

DIN CEN/TS 17500:2022-02 (D/E)

Qualität der Pflege und Unterstützung für ältere Menschen; Englische Fassung
CEN/TS 17500:2021

Quality of care and support for older persons; English version CEN/TS 17500:2021

Contents	Page
European foreword	4
Introduction	5
1 Scope.....	8
2 Normative references.....	8
3 Terms and definitions	8
4 Organizational and technical processes.....	14
4.1 Organization, management, and resources.....	14
4.2 Personnel — knowledge, skills, and numbers	16
4.3 Ethical principles	19
4.4 Health promotion and wellbeing	20
4.5 Assistive devices – systems, technology, and related services.....	21
4.6 Accessibility and the built environment	22
4.7 Cleaning, hygiene and infections.....	24
5 Initial processes, assessment, agreement and documentation.....	26
5.1 Initial assessment of needs	26
5.2 Agreements and contracts related to the older person	27
5.3 Documentation – plans, agreements, initiatives and results	28
6 Main processes – Social and community life.....	29
6.1 Rights, diversity, integrity and participation	29
6.2 Security and safety	31
6.3 Communication and information.....	32
6.4 Activities	33
6.5 Informal caregivers – people close to the older person and volunteers	35
7 Main processes – Health and wellbeing.....	35
7.1 Health literacy.....	35
7.2 Assessment of care and support during ongoing care	36
7.3 Cognitive function and mental health	37
7.4 Food, drink, meals and nutrition	38
7.5 Oral and dental health.....	40
7.6 Bladder and bowel function.....	40
7.7 Personal care, skin and wounds.....	41
7.8 Pain	42
7.9 Medications.....	42
7.10 End of life and palliative care	44
8 Quality assurance	46
8.1 Systematic quality work.....	46
8.2 Quality statement	47
8.3 Quality management systems	47
8.4 Suggestions and complaints.....	48
8.5 Prevention and management of risks	49
8.6 Non-conformities and adverse events.....	50
8.7 Evaluation of processes, activities and outcomes.....	51
8.8 User feedback.....	51

8.9	Internal audits	52
8.10	Self-assessment	53
Annex A (informative)	The integrated care concept, healthcare and social care	54
Annex B (informative)	Needs, wishes, assessment and assessment tools	56
Annex C (informative)	Compliance with requirements and recommendations.....	60
Bibliography		62