



# Nightingales Medical Trust

## *Setting Trends in Age Care*

Annual Report 2020-21

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## **The Nightingales Medical Trust**

The Nightingales Medical Trust (NMT) is a secular, charitable, not-for profit voluntary organization set up 1998 to provide community based support systems for the elderly. The Trust has established various innovative and need based services focusing on strengthening health care , dementia care, combating elder abuse, promoting social integration, empowerment and capacity building.

## **Vision**

A society where elders are healthy, happy, empowered and socially integrated.

## **Mission**

To enhance the quality of life of elders through innovative and appropriate community-based support systems, comprehensive geriatric care with special focus on dementia and active ageing, combating elder abuse, skill development, economic empowerment, public education, advocacy and capacity-building programs..

## **Leadership**

The Trust is led by a Board of Trustees comprised of dedicated people from different fields of expertise. All major policy decisions rest with the board.

## **Board of Trustees:**

Dr. Radha S. Murthy	- Managing Trustee
S. Premkumar Raja	- Hon. Secretary
T. Amarnath Kamath	- Trustee
Pankaj Lakhani	- Trustee
Basanth Poddar	- Trustee
Indra Menon	-Trustee
Sudhakar Rao	- Trustee
Manoj Shah	- Trustee

## **STRENGTHENING HEALTH CARE**

### **Nightingales Centre for Ageing and Alzheimer's**

This is India's largest comprehensive residential care centre. This 100 bed facility provides the whole range of services required to manage Dementia under one roof. The services include psychological interventions, social skills management, occupational therapy, speech therapy and physiotherapy for elderly suffering from dementia. This centre has services like memory clinic for screening & assessment for dementia, short term and long term care for persons suffering from dementia, rehabilitation and training facilities.

- This centre completed 10 years of service reaching out to the elderly. There were 39 new admissions in this year. Several precautionary measures were introduced due to the pandemic.
- **The Tanya Mathias Elder care Centre** at Kothanur – a satellite centre of Nightingales Centre for ageing and Alzheimer's' completed a year in July. A total of 12 elders are being provided care at this centre.
- Several precautions were introduced to ensure that elders are safe and Covid 19 infections donot enter the centres. Last year, despite all our precautions, 53 elders with dementia in our care centres were infected with Covid .

### **Nightingales Dementia Day care**

Nightingales Dementia care centres are located at J.P nagar and RTnagar. These centres were set up to provide the much needed respite for caregivers while ensuring that persons with dementia (PwD) are taken care of in a stimulating social environment. The elders attending these centres have benefitted from the therapeutic activities conducted regularly for them. The families have also benefitted from the respite they get to attend to their work and other activities which would not have been possible without this intervention.

Due to the lockdown imposed on account of Covid 19, day care centre activities were suspended for most part of the year and online sessions of 2 hours were introduced. A total of 19 elders availed and benefitted from online sessions.

- Patients enjoy the session's everyday between 11am and 1pm.
- Activities like Music & Dance therapy, socializing activity, Games, Talents show, etc. were introduced to keep the patients occupied.



### **Nightingales (telemedicine enabled) Dementia care centre at Kolar**

This centre located at Kolar town (60 kms from Bangalore) at the premises of ETCM hospital uses technology and tele medicine solutions based on a Hub & Spokes Model with Nightingales Centre for Ageing & Alzheimer's as the hub. All expertise interventions are made through the hub and caregiving staff provides the care at the centre. Computer on wheels is used to advise and provide care plans for the elders residing at the centre.

- This model has made it possible to cut costs and provide affordable and accessible institutional care for dementia patients.
- A total of 54 elders were provided care at the centre. The affordability and ambience has helped to make families opt for this centre.
- In view of the demand for the affordable dementia care, the Trust took the initiative to add 24 beds to the centre and increase the total bed strength to 74. The additional wing of the Centre was inaugurated in June 2020.

### **Red Cross –Nightingales Trust Dementia Care Centre - Hyderabad**

This day care centre for elders with dementia is a joint project with Indian Red Cross Society - Telangana State Branch and the first project of the Trust to be established outside the state of Karnataka.

Similar to the Dementia Day Care Centres at Bangalore, this centre will support the health, nutritional, social and daily living needs of persons with dementia in a professionally managed group setting and a safe and friendly environment.

The centre activities were suspended for the year due to Covid and restarted for a period of 2 months in Jan 2021.

