

# Quality and Accreditation Institute

## Centre for Accreditation of Health & Social Care



*Change Adapt Improve*

### INFORMATION BROCHURE FOR ACCREDITATION OF CARE HOMES

## CONTENTS

Sl. No.	Title	Page No.
1.	About Quality and Accreditation Institute (QAI)	3
2.	Benefits of Accreditation	4
3.	Organisation Structure	5
4.	QAI's Centre for Accreditation for Health and Social Care	6
5.	Special Features of Accreditation Programme	8
6.	Scope of Accreditation/ Types of Facilities	8
7.	Eligibility and Preparation for Accreditation	8
8.	Accreditation Process	9
9.	Assessment Criteria and Fee Structure	13
10.	QAI-CAHSC Publications	13



## 1. About Quality and Accreditation Institute (QAI)

Quality and Accreditation Institute Pvt. Ltd. is incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of accreditation/ certification, education, training and quality improvement. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in any way, to share their wisdom and knowledge in order to make healthcare services delivering better outcomes. This will further provide tremendous opportunities to all concerned to learn and contribute in improving organisations. Different activities would be initiated under different verticals in a manner that they remain independent of each other. QAI aims to operate globally. One of the verticals set up within QAI is the Centre for Accreditation of Health and Social Care (CAHSC). It is responsible to run various accreditation/ certification activities in health and social care.

QAI endeavours to operate various accreditation programmes in the space of health and social care. We are aiming to provide value addition to such organisations through a unique process of self-assessment and peer review. We would assist organisations in moving forward on a self-regulated improvement journey.

### **Vision**

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

### **Mission**

To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

### **Values**

**Listener:** Seek continuous feedback from stakeholders to address their concerns

**Competitive:** Look for viable options to benefit users of our services

**Transparency:** Clearly defined policies made available in public domain

**Innovation:** Continuously evolve using co-design and co-creation

### **International Affiliations**

QAI is an institutional member of the International Society for Quality in Health Care (ISQua) ([www.isqua.org](http://www.isqua.org)).



