

# UNE 158301 - Home Help Service Management

Quality certification of the home help service



## WHO CAN BE CERTIFIED?

The newly introduced law for the Promotion of Personal Autonomy and Care for Dependency (Ley de Promoción de la Autonomía Personal y Atención) represents a great opportunity to establish a new management and quality model for each of the services provided for the care of dependent persons.

UNE 158301 establishes the minimum requirements that must be met by all organisations offering and providing the Home Help Service (Servicio de Ayuda a Domicilio), whether public or private, in order to guarantee the quality of the service provided.

The participation of the sector's public administrations and organisations in the development of this standard allows for a high level of recognition at the level of each of the interested parties. UNE 158301 aims to satisfy the needs of both users, family members and other interested parties that may be considered relevant.

All organisations that provide this service, regardless of their model, size or management structure, can adopt this standard as the basis for their management and develop complementary improvement processes to achieve excellence in service management. It is important to note that UNE 158301 can be perfectly integrated with other types of quality or social responsibility standards.

## BENEFITS OF UNE 158301



- It serves to facilitate both the determination and the control/monitoring of compliance with legislation and other applicable regulations
- It provides a model to facilitate more efficient management of the services provided
- It offers a powerful management system for uniformly and systematically measuring indicators and process improvement
- It enhances the value of the work carried out by each professional care worker
- It provides the bases and the main axes to achieve the satisfaction of users, relatives and other interested parties

For administrations or external managers, UNE 58301 provides them with a standardised and systematised model to facilitate control and monitoring as well as a model of transparency and improvement carried out in each of the centres.

## WHY APPLUS+ CERTIFICATION?

Applus+ Certification is an independent entity of recognised prestige, both nationally and internationally, which aims to help organisations achieve their commitment to continuous improvement. The technical and personal competence of our auditors, fully recognised specialists in each sector of activity, enables them to ensure that evaluation processes provide maximum value, assessing conformity in each of the centres and organisations in this sector.