### **Nightingales Bagchi Centre for Active Ageing**

Active aging aims to extend healthy life expectancy and quality of life for all people as they age. The activities aim towards lifestyle modification and ensure health and happiness of the elderly. Among other socially enriching services, the focus is on minimizing the risk of dementia, controlling hypertension, diabetes and prevention of falls. The significance of this Centre is that all the services are research based with technical support of *ThinkingFit*, UK.

Since inception in 2014, over 400 elders have availed this programme. Due to the pandemic online Active Ageing programs both basic and advanced were introduced from June 2020. 75 members attend the program regularly in 3 batches.

Along with the regular cognitive, socializing, and physical activities, this year online sessions like fancy dress competition, stand –up comedy, Dance and Movement therapy,

talk on Cyber security, Zen tangle art, visual art therapy, review on medicines, First Aid training, Life book of seniors etc. were organized.

The physical and cognitive evaluation reports and the feedback from members have once again proved that this programme has a positive impact on their well-being and has helped to improve their fitness level and quality of life. The online platform has further helped them to keep in touch with other members during the pandemic and stay healthy and safe.

**Mobile Active Ageing program** was started from March 2017 with the aim of extending the active ageing services free of cost to the community especially to elders in old age homes in Bangalore. There are two units serving old age homes in North and South Bengaluru.

During the current year, the programme reached out to 18 Old Age Homes (OAHs) and 338 elders in Bangalore North and South. The programme was affected in the first quarter of the year due to the Covid 19 pandemic. The pre and post assessment of the elders who underwent this programme has shown significant improvement in their health and cognitive abilities.

In March, through this programme kits consisting of medical equipment and exercise equipment were distributed to ten old age homes. This gesture was to help them to continue the Active ageing programme for the elders in the homes.

## **Social integration**

### **Nightingales Elders Enrichment Centres- Malleshwaram &Kasturinagar**

Started in 1999, the primary objective of the NEECs is to enhance social integration among the elderly.

At the Enrichment Centres, elders get an opportunity to spend time every day with other elders and build a social bond / network with them. Yoga and interesting programmes were introduced regularly to enrich the elders. The bond created between the members helps to mitigate loneliness and brings a sense of wellbeing in their lives.

The services were suspended due to Covid -19 and elders were encouraged to join the Online Active Ageing programme. Webinars were conducted and elders were encouraged to participate.

### **Nightingales Sandhya Kirana - Richmond Town,**

This is a day care and activity centre for elders coming from the lower income group. This community based model of day care service for needy elders is slowly getting acceptance. The first such centre was set up in Richmond town in a space provided by the city Corporation and second centre was set up in 2017. The services include health and hygiene interventions, recreational activities, skill development, income generation programmes and nutritional supplementation through mid-day meals. The elders are encouraged to engage in income generation activity which provides them with a means

to earn a small income .All the services are rendered free of cost. An average of 100 elders attend the centre every day.

This year due to the pandemic, day care activities for the Elderly was temporarily suspended. We had to close the Kothanur location. Since June 2020 , the outreach services were initiated wherein dry rations were given to the elders every month . Elders were encouraged to continue the income generation activity like paper bag making which was done at the day care centre at their own homes. Support was extended to elders by supplying raw materials like newspapers and collection of completed product and payment at various locations in the community. A special income generation activity of Diya making was conducted by a select number of elders. They painted more than 1500 diyas for Diwali sale.

### **Sandhya Suraksha – Home for helpless elderly women**

The Sandhya Suraksha Home – a joint project of Methodist Church of India and the Trust completed a year in Nov 2019. Elders deserted and unable to fend for themselves are provided with nutritious meals, medical care, palliative care, training in activities to engage them and recreational activities. It has a spacious building with open space, elder-friendly features and equipped with trained staff.

In the year 29 elders were admitted to the home and there were 64 elderly women at the home at the end of the reporting period. This year 11 elderly were reunited and settled with their families and 7 elders expired due to age related illness.

All precautions were taken to ensure that elders did not get Covid infections. Thirteen elders and few staff got infected but recovered safely. Two free medical camp was organized by Zion Hospital and BBMP Shantinagar, Many elders have shown great progress in health. Some were dependent when they were admitted and are now more independent and able activities of daily living on their own. The ambience and facilities at the centre has helped the elders and made them feel comfortable. All religious festivals are celebrated to keep the elderly cheerful and happy. Efforts are constantly taken to rehabilitate the elders with their immediate family.

### **COMBATING ELDER ABUSE**

#### **Elders Helpline 1090**

A joint project of the city police and Nightingales Medical Trust, the Elders Helpline provides information, counselling services, legal advice and help to senior citizens.

Elder abuse is understood as ill treatment or neglect of the elderly by people with whom they have a relationship of trust. Elders suffer physical, emotional and financial abuses in silence as mistreatment is mostly from children and relatives. Such incidences are on the increase and do not get reported.

The Helpline has been addressing the issue of elder abuse since its inception in 2002 . It reaches out to senior citizens in distress and with the help of the police tries to give all possible assistance and rehabilitative services to senior citizens. The Helpline was active throughout the lockdown and was able to help more than 252 elders for Covid related help like information, delivery of essential coordination of hospital visits , etc. The calls attended by the Helpline since its inception in April 2002 has crossed 2, 27,912. During this period helpline attended and responded to 3914 calls. 437 written complaints were registered and 412 complaints were successfully resolved through various intervention. Complaints being successfully resolved through counseling, legal advice or other appropriate actions by a team of counsellors, social workers with the support of police and lawyers. Due to pandemic many seniors faced problem in credit of their old age pension. Around 145 elders with pension related issues were helped. The helpline also reached out to 80 old age homes and enquired about the wellbeing of the elders during the pandemic. Help was also arranged for those in need.

Elder Abuse Awareness Day -was observed on 15th June 2019. Police Commissioner of Bangalore, Shri Bhaskar Rao(IPS) launched the Bengaluru Elderly Protection Project wherein many new services such as digital literacy , medical referrals etc were added to the ongoing services of the helpline One Sensitization on elder abuse was conducted for 18 Police personnel of Basavanagudi Police Station.

In Jan 2020 , the Elders Helpline was relocated to Basaveshwarnagar Police station and is now working from there.

## **Economic Empowerment**

### **Nightingales Jobs 60+**

Nightingales Jobs 60+ is a comprehensive centre for improving the quality of life of economically insecure elders by enhancing their skills and by facilitating post retirement job opportunities. A collaborative effort with Nightingale Empowerment Foundation, the services offered at Nightingales Jobs 60+ include skill development, career counselling, computer training, soft skills training, employment bureau - connecting employers and prospective employees and vocational training for various income generation activities.

- Due to the Pandemic, the project was relocated to R.T. Nagar from K.R. Market.
- About 100 seniors uploaded their profiles directly on to the job portal.
- 40 jobs have been posted on the Portal with multiple vacancies mainly from Insurance Companies.
- 544 calls were made to various agencies to explore job opportunities for seniors (Newspapers, google search)
- Despite the continuous efforts made to employ seniors and the challenges faced due to Covid, placement was done only for 2 seniors



## **Capacity Building, Training and Advocacy**

### **Regional Resource Training Centre**

Recognizing the many years of excellence in age care, the Ministry of Social Justice and Empowerment, Government of India has designated Nightingales Medical Trust to be the RRTC for Age Care for the five southern states/ union territories of Karnataka, Andhra Pradesh, Kerala, Lakshadweep and Pondicherry. In the year the following activities were taken up as the RRTC

- 31 inspections cum monitoring visits were conducted for NGOs receiving grants from the Ministry through VC mode during the lockdown  
Post lockdown, physical monitoring visits were made to 8 newly started and proposed senior citizen homes in Karnataka. Subsequently monitoring visits were made to 12 Senior citizen homes in Karnataka and 19 homes in Andhra Pradesh. Kerala home visits were planned but put on hold due to quarantine requirements.
- In collaboration with National Institute of Social Defence and Ministry of Social Justice and Empowerment a total of 14 webinars were planned, 8 of which were for commemorating the International Day for Older persons . A total of 836 persons were benefitted ranging from college students, senior citizens and NGO functionaries.
- 30 online sessions were held for senior citizen on topics ranging from music therapy, dance and movement therapy , puzzles and recreational activities.
- Covid care management sessions were held in 15 old age homes and over 300 staff and elders were explained about the Covid protocols
- An awareness session on the Maintenance Act was done for outreach workers for Shelter homes in Bengaluru
- A rapid survey study was done on the effect of pandemic on the grantee NGOs in June 2020
- World Alzheimer's Day was observed by organizing a small awareness event on 21<sup>st</sup> September at UB city mall. 50 persons participated in the event. The Demkonnnect App was launched and a human chain with a 55 meter banner was held out to symbolize the 55 million elders suffering from dementia worldwide.

