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Ageing societies — Accessibility and usability considerations for home healthcare products, related services and environments

National foreword

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Contents

Page

Foreword ... **iv**
Introduction ... **v**
1 Scope ... **1**
2 Normative references ... **1**
3 Terms and definitions ... **1**
4 General considerations for increasing accessibility and usability ... **2**
4.1 Safety and security ... 2
4.2 Cleanliness, disinfection and sterilization ... 3
4.3 Independence and autonomy of care recipients ... 3
4.4 Accessibility in general ... 3
5 Considerations on home healthcare products for increasing accessibility and usability ... **4**
5.1 Operation ... 4
5.1.1 General considerations ... 4
5.1.2 Specific considerations ... 5
5.2 Information and marking ... 6
5.2.1 General considerations ... 6
5.2.2 Specific considerations ... 7
6 Considerations on services related to use of home healthcare products for increasing accessibility and usability ... **10**
6.1 General considerations ... 10
6.2 Specific considerations ... 11
7 Considerations on environments for use of home healthcare products for increasing accessibility and usability ... **12**
7.1 General considerations ... 12
7.2 Specific considerations ... 12
7.2.1 Lighting environment ... 12
7.2.2 Sound environment ... 13
7.2.3 Thermal and air quality environment ... 13
7.2.4 Others ... 13
Annex A (informative) **Major home healthcare products and users** ... **15**
Annex B (informative) **Examples of home healthcare products** ... **18**
Bibliography ... **24**

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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This document was prepared by Technical Committee ISO/TC 314, *Ageing societies*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

With the increasing need for community-based integrated care to meet rapidly ageing societies, medical activities and healthcare services carried out at a home or a domestic environment have become commonplace. These activities and services can be referred to as home healthcare, whose aim is to provide quality of life that includes independence, autonomy, safety and security for older persons.

Various types of products, medical or non-medical, and their related services and environments are being used in home healthcare. Many older persons and non-professional caregivers are now users of these products. The variety of products and users can create challenges that are unseen in professional healthcare facilities. The biggest challenge of them all is that it is difficult to find relevant information from the existing design fields to accommodate, apply and use home healthcare products.

There is much information on accessibility and usability in existing international standards and guidelines involving major products' fields including medical products. However, these documents do not fully cover the home healthcare products and related services and environments. The problem, in particular, is that it is difficult and time consuming to locate relevant information from those design fields to accommodate and to apply home healthcare products.

This document summarizes and catalogues this information into one document for practical use. The information was obtained from existing International Standards, regional or global guidelines for products and medical equipment, and also is based on empirical feedback from home healthcare product users.

This document also provides caregivers and care recipients and those who develop and distribute home healthcare products with information useful for:

— solving problems regarding the use of these products by caregivers and care recipients who might lack sufficient expertise and skills in handling medical products and activities, and

— solving problems regarding the use of home healthcare products outside of medical facilities.

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Technical Report **ISO/TR 25555:2024(en)**

Ageing societies — Accessibility and usability considerations for home healthcare products, related services and environments

1 Scope

This document provides a collection of design considerations from existing international standards as well as best practices and observations obtained from the home healthcare field. This document is intended to be used as a reference for designing accessibility and usability of home healthcare products and associated services, and environments designed for non-professional users.

This document does not provide information on the use of home healthcare products by healthcare professionals regardless of the place and facility of use.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
accessibility
extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of *user* (3.9) needs, characteristics and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[SOURCE: ISO 9241-112:2017, 3.15]

3.2
caregiver
person who provides physical and mental healthcare

3.3
care recipient
person who receives physical and mental healthcare

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