

Global consultation on the WHO Global Standards for Long-Term Care

Consultation survey

Open until 30 October 2026

How to take part

You can respond in whichever way suits you best.

Online (preferred). Complete the survey at:

<https://extranet.who.int/dataformv6/index.php/947261>

You can save your answers and finish later.

By email. Fill in this document — or write your comments in any format, of any length — and send it to ltc@who.int with the subject “LTC standards survey”.

On paper. Print this document, fill it in by hand, then scan or photograph the pages and email them to ltc@who.int. If you received this document at a consultation event, you can also hand your completed copy to the organizer.

You may write your answers in any WHO official language. Organizations are encouraged to coordinate a single response. If you have any difficulty with the survey, write to ltc@who.int.

Welcome

Thank you for taking part in the global consultation on the WHO Global Standards for Long-Term Care.

WHO is developing the first global standards for long-term care for older people, as part of the UN Decade of Healthy Ageing (2021–2030). A draft — the consultation draft — was published on 18 May 2026. It has eight chapters, with 34 standards and 106 quality statements, and is open for comment until 30 October 2026.

Everyone is welcome to respond: older people, families and unpaid carers, care workers, care providers, governments and regulators, researchers, civil society and others — as individuals or on behalf of an organization. You do not need to have read the full draft. You can comment on the draft as a whole, on selected parts, or both.

The consultation draft, its summary and a consultation guide are available on the consultation web page:

<https://www.who.int/news-room/articles-detail/call-for-public-consultation-on-global-standards-for-long-term-care>

What to expect. There are no rating or scoring questions. Every question about the draft is an open question, and all of them are optional — answer the ones that matter to you and skip the rest. Only a few short questions about you are required (about 3 minutes). Most people take 10–20 minutes in total; commenting on many chapters or sharing documents takes longer.

How your answers will be used. WHO will bring all responses together into a summary of findings, presented in aggregate and without reference to individual contributions. The technical working groups revising the standards will work from this summary. Regarding your data:

- **Confidentiality:** your responses will be treated with complete confidentiality and stored in line with WHO data protection policies.

- **Limited access:** only the WHO team responsible for this consultation will have access to individual responses.
- **Exclusivity:** the information you provide will not be used for any purpose other than this consultation.
- **Quotations:** with your permission (asked at the end of the survey), WHO may use short quotations from your written answers, without your name and identified only in a general way — for example, “unpaid carer, Brazil”.

For more information, see the WHO privacy notice:

<https://www.who.int/about/policies/privacy>

*Questions marked * are required in the online survey. If you respond by email or on paper, please answer them too if you can.*

Q0. By submitting your feedback, you confirm your understanding of and agreement with the above. *

☐ I understand and agree

The survey at a glance

Section	What it asks	Time
Part A — About you	A few facts about you (mostly required)	2–3 min
Part B — The draft as a whole	Open questions on your overall views (optional)	5–15 min
Part C — Specific parts	Four short questions on any parts you choose (optional)	3–5 min per part
Part D — Suggested changes	Concrete text suggestions (optional)	2–3 min per entry
Part E — Documents and examples	Share standards, research and examples (optional)	3–5 min
Part F — Follow-up	Support needs and staying involved (optional)	2 min

Part A — About you

These questions help WHO understand whose voices the consultation has reached and read every response in context. Individual responses remain confidential.

A1. Your name

Optional — only if you agree to be contacted for follow-up.

A2. Your email address

Optional — only if you agree to be contacted for follow-up or would like to receive updates (Part F).

A3. Your country of residence *

A4. Which of the following best describes your main role or perspective in long-term care? *

(Choose one.)

- ☐ Government — national or subnational (for example, ministry of health, social affairs or welfare)
- ☐ Regulatory, accreditation or inspection body
- ☐ Long-term care provider — home, community or facility based
- ☐ Health or care worker
- ☐ Unpaid carer — a family member, friend or neighbour providing care
- ☐ Older person
- ☐ Researcher or academic
- ☐ Civil society or nongovernmental organization, including older people's associations
- ☐ Professional association or trade union
- ☐ United Nations agency or other international organization
- ☐ Private sector other than care provision (for example, insurance, technology)
- ☐ Other (please specify): _____

A5. Do you have personal experience of any of the following? *(Select all that apply.)*

This helps WHO make lived experience visible in the analysis, whatever your professional role.

