



UNECE

Rapid assessment pilot on COVID-19 impact on long-term care services in Kazakhstan



Population Unit

Evaluate the initial impact of the COVID-19 pandemic on the long-term care services in Kazakhstan (Almaty & Nur-Sultan)

Methodology

Method:

mix-methods, survey of carers and care recipients and qualitative expert interviews

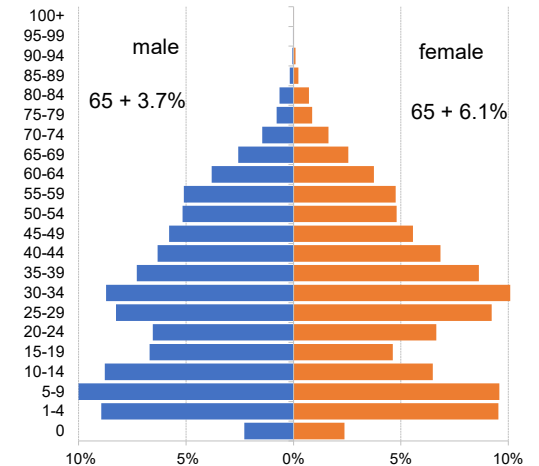
Sample:

- **social workers and informal carers** (156 – Almaty; 50 – Nur-Sultan);
- **older persons** living in LTC facilities (100 – Almaty; 50 – Nur-Sultan) or in need of **LTC services at home** (200 – Almaty; 100 – Nur-Sultan);
- **representatives of government and local authorities** dealing with LTC issues

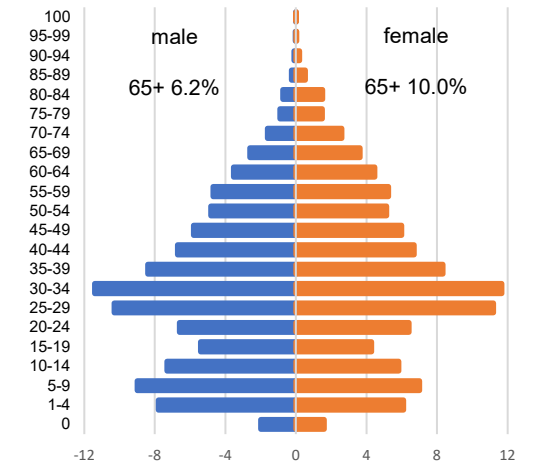
Time frame for data collection:

December 2020 – January 2021

Nur-Sultan, 2020



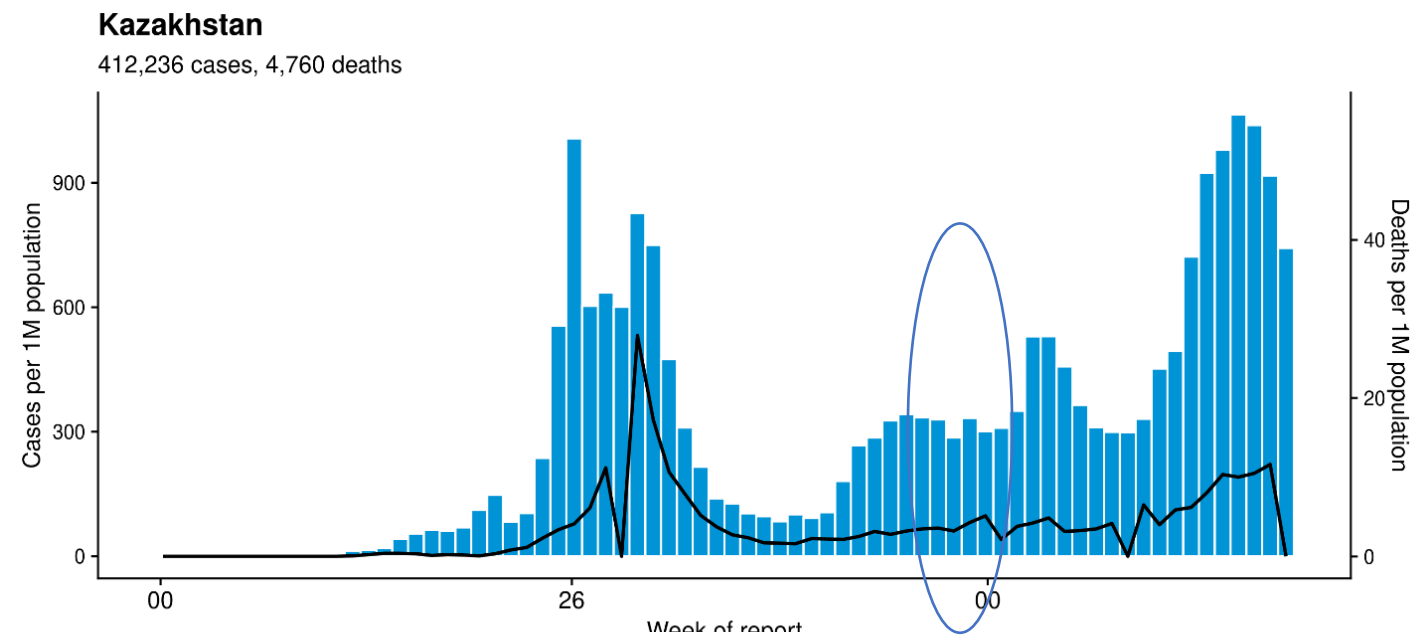
Almaty, 2020



Source: Demographic yearbook of Kazakhstan, 2020^[1]

Challenges and methodological limitations

- The study was conducted partly at the height of the second wave of COVID-19 in Kazakhstan
- The interview guide was prepared by PU based on:
 - WHO Europe Technical Guidance #6 on *Preventing and managing the COVID-19 pandemic across long-term care services in the WHO European Region*,
 - UN Inter-Agency Group on Ageing (IAGA) *Checklist for the inclusion of Older Persons in COVID-19 Socio-Economic Response Plans (SERPS)*
 - HelpAge *Rapid assessment on the impact of COVID-19 on older persons*
- Translation of the guide, adjustments and sampling - by local consultants
- The sample in Nur-Sultan was biased towards older people who were on the list of local public association & had basic digital skills

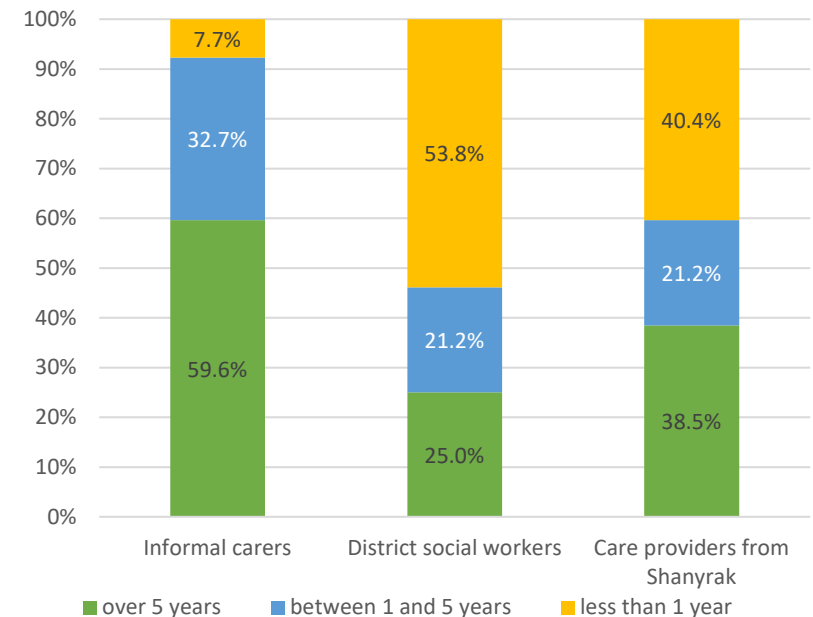


Main findings

LTC services were not prepared for the pandemic situation:

- pre-existing shortages of social and medical staff -> lower satisfaction of care recipients
- lack of reliable database on LTC needs / application-based principle to receive social care
- low ICT use of older people
- lack of strategy to combat abuse and neglect; no hot-line for reporting & no psychological help
- no system of psychological support of carers
- lack of strategy on older people in emergencies
- no database on volunteers

How long have you been providing care?



