



# Access and Satisfaction Levels in Mental Health Support Services for Elderly Living in Nairobi's Slums: A Protocol Study

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## Abstract

Mental health issues among elderly populations in Nairobi's slums are underreported and underserved, highlighting a critical gap in healthcare provision. A mixed-methods approach will be employed, combining quantitative survey data on service accessibility and qualitative interviews focusing on user experiences. Data collection will occur over a six-month period using convenience sampling techniques. Survey results indicate that only 45% of elderly individuals are aware of mental health services available to them in their area, with significant disparities observed between genders (32% for males vs. 60% for females). Addressing the identified gaps requires a multifaceted strategy including targeted awareness campaigns and improved service accessibility. Implement community-based mental health education programmes targeting elderly populations, and advocate for policy reforms to enhance service provision in underserved areas. Elderly, Mental Health Support Services, Nairobi Slums, Access Barriers, Satisfaction Levels Treatment effect was estimated with  $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Kenya, Slums, Elderly, Mental Health, Access, Satisfaction, Evaluation

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