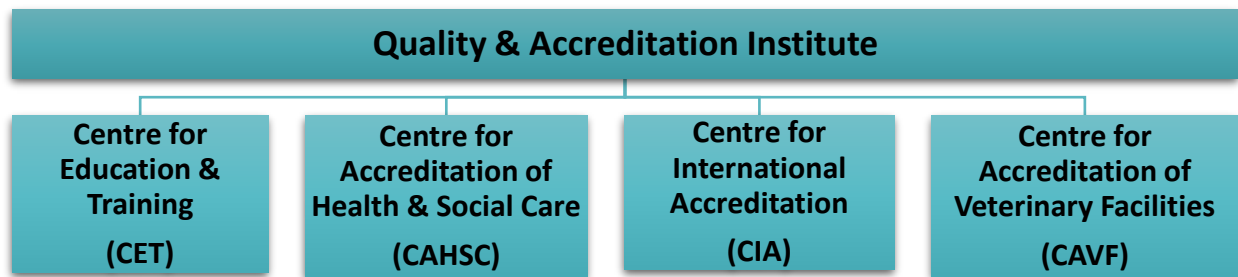
2. Benefits of Accreditation

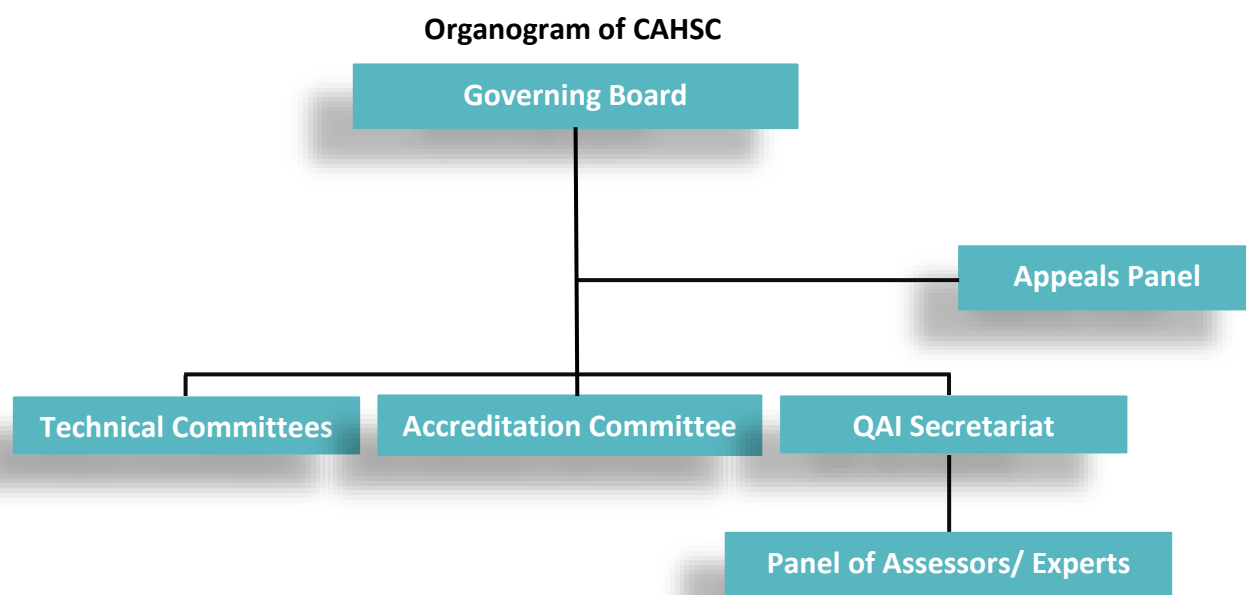
- Facility implements a rigorous framework of accreditation standards;
- Accreditation Standards ensure that every aspect of facility, ranging from management of physical facility, human resources, guest service delivery, hygiene, safety & infection control, room management, food & beverage services, support services (reception, concierge, parking etc.), recreational facilities, housekeeping services, guest’s rights and information management, is well taken care of;
- Enhances Care Home (CH) cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations presented by COVID-19;
- Implements and maintains rigorous health and safety standards for residents and employees;
- Continuous professional training and guidance to both in-house and contracted service staff;
- Acts as a differentiator for residents to choose amongst several Care Homes as it boosts their confidence resulting into more guests and business for hotels.
- Support the facility to walk on a continual Quality and Safety journey leading to excellence
- Safety of the resident is given a priority.

3. Organisation Structure

The organisation structure of QAI’s Centre for Accreditation of Health and Social Care has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board.

CAHSC operates its accreditation process through a structured framework of competent staff, pool of empanelled Lead Assessors and Assessors covering specified expertise, technical committees and accreditation committee. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc.



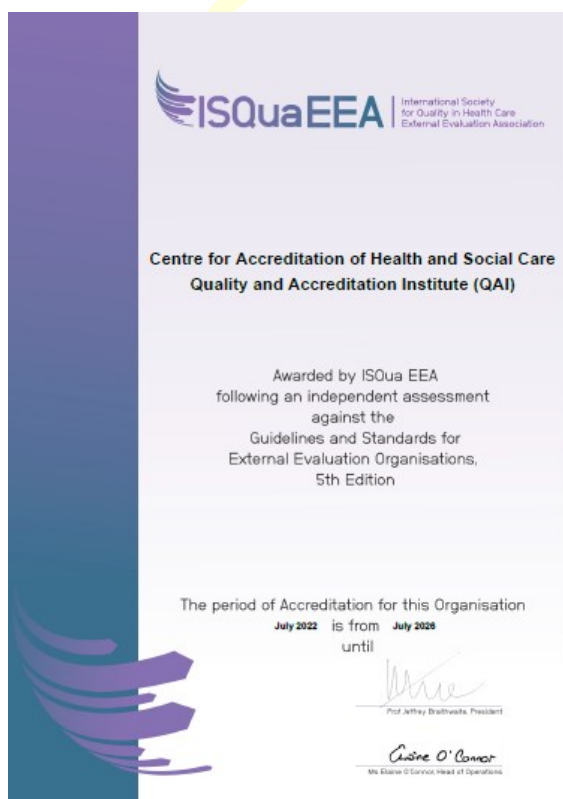
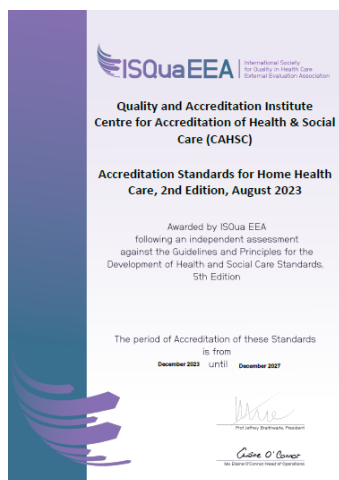


