

ISO 25557:2026-03 (E)

Ageing societies - Care quality for older persons at home and in care facilities

Contents

Page

- Foreword..... **vii**
- Introduction..... **viii**
- 1 Scope..... 1**
- 2 Normative references..... 1**
- 3 Terms and definitions..... 1**
- 4 Context of the provider of care services..... 6**
 - 4.1 Understanding the needs and expectations of interested stakeholders.....6
 - 4.1.1 General.....6
 - 4.1.2 Recommendations.....7
 - 4.2 Integrated care.....8
 - 4.2.1 General.....8
 - 4.2.2 Recommendations.....9
 - 4.3 Governing and guiding documents.....10
 - 4.3.1 General.....10
 - 4.3.2 Requirements.....10
 - 4.3.3 Recommendations.....10
 - 4.4 Quality system for care services.....11
 - 4.4.1 General.....11
 - 4.4.2 Requirements.....11
 - 4.4.3 Recommendations.....12
- 5 Leadership of care services..... 12**
 - 5.1 Ethos of the provider of care services.....12
 - 5.1.1 General.....12
 - 5.1.2 Requirements.....13
 - 5.1.3 Recommendations.....13
 - 5.2 Leadership and commitment.....13
 - 5.2.1 General.....13
 - 5.2.2 Requirements.....14
 - 5.3 Governance of care services.....14
 - 5.3.1 General.....14
 - 5.3.2 Requirements.....15
- 6 Risk management of care services..... 15**
 - 6.1 Strategy.....15
 - 6.1.1 General.....15
 - 6.1.2 Recommendations.....15
 - 6.2 Prevention and handling of risks to the older person.....16
 - 6.2.1 General.....16
 - 6.2.2 Requirements.....16
 - 6.2.3 Recommendations.....16
 - 6.3 Prevention and handling of risks on organization level.....16
 - 6.3.1 General.....16
 - 6.3.2 Requirements.....17
 - 6.4 Emergency and disaster preparedness.....17
 - 6.4.1 General.....17
 - 6.4.2 Requirements.....17
 - 6.4.3 Recommendations.....17
 - 6.5 Effectiveness and efficiency.....18
 - 6.5.1 General.....18
 - 6.5.2 Requirements.....18

	6.5.3	Recommendations.....	19
7		Resources and facilities for providing care services.....	19
	7.1	Workforce: recruitment, governance, training, and development.....	19
	7.1.1	General.....	19
	7.1.2	Requirements on the recruitment and governance of the workforce.....	20
	7.1.3	Recommendations.....	20
	7.1.4	Requirements on the training and development of the workforce.....	21
	7.1.5	Recommendations.....	21
	7.2	Promotion of health and safety of the care services workforce.....	23
	7.2.1	General.....	23
	7.2.2	Requirements.....	24
	7.2.3	Recommendations.....	25
	7.3	Coordination of information transfer within the care services organization and with external services.....	25
	7.3.1	General.....	25
	7.3.2	Requirements.....	25
	7.3.3	Recommendations.....	25
	7.4	Infrastructure.....	26
	7.4.1	General.....	26
	7.4.2	Requirements.....	26
	7.5	Accessibility.....	26
	7.5.1	General.....	26
	7.5.2	Requirements.....	27
	7.5.3	Recommendations.....	27
	7.6	Medical devices.....	27
	7.6.1	General.....	27
	7.6.2	Requirements.....	28
	7.6.3	Recommendations.....	28
	7.7	Assistive technology.....	29
	7.7.1	General.....	29
	7.7.2	Requirements.....	29
	7.7.3	Recommendations.....	29
	7.8	Artificial intelligence.....	30
	7.8.1	General.....	30
	7.8.2	Requirements.....	30
	7.8.3	Recommendations.....	30
	7.9	Maintenance and housekeeping.....	31
	7.9.1	General.....	31
	7.9.2	Requirements.....	31
	7.9.3	Recommendations.....	31
	7.10	Food safety.....	32
	7.10.1	General.....	32
	7.10.2	Requirements.....	32
	7.11	Infection prevention and control.....	33
	7.11.1	General.....	33
	7.11.2	Requirements.....	34
	7.11.3	Recommendations.....	34
	7.12	Medication handling.....	34
	7.12.1	General.....	34
	7.12.2	Requirements.....	35
	7.13	Environmental stewardship.....	35
	7.13.1	General.....	35
	7.13.2	Requirements.....	36
	7.13.3	Recommendations.....	36
8		Provision of care services.....	36
	8.1	Public information.....	36
	8.1.1	General.....	36
	8.1.2	Requirements.....	36
	8.1.3	Recommendations.....	36
	8.2	Initial procedures and assessment.....	37
	8.2.1	General.....	37

8.2.2	Requirements.....	37
8.2.3	Recommendations.....	38
8.3	Agreements and contracts related to the older person and their families.....	38
8.3.1	General.....	38
8.3.2	Requirements.....	39
8.3.3	Recommendations.....	39
8.4	Admission procedures.....	39
8.4.1	When receiving care at home.....	39
8.4.2	When receiving care at a care home.....	41
8.4.3	Providing a welcoming and safe home-like environment.....	43
8.5	Social and community life.....	44
8.5.1	Rights, diversity, integrity and participation.....	44
8.5.2	Security and safety.....	46
8.5.3	Communication and information.....	47
8.5.4	Activities and events.....	48
8.5.5	Financial procedures.....	49
8.5.6	Informal carers, people close to the older person and volunteers.....	50
8.6	Health.....	51
8.6.1	Health promotion.....	51
8.6.2	Health literacy.....	52
8.6.3	Assessment of care and support during ongoing care.....	52
8.6.4	Cognitive function and mental health.....	53
8.6.5	Food, drink, meals, nutrition and dehydration.....	54
8.6.6	Oral health, dental health and swallowing.....	55
8.6.7	Bladder and bowel function.....	56
8.6.8	Personal care, skin integrity and wounds.....	57
8.6.9	Pain.....	58
8.6.10	Sleep.....	59
8.6.11	Medications.....	59
8.6.12	Palliative and end-of-life -care.....	60
8.7	Documentation.....	62
8.7.1	Care plans.....	62
8.7.2	Records and documentation.....	64
9	Assessment of provided care services.....	64
9.1	Assessment of activities and results.....	64
9.1.1	General.....	64
9.1.2	Requirements.....	65
9.1.3	Recommendations.....	65
9.2	User feedback.....	66
9.2.1	General.....	66
9.2.2	Requirements.....	66
9.2.3	Recommendations.....	66
9.3	Self-assessment.....	66
9.3.1	General.....	66
9.3.2	Requirements.....	67
9.4	Audits.....	67
9.4.1	General.....	67
9.4.2	Requirements.....	67
9.4.3	Recommendations.....	68
10	Improvement of care services.....	68
10.1	Promoting quality improvement and innovation in care services.....	68
10.1.1	General.....	68
10.1.2	Requirements.....	68
10.1.3	Recommendations.....	68
10.2	Non-fulfilment of requirements and adverse events.....	69
10.2.1	General.....	69
10.2.2	Requirements.....	69
10.2.3	Recommendations.....	69

10.3	Suggestions and complaints.....	69
10.3.1	General.....	69
10.3.2	Requirements.....	70
10.4	Conformance assessment.....	70
Annex A	(informative) The holistic framework of health and care services in ageing societies.....	71
Annex B	(informative) Assessment and assessment tools.....	74
Annex C	(informative) Conformity with requirements and recommendations.....	78
Bibliography	81