



CEN/TC 449
Quality of care for elderly people in ordinary or residential care facilities

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service och care

Document type: Other meeting document

Date of document: 2016-11-11

Expected action: INFO

Background:

Committee URL: <http://cen.iso.org/livelink/livelink/open/centc449>

The relationship between the terms service and care

Service is a generic term in the standard

In the CEN Guide 15:2012, a service standard is defined in the following way: standard that specifies requirements to be fulfilled by a service, to establish its fitness for purpose

In the ISO/IEC Guide 76 a service standard is defined in the following way: result of at least one activity, necessarily performed at the interface between the supplier and customer, that is generally intangible.

Examples of services

- provision of expert advice or support to customers e.g. legal or financial advice
- provision of intangible products e.g. insurance
- training and education for users e.g. instruction in languages, sports
- accommodation or entertainment e.g. hotel, theatre
- treatment of customers e.g. hairdressers
- health care e.g. nurses, physicians, dentists, physiotherapists

Based on the generic term “service” a set of subordinate concepts concerning, in this case, “care” can be developed as shown below.

The standard defines as older **care** services, all **health care** and **social care** services provided to the older person

A **health care** need is one related to the treatment, control or prevention of a disease, illness, injury or disability, and the care or aftercare of a person with these needs.

Health care that can be further subdivided in e.g.

- Preventive care
- Person-centred care
- Medical care
- Surgical care
- Palliative care
- Nursing care
- Dental care

Social care includes, but are not limited to: social work services; advice; support; practical assistance in the home; assistance with equipment and home adaptations; visiting and sitting services; provision of meals; facilities for occupational, social, cultural and recreational activities outside the home; assistance to take advantage of educational facilities; and assistance in finding accommodation (e.g. a care home), etc.