#### 4. QAI's Centre for Accreditation of Health and Social Care (CAHSC)

It was set up to operate accreditation/ certification programmes in health and social care sector. Initially, it was targeted to launch those programmes which were not existing in India and there was a need felt by stakeholders to start such programmes. Currently, following accreditation/ certification/ recognition programmes are operational:

- Accreditation Programme for Hospitals
- Accreditation Programme for Small Hospitals
- Accreditation Programme for Assisted Reproductive Technology (ART)/ IVF Centres
- Accreditation Programme for Home Health Care
- Accreditation Programme for Dialysis Centres
- Accreditation Programme for Green Health Care Facility
- Accreditation Programme for Clinics
- Accreditation Programme for Ambulatory Care Facility (Dental/Eye/Imaging/Day Care Surgery Centres etc.)
- Accreditation Programme for Telehealth
- Recognition Programme for Telemedicine Practitioners
- Accreditation Programme for Hotels and Home Stays
- Accreditation Programme for Emergency Department
- Accreditation Programme for Transition Care/ Inpatient Rehabilitation Centre
- Certification Programme for Hospitals (Entry Level)
- WHO Patient Safety Friendly Hospital Standards Certification Programme
- Accreditation Programme for Primary and Advanced Stroke Centre
- Accreditation Programme for Vision Centres
- Accreditation Programme for Hair Transplant Clinic
- **Accreditation Programme for Care Homes (CH)**

**QAI becomes the first accreditation body in India to achieve ISQuaEEA Accreditation in less than five years of operations. QAI is the ONLY accreditation body in India having ISQua Accreditation as an Organisation and Two Sets of Standards.**



**QAI Accreditation is recognised by the Ministry of Health's Central Government Health Scheme (CGHS) for empanelment of Private Hospitals, Eye Centres, Dental Centres & Imaging Centres.**

## 5. Special Features of Accreditation Programme

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation/ certification process as each step is linked to a defined period.
- Endorsement of a documented quality and improvement programme as per the intent of the standard.
- Based on comprehensive self-assessment and document review process providing opportunity to organisation for a thorough review of their own documentation and implementation of requirements of standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- 'Client First' approach
- Harmonising local, national, regional and global framework
- Care Homes in SAARC nations enjoy same fee structure as for Care Homes in India
- Blend of global strategy, experience and leadership
- Economic yet global benchmarking

## 6. Scope of Accreditation/ Types of Facilities: These accreditation standards aim to accredit following types of facilities but not limited to the following. These are non-healthcare facilities.

1.	Care Homes
2.	Senior Living
3.	Retirement Homes
4.	Old-Age Homes
5.	Senior Care
6.	Geriatric Care
7.	Elderly Care
8.	Assisted Living
9.	Any other such Non-Healthcare Organisation

## 7. Eligibility and Preparation for Accreditation

### 7.1 Eligibility for Accreditation

The applicant organisation must check whether they are eligible to apply. This can be done by contacting the QAI staff. These standards are applicable to whole Care Home and not to a specific service/ department. The Care Home may have implemented standards for at least two months before applying for Accreditation to have sufficient data and records to verify during the assessment.

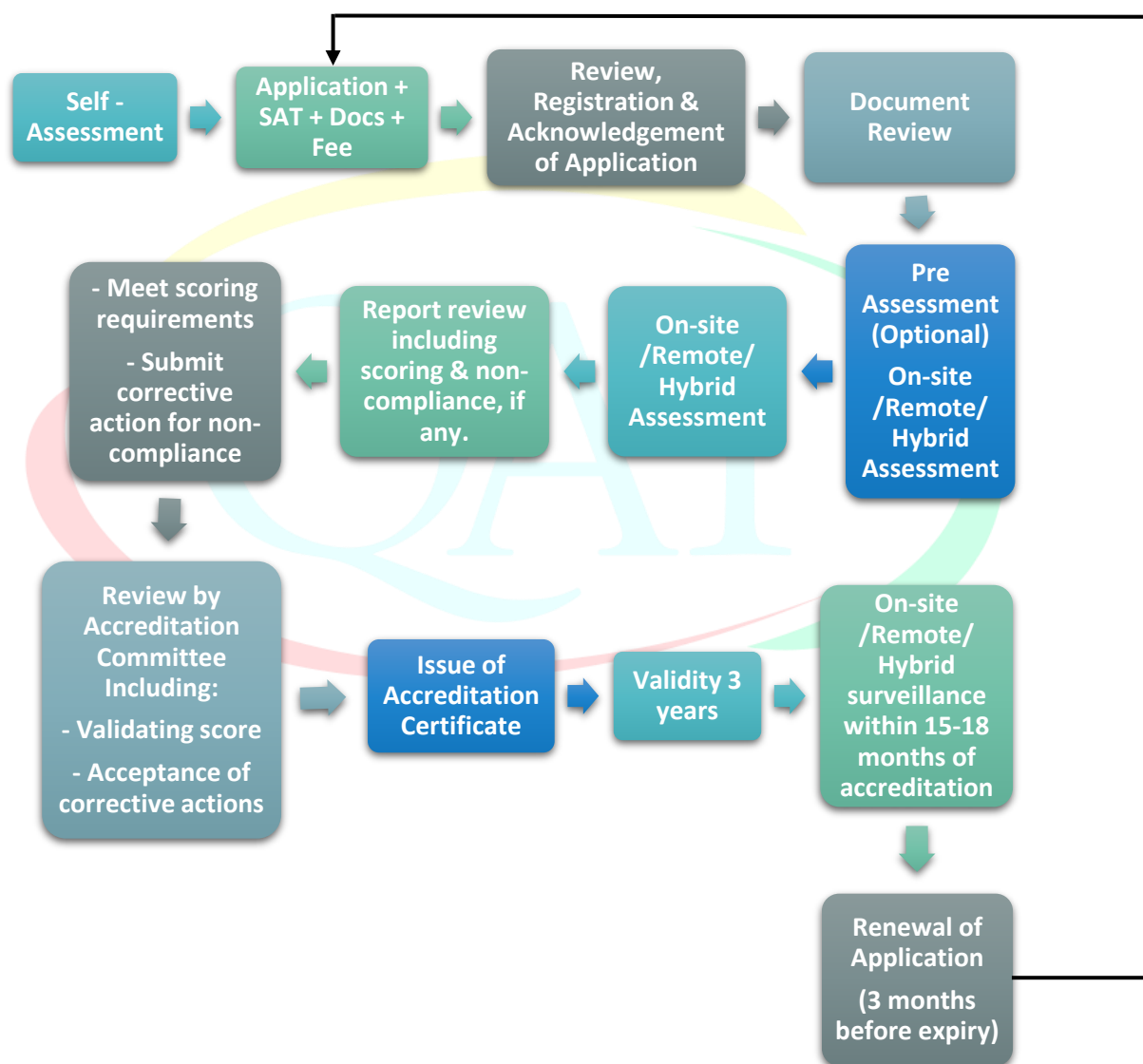
### 7.2 Preparing for Accreditation

Management of the Care Home shall first decide about getting accreditation from QAI. It is important for the Care Home to make a definite plan of action for obtaining accreditation and

nominate a person to co-ordinate all activities related to seeking accreditation. The nominated official should be familiar with existing policies, procedures and documents of the Care Home. **Care Home must procure a copy of the relevant QAI accreditation standards. A self-assessment tool can also be requested from the Secretariat.** The Care Home seeking accreditation shall understand the QAI assessment process. The Care Home shall ensure that all the requirements of the standard are implemented. The Care Homes may get its personnel trained in understanding and implementation of accreditation standards. Such training programmes are conducted by QAI from time to time.

## 8. Accreditation Process

Accreditation process is shown below:



## Self-Assessment

The Care Home first carries out self-assessment using self-assessment tool which is based on the requirements of the accreditation standards. It gives an opportunity to the Care Homes to examine all its documentation and their implementation. It will also give a comprehensive view of its documentation to the Assessment Team. A self-assessment tool can be requested from the Secretariat.

### 8.1 Application

Applicant is requested to submit the following:

- Soft copy of completed application form (available on website)
- Soft copy of Self-assessment tool along with referenced documents
- Prescribed application fees
- Soft copy of signed QAI-CAHSC 003 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification' (available on website)

### 8.2 Review, Registration and Acknowledgement of Application

CAHSC Secretariat on receipt of application form, self-assessment tool, referenced documents and the fees reviews the application for its completeness, and a unique ID number is allocated which is used for correspondence with the Care Homes. Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

### 8.3 Document Review

Secretariat appoints an assessment team and share application form, self-assessment tool and any other relevant document provided by the organisation. CAHSC seeks organisation's acceptance for the proposed assessment team. The organisation can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalised, lead assessor takes over to initiate the further process. The assessment team carry out document review by going through the application form, self-assessment tool and referenced documents, and provide feedback to the Secretariat. This feedback is shared with the facility for taking necessary corrective actions.