- ☐ Receiving long-term care
- ☐ Providing unpaid care to a family member, friend or neighbour
- ☐ Working, now or in the past, as a paid care worker
- ☐ None of the above
- ☐ Prefer not to say

A6. Are you responding on behalf of an organization or as an individual? * *(Choose one.)*

- ☐ On behalf of an organization (coordinated institutional response)
- ☐ As an individual

A7. If on behalf of an organization: the name of the organization

A8. At which level are you mainly involved in long-term care? *(Select all that apply.)*

- ☐ Global
- ☐ Regional (multi-country)
- ☐ National
- ☐ Subnational or local
- ☐ Not applicable

A9. Your age group *(Choose one.)*

- ☐ Under 25 ☐ 25–39 ☐ 40–59 ☐ 60–74 ☐ 75 or over ☐ Prefer not to say

A10. Your gender *(Choose one.)*

- ☐ Woman ☐ Man ☐ Prefer to self-describe ☐ Prefer not to say

A11. How much of the consultation draft have you read? * *(Choose one.)*

- ☐ The full consultation draft
- ☐ The summary of the consultation draft
- ☐ Selected chapters or sections
- ☐ I have not yet read the draft

A12. How did you hear about this consultation? * *(Choose the main way.)*

- ☐ WHO website or newsletter
- ☐ WHO regional or country office
- ☐ A WHO webinar or event
- ☐ My government or ministry
- ☐ A partner or civil society organization (please specify): _____
- ☐ A professional association or network
- ☐ Social media
- ☐ A colleague, friend or family member
- ☐ A conference, journal or publication
- ☐ Other (please specify): _____

Part B — The consultation draft as a whole

The consultation looks at the draft through five lenses, used across all its channels: relevance, comprehensiveness, clarity, feasibility, and priority and contribution. They are prompts to help you reflect — there is nothing to score, and there are no right answers. All questions in this part are optional. Write as much or as little as you wish.

B1. What are your overall impressions of the consultation draft?

What are its main strengths? What are your main concerns?

B2. Relevance — do the eight chapters address the key challenges and priorities of long-term care in your context?

For example: which chapters or standards fit your context best — and which fit least well, and why?

B3. Comprehensiveness — is anything important missing?

For example: topics that matter in your context but are not covered, or standards and quality statements that should be strengthened or expanded.

B4. Clarity — is the draft easy to understand?

For example: words, terms or definitions that are unclear, or that would be hard to translate or explain in your context.

B5. Feasibility — could the standards be applied in your context, and what would help or get in the way?

For example: standards already met in your context; what is achievable soon and what only in the longer term; the biggest barriers, such as financing, workforce, laws or public awareness.

B6. Priority and contribution — which areas matter most, and what can be learned from your experience?

For example: the chapters or standards that matter most in your context, and where your country's or organization's experience could help shape the global standards.

B7. If one change could be made to strengthen the consultation draft, what should it be?

B8. Think about the everyday lives of older people, families, unpaid carers and care workers. What should the standards say — or say differently — to reflect what matters most in daily life?

If you wish, share an experience of your own. Part F asks whether WHO may use anonymized quotations.

Part C — Specific parts of the document

Complete this part only for the parts you wish to comment on — one, several or all. Standards are numbered 1 to 34 across Chapters 2–8. Quality statements carry their standard's number — for example, quality statement 16.1 belongs to Standard 16. Chapter 1 sets out five foundational principles.

C0. Which parts would you like to comment on? *(Select all that apply.)*

- ☐ Introduction — background and rationale, purpose and audience, how to use this document, how countries can start, limitations and future directions
- ☐ Chapter 1 — Definitions and foundational principles (principles 1–5)
- ☐ Chapter 2 — Home and community-based care (standards 1–4)
- ☐ Chapter 3 — Long-term care facilities (standards 5–8)
- ☐ Chapter 4 — Support for unpaid carers (standards 9–13)
- ☐ Chapter 5 — Workforce (standards 14–18)
- ☐ Chapter 6 — Financing (standards 19–24)
- ☐ Chapter 7 — Governance (standards 25–29)
- ☐ Chapter 8 — Quality monitoring (standards 30–34)
- ☐ Indicative measures — the measures tables across all chapters

For each part you selected, please answer the four questions below. On paper or by email, write the name of the part first, then your answers; use extra pages as needed.

