PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

				5053-007-027
Organisation name:	Huis Herfsblaar	Date:		06 April 2022
Information provided by:	James Black	Role within organisation:		Executive Manager
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Stage of BP development:	Submitted	X	Under Review	x	Clarification	X	Legal Review		Sector Contributions		Published

BEST PRACTICE

Name of Best Practice	Resident involvement

1. This proposed best practice is *primarily* related to (please *tick 2 most applicable boxes*):

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

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

Urban	Y	Rural	N	Number of Social Grant Recipients					0
Care centre	✓	Independent Living	✓	Assisted Living	✓	Nr. of In-house staff	377	Nr. of Outsourced staff	9
Nr. of rooms	175 Flats 69 Town houses		Nr. of beds	175 Frail					

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.
The Village has different types of residents with different needs. We have incorporated not just the required committees for the residents to have a voice but have structured it so that the different members have specific roles and feedback responsibilities. This is normally in line with the expertise of the resident. The chairperson of each committee also has representation at the Management Committee and on the Board of Trustees.

3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.
It was structured because it was a requirement and meetings have been held for years so we changed the dynamics to ensure that it can be functional and benefit all.

3.3 Why do you consider this to be a best practice? E.g., Outcomes noted
We have found that this provides a platform for residents to discuss issues, make recommendations and forward it to the necessary people for consideration, necessary approval and implementation. We provide a platform for the residents and in this way they feel part of management and not like children.

3.4 Do you consider this to be compliant with the current Older Persons Act?			
Yes	Absolutely	No	
If Yes, which portions does it comply with?		If No, which portions does it not comply with?	
Mutual Respect, to deal effectively with the plight of older persons by establishing a framework aimed at the empowerment and protection of older persons and at the promotion and maintenance of their status, rights, well-being, safety and security. The Residents feel they belong.			
I do not know			

3.5 How long has this practice been used within the organisation? (state period in years)	3 Years, Started implementation in 2019

3.6 What are essential aspects in the organisation that directly support / maintain this practice?
Effective communication between all within the facility. The residents are included and feel they are part of the processes. Residents share knowledge and ideas with us. We have access to a vast amount knowledge of experience.

The teams or people that provide the services are structured and managed by elected leaders who report to the Social Worker involved.

3.7 What are the benefits for your residents and/or staff and other stakeholders?
The needs of the residents are heard, we continuously assure them that they need to participate. They have an open route to the management. We also provide suggestion boxes for both the residents and staff. They are checked daily. Some residents are included in the planning and hosting of events. Residents are part of the different activity structures within the organisation. Our residents that are not in the frail care provide spiritual and moral support to all our residents.

3.8 What lessons were learned?
To manage the inputs of residents it is necessary to ensure that they have role clarity with the understanding that they are assisting and not managing your organisation. The residents have a magnitude of knowledge and experience that will go to waste if you don't include them. Some residents have come to retire and are happy not to be part of the structures but participate in the activities. Some residents are enthusiastic and eager to do things and some need to be managed with caution. The enormous problem for the resident could very easily not seem important to the staff and can cause frustration, we must listen to what the needs are and if it is not important, we should explain. The more issues that are solved the more they find, and this could cause the staff to feel they are achieving nothing. It also helps us to know what the needs of the residents are.