regular health check-ups for elderly by a doctor/nurse? (SA)	Always	1	
		Most of the time	2	
		Sometimes	3	
		Not happening now due to COVID	4	
6	Does your old age home staff is covered under any health insurance? (SA)	Yes	1	
		No	2	
		Don't know/can't say	3	
		No Response	4	
7	Does old age home has any provision of leaves for its staff? (SA)	Yes	1	

		No	2	
		Don't know/can't say	3	
		No Response	4	
Section 6: Mental Health of elderly and staff				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	Did you face shortage of staff members during the COVID-19 Pandemic? (SA)	Yes, always	1	
		Yes, most of the times	2	
		Yes, sometimes	3	
		No	4	Skip to Q 3
2	Does staff at old age home feel stressed due to shortage of caregivers/attendants during pandemic? (SA)	Yes	1	
		No	2	
		Not Sure/Can't say	3	
3	Are you worried about being infected with COVID while taking care of the elderly? (SA)	Yes, all the time	1	
		No	2	
		No, we follow all the COVID guidelines.	3	
		Other (Specify _____)	98	
4	Are PPE kits available for staff of the old age home to take care of the elderly? (SA)	Yes	1	
		No	2	Skip to Q 7
		No response	3	Skip to Q 7
5	Are PPE kits available sufficient to take care of the elderly? (SA)	Yes, always	1	
		Yes, most of the times	2	
		Yes, sometimes	3	
		No	4	
6	Have you ever faced shortage of personal protective equipment (PPE) at the center? (SA)	Yes, always	1	
		Yes, most of the times	2	
		Yes, sometimes	3	
		No	4	
7	In your opinion, are staff members/caregivers of the old age home worried about elderly being infected with Corona virus? (SA)	Yes	1	

		No	2	Skip to Q 9
		No such thing as coronavirus	3	Skip to Q 9
8	What are their worries, if some elderly member gets infected with Coronavirus? (MA)	Isolation and Quarantine	1	
		Hospitalisation	2	
		Abandonment by caretakers	3	
		Abandonment by family members	4	
		Non-availability of adequate hospital beds	5	
		Non-availability of Oxygen	6	
		No one to take care of me	7	
		People wearing the PPE kits	8	
		Nothing is worrisome	9	
		There is no such thing as Coronavirus	10	
		Others (please specify)	98	
9	Does your old age home has any patients of who needs extra care to do their day to day activities (like Dementia, Alzheimer, bed ridden patients)? (SA)	Yes	1	
		No	2	
10	Do you think, these elderly with specials needs get adequate care during the pandemic? (SA)	Yes, always	1	
		Yes, most of the times	2	
		Yes, sometimes	3	
		No	4	
11	Are staff members/caregivers getting regular salary during COVID-19 pandemic? (SA)	Yes, on time	1	
		Yes, but delayed	2	
		No	3	
		Other (specify _____)	98	
Section 7: Recreation and Positive Environment				
Q. No.	Question	Response	Option Code	Skip/Instructions
1	What kind of activities do the elderly at the Old Age Home do to keep themselves engaged during the pandemic? (MA)	Brisk Walking	1	
		Exercising (yoga/pranayama etc.)	2	
		Playing games	3	
		Watching Movies/videos	4	
		Cooking	5	
		Praying	6	
		Reading books/Newspapers	7	
		Talking/Interacting with Friends/Family	8	

		Nothing unusual	9	
		Listening to songs	10	
		Others (specify) _____	98	
2	Are there any sessions for yoga/meditation conducted by caregivers/yoga guru? (SA)	Yes, Every day	1	
		Yes, Alternative day	2	
		Yes, Once in a week	3	
		Yes, Once in a month	4	
		No, such sessions are conducted	5	
3	Does your old age home conduct counselling sessions for elderly people to keep them motivated and their mind-set positive at such times? (SA)	Yes, often	1	
		Yes, sometimes	2	
		Yes, but rarely	3	
		No	4	
Thank You for your time. Stay Safe and Take Care.				