C1. What works well in this part and should be kept in the final document?

Your comments may relate to content, focus, flow, examples or figures.

C2. What should be revised, and how?

Where you can, give the standard or quality statement number — for example, “Standard 16, QS 16.1”.

C3. Is anything missing from this part?

C4. Should anything be removed or shortened? Any other comments on this part?

Part D — Specific suggested changes

If you have concrete suggestions for the text, this is the fastest way for them to reach the drafting team. Add an entry for each suggestion (up to five online; on paper, copy the block as needed). For longer proposals, attach a document in Part E or write to lrc@who.int.

For each entry:

D1. Where is the change? *(Chapter, standard or quality statement number — for example, “QS 28.4” — or section title.)*

D2. What type of comment is this? *(Choose one.)*

- ☐ Proposed rewording for clarity
- ☐ Concern with the current content
- ☐ Proposed addition
- ☐ Proposed deletion
- ☐ Evidence supporting or challenging this content
- ☐ Country or practice example

D3. Your suggested change — proposed text if possible.

D4. The reason, evidence or example supporting the change.

Part E — Share documents, evidence and examples

The revised standards will be linked to their evidence — WHO documents, published research and national standards. Anything you share here feeds directly into that work.

E1. Does your country or organization have national or subnational standards, quality frameworks, accreditation criteria or similar instruments for long-term care? *(Choose one.)*

- ☐ Yes — in force
- ☐ Yes — in development
- ☐ No
- ☐ Do not know

E2. If yes: the name, year and issuing body, and a link if available.

E3. Upload national or subnational long-term care standards or similar documents (any language).

Online: up to five files (PDF, Word or Excel). By email or on paper: send the files to lrc@who.int with the subject "LTC standards survey — documents".

E4. Upload research or evaluation evidence relevant to the standards (articles, reviews, evaluations, reports).

Online: up to five files. By email: as above.

E5. Links or references to relevant documents you could not upload.

One per line, with a word or two on what each is.

E6. Briefly describe what you have shared and why it is relevant — including, if you can, which standards it relates to.

E7. Do you have a policy or practice example from your context that could show the standards in action? Describe it briefly here, and upload any supporting document above.

E8. May WHO cite or reference the documents and examples you have shared — for example, in the evidence map, web annexes or as country examples? (Choose one.)

- ☐ Yes
- ☐ Yes, but please contact me first
- ☐ No — for WHO internal reference only

Part F — Follow-up and staying involved

F1. What would most help your country or organization apply the standards? (Select up to three.)

- ☐ Implementation guidance
- ☐ Indicators and measurement tools
- ☐ Self-assessment or gap-analysis tools
- ☐ Country case examples
- ☐ Training materials
- ☐ Support for translation and adaptation
- ☐ Policy dialogue with WHO
- ☐ Other (please specify): _____

F2. Would your organization be interested in piloting or early application of the revised standards? (Choose one.)

- ☐ Yes
- ☐ Possibly
- ☐ No
- ☐ Not applicable

F3. May WHO use short anonymized quotations from your written answers in consultation reports and related publications, identified only in a general way — for example, “unpaid carer, Brazil”? (Choose one.)

- ☐ Yes
- ☐ No

F4. If you are responding on behalf of an organization: may WHO list the organization among consultation contributors in the final publication or its annexes? (Choose one.)

- ☐ Yes
- ☐ No
- ☐ Not applicable

F5. Would you like to receive updates on the standards and related WHO work on long-term care? (Choose one.)

- ☐ Yes
- ☐ No

If yes and you have not given an email address in A2, please add one here: _____

F6. Any other comments?

Thank you

Thank you for contributing to the global consultation on the WHO Global Standards for Long-Term Care.

Your input will be analysed together with written submissions, regional consultations and consultation events, and will inform the revision of the standards. A summary of the consultation and how input was used is planned for publication with the final standards in 2027.

The consultation remains open until 30 October 2026. Please share the survey and the consultation page with your networks. Written comments of any length, in any WHO official language, are welcome at lrc@who.int.