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CHAPTER: 2	National Standards, Accreditation & Certification		
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GUIDING PRINCIPLE: Purpose of the **Standard 2: National Standards, Accreditation & Certification** is to define the various procedures and adherences which are documented in the various National Standards, Accreditation & Certification for setting up a Senior Citizen Care Home in India so that the residents are safeguarded from any malpractices and are assured of quality care.

MEASURABLE OUTCOMES: All Care Homes need to adhere to the National / State Standards on Accessibility and Operational Guidelines as specified or recommended by the relevant State / Central Government department(s).

RECOMMENDED GUIDELINES:

1) National and State Standards

- 1.1) The Care Home Management should ensure that the infrastructure and built environment should be built as per the National Standards and reference should be incorporated from the National Building Code (NBC), Model Guidelines for Development and Regulations of Retirement Homes, Harmonised Guidelines and Standards for Universal Accessibility in India.
- 1.2) The Care Home Management should ensure that the Home Operating Standards and Guidelines are in line with the recommendations of Minimum National Standards published by Central Government through Ministry of Social Justice and Empowerment (MSJE) and also adhere to the State Rules and Regulations published by State Social Welfare departments.
- 1.3) **Further Reading:**
 - A) National Building Code (NBC)
 - B) Model Guidelines for Development and Regulations of Retirement Homes
 - C) Harmonised Guidelines and Standards for Universal Accessibility in India
 - D) Minimum National Standards for Senior Citizen Care Homes.

2) Accreditation & Certification

- 2.1) Each Senior Citizen Care Home operating within the State should be certified by the concerned department. If a Senior Citizen Care Home has voluntarily taken accreditation by a recognized accrediting agency, then the registration authority shall certify the Senior Citizen Care Home on the basis of the voluntary accreditation.
- 2.2) The Care Home Management should refer to the Accreditation Standards for Care Homes published by National Accreditation Board or Hospitals and Healthcare Providers (NABH).
- 2.3) **Further Reading:**
 - A) NABH Accreditation Standards for Care Homes

3) Inspection & Audit

- 3.1) The registering department, audit agency, certification agency, accreditation agency should be given full access at reasonable times to all records, materials, and common areas pertaining to the provision of services and care during Inspection, Audit, Certification, Monitoring and Complaint Management of Senior Citizen Care Home seeking certification.
- 3.2) Appropriate action should be agreed and documented within agreed timelines to implement the identified improvement areas based on the inspection / audit reports.

4) Quality Assurance, Control and Performance

- 4.1) The success of any Senior Citizen Care Home depends upon the quality of services being offered to the older residents. It is the moral and professional responsibility of the Home Management to ensure that there is accountability, ownership by all the staff towards delivering high levels of care and well-being services.
- 4.2) The Home Management should ensure that the Senior Citizen Care Home is run and managed by staff members who are qualified and fit to deliver services, should be of good character and be able to fulfil their responsibilities with outmost integrity and professionalism.
- 4.3) The Home Management should ensure that the care services are implemented in the best interests of all residents.

- 4.4) The Home Management should ensure that the residents needs should be the topmost priority which are met at all times by qualified and trained personnel.
- 4.5) The Home Management should have systems in place for continuous improvement.
- 4.6) The Home Management should ensure effective quality assurance and quality monitoring systems, based on feedback from residents, their guardian and family members.
- 4.7) A quality improvement system should be structured based on the evaluation of the residents' services and feedback from the residents and their family members.
- 4.8) The residents should be encouraged to participate in the Care Home policies and have frequent interactions with the staff and management.
- 4.9) The Home should have a well-defined annual development plan for identifying, documenting and improving the service delivery processes.
- 4.10) The Home should also have systems in place for self-monitoring, and improvements based on National Standards or Accreditation Standards.
- 4.11) The Home Management should conduct an internal audit annually either through its staff or through independent consultants who are not a part of registration, certification or accreditation team.
- 4.12) The findings and feedback of resident surveys and of any audits should be made available to current and prospective residents.
- 4.13) The Home Management should encourage feedback from residents, either individually or in groups once a year, and make available the actions on the feedback.
- 4.14) Advance notice should be given to all residents about planned inspection, audit by monitoring authorities. The residents should not be discouraged from giving their opinions and feedback to the external evaluators and if required confidentiality of resident's feedback should be encouraged.
- 4.15) Senior Citizen Care Home policies, procedures and guidelines should be regularly reviewed considering changing legislation and of good practice advice from the relevant departments or ministries.
- 4.16) The Home Management shall ensure that competent staff / agencies carry out periodic evaluation of hazards and risks within the Home and undertake individual risk assessments for all residents and staff.

- 4.17) The Home Management shall ensure that the health, safety and welfare of all residents and staff are promoted and protected at all times.
- 4.18) **Annexures:**
- A) Annexure: 1 - Quality Assurance Policy
 - B) Annexure: 2 - Quality Framework & Checklist
- 4.19) **Further Reading:**
- A) A quality framework for care homes for adults and older people, April 2022, Care Inspectorate, Scotland
 - B) Quality Assurance Policy, Complete Care Agency Ltd, UK.
 - C) Quality Monitoring, Care Homes Quality Monitoring Team, Care Homes Assessment Form, NHS, UK.

5) Fraud and Incident Reporting

- 5.1) It is of outmost importance that the Home Management should maintain a separate file on fraudulent activities by the staff, resident and/or visitors.
- 5.2) The Fraud and Incident Reporting file should be updated regularly and should be shared with the regulating agency, inspection and audit agencies, accreditation agency, residents, and their family members.
- 5.3) All serious incidents like police cases, missing residents, falls of resident, abuse by staff or by residents against staff should mandatorily be documented in the file.

6) Health and Safety Audit

- 6.1) The Home Management should ensure that regular Health and Safety audits are conducted either by internal staff or through external agencies. Critical audits like Fire Safety, Infection Prevention and Control, Lift Audit should be conducted once a month.
- 6.2) The Home Management should ensure that regular Environmental Audit is part of the Home Policy and the Home Should have a well-defined Environmental Audit Tool.
- 6.3) **Further Reading:**
- A) Infection Prevention & Control Audit, Lancashire County Council
 - B) Long-Term Care Survey Manual Prepared by MU NHA Consultant, Section 4 - Quality of Care Rounds

7) Roles & Responsibilities

Care Home Management / Promoters, Governing Board, Home Manager

8) Concerned Ministries, Departments

Ministry of Social Justice and Empowerment (MSJE), State Social Welfare Department, National Accreditation Board or Hospitals and Healthcare Providers (NABH), Ministry of Housing and Urban Affairs (MoHUA),

ANNEXURE: 1	Quality Assurance Policy		
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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.

ANNEXURE: 2	Quality Framework		
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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.

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.