### 8.4 Pre-Assessment (Optional):

QAI has introduced pre-assessment as optional. Those Care Homes shall inform QAI while applying in case they wish to undergo a pre-assessment. All Care Homes are not required to undergo the same and can directly move to the final assessment. Appointed assessor or assessment team shall conduct the pre-assessment (remote/ hybrid/ on-site). Lead assessor shall submit the pre-assessment report to QAI. The Care Homes shall take corrective actions on the non-conformities raised by the lead assessor/ assessment team. The Care Homes shall be required to pay the pre-assessment fee as defined in the fee structure (programme wise).

### 8.5 Final Assessment

Appointed assessment team conducts the assessment (remote/ hybrid/ on-site). CAHSC may also nominate an observer which is either an assessor-in-training or a Secretariat staff. The assessment team keeps the secretariat in loop for any communication with the Care Home. During assessment, the assessment team validate the scoring of self-assessment by reviewing

documents, records, observation, interaction with staff and residents. The assessment report containing the findings of the assessment is prepared by the team. The non-compliances (a criterion receiving a score of 0 & 5), if identified are reported in the assessment report. The report is endorsed by the authorised signatory of the Care Home. The report prepared by the assessment team is sent to CAHSC Secretariat. A copy of summary of assessment report and non-compliances, if any, are provided to the Care Home at the end of the assessment.

#### 8.6 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. If the Care Home meets the scoring for accreditation, however there are non-compliances, the Care Home is asked to submit corrective actions against those non-compliances. The Care Home shall get a time period of 90 days to submit all the corrective actions to QAI Secretariat. The corrective actions shall be reviewed by the respective Lead assessor/ assessor for the acceptance.

Once corrective actions are received, the report along with all documents is placed before the accreditation committee for its review and recommendation. All decisions taken by CAHSC regarding grant of accreditation are open to appeal by the Care Home as per laid down appeal process.

#### 8.7 Issue of Accreditation Certificate

If the recommendation of the accreditation committee results in the grant of accreditation, QAI-Secretariat processes for approval and issue of the accreditation certificate. Certificate has a unique number, name of accreditation standard, and period of accreditation i.e., dates of validity. The accreditation certificate is valid for three years. The certificate is issued under the signatures of the CEO and the Chair, CAHSC.

##### Accreditation Mark

Accredited Care Home is authorised to use following accreditation mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI accreditation/ certification mark.



CARE HOME

#### 8.8 Maintaining Accreditation

##### Compliance to applicable standards and other requirements

The accredited Care Home shall comply with the requirements of the standards as well as any other laid down requirements at all times.

**Terms and Conditions**

The accredited Care Home is required to comply at all times with the terms and conditions given in CAHSC 003 'Terms & Conditions for Obtaining and Maintaining Accreditation/ Certification'. The Care Home is required to submit a signed copy of the same before issue of the accreditation certificate.

**Adverse decision against the Care Home**

If the Care Home at any point of time found not complying with the applicable standards and/or does not adhere to the terms and conditions; or is not able to align itself to the modified criteria, CAHSC may take adverse decision against the Care Home like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

**8.9 Surveillance**

The accreditation certificate is valid for a period of three years. CAHSC shall conduct surveillance (Remote/ Desktop) within 15-18 months of accreditation. It is aimed at evaluating continued compliance with the applicable standards and other requirements stipulated from time to time. In addition to the regular surveillance, a surprise assessment may also be conducted to check compliance to the accreditation requirements.

**8.10 Reassessment**

The accredited Care Home is subjected to re-assessment every three years for renewal of accreditation. The Care Home must apply three months before the expiry of accreditation in order to complete all formalities for renewal of accreditation before the expiry of the current accreditation so that continuity of the accreditation is maintained. The renewal application is submitted in the prescribed form with required documents as mentioned in the application form. Rest of the process is same as for initial assessment.

**Applicant Care Home is requested to submit the application to [info@gai.org.in](mailto:info@gai.org.in)**

**9. Assessment Criteria and Fee Structure**

A uniform fee structure is maintained for all Care Homes and the charges are maintained at a reasonable level so that Care Homes are not denied participation in the accreditation process because of unreasonable financial conditions. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure is given on the website.

**10. QAI-CAHSC Publications**

All relevant publications are available on our website [www.qai.org.in](http://www.qai.org.in).



**Quality and Accreditation Institute**  
**Centre for Accreditation of Health & Social Care**

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