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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 31771-2024

**Housekeeping service - Specification for quality of maternal
and infant care services**

家政服务 母婴护理服务质量规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. This document replaces GB/T 31771-2015 "Quality Standard for Maternal and Infant Life Care Services of Domestic Service" and is consistent with GB/T 31771-2015 Compared with the previous version, in addition to structural adjustments and editorial changes, the main technical changes are as follows:

- Added the terms "infant" and "newborn" (see 3.1 and 3.2), and changed the definitions of "maternal and child care services", "maternal and child care workers" and "confinement meals". Meaning (see 3.3, 3.4, 3.6, 3.1, 3.2, 3.5 of the.2015 edition);
- Change "Basic requirements for service agencies" to "Institutional requirements", and incorporate the relevant contents of the.2015 edition after modification (see Chapter 4, Chapter 4 and Chapter 7 of the.2015 edition);
- Deleted the requirements for responsible persons (see 5.1 of the.2015 edition), and changed the requirements for managers and maternal and child care workers (see 5.1, 5.2, 5.1, 5.2, 5.3 of the.2015 edition);
- Added "Service Provision Process" (see Chapter 6);
- Change "service content and requirements" to "service quality and requirements" (see Chapter 7, Chapter 6 of the.2015 edition), and add "service Quality Grading" requirements (see 7.1), changed the service content and personnel requirements for each level (see 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7 of the.2015 edition);
- Changed the "Method for obtaining service quality evaluation information" (see 8.1.2, 8.1.2 of the.2015 edition);

1 Scope

GB/T 31771-2024 sets the quality requirements for maternal and infant care within Chinese domestic service - the yuesao who lives with a family for the month after a birth, and the related postnatal and infant care roles. It is a large and largely unregulated market with prices that can exceed a doctor's salary, and the work sits uncomfortably close to nursing without being nursing, which is the reason for a standard: the boundary of what a carer may do, and the training and records behind her, need to be written down. The standard sets the requirements on the agency - the basic requirements, training, records and information systems - the requirements on personnel, both management staff and the care workers themselves, and the service delivery process: matching the need, contracting, the service

in the home, and completion and follow-up, together with the evaluation and improvement of quality and the handling of complaints. It replaces GB/T 31771-2015 and takes effect on 1 March 2025.

This document specifies requirements for domestic service agencies, personnel, service quality, and service quality evaluation and improvement of maternal and child care services, and establishes The service provision process. This document applies to maternal and child care services provided by domestic service agencies and personnel.

2 Normative references

The contents of the following documents constitute essential clauses of this document through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB/T 19012 Quality Management Customer Satisfaction Organization Complaints Handling Guide

GB/T 20647.8 Community Service Guide Part

3 Terms and definitions

The terms and definitions defined in GB/T 20647.8 and the following apply to this document.

3.1 baby Children under 1 year old.

3.2 newborn Infants from birth to 28 days old (3.1).

3.3 Provide life care and health care services for mothers and infants (3.1).

Note. Unless otherwise specified, the term "mother" in this document refers to women in the postpartum period (6 to 8 weeks after delivery).

3.4 Personnel providing maternal and child care services (3.3).

Note. Commonly known as "confinement sir".

3.5 Domestic service agencies that provide maternal and child care services (3.3).

3.6 Postpartum Mealssubmenu Meals and dietary conditioning services consumed by mothers during the special period after delivery, especially the first month after delivery.