

## Guidelines:

### Health requirements for

### Home Care Service centres

PCFC- Entity (Business Unit) Name	:	Trakhees – Department of Planning & Development
Department Name	:	Environment, Health & Safety (EHS)
Section Name	:	Public Health & Safety
Document Reference Number	:	PCFC-TRK-EHS-PHS-G12
Revision Number	:	02
Revision Date	:	November 2023
Classification	:	Public

## 1. Purpose

- To ensure commitment of all Home care Service centres with the public health requirements set forth by PCFC –EHS.
- To ensure the implementation of an ‘Unified Health Requirements Program’, in all Home care Service centres in the jurisdiction of PCFC – Ports, Customs & Free zone Corporation, Dubai.

## 2. Scope

The Health requirements are applicable to all Home care Service centres operating in the area of Jurisdiction of PCFC (Ports, Customs & Free zone Corporation), Dubai

## 3. Details of Implementation

### 3.1 Documents

- 3.1.1. A valid trade license issued from Trakhees Licensing Division/JAFZA should be available for home care centre activity and should comply with the license activity.
- 3.1.2. Valid DHA License issued for facility for Home care activity.
- 3.1.3. Work permit/ DHA License for the Medical Staff.
- 3.1.4. EHS file (hard copy/ soft copy) with all the required documents should be available for verification during inspection.
- 3.1.5. Staff list with all related data of staff must be kept at the Centre. Work permit of the staff also must be available.
- 3.1.6. Occupational Health Certificate issued from DHA for non-medical home caring staff should be available.

- 3.1.7. The facility should be approved by Trakhees Dept. (CED). Modification Completion Certificate (MCC) / Activity Verification Certificate (NOC AV) should be obtained from Trakhees CED and EHS respectively shall be available in the facility.

### 3.2. Premises

- 3.2.1. An administrative office with staff shall function during the fixed working hours as the home care activity is being carried out in private homes.
- 3.2.2 No smoking sign & Emergency Contact numbers should be displayed

### 3.3. Staff

- 3.3.1. All Staff should wear clean uniforms during working time.
- 3.3.2. All Staff should maintain good personal hygiene.
- 3.3.3. Must possess copies of work permit/DHA license/OHC etc. during working.
- 3.3.4. Must be properly trained in the work.

### 3.4. Home Care Service Agreement Rules

- 3.4.1. There should be a service contract between the client and the customer regarding the Quality of services which will be provided during the service. Below points must be taken in to consideration while making the contract.
- A detailed description of work that would be carried out during the service must be mentioned in the contract.
  - The staff should be polite & well behaved and should treat customer and his/her family with respect.

- The staff shall explain the plan of care to be offered to the customer and his/her family, after ensuring their participation in the preparation of plan. Any changes in the plan shall be informed to them well in advance.
- The staff should be properly trained and licensed to perform the type of health care that the customer needs.
- The agency shall explain what to do if the customer has a problem with the staff or the care he/she is getting.
- The agency shall respond quickly to customer's requests.
- The staff must be trained to what to do if customer has an emergency.
- The agency and its staff shall protect customer privacy.

### 3.5. Sanitation

3.5.1. Sufficient sanitation tools/Equipment must be provided at the home care.

3.5.2. Disinfectants should be available.

**Note-** Home care staff are not allowed to change medicines or treatment on their own without advice of a registered Medical Practitioner: