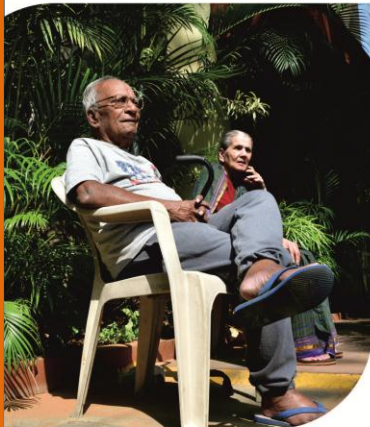


# ANNUAL REPORT

Nightingales  
Medical Trust  
2021-22



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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 11 years of service reaching out to the elderly. There were 57 new admissions in the year and 80 elders are provided institutional care. Several precautionary measures were introduced due to the pandemic. In the second wave of the pandemic, we took the initiative decided to make a separate covid care centre within our premises which helped to curb the infections.

**The Tanya Mathias Elder care Centre** at Kothanur is a satellite centre of Nightingales Centre for ageing and Alzheimer's'. A total of 11 elders are being provided care at this centre. There were 5 new admissions to the centre this year. Several precautions were introduced to ensure that elders are safe and Covid 19 infections do not enter the centres.

### **Nightingales Dementia Day care**

Nightingales Dementia care centre located at J P nagar was relocated to Jayanagar to make it easily accessible. The other centre is located at RT nagar. 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.

The Nightingales Dementia Day care center started services from the new location from October 2021. 6 elders enrolled for the services and presently 10 elders are availing the services. a sound proof studio was also set up and is used as podcast station as well as studio for online active ageing. The centre at RTnagar restarted July and 10 elders are attending.

### **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. The total bed strength is 74.
- A total of 42 elders were provided care at the Centre. Due to the pandemic , the admissions at this centre were low during this year .

### **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 supports the health, nutritional, social and daily living needs of persons with dementia in a professionally managed group setting and a safe and friendly environment.

Although the response from the family members was not very encouraging, dementia day care services were carried out from April 2021 for 6 patients. Some of the elders with dementia are being engaged with online sessions.

### **Online Active Ageing Services**

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.

Since inception in 2014, over 400 elders have availed this programme at the centre in J P Nagar. Due to the pandemic online Active Ageing programs both for basic and advanced were introduced in 2020. As the response was encouraging, the programme is now offered online on a regular basis A total of 85 elders are enrolled and efforts are being made to enroll more elders for the programme

Several innovative sessions have been conducted online for this batch and elders have benefitted. The physical and cognitive evaluation reports and the feedback from members have onceagain 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.

The programme was affected in the first quarter of the year due to the Covid 19 pandemic. The mobile active ageing programme in old age homes was restarted for north Bangalore in June and for south Bangalore in July. During the current year, the programme reached out to 379 elders in Bangalore North and South. The pre and post assessment of the elders who underwent this programme has shown significant improvement in their health and cognitive abilities.

## **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 enrichment services at Malleshwaram and Kasturinagar were suspended due to Covid and few members enrolled for the online active ageing programme. The enrichment Centre in Malleshwaram was restarted in Oct 2021 with programmes twice a week. However, the response for programmes was very poor and despite repeated efforts it did not pick up. To sustain the service in an effective manner, it was decided that the enrichment centre could function from a shared premises in the same locality and decision was taken to surrender the premises.

### **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.

Due to the pandemic, in 2020, the modality of the Nightingales Sandhya Kirana day care services was changed to outreach services wherein elders are now provided with raw



materials so that they can engage in the income generation activities at their homes. Ration kits are provided to the elders every month. This outreach service was continued in this year. As the pandemic situation improved day care was restarted in Feb 2022 and around 25 elders are attending the day care service regularly.

**Sandhya Kirana Home** initiated in December 2020 is a facility which is a home for destitute elderly men, located at Shanthinagar, Bangalore and is equipped to cater to 25 elderly men. Elders who are deserted and unable to fend for themselves are provided with nutritious meals, medical care, palliative care, training in activities to engage them and they also have recreational activities. The building is homely, with a bit of greenery around the premises with elder-friendly features and is equipped with trained staff who are there around the clock. Between April 2021 and March 2022, the Home admitted 41 elderly men, 21 elders were discharged and rehabilitated with their family and 5 died due to ill health. Presently, 16 are availing the services at the Home.

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

The Sandhya Suraksha Home is a joint project of Methodist Church of India and the Trust. 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.

The Sandhya Suraksha home is running well and presently has 85 elderly women. In the year, 32 elders were admitted to the home, 10 elderly were reunited and settled with their families and 6 elders expired due to age related illness. All precautions were taken to ensure that elders did not get Covid infections. Efforts are constantly taken to rehabilitate the elders with their immediate family. 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.

## **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 Elders Helpline continues to operate from the Office of the Asst Commissioner of Police, Basaveshwarnagar Police station. The calls attended by the Helpline since its inception in April 2002 has crossed 2,36,615. During this period helpline attended and responded to 8703 calls, 205 written complaints and 1073 verbal complaints were registered of which 887 complaints were successfully resolved and 169 closed after exhausting all possible 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. Total of 540 people were sensitised through the various awareness programmes conducted including 273 police personnel in over 49 police stations.

### **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 a tripartite partnership with State governments and a state implementing agency to operationalize 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 organizations.

The Trust was nominated to be the implementing agency of the Elder line for the state of Karnataka. Although it was started on a pilot phase in May 2021, the Elder Line was formally launched by Hon'ble Chief Minister of Karnataka Shri Basavaraj Bommai on 1st Oct 2021 at a formal programme in Ravindra Kalakshetra as part of the observation of the International Day for Older Persons.

The total of 48006 calls were received at National Helpline connect centre in the reporting period of which 14409 were actionable calls. A total of 100 rescue of abandoned elderly were facilitated and over 228 cases involving abuse and 280 legal issues were addressed. 5242 calls were received for information regarding Elder line and service providers etc. A total of 856 service requests were raised to field officers across the state and 842 were resolved. Efforts were made to create awareness about the Elder line services in coordination with the state department. Stickers, pamphlets and banners were prepared and distributed through the field response team across Karnataka, Over 427 awareness programmes were held with various stakeholders and 26,615 persons were sensitized about the Elder line services.



## **Economic Empowerment**

### **Nightingales Jobs 60+ - project of Nightingale Empowerment Foundation**

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.

- 115 elders registered for jobs, 25 new employers approached for suitable candidates and 58 CVs were sent to prospective employers.
- The Trust was also invited to submit a proposal on a re-employment portal for senior citizens to the Ministry of Social Justice and Empowerment.

## **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 designated Nightingales Medical Trust to be the Regional Resource Training Centre (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

- Monitoring visits were done to 40 old age homes in Karnataka and Andhra Pradesh
- In collaboration with National institute of Social Defence (NISD) the following Trainings were conducted
  1. 19 one day webinars were conducted on various topics of interest for senior citizens and over 700 elders participated
  2. 2 Three day online training programme each on Dementia care and Geriatric care , was conducted for NGOs in Andhra Pradesh , One 3 day online training in Dementia care was conducted for NGOs in Karnataka , One 3 day online training on Geriatric care was conducted for Nurses and One 3 day training in Counselling skills was done for students
  3. 12 one day trainings were conducted for various target groups on Covid care and First Aid ,Digital literacy , PFMS and Minimum Standards of care in Senior citizen homes
  4. 2 five day offline training for Primary Caregivers in geriatric Care
- As part of the “Aazadi ka Amrut Mahatsav “ –inauguration of 75 senior citizen homes

taken by the Ministry of Social Justice and Empowerment , RRTC took up the responsibility of inauguration of three homes. The home at Mysore run by Sharanya Trust were inaugurated at Mysore on 17<sup>th</sup> July 2021 , and two homes at Karwar and Koppal run by Surabee Mahila Mandali were inaugurated on 28<sup>th</sup> Aug 2021 and 10<sup>th</sup> March 2022

- Ministry of Social Justice and Empowerment initiated a podcast service called “Anubhav” for and by senior citizens, implemented through the and as an RRTC, we were requested to host the same. The podcast studio was set up in our Jayanagar Centre and staff were trained for the same. 50 programmes were recorded and uploaded into the podcast service run by Anubhav.
- 5 research studies were taken / continued in the year

### **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.

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. A total of 65 trainings were done covering 1281 beneficiaries.

### **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. 50 caregivers were trained in the year

### **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 11 dementia friends programmes were conducted online and 435 persons became dementia friends.

**Events :**

1. In collaboration with Alzheimer's and Related of Disorders Society India (ARDSI) Bangalore Chapter , the Trust launched DEMCLINIC ([www.demclinic.com](http://www.demclinic.com)), an expert-led online screening platform for dementia on 21 Sep, the World Alzheimer's day. Dr.Pratima Murthy, Director, NIMHANS was the chief guest and launched the Demclinic initiative. This virtual cognitive assessment platform, first of its kind in the country, aims to provide timely dementia diagnosis and post-diagnostic support. In the period 24 screenings were done through Demclinic and 12 assessments were conducted. Promotion of the Demclinic website is being done through social media.
2. To observe Elder Abuse Awareness day and to create awareness about the cause, a website out the cause [www.stopelderabuse.in](http://www.stopelderabuse.in) was launched on 15th June, 2021, by Shri Praveen Sood, DG & IGP of Karnataka. The website is an initiative of Nightingales Medical Trust as part of its commitment to prevent elder abuse in Karnataka.This website will provide information about elder abuse and the Helpline services in Karnataka and enable elders or any public witness of an incidence of abuse to file a complaint on behalf of an abused elder. Senior citizens in distress or others who witness an elder being abused can call the Elders Helpline on 1090 (toll free-Bengaluru Urban) and Elderline –Karnataka on 14567 (toll free 14567 – Karnataka State) or register complaints through [www.stopelderabuse.in](http://www.stopelderabuse.in). All Helpline services are free.



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