Social care for older persons in Malaysia

Minhat HS
MyAgeing™
Universiti Putra Malaysia,
43400 Serdang, Selangor, MALAYSIA
• Introduction
• Malaysian Research Institute on Ageing @ MyAgeing
  • Population Ageing in Malaysia
  • Services & facilities for older person in Malaysia
• Social care for older person in Malaysia
  • Preliminary research findings
  • Conclusion: Issues & challenges
• Faculty of Medicine & Health Sciences/ Malaysian Research Institute on Ageing, Universiti Putra Malaysia
• Newton Advanced Fellowship Scheme - Managing a greying social care workforce: a Malaysian ageing population imperative
  – Interviews with carers (employees), employers & stakeholders
  – Training/ intervention for employers
MyAgeing™
Malaysian Research Institute on Ageing

- Research – aged & ageing
- Institute of Gerontology (IG)
- Officially established March 8, 2002
- Prof. Dr Tengku Aizan – funder & director
- Rebranding to MyAgeing™ - March 20, 2015 in order to recognize the contribution & role played by the institute in the field of ageing in Malaysia

Malaysian Research Institute on Ageing (MyAgeing™), UPM is a research institute that works specifically for conducting research related to aged and ageing. At first, MyAgeing™ was known as the Institute of Gerontology (IG), which was established and approved by the Ministry of Education (MOE) on March 8, 2002 and officially established on 1 April 2002 with the vision and mission to be a world-class center of excellence in gerontology and geriatrics through research, education and professional services. Professor Dr. Tengku Aizan Hamid is the founder and director of the Institute of Gerontology and she is assisted by a deputy director and two (2) Laboratory Head.

In recognition of the contribution and role played by the Institute of Gerontology (IG) in the field of ageing in Malaysia and in line with policy recommendations, the cabinet endorsed a joint submission by the Ministry of Education, the Ministry of Women, Family and Community Development, and the Ministry of Science, Technology and Innovation on 20 March 2015 to rebrand IG as the Malaysian Research Institute on Ageing (MyAgeing™). The Institute will be responsible for the coordination and monitoring of the population ageing agenda as outlined in the forthcoming 11th Malaysia Development Plan (RMK11). It will function as a national center for research in gerontology, geriatrics and gerontechnology as well as driving innovations to address the multidimensional challenges of old age and ageing in Malaysia and the south-east Asian region.
MANAGEMENT

DIRECTOR
Prof. Dr. Tengku Aizan Hamid

DEPUTY DIRECTOR
Assoc. Prof. Dr. Siti Anom Ahmad

HEAD
MEDICAL GERONTOLOGY LABORATORY
Assoc. Prof. Dr. Halimatus Sakdiah Minhat

HEAD
SOCIAL GERONTOLOGY LABORATORY
Assoc. Prof. Dr. Sharifah Azizah Haron

HEAD
GERONTECHNOLOGY LABORATORY
Prof. Dr. Tengku Aizan Hamid
STAKEHOLDERS

- Ministry of Education
- Ministry of Science, Technology and Innovation
- Ministry of Health
- Ministry of Women, Family & Community Development

MyAgeing
MOU

• Pentadbir Pencen Swasta
• University of Adelaide
• The National Council of Senior Citizens Organizations Malaysia
• Department of Statistics, Malaysia
• The International Institute on Ageing, United Nations Malta
• Iowa State University

MOA

• United Way Worldwide (Citibank)
• United Nations Population Fund, Malaysia
Local Agency

- Ministry of Women, Family & Community Development
- Department of Social Welfare
- Ministry of Health
- Ministry of Education
- Dewan Bahasa dan Pustaka
- Gerontological Association of Malaysia
- Malaysian Medical Association
- Ministry of Housing and Local Government
- Dewan Bandaraya
LIAISON & NETWORKING

