

ANNEXURE: 2	Quality Framework		
CHAPTER: 2	National Standards, Accreditation & Certification		
MONTH CREATED	December 2024	NEXT REVIEW	December 2026
CHAPTER CODE	LAR	VERSION	1
PREPARED BY	Pankaj Mehrotra	REVIEWED BY	Yes

S.No	Framework Area	Details
1	Licensing & Registration	The Care Home has the License / Registration certificate which is prominently display and accessible to all.
2	Accreditation & Certification	The Care Home has the Certification from the concerned department which is prominently display and accessible to all.
3	Information, Disclosure & Privacy	The Care Home has a well-defined information booklet which covers the Home Policies, Guidelines, Occupancy Agreements, Rights of Residents & Staff, Complaints and Feedback mechanism, Privacy and Dignity policy.
4	Facilities Management & Services	The Care Home has well defined Environmental Audit and Infection Control and Prevention policy and Audit Framework. The Care Home has well-structured operational guidelines on Facilities Management, Housekeeping, Residents Safety & Security, Disaster Management.
5	Resident Care Services	The Care Home has a Resident Care Plan in place for new residents and an ongoing assessment monitoring mechanism. The Care Home has staff who are trained in Personal Care, Moving & Handling, Restrains Management.
6	Health & Nursing Care	The Care Home has the right Health and Medical support to cater to emergencies and offer nursing care in case the Care Home is a High Care Home. The Home has trained staff for various Therapies, Infection Prevention & Control.
7	Infrastructure & Built Environment	The Care Home has been built as an elder-friendly complex with all necessary permissions and approvals on fire safety, emergency planning.
8	Food & Beverage - Dining Services	The Care Home has well defined Food & Beverage policy which respects cultural and individual sensitivity.
9	Social & Recreation Care	The Care Home has well defined Social & Recreation policy which encourages residents' participation and overall well-being.

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10	Human Resource & Administration	The Care Home has well defined Human Resource policy including Staff Training on Health & Safety, First Aid, Caregiving.
11	Information & Technology	The Care Home has well defined system in Information & Technology to ensure Data Privacy, Billing Systems, Emergency Alarm System.
12	Legal & Financial Management	The Care Home has a transparent accounting system including policy on resident finances, will and legacies.
13	Marketing & Communications	The Care Home should explore Marketing and Communication material with complete clarity of the Care Home policies, processes.