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Standards

Standard Recommendation
S.R. CEN/TS 16118:2012

Sheltered housing - Requirements for services for older people provided in a sheltered housing scheme

S.R. CEN/TS 16118:2012

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English Version

Sheltered housing - Requirements for services for older people provided in a sheltered housing scheme

Foyers logements - Exigences relatives aux prestations de
service fournies aux personnes âgées dans le cadre d'un
ensemble foyer-logement

Betreutes Wohnen - Anforderungen an Dienstleistungen für
ältere Menschen im Rahmen der Wohnform Betreutes
Wohnen

This Technical Specification (CEN/TS) was approved by CEN on 30 January 2012 for provisional application.

The period of validity of this CEN/TS is limited initially to three years. After two years the members of CEN will be requested to submit their comments, particularly on the question whether the CEN/TS can be converted into a European Standard.

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Foreword

This document (CEN/TS 16118:2012) has been prepared by Technical Committee CEN/TC 385 “Project Committee - Services for sheltered housing for the elderly”, the secretariat of which is held by ASI.

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Introduction

Increasing focus has been placed on services to help people sustain and improve their capacity to live independently in their accommodation and a range of sheltered housing services has been developed by a myriad of providers across Europe.

With so much choice available, it is important to demonstrate that such services deliver consistency, customer satisfaction, and value for money.

The work of CEN/TC 385 is to standardize the requirements for delivering sheltered housing services, working with partners across Europe and taking account of national standards and recognised codes of practice.

This CEN Technical Specification (CEN/TS) intends to provide a guideline for quality assurance in the sheltered housing market. Its application is voluntary. It defines minimum quality standards regarding the services which should be made available by providers. These quality standards serve as guidance for the providers if they wish to offer sheltered housing. At the same time the CEN/TS intends to make the services offered for this type of housing more transparent for the consumers.

1 Scope

This CEN/TS applies to all providers of sheltered housing irrespective of the legal form of ownership and whether the service is publicly or privately funded. Its primary purpose is to improve and maintain standards of sheltered housing services and not that of the building design or specification.

This CEN/TS primarily applies to new build sheltered housing schemes, but providers may choose to apply this to existing schemes where circumstances permit.

This CEN/TS refers to facilities of sheltered housing for older people living in a sheltered housing scheme only and is not applicable to services required for nursing homes.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1

sheltered housing

services for older people living in an accessible dwelling in a sheltered housing scheme, comprising basic services and optional services allowing them to live independently and to feel secure

Note 1 to entry The services are provided to support an independent and self-determined manner of living and managing a household as well as the integration of the individual into the residential community and the neighbourhood. The sheltered housing services are not based on those of a nursing home.

2.2

basic services

minimum package of services provided for sheltered housing residents in all cases

2.3

optional services

any other services that exceed the basic services and from which residents are free to benefit on a voluntary and individual basis

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