International Agency
- International Institute on Ageing, United Nations, Malta
- National Institute Longevity Science, Japan
- World Health Organization, Kobe Centre
- World Bank
- United Nations Population Fund
- United Nations Development Programme
- United Nations Economic and Social Commission for Asia and the Pacific
- Gerontological Association of Singapore
- Singapore Action Group of Elders
SIGNATURE PROGRAMME (U3A)

- Life long learning program for senior citizens based at UPM Serdang campus
- Collaborative and strategic partnerships
- Older persons for older persons
- Expanding to Selangor CCs & other states
SIGNATURE PROGRAMME (U3A)

AGRICULTURE • INNOVATION • LIFE

LIFE & TIMES

Never too late to bloom

Retirees are getting a new lease of life as they gain new skills and knowledge at a university for the elderly, writes John Tong

"Through continuous learning, we can delay ageing," said Azlan, president of the association. For Lifestyle Learning Over Persons in Older Years (LLOOP) at Universiti Putra Malaysia, learning is not only a means to stay physically active but also to keep the mind young and engaged.

Old is gold drive

To be effective and productive, the older generation needs to sustain themselves physically and mentally. One of the ways to do this is through learning new skills. By doing so, they can delay the process of ageing. An example is the Lifestyle Learning Over Persons in Older Years (LLOOP) at Universiti Putra Malaysia.

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New skills, new life

Azlan Ahmad, who has been a member of the Lifetime Learning Over Persons in Older Years (LLOOP) at Universiti Putra Malaysia (UPM), says he has benefited from the programme. "I have learned a lot from the programmes offered by the association. I have also made new friends who share the same interests," he said.

Samantha, who is also a member of the LLOOP, says the programme has helped her to stay active. "I have learned a lot about gardening and I have also made new friends," she said. "I have also learned to appreciate the beauty of nature.

Sightseeing in the countryside

To health

The programmes offered by the association are designed to cater to the needs of the elderly. They include gardening, cooking, computer skills, and even dance classes.

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Population Ageing in Malaysia

The Nations of the World
Southeast Asia

- Divided into two main geographical regions - Peninsular Malaysia and East Malaysia (Borneo)
- With an area of 329,750 sq km
- Multicultural society
Population Trends and Patterns

Population Data 2017:
- Citizen: 28.7 million
- Non-citizen: 3.3 million
- Total: 32.0 million

Population Projections (Revised), Malaysia, 2010-2040:
- Malaysian population increases at a slower rate
- Malaysia’s population increased by 12.9 million people for a period of 30 years
- Male more than female

Bumiputera recorded the highest percentage i.e. 4.8%

Changes in population age structure:

<table>
<thead>
<tr>
<th>Age 0-14 years</th>
<th>Age 15-64 years</th>
<th>Age 65+ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010: 27.4%</td>
<td>66.9%</td>
<td>5.0%</td>
</tr>
<tr>
<td>2040: 18.6%</td>
<td>67.6%</td>
<td>14.5%</td>
</tr>
</tbody>
</table>

The percentage of elderly population is increasing 0.2 percentage point compared to 2016

Median age:
- 2016: 28.1 years (2016)
- 2040: 38.3 years (an increase of 12 years over a 30-year period)

Effects of changes in age structure:
- The increase in the median age
- The increase in the dependency ratio
- Ageing population

Percentage of old age increases significantly

2020: old age population (65+) is 7.2%
• Ageing population:
  1. Life expectancy increases (F>M)
  2. Reduce TFR
• Female: 77.2 (2016) → 77.4 (2017)
• Male: 72.5 (2016) → 72.7 (2017)
• As the life expectancy of the elderly increases, the level of poverty also increases - increase the fiscal and financial pressure of a country

Reduce TFR → ageing population
2.1 (2014) → 2.0 (2015) → 1.9 (2017)*
≥ 65 years = 6.0%

9.5% of population ≥ 60 years

Percentage of population aged 15-64 starts to decline

60-74: 4.5 mill (1.8/2010)
≥ 75: 1.8 mill (0.5/2010)

14% of population ≥ 65 years

7% of population ≥ 65 years

11% ≥ 60yo
Median age reaches 30 years old

60+ population reaches 15%

For every person aged ≥ 65, there will be only 3.9 persons aged 15-64 years

Source: UN ESCAP 2016 population data sheet
Services & facilities for older person in Malaysia

Care for Older Malaysians: A Conceptual Mapping

- **Rumah Sejahtera**
  - (n ~110, ~1,200 beds)
  - Old Folks Homes

- **Rumah Seri Kenangan**
  - (n ~9, ~2,000 beds)
  - Retirement Villages

- **Rumah Ehsan**
  - (n = 2, ~200 beds)
  - Nursing Homes

- **Public & Private Hospitals**
  - (n_{pub} = 139, n_{priv} = 137)

- **Respite**

- **Dependent / Frail or Sickly**

- **Independent / Healthy**

- **Non-residential / Home or Community**

- **Low Level of Care**
  - Senior Citizen Clubs
  - (n ~150)
  - Day Care Centres
  - *Pusat Aktiviti Warga Emas*

- **High Level of Care**

- **Public & Private Clinics**
  - (n_{pub} = 818_{kk} + 1915_{kd} + 195_{klm})

- **Home Nursing Services**

- **Domestic Help**

- **Family Caregiving**

- **Cash Transfer (BOT)**

- **Home Visits**

- **Home Help Programs**

- **Day Care Centres**
  - *Pusat Aktiviti Warga Emas*

- **Respite**

- **Public**

- **Civil Society**

- **Private**
Social Care for older person in Malaysia

- Public/ Public-Private/ Private & NGOs/ Charity based
- Residential care – LTC/ STC/ respite care
- Activity centers
- Government/ public – fully subsidized – neglected elderly/ without heirs – stigma
- Home based – maid services – house chores/ physical care
- Department of Social welfare (Ministry of Women, Family & Community Development)
  - Home Help Services Programme (HH) – volunteers
  - Activity center for older persons x 56
  - Mobile unit for older persons (Senior Citizens Care Unit Programme) – transport facilities/ services
  - Respite care @ (RSK Cheras)
  - LT care/ residential home/ welfare institution for older persons – dependent & dependent elderly
  - Dependent @ Rumah Ehsan x 2
    - Provide care, treatment and protection to the elderly who are sick, homeless and without heirs – care & protection, guidance & counselling, physiotherapy, religious guidance, recreation & job recovery, medical treatment.
    - Applications for admission is voluntary according to Home Patient Management Regulations 1978.
  - Independent @ Rumah Seri Kenangan x 10
    - Provide care and protection to the poor/ neglected elderly – 3 yrs
    - Entry method:
      - Voluntary: Applications for admission processed in accordance with the Rules for the Management of Old Folks Home in 1983
      - A court order: Entry is by order of the Court under the provisions of the Destitute Persons Act 1977 (beggar, homeless)
Preliminary research findings

Social carer:
- Impressions/ views
- Impact (mental & physical) – scope/ nature of work
- Willingness/ intention to quit – driving/ demotivating factors
- Older workers and social care sector

Managers:
- Understanding @ social care
- Current employment scenario
- Support for workers (physical/ mental)
- Older workers and social care sector
- Best/ good practice

LTC
Department of Social Welfare

Qualitative interviews

Online training module for managers

Social carers (FGD)
< 40 & ≥ 40 yrs old
8 sessions

Managers (IDI)
8 sessions

Stakeholders (FGD)
3 sessions

Government/ private/ NGOs
Characteristics of respondents for focus group discussion

