

广州颐园养老有限公司

广州颐园养老有限公司（越秀银幸晓园北养护院）是一间坐落于广州市海珠区的辅助生活项目。养护院可容纳 203 位住户，目前入住长者 163 人。作为深圳市银幸现代养老服务有限公司旗下的“城市养老综合体”系列的旗舰社区，越秀银幸晓园北养护院为长者群体提供了现代化的“方便子女探望的新家”。该项目位于广州市中心 6000 平方米的独立院落（见右图），闹中取静。该社区与广东省第二人民医院、广州医科大学第二附属医院建立了合作共建管理，是海珠区首个医养结合的养老机构。



关键数据

- 2017 年 6 月开业
- 67 名员工
- 院内长者平均年龄 85 岁
- 女性长者占比 66%
- 广东省首批开业半年内通过广东省民政厅颁发的五星级评定



愿景: 打造现代品质养老生活方式，提供居家、社区、机构养老一站式服务。

使命: 让更多的长者安享健康、快乐、便利的幸福生活。



对更高质量的不懈追求

广州颐园养老有限公司寻求 CARF 认证的主要原因是认同 CARF 国际以人为本、持续改进的核心理念，以及 ASPIRE to Excellence®（追求卓越®）质量框架。创始人兼总经理何洪涛表示：“认证的标准比较全面而系统，对于提升养老服务质量，提高院内管理水平有很大的帮助，获得服务的满意度以及影响整个行业的服务标准。”

结局和影响

- 作为中国首批获得 CARF 认证的辅助生活项目之一，银幸颐园为养老服务领域树立了开创性的里程碑。组织不仅通过获得 CARF 认证提升了品牌知名度，以实践为导向的认证准备过程也提升了团队成员的荣誉感和凝聚力。
- 在 CARF 标准指导下，机构对于运营的各版块内容开展了更系统的教育、培训以及数据分析，比如入住率、员工队伍的发展、不良事件发生率、伤口治愈率、活动完成情况等，均有一定的提升和改善，同时对于多样性文化、可及性与可近性理念在项目服务中不断的融入。
- 机构每半年委托第三方进行一次正式的满意度调查，帮助入住长者及家属反馈真实的服务体验。自 CARF 认证标准实施以来，长者及家属满意度超过 90%。机构将继续每年进行两次监测，目标是提高投诉响应率并持续提高整体质量水准。
- 通过密切关注住户反馈的每一条意见建议，工作人员对意见快速响应，投诉率持续降低。
- 疫情下的过去三年里，机构的总体入住率保持稳定。



有关 CARF 国际和 CARF 养老服务认证的更多信息，敬请联系 carfinfochina@carf.org

Guangzhou YiYuan Pension Co. LTD

Located in Haizhu District, the center of Guangzhou city, this assisted living program is currently home to 163 residents with a total capacity of 203. As part of its Urban Aging Service Complex, the community provides a modern new home that is convenient for families and friends to visit. The residence is like a peaceful oasis in the midst of the hustle and bustle of a major city. Distinctive features include an independent courtyard of 6,000 square meters. The community is the first medical rehabilitation/aging services combined program in Haizhu District, highlighted by YiYuan's collaboration with both Guangdong Second Provincial General Hospital and the Second Affiliated Hospital of Guangzhou Medical University.



Facts and figures

- Opened in June 2017
- 67 employees
- Average age of residents is 85 years
- 66% of residents are female
- One of the first cohort in Guangdong Province to receive a 5-star rating from the Department of Civil Affairs of Guangdong Province

Vision: To create a modern, quality senior care lifestyle, and to provide one-stop services for home, community, and residential senior care

Mission: To help more seniors to enjoy a healthy, happy, and convenient life

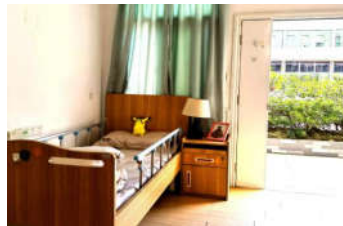


Commitment to quality

Guangzhou YiYuan Pension CO. LTD sought accreditation primarily because of CARF International’s core concepts of person-centered care and continuous improvement, along with the ASPIRE to Excellence® quality framework. Founder and Managing Director He Hongtao said, “We found the standards to be comprehensive, assisting us in applying a systematic approach that continues to enhance both the quality of care as well as the satisfaction of our residents, their families, and our employees. As an organization, we ‘ASPIRE’ to be the very best in our industry.”

Outcomes and impact

- As one of the first assisted living programs in China to achieve CARF accreditation, this has been a pioneering milestone for the aging services field. It has not only enhanced the organization’s brand reputation, but has also brought a strong sense of honor and cohesion to its team members.
- Guided by the CARF standards, the organization has carried out enhanced education and training along with detailed analysis. As a result, the residential community has significantly improved its occupancy rate, workforce development, incidence rate of adverse events, wound healing rates, activity engagement, and completion rate. The organization has also continuously embedded the concepts of cultural diversity and accessibility in program development and service delivery.
- The organization implemented a formal resident and family experience survey conducted by a third party. The initial analysis resulted in overall responses exceeding 90% positive. This will continue to be monitored twice per year with the goal of both increasing the response rate and increasing the overall quality rating.
- By paying close attention to each comment received from residents, staff responsiveness has improved and the volume of complaints continues to decrease.
- Despite the COVID-19 pandemic, overall occupancy rates have been stable over the past three years.



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