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

GB/T 43153-2023

Basic specification for at-home care services of the elderly

居家养老上门服务基本规范

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Foreword

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1 Scope

GB/T 43153-2023 sets the basic requirements for at-home care visits to older people. Chinese elder care policy rests overwhelmingly on care at home rather than in institutions, and the visiting carer is the whole system as far as the person receiving it is concerned: she is unsupervised, in a private home, with someone who may be unable to complain about what happens. The standard therefore covers the organisation and the personnel before the tasks. It sets the general requirements on the service organisation, the service personnel and the service itself, then the service content - personal care, basic nursing care, health management, visiting care, emotional support, entrusted errands, and adapting the home environment for age - followed by the service process and its requirements, and the evaluation and improvement. It took effect on 7 September 2023.

This document stipulates the overall requirements, service content, service processes and requirements, service evaluation and improvement of home care services. This document applies to home care service organizations providing door-to-door services and management for the elderly at home.

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document.

GB/T 42195 Standards for assessment of abilities of the elderly

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Provide service activities related to physical function maintenance, mental health support, daily living assistance, and environmental improvement for the elderly at home.

4.1 Service organization

4.1.1 It should be registered or filed, and have the qualifications and abilities suitable for providing services.

4.1.2 A service management system should be established, including but not limited to.

- a) Safety management system;
- b) Contract management system;
- c) Financial management system;
- d) Archives management system.

4.1.3 Service personnel suitable for the service content should be deployed.

4.1.4 The service hotline, service content, service methods, charging standards, payment methods and service supervision methods should be disclosed. The disclosed information should be true and accurate. Complete and valid.

4.1.5 Pre-job training should be carried out for service personnel, and on-the-job training should be carried out regularly. The training contents include but are not limited to.

- a) Laws, regulations and basic knowledge of home care services;
- b) Skills and methods of communicating with the elderly;
- c) Theories and operating specifications related to elderly care services;
- d) Service security protection and emergency response methods.

4.1.6 It is advisable to purchase insurance products suitable for service quality and safety for service personnel and service objects.