



# Joint MENARHA/IAGG Regional Symposium

## **Formulating Standards for Senior Living and Care industry of India.**

### **Presenter Mr. Mansur Dalal**

Mr. Dalal is the chairman of the specially empowered expert committee appointed by the Govt. of India, to develop Minimum standards for Senior Homes across India

29th April 2024

# Benefits from Standards

- Help industries to self-regulate
- Drive efficiencies and cost savings
- Promote innovation and continuous improvement.
- Facilitate and promote respect for and empowerment of elders.
- Reduce the burden on government to regulate and monitor.
- Create a world class industry and choice for elders.

# About the standards

The Standards cover all aspects of the senior living community.  
There are eight Quality Standards:

1. Governance
2. Management and Personnel
3. Design and Construction
4. Facilities Management
5. Home Care and Additional Services
6. Resident Engagement and Experience
7. Technology and Information Management
8. Hygiene, Safety, Infection Prevention / Pandemic Control (HSIPC).

The Standards and Accreditation Matrix were adapted for application in India, focusing on cultural sensitivity, best practice, local norms, local ethos and context, country values, government regulations, operational, legal, financial, and geographic requirements

# Advantages of Accreditation and Standards



- An emergent need for development of commercially viable and professionally managed Retirement Housing communities.
- Senior citizens are likely to be vulnerable to harassment, breach of contract and violation of their basic rights by Developers/Service Providers, who build, operate and maintain them.
- Hence Acute need for a Standard and accreditation matrix and certification endorsed by the Govt. Global and Local Industry Associations for regulated development at all levels of the eco-socio pyramid

# India Case Study – Minimum and Aspirational Standards



- ▶ The Standards and Accreditation Program can be applied in the Public, Private, commercial and non-government organisation (NGO) sectors across the entire eco-system of senior living and care, and across all socio-economic strata, including but not exclusive to:
  - ▶ • Senior Living in Inter-generational Communities
  - ▶ • Independent or Adult Living Community (IL)
  - ▶ • Assisted Living Community (AL)
  - ▶ • Specialty Care Community, specific to Alzheimer, Parkinson, etc.
  - ▶ • Continuing Care Retirement Community (CC), stand alone or within Intergenerational communities

# India Case Study – Key features of the Minimum Standards:

- ▶ It features the residents' perspective and distinguishes Mandatory Minimum or Preferred Minimum requirements specific for each Standard.
- ▶ Follows a systems-based approach requiring evidence of documenting, implementing, communicating, improving, and reviewing systems.
- ▶ Has criteria that include Minimum Mandatory, Preferred Mandatory and associated evidence requirements. This allows communities / entities across all socio-economic strata to engage, even at the entry and basic levels, while having an aspirational line of sight in improvement over time.

# India Case Study – Accreditation Matrix and Scoring of Minimum Standards

MINIMUM MANDATORY				PREFERRED MANDATORY		
INTENT	Criterion Points	Met Assessor Rating	Not Met Assessor Rating	Criterion Points	Met Assessor	Not Met Assessor Rating
Standard 1	9			4		
Standard 2	36			3		
Standard 3	16			18		
Standard 4	24			5		
Standard 5	19			15		
Standard 6	3			3		
Standard 7	1			2		
Standard 8	4			4		
TOTAL	109			54		
Accreditation Status						

# India Case Study – Key features of the Aspirational Standards:

- ▶ Has criteria that include far beyond Minimum Mandatory and, Preferred Mandatory associated evidence requirements.
- ▶ Comprise a four-level hierarchy commencing with a quality standard and its intent, followed by multiple criteria required to be met to achieve the stated intent. The criteria are further broken up into smaller indicators or objectives, which are required to be met by measurable and current examples of evidence.
- ▶ An initial desktop self-assessment and review process, followed by an onsite assessment to tri-angulate documentation, interviews and practice, and observations in order to validate the findings and arrive at a recommendation for compliance with the Standards.
- ▶ There is also an associated Evidence Guide to the Aspirational Standards to assist organisations in completing their self-assessment and collating and developing evidence against each of the criterion for the Standards



# India Case Study – Accreditation Matrix and Scoring of Aspirational Standards

Level of Attainment: Silver, Gold or Platinum														
	CORE					DEVELOPMENTAL					Total Evidence Credit Points (CORE plus DEVELOPMENTAL)	SILVER	GOLD	PLATINUM
	Criterion	Indicator	Met	Not Met	CORE Evidence Credit Points	Criterion	Indicator	Met	Not Met	DEVELOPMENTAL Evidence Credit Points				
			Assessor Rating	Assessor Rating				Assessor Rating	Assessor Rating					
Standard 1	5	10			26	2	4			14	40	26	30	34
Standard 2	3	6			10	3	13			35	45	29	34	38
Standard 3	7	23			27	6	7			18	45	29	34	38
Standard 4	3	7			18	3	3			9	27	18	20	23
Standard 5	3	6			11	6	10			15	26	17	20	22
Standard 6	6	14			22	4	5			18	40	26	30	34
Standard 7	2	3			8	3	5			13	21	14	16	18
Standard 8	8	17			25	3	5			13	38	25	29	33
Subtotal	37	86			147	30	52			135	282	184/282	213/282	240/282

## Accreditation Status Awarded:

- Silver Status: 184 / 282
- Gold Status: 213 / 282
- Platinum Status: 240 / 282

# Recommendations for Implementation of minimum standards

## Guiding principles for implementation

1. Ensuring that standards are implemented effectively and work for both the residents and providers.
2. There is significant diversity in old age facilities with respect to purpose, breadth of services, target users, ownership.
3. Minimum standards should define a common set which are positioned to exclusively house seniors. They should be consistent with the expected cost of the base level facilities to users, since these standards will be applicable to ALL facilities.
4. Shelters for destitute, which are resource constrained, should be provided a relaxation period.

# Recommendations for Implementation of minimum standards(cont)

## Guiding principles for implementation(cont):

5. Publish two tiers of standards:
  - a. Essential Minimum Standards, (EMS) which should be met by ALL facilities old or new, irrespective of type, price, target users.
  - b. Desirable Minimum Standards, (DMS) which should be met by NEW greenfield facilities .
  
6. Public/Government support should:
  - a. Vary and be enhanced for qualifying facilities meeting Desirable Minimum Standards.
  - b. Initiate schemes for facilities to upgrade from EMS to DMS.
  - c. Be limited to facilities meeting DMS after adequate capacity of that quality has been created.

# Recommendations for Implementation of minimum standards(cont)

## Guiding principles for implementation (cont):

7. All senior living facilities and senior living developments must register themselves with the concerned state/central authorities
8. An independent accreditor such as QCI which has systems and capacity for managing standards be given the responsibility of Compliance and verification.
9. A training and certification programme in management of senior living facilities should be concurrently launched
10. Support should be provided to a set of facilities across the country to hand hold them to meet minimum standards as a model .

# Final Outcome of Aspirational Standards



- ▶ The pilot version was introduced on 22 January 2021.
- ▶ The latest version of the Aspirational Standards is a result of learnings from the pilot partners and further internal reviews over the past year
- ▶ On 16th June 2022, first accreditation certificates to two of India's largest senior Living and Care communities, were handed over by Mr. R. Subrahmanyam IAS, Secretary to Government of India, Ministry of Social Justice and Empowerment.

# Final Outcome of Minimum standards



- ▶ On 7<sup>th</sup> November 2021, the Committee submitted the Minimum Standards for Senior Living and Care to by Mr. R. Subrahmanyam IAS, Secretary to Government of India, Ministry of Social Justice and Empowerment.
- ▶ Further communication is awaited.

# Thank you

**Mr Mansur Dalal**

**Chair- CommonAge**

**Founder and Chairman emeritus – ASLI**

**Chairman: Empowered committee for  
Standards- India.**

**Director – G.A.N. Global Ageing network.**

**Email: [mhd@mhdalal.com](mailto:mhd@mhdalal.com)**

**Web site: [www.mhdalal.com](http://www.mhdalal.com)**