

华润置地 悦年华颐养中心 (北京黄村)

悦年华颐养中心（北京黄村）是一家位于北京南郊大兴区的独立养老社区，是首都地区三家悦年华颐养中心其中之一。这个社区的独特之处在于以认知症长者照护为核心的服务定位。



愿景: 悦国 悦家 悦年华

使命: 让万千长者悦享幸福晚年

对品质的承诺

2021年，悦年华颐养中心（北京黄村）成为中国首家获得CARF认证的失智症专科人本长期照护社区。随着中国老龄服务业的快速发展，客户的期望和要求也越来越高。悦年华意识到只有通过持续的质量改进，才能吸引和留住住户。

“通过CARF认证，我们的团队工作更有条理，工作效率提高。CARF认证还帮助我们更明确地以客户为中心提供服务。这为公司可持续发展奠定基石。”

社区临河而建，因其优美的自然环境而被称为“花园中的记忆护理中心”。养老中心有两栋二层建筑，一个独立庭院，以及四个住户专属的主题花园。社区地理位置交通便利，周边1公里内医院、商场、公园、地铁站配套齐全。

关键信息

- 2019年9月开业
- 40名员工
- 院内长者平均年龄81岁
- 女性长者占比36%
- 与法国、日本和瑞典的养老机构和专家合作
- 自开业以来入住率达到80%

carf INTERNATIONAL ACCREDITATION MATTERS

结局和影响

- 悦年华（北京黄村）是中国首家获得 CARF 认证的人本长期照护社区项目。与此同时，悦年华在武汉及深圳的两个养老社区也分别以其辅助生活和独立老年生活项目获得了 CARF 认证。通过认证实现的标准化使企业巩固了整体质量框架，并更有效地落实战略。
- 经过理念、标准和技能培训，颐养中心的服务团队更加敬业和凝聚。CARF 认证过程培养了善于沟通和协作的工作文化。
- 总体住户满意度相比之前的 80%，在认证后达到 90%。更值得注意的是，膳食和餐饮的满意度大为提升，从 65% 提高到 88%。



机构图片



有关 CARF 国际和 CARF 养老服务认证的更多信息， 敬请联系
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CR Land Enjoy Ages Care Center (Beijing Huangcun)

Enjoy Ages Care Center (Beijing Huangcun) is a free-standing community located in Daxing District, a southern suburb of Beijing, and is one of the three Enjoy Ages care centers in the Capital area. Unique to this community is their focus on services for elders with dementia.



Neighbors refer to the community a “memory care center in a garden” due to the lovely surroundings including a river view. The care center has two, 2-floor buildings, an independent courtyard, and four themed gardens for residents. Conveniently located, there are hospitals, shopping malls, parks, and subway stations within 1 KM

Facts and figures

- Opened in September 2019
- 40 employees
- Average age of residents is 81+ years
- 36% of residents are female
- Collaborated with organizations and experts from France, Japan, and Sweden in development
- Achieved 80% occupancy upon opening

***Vision:** Make the country, family, and the elderly better.*

***Mission:** Help every elderly enjoy aging with happiness.*

Commitment to quality

In 2021, the Enjoy Ages Care Center (Beijing Huangcun) became the first CARF accredited Person-Centered Long-Term Care Community (PCLTCC) with the Dementia Care Specialty designation in China. With the rapid growth of China’s aging services sector, customers have increasingly higher requirements and expectations. The organization recognized that only through continuous quality improvement could they continue to attract and retain residents.

“CARF accreditation helped our teams to be more organized and to work more efficiently. It also helped us to more clearly focus on person-centered care. This has laid the cornerstones for the sustainable development of our organization.”

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Outcomes and impact

- As the first CARF accredited PCLTCC program in China, alongside other two accredited programs in Wuhan (Assisted Living) and Shenzhen (Independent Senior Living), the organization enhanced their holistic quality framework and is better implementing a cohesive strategy.
- The team in the care center is more harmonious and engaged following trainings on philosophy, standards and skills. This has fostered a culture of communication and collaboration.
- Overall resident satisfaction rate is up to 90% compared with that of 80% before accreditation. Most notably, the satisfaction rate for meals and catering has improved considerably, increasing from 65% to 88%.



Photo Gallery



For additional information regarding CARF International and Aging Services accreditation, please contact carfinfochina@carf.org.