

Guidelines – Health requirements for Home Care Service Centres

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1. Purpose:

- To ensure commitment of all home care centres with the public health requirements.
- To insure the implementation of unified health requirements in all home care centres in the area of Jurisdiction of Trakhees – Ports, Customs & Free zone Corporation, Dubai. .

2. Scope:

The Health Requirement is applicable in all home care centres operational in the area of Jurisdiction of Trakhees – Ports, Customs & Free zone Corporation, Dubai.

3. Responsibility:

- Director, Inspection Department
- Manager, Retail & Commercial
- Senior Officer, Retail & Commercial
- Officers, Retail & Commercial

4. Details of implementation:

4.1. License

- 4.1.1. A valid trade license issued from Trakhees Licensing Division/JAFZA should be available for home care centre activity and home care centre should comply with the license activity.
- 4.1-2. Valid DHA License issued for facility for Home care activity.
- 4.1-3. Work permit/ DHA License for the Medical Staff.

4.2. Documents

- 4.2.1. With Reference to the circular EHS/04/2014 dated 14/04/2014 all the required documents which should be kept within a file (EPHS- Trakhees file) for verification during the inspection.
- 4.2.2. Staff list with all related data of staff must be kept at the Centre. Work permit of the staff also must be available.
- 4.2.3. Occupational Health Card issued from Trakhees (044364652/044364639) for non-medical home caring staff should be available.

4.3. Premises

- 4.3.1. An administrative office with staff shall function during the fixed working hours as the home care activity is being carried out in private homes.



4.4. Staff

- 4.4.1. All Staff should wear clean uniforms during working time.
- 4.4.2. All Staff should maintain good personal hygiene.
- 4.4.3. Must possess copies of work permit/DHA license/OHC etc. during working.
- 4.4.4. Must be properly trained in the work.

4.5. Home Care Service Agreement Rules

4.5.1. There should be a service contract between the client and its 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 would 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 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.

4.6. Sanitation

- 4.6-1. Sufficient sanitation tools/Equipment must be provided at the home care.
- 4.6-2. 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, to patients.