

UNE 158101 - Management of residential and day care centers

Certification of the quality of residential and day care centers.



Who can be certified?

The UNE 158101 Standard establishes the minimum requirements to be met by all residential centres for the elderly and dependent, with day, integral, integrated night, public or private service, in order to guarantee the quality of service provision.

This standard covers the management of the centres, including facilities, service provision and quality management. It defines the requirements and the minimum level of service provision that residential centres must meet, with the aim of satisfying the needs of both users and family members, as well as other interested parties that may be considered relevant.

Benefits of UNE 158101

- It provides a more efficient management model for the services provided
- It serves to facilitate the control and monitoring of the applicable legislation and regulations. Both in the centres and in all the services provided to users.
- To have a powerful management system of measurement indicators and process improvement in a uniform and systematized way.



- It allows valuing the work of the professionals who provide their services in each of the centers.
- It provides the basis for achieving the satisfaction of users, family members and other interested parties.

The participation in the development of this standard by public administrations and organizations representing this sector allows a high level of recognition.

This standard allows administrations and external managers to have standardized and systematized models to facilitate both control and monitoring, as well as the transparency and improvement model of each of the centres.

Why with Applus+ Certification?

Applus+ Certification is an independent entity of recognized prestige, both nationally and internationally, whose objectives include helping organizations to achieve their commitment to continuous improvement. The technical and personal competence of our auditors, fully recognized specialists in each sector of activity, focus their efforts on ensuring that the evaluation process provides maximum value, assessing compliance in each of the centres and organizations in this sector.