

ANNEXURE: 1	Quality Assurance Policy		
CHAPTER: 2	National Standards, Accreditation & Certification		
MONTH CREATED	December 2024	NEXT REVIEW	December 2026
CHAPTER CODE	LAR	VERSION	1
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Guiding Principle

The Senior Citizen Care Home is committed to deliver the highest levels of Care with complete transparency, compassion and ethos. The Care Home shall respect each resident irrespective of his/her financial, religion, demographic locations and will be treated as individuals.

Measurable Outcomes

1) Home Management

- 1.1) The Home Management shall ensure that the Home is managed by staff members who are qualified and fit to deliver services, be of good character and be able to fulfil their responsibilities with outmost integrity and professionalism.
- 1.2) The Home Management should ensure that the care services are implemented in the best interests of all residents.

2) Audit & Continuous Improvement

- 2.1) The Home Management shall have systems in place for continuous improvement.
- 2.2) The Home Management shall ensure effective quality assurance and quality monitoring systems, based on feedback from residents, their guardian and family members.
- 2.3) A quality improvement system shall be structured based on the evaluation of the residents' services and feedback from the residents and their family members.

3) Residents' Rights

- 3.1) The Home Management should ensure that there are well defined and documented policies related to resident rights which are available to prospective residents and their

representatives. The Home Management should ensure that the residents' fundamental rights and dignity are safeguarded.

- 3.2) The Home Management shall ensure that the residents have the right to attend and practice spiritual, religious and other activities of their choice.
- 3.3) The Home Management should ensure that the residents have the right to manage their personal finances and are given scheduled account updated regarding their charges, fees and other charges.
- 3.4) The Home Management should ensure that the privacy, rights, dignity and diversity of each resident is respected and safeguarded.
- 3.5) The Home Management should ensure each resident has a right to exercise choice and to have their needs and preferences taken into account in the planning, design and delivery of services which effects their well-being.