### **Nightingales Lifesaving Services**

This project provides training in Basic First Aid and Cardio Pulmonary Resuscitation (CPR). Initially started for family members of the elderly, it has now been extended to the public. Through this programme lifesaving skills are taught to any lay person to create a community of lifesavers where no precious lives are lost due to the lack of trained life savers.

NLS, since inception has trained over 1,00,000 socially conscious people including doctors, nurses and individuals from corporates, social organizations, police, auto drivers, educational and other institutions.

The main programmes offered in this initiative is CPR(Cardio-Pulmonary Resuscitation) and FA (First Aid) techniques across all segments of the society, automated external defibrillator

(AED) . Due to the pandemic, for few months the sessions were done online. We had a total 74 programmes conducted of 626 participants trained in the year.

### **Nightingales Caregivers Training**

Assessing the growing need for creating a workforce of care givers to look after the elderly, training in bedside assistance and dementia was initiated by the Trust. It has a well-equipped training department with qualified staff for in the field of dementia and eldercare. This year due to pandemic only inhouse training could be conducted. 14 new caregivers were recruited and trained in pandemic.

### **India Elder Connect and Demkonnnect App**

**India Elder Connect** is a platform for elders to network with each other, learn about medical and legal info and get details on services. his website is also a one-stop resource centre for information about healthcare facilities and services for the elders, rights, privileges, government schemes, legal and financial issues; also providing a list of age care services for the benefit of its users. The website <https://www.indiaelderconnect.com/> was revamped this year and made more accessible across devices.

Nightingales Medical Trust's DemKonnnect app was initiated this year and launched during the World Alzheimer's Day 2021. It aims to remove the stigma around the disease by educating as well as providing access to care and support from the comfort and familiarity of the person's home.

One of the major issues surrounding Dementia is the lack of awareness around the condition. Research proves that catching the symptoms early and intervening with lifestyle modification can delay the repercussions. However, there is a lot of hesitation in consulting a Psychiatrist. This app enables the user to screen themselves in the privacy of a home. The app can enable detect the symptoms early and this can then be followed up with a consultation with a specialist.

The app also enables care providers to keep in touch with the Dementia expert they have consulted through video calls and quick chats. The app saw a total of 245 registrations.

### **Dementia Friends Programme**

The Dementia Friends program is a global movement with an objective to change the way the world thinks, acts and talks about dementia. Started by the Alzheimer's society of England and Wales, this movement has spread to over 50 countries and reached over 17 million persons. This movement aims to create a climate of kindness and understanding, so that everyone affected by dementia feels part of society.

The Trust has partnered with the Alzheimer's and Related Disorders Society of India to bring this international movement to India. The Dementia Friends Programme which strives to sensitize people about dementia, remove stigma and create a positive attitude and understanding of the disorder. This year due to pandemic 8 dementia friends programmes were conducted online and 195 persons became dementia friends.

### **New projects initiated:**

#### **Sandhya Kirana Home for Destitute Men**

In the pandemic, there was a felt need to have a safe place for destitute elderly on the streets. We received several requests to admit elderly men. Seeing this felt need and given the availability of space at Sandhya Kirana Day care premises, the Trust took the initiative to start a home for destitute elderly men. Small changes were made in the building and the same was furnished to provide care for 25 elderly men. A total of 10 elders have been admitted in the facility in the year.

### **National Helpline For Senior Citizens:**

The Ministry of Social Justice and Empowerment, Govt of India through its autonomous body National Institute of Social Defence has entered into an tripartite partnership with State governments and a state implementing agency to operationalize the Elder Line.

The National Helpline for Senior Citizens (NHSC) – Elder Line with a toll free number 14567 acts as a platform for redressing the grievances of the senior citizens of India, by providing necessary information and intervention through a collective of highly committed partners including Government agencies, non-profits and volunteers. It is an initiative of the Ministry of Social Justice and Empowerment, Govt of India in collaboration with state governments and Nonprofit organisations.

The Trust was nominated to be the implementing agency of the Elder line for the state of Karnataka. The tripartite MOU was signed, funding received and the initial set up was few recruitments were done for the Elderline project. The Connect centre of the Elderline is located at RT Nagar.



### **Nightingales Medical Trust**

**8P6, 3<sup>rd</sup> A Cross, Kasturinagar, Banaswadi, Bangalore 560043**

**Ph: +91 80 42426565 | Email: [nightingalesmt@gmail.com](mailto:nightingalesmt@gmail.com)**

**[www.nightingaleseldercare.com](http://www.nightingaleseldercare.com)**