<table>
<thead>
<tr>
<th>Variable</th>
<th>Frequency (%)</th>
<th>Mean (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td>41.53 (9.97)</td>
</tr>
<tr>
<td>Age category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;40</td>
<td>29 (50.9)</td>
<td></td>
</tr>
<tr>
<td>≥40</td>
<td>28 (49.1)</td>
<td></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>28 (49.1)</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>29 (50.9)</td>
<td></td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malay</td>
<td>53 (93.0)</td>
<td></td>
</tr>
<tr>
<td>Indian</td>
<td>2 (3.5)</td>
<td></td>
</tr>
<tr>
<td>Orang Asli</td>
<td>2 (3.5)</td>
<td></td>
</tr>
<tr>
<td><strong>Working period</strong></td>
<td></td>
<td>15.7(10.05)</td>
</tr>
</tbody>
</table>
### Characteristics of respondents for in-depth interview

<table>
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<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td>46.38 (6.91)</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>4 (50.0)</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>4 (50.0)</td>
<td></td>
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<tr>
<td><strong>Race</strong></td>
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<tr>
<td>Malay</td>
<td>8 (100.0)</td>
<td></td>
</tr>
</tbody>
</table>

FGD for stakeholders – 6 government/ 11 NGOs
A framework on the aged social carers for the older persons in Malaysia: Managers’ perspectives

Aims of social care for older persons
- Protection, care & wellbeing of elderly

Domiciliary care vs Institutional care

Nature of work
- Meeting & discussion with management staffs
- Reduce workload for workers with back pain problem

Workplace relationship
- Enumeration

Mental health
- Stress

Assessments
- Innovation & invention from workers

Health problems

Characteristics of workers
- Minimum education level
- No specific skill & training related to health problems and elderly care

Qualification/Training
- Minimum qualification

Issues

Skills
- Experienced based
- Communication skills

Proposed characteristics:
- Communication skills
- Positive attitude
- Passion towards treating the elderly
- Previous experience dealing with elderly

Best Practices
- Recruitment based on experience

Aged social carer: Needs Vs suitability
- Stigma
- Limited physical ability
- Assistive device
- Emotionally unstable/better understanding
- Training

Not a necessity

Institutional care
- Dependent elderly
- Health problems

Action Plan
- Training upon recruitment
- In-house training based on needs/necessity

Job matching
Managing aged social care workers framework: Stakeholders’ perspectives

- **Demands**
- **Sectors**
- **Physical demand**
- **Mental demand**

**Nature of job**

- **SWOT Analysis**
  - Needs assessment/aims/objectives for re-employment
  - Job matching
  - Role of managers

**Issues related to re-employment of older workers**

- Utilizing and focusing on existing skills & knowledge

**Adjustment**

- Job matching

**Policy**

**Training for manager**

**Role of managers**

Social care sector
Societal based occupation
840 group

- Group based task
- Within capability of elderly
- Needs/purpose for re-employment
Issues and challenges

SUSTAINABILITY

- Financial support
- Quality/standard of care
- Accessibility
- Dependency on government

Staffing

- Qualification
- Competency
- Carer: resident
- Foreign workers
  - act
  - Low salary

Equipment

- Assistive device/technology
- Short training
- Competency

Medical + social care

- Person centered approach
- Integrated care (medical & social)
- Ageing in place – home based care
- Dementia friendly environment
- Programmes/activities
- Awareness
- Perceptions/stigma/acceptance
- Untrained foreign workers as carers
Conclusion:

- Aged social carer - ? Not yet an issue in Malaysia, BUT the social care sector is a demanding and suitable re-employment sector for the low-middle income group older people especially of the home based/domiciliary care.
- Re-employment assessment → JOB MAPPING
- Adjustment need to be made to accommodate the working needs and environment of older social carer.
- Creating awareness – domiciliary care is not only for healthy older people, strengthening and changing the structure of the service (volunteerism → wage based): AGEING IN PLACE.
- Utilizing the productive/ healthy elderly.

![Health and Economics Chart](chart.png)
Terima Kasih | Thank You