

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas in green for office use only)

Organisation contributing the best practice

Organisation name:		De Meerpaal		Best Practice Ref. Nr.		5043/0222/001/001	
Information provided by:		Rob Wesseloo		Date:		5 February 2022	
Contact email:		robwesseloo@mweb.co.za		Role within organisation:		Chairperson	
Contact number:		082 492 2544					
Stage of BP development:	Submitted	X	Under Review	X	Clarification	X	Legal Review
						Sector Contributions	Published

BEST PRACTICE

Name of Best Practice	Diverse and regular Communication with residents
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1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value	X	Finances / Costs		Business Processes		Staff		Systems	
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety		Morale	X
Other: Please indicate									

2. Context: Share information to give more context in relation to where this specific practice is used in your organisation.

Urban	X	Rural		Number of Social Grant Recipients					
Care centre	X	Independent Living	X	Assisted Living		Nr. of In-house staff	35	Nr. of Outsourced staff	8
Nr. of rooms	25	Nr. of beds	35						

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
We have a monthly bulletin , a residents committee for both the independent residents and the Frail Care Centre that meet twice monthly. We have Wednesday coffee days with feedback on any issues given. Yearly AGM . SMS messages, Website and Facebook . We involve residents in projects e.g., new put-put course etc. Total transparent approach with residents	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
These practices developed naturally over several years.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Openness and transparency is the best way to run an organization where residents have a vested interest.	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	X
No	
If Yes, which portions does it comply with?	If No, which portions does it not comply with?
S7(a), S16 (e), S17, S20	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	15 years
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
The Board and management are reminded of this approach continuously, so that it remains a vital part of the organization	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Very good relationships with residents. The sale of units is facilitated because people want to live here.	
3.8 What lessons were learned?	
Involve residents and staff and you will have a tranquil atmosphere and good cooperation	