Survey results in Almaty

Main findings

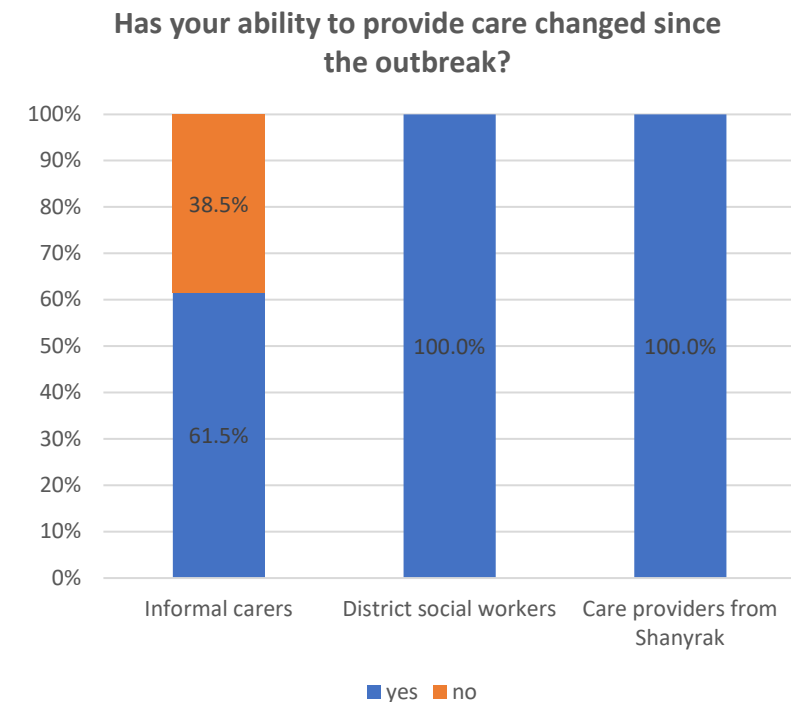
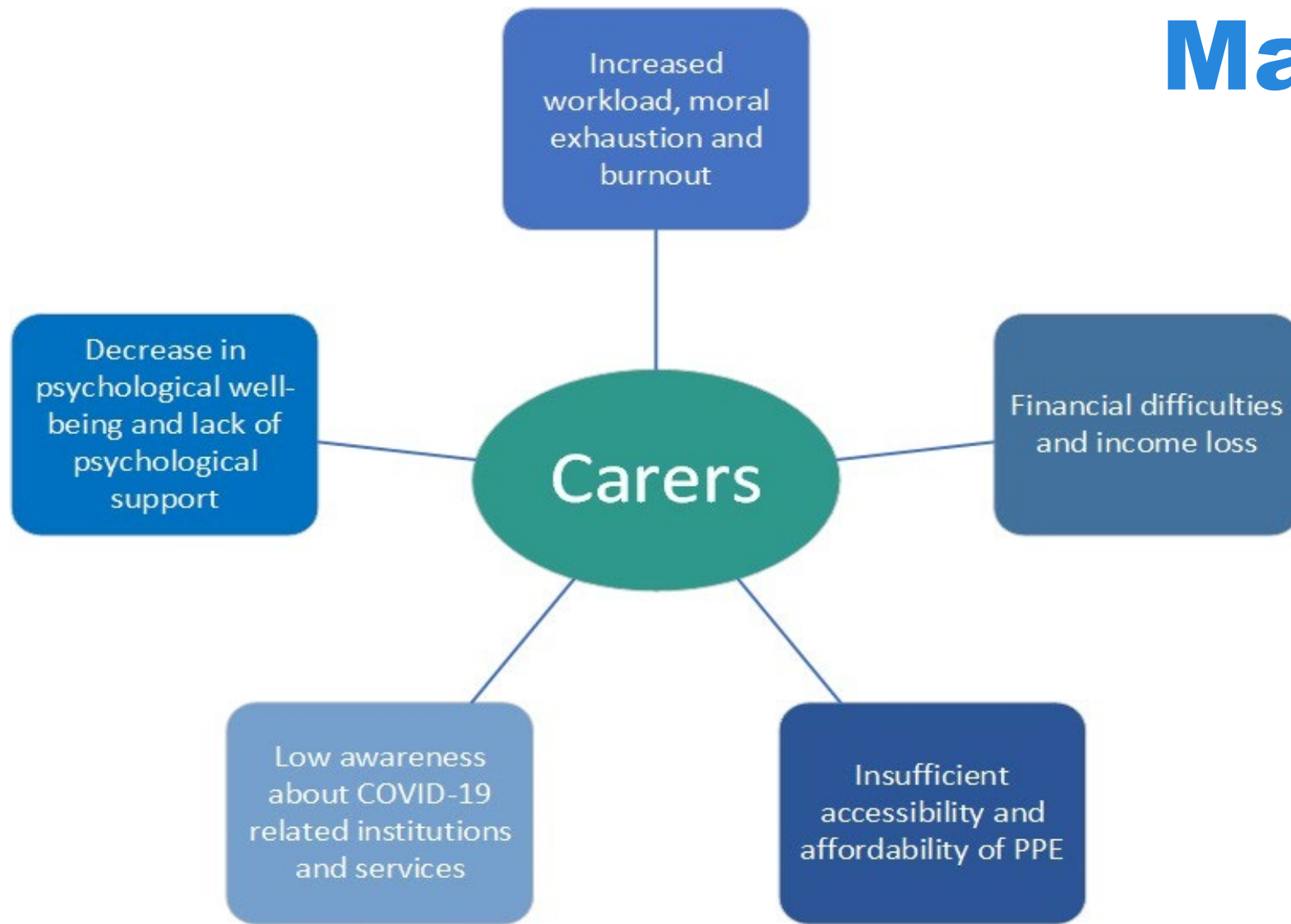
COVID-19 exacerbated the challenges:

- movement restrictions
- rapid switch to on-line services -> widened digital gap
- halt of public transport services
- care staff in some LTC facilities were obliged to temporarily live-in
- unavailable childcare during lockdown, home-schooling (and no support for families of formal carers)
- lack of PPE, shortage of medicaments, and sanitary/hygienic supplies
- lack of information on local response/facilities -> low information awareness

With time the response by the government and local authorities as well as civil society helped to improve situation and resolve some issues. Some new longer-term measures to address LTC system challenges in the country were initiated.



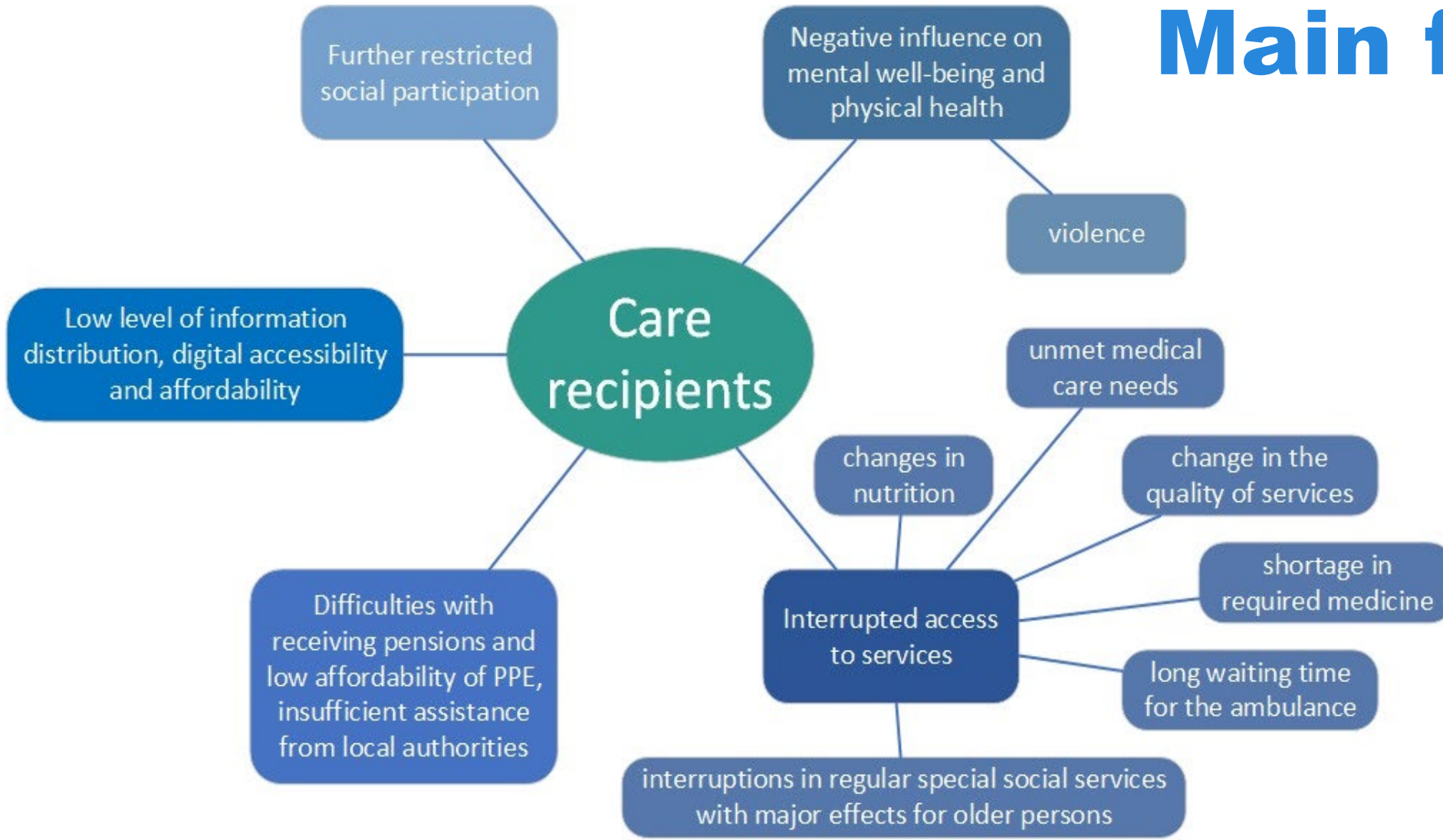
Main findings



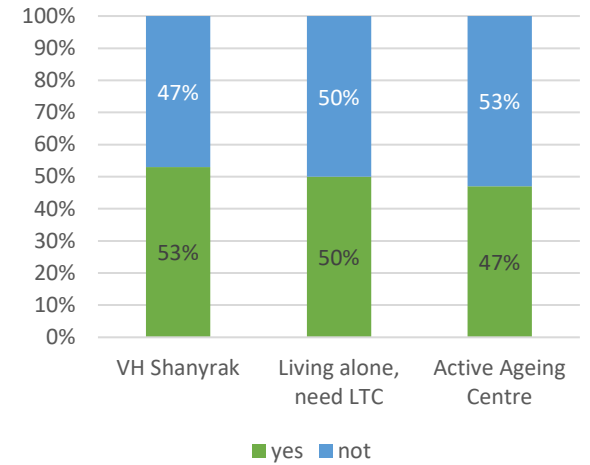
Sample: 156 in Almaty and 50 in Nur-Sultan district social workers, institutional care providers and informal caregivers

Survey results in Almaty

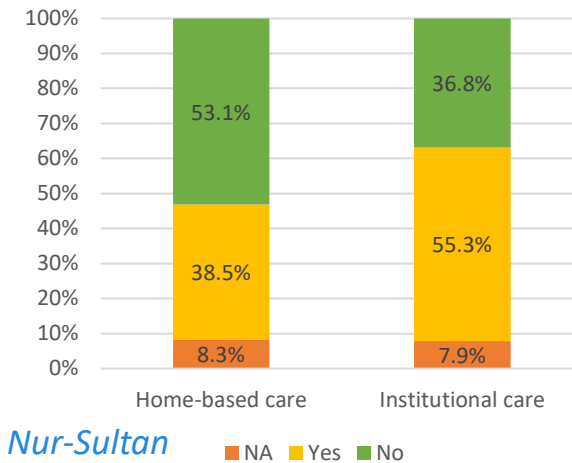
Main findings



In your opinion, has quarantine affected the quality of services?



Did you experience challenges during quarantine?



Sample: 300 in Almaty, 144 in Nur-Sultan institutionalized older people, people living alone in need of LTC, Active Ageing Centre visitors

Survey results Nur-Sultan