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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 068-2021

**Elderly care service in-home certification requirements -
General
(English Translation)**

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Table of Contents

- Foreword
- Introduction
- 1 Scope
- 2 Normative references
- 3 Terms and Definitions
- 4 General

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 of Standardization Documents" drafted.

Please note that some content of this document may be patented. Publication of this document Institutions do not assume responsibility for identifying patents.

Introduction

my country's population aging continues to accelerate, and elderly care services have become a basic public service in an aging society. build a scientific and rational the elderly service standard system is an important basis for safeguarding the legitimate rights and interests of the elderly and promoting the establishment of a national unified elderly service quality standard and evaluation system.

foundation. The "Notice of the National Standards Committee of the Ministry of Civil Affairs on Printing and Distributing the Guidelines for the Construction of the Elderly Service Standard System" (Min Fa [2017] No. 145) refers to According to the composition of my country's elderly care service system, the forms of elderly care services are divided into three categories. home-based elderly care, community elderly care, and institutional elderly care. around aged care services to meet the development needs of the industry, accelerate the research and development of the industry's urgently needed and vacant standards in the elderly care service standard system by mobilizing social forces and other methods.

system to fill the gap in the industry as soon as possible.

Focusing on the standardization and standardization development needs of home-based care services, explore the establishment of home-based care service certification standards, and build corresponding certification standards.

Certification standards and third-party certification systems are important means to promote the healthy and standardized development of home-based elderly care services. Introducing third-party conformity assessment Mechanism, with the help of certification and accreditation means, will help guide and promote the development of the elderly care service industry, improve the service capacity and level of elderly care institutions, and support the government.

Government management functions, improve customer and public satisfaction.

In view of the diverse needs, forms and contents of existing home-based care services, this document aims to establish a unified home-based care service certification.

The principle of commonality requires that it provide general principles and references for the evaluation of home-based elderly care services. Based on this standard, it can be General Rules for Certification Requirements for Home Aged Care Services

1 Scope

This document specifies the general principles, evaluation content, evaluation methods and certification results of home-based elderly care service certification.

This document applies to the certification or evaluation of home care services by third-party agencies, and also applies to the self-service of home care service providers.

My evaluation, other relevant parties' evaluations of home-based elderly care services can refer to the implementation.

2 Normative references

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

GB/T 19012 Quality Management Customer Satisfaction Organization Complaint Handling Guide GB/T 19039 General Rules for Customer Satisfaction Evaluation GB/T 24421.1-2009 Standardization Work Guidelines for Service Industry Organizations Part 1: Basic Requirements GB/T 27207-2020 Guidelines for the selection and application of certification modes for conformity assessment services GB/T 35796-2017 Basic Specification for Service Quality of Elderly Care Institutions GB 38600-2019 Basic Specifications for Service Safety in Elderly Care Institutions RB/T 303-2016 Technical Guidelines for Certification of Elderly Care Services SB/T 10944-2012 Home-based care service specification

3 Terms and Definitions

Terms and definitions defined in GB/T 35796, RB/T 303-2016 and the following apply to this document.

Socialized elderly care service activities provided by service organizations to meet the needs of the elderly at home.

Organizations specializing in the provision of home-based care services (3.1).

service certification Third-party certification that the service and management of the service provider meet the relevant requirements.

4 General

4.1

The certification of home-based elderly care services follows the principles of objectivity, fairness and people-oriented.

4.2

The selection of certification indicators shall be based on the functionality, economy, safety, comfort, timeliness and civilization of service quality.

Examining the relevant principles in Chapter 4 of GB/T 24421.1-2009, fully consider the characteristics of home-based elderly care services, in order to guide and standardize